



## Guide to our Product Offering

### CONTACT

eZCom Software

[Sales@ezcomsoftware.com](mailto:Sales@ezcomsoftware.com)  
+1 (877) 765-3564, Option 1



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# GENERAL OVERVIEW

Lingo is a cloud-based platform that delivers best-in-class processing of EDI transactions and online orders.

At eZCom, our Lingo software is built to create supply chain efficiency, save time, and transform EDI and order processing into a genuine competitive advantage.

Our product is a true full-service offering. It is backed by an expert, in-house Customer Support team that responds to issues quickly and keeps trade flowing for our clients. We communicate with our customers regularly, learn their pain points and integration challenges, and use their feedback to develop features that solve real-world order processing challenges.

Lingo is not only a powerful tool for EDI, it is a platform to process orders from all channels, including online marketplaces and eCommerce stores. In a constantly evolving retail landscape, our software gives suppliers the power to pivot and take advantage of new opportunities.



# FEATURES AND BENEFITS



## GLOBAL COMPATIBILITY

Lingo is built and maintained to comply with X12 and EDIFACT, the internationally recognized EDI file standards.



## RETAILER MAPPING

Rely on our full-time mapping team to maintain everything according to the compliance standards of your trading partners. Whenever requirements change, mapping is updated to prevent errors or chargebacks.



## MULTI-CHANNEL CAPABILITY

The Lingo platform allows suppliers to process all orders—EDI, online marketplaces, your own eCommerce store—the same way each time.



## USER ACCESS RIGHTS (PERMISSIONS)

Grant special permissions to important vendors, including 3PL providers, to let them see the information they need while blocking anything that is confidential.



## DOCUMENT TAGS

Communicate, organize, and manage workflow as efficiently as possible—Tags make the process seamless and help users process orders in less time. With Tags, everyone—your team, warehouse staff, a 3PL provider—is on the same page as an order moves through the system. The status of an order is obvious, and the remaining steps are clear to all parties.



## ITEM CARTON MAINTENANCE

When a new Order comes into Lingo, it will cross reference with item information entered into the Item/Carton Maintenance section. Any information that is available will be pulled into the new Order. If there is no item information available to cross reference, the new Order simply loads in its existing state. When used effectively, Item/Carton Maintenance streamlines order processing—users can preload information such as UPCs, Item Weights, Pack Size, Price, Size Runs, Carton Groups, Carton Dimensions, NRF Color Codes, and NRF Size Codes. Having this information in Lingo before Orders arrive will save valuable time during Order processing.



## BATCH PROCESSING

Move hundreds of documents, at once, with a few clicks. You'll save time because you don't have to complete multiple steps with each order.



## VALIDATION CHECKS

Lingo software has built-in validation checks to prevent the chargebacks that can occur when a document is sent with missing or incomplete information. These checks are created through our mapping protocols, and users can also define some settings.



## COMMUNICATION PROTOCOLS

The software adheres to all EDI document exchange protocols—VAN, API, FTP, SFTP, and more.



## INVENTORY

The pace of change in the retail landscape is only accelerating. Direct-to-consumer drop shipping continues to grow in importance, while retail trading partners expect brands and suppliers to be part of a seamless supply chain. Suppliers need to provide inventory reports according to the frequency requirements of the retailer, and in a way that is both efficient and cost-effective. Accurate inventory reporting helps build productive, lasting business relationships.

In Lingo, options for inventory reporting include:

- EDI 846 Inventory Feed. Report in-hand quantities to trading partners.
- EDI FTP Upload via 3rd Party Portal (DSCO, CommerceHub, Radial). Upload inventory information to an online portal through the Lingo platform.
- Inventory Software. Send inventory updates directly from the system that powers your business when Lingo is integrated.



## REPORTING

Lingo can create many custom reports, including:

- Total number of one SKU across multiple orders
- Detail on invoices or shipments during a specific time period
- Concise list of items shipped to a store or distribution center
- Item report to see what was invoiced over a time period
- Item reports to reflect what has shipped, and what remains to be shipped—can be created for one or multiple orders

## TRAINING & SUPPORT

An in-house, US-based support team is staffed by EDI and order processing experts who can help you resolve issues quickly. We are available Monday through Friday from 8:30 AM to 8 PM Eastern Time, and outside of normal business hours for genuine emergencies.



# SHIPPING LABELS AND PACKING SLIPS

Choose the printing solution that is best for your company.

## PRINT FROM A PDF

With web-based printing, Lingo creates a PDF version of your labels that can be downloaded. Use the PDF to print, or forward the PDF directly to your warehouse or 3PL provider.


## LET US PRINT THE LABELS FOR YOU

Select the correct Shipment and choose Order Labels. We'll print and ship the completed labels directly to your company through UPS, FedEx, or the USPS.

## Retailer-Branded Packing Slips

can be generated automatically in Lingo.

**Pick Tickets** can be created in Lingo and printed anywhere in the world.

 Order Number: HOZZ\_7EST01  
Order Date: 08/20/2018

Ship To:  
TEST BY NAME:  
BY ADDRESS:  
BY CITY, NY 10019  
US

Ship Via:  
Lingo Next Day Air

Part Number	Description	Ship Qty
VNCITEM01	TEST ITEM 1	30
VNCITEM02	TEST ITEM 2	22
VNCITEM03	TEST ITEM 3	18

We appreciate your order. If there's anything we can do to make the process better, please visit <http://support.houzz.com>.  
Need to speak with someone? Call us at 1-800-368-4268. Monday-Friday, 9am-5pm PST (excluding holidays).

## PAIRED LABEL



The Paired Label prints the GS1-128 and the shipping label consecutively to make it easier to match them correctly.

## COMBINED LABEL



The Combined Label prints the GS1-128 and the shipping label on the same sticker. Peel, stick, ship.

# OPTIONS FOR PACKING

Every company has unique needs when it comes to preparing products for shipping. Multiple options create flexibility.

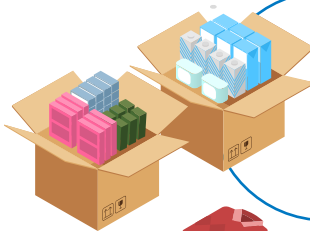


## All items in one carton

All items in an order can be shipped in a single box.

## Standard Pack

One SKU that ships the same way every time.

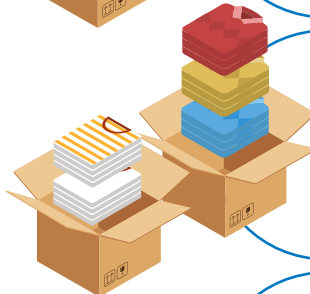


## Pre-Pack

Multiple items are packed together, but without a consistent pattern—it's different each time.

## Carton Groups

A group of items that is packed the same way in every box.



## Size Runs

A single style offered in different sizes, packed in a pattern that is repeated in each carton.

## One Carton Per Line Item

One SKU that is packed and shipped in a single box.

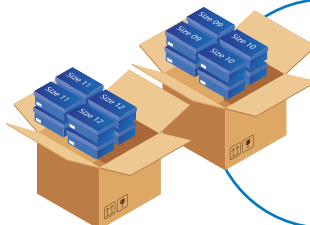


## Upload Carton Contents

Products that are packed and documented from a spreadsheet.

## Group Related Items

Multiple SKUs that are packed together in a carton and shipped the same way each time.



## Fixed Quantity

Multiple SKUs are packed together but the same number of units is in each carton.

# SHIPPING WITH LINGO

The platform is built to increase efficiency and reduce mistakes.

## CONNECT TO MAJOR SHIPPING PROVIDERS

Direct connections to major shipping providers like UPS, FedEx, and Stamps.com let you automate the transfer of order information and generate error-free labels.

## AUTOMATE FOR EFFICIENCY

Once the user establishes it in Lingo settings, the information required for labels is generated when the shipment is packed. With automation turned on, the Shipment (ASN) will automatically be transmitted to the retailer.

## DROP SHIPPING

Direct-to-consumer drop shipping for retailers is growing, but it can be time-consuming and error-prone. The Lingo platform makes it possible to manage these orders in less time, and eliminates mistakes that can damage valuable retailer relationships. In Lingo, users can process multiple orders in batch, automate the creation of retailer-branded packing slips and labels, and work through one platform instead of multiple retailer portals.

## BILL OF LADING

Generate Bill of Lading documents from Shipments in just a few clicks. Even data-intensive VICs Bill of Lading documents are easy to generate, because the platform combines Shipment data with a series of user defaults that are established during the setup process.





# AUTOMATE THE PROCESS WITH LINGO

Increasing efficiency throughout the supply chain is critical as companies grow and orders increase. Lingo replaces high-touch, time-intensive manual entry tasks with automation. Settings are established during set-up, and the time savings are substantial. Here are some of the ways that Lingo users can automate the process.



## EXCHANGE EDI DOCUMENTS

Automate the exchange of many commonly used EDI documents. During setup with trading partners, you can establish which ones you want to automate. Many users set up their account to automatically create the Invoice based on information in the ASN, ensuring that the billing is accurate and matches the actual shipment.



## POPULATE WEIGHTS

Pre-set item and carton weights in Lingo to speed order processing and ensure accuracy. Utilizing the Item/Carton Maintenance feature in Lingo allows you to establish item and carton weights for products. This data will be used when Documents are created. This ensures that each Document reflects the correct weights, and eliminates a time-consuming task.



## PACK CONSISTENTLY

Many brands and suppliers have consistent packing patterns. Trading Partner Settings can be used to automate the process, where the cartons will pack automatically during Shipment creation. This speeds the process, while eliminating potential errors.



## RECEIVE EMAIL ALERTS

Set up your Lingo account to send email notifications that make your order processing workflow more efficient. Establish when and why, and determine which users receive each notification.



## CONNECT TO SHIPPING PROVIDERS

Instead of manually transferring order data, automate the process so information is moved directly to your shipping providers. Customize this feature according to the standards of your trading partners and the requirements of the shipping providers.



## GENERATE LABELS AND PACKING SLIPS

Automate the creation of GS1-128 labels, shipping labels, and packing slips, including retailer-branded packing slips, with order information that is already in Lingo. Customize according to your specific needs and the compliance requirements of your trading partners.



## INTEGRATE WITH OTHER SYSTEM SOFTWARE

Custom integrations by our in-house development team connect Lingo seamlessly with the system that powers your business—an ERP, accounting software, or a WMS. Integration introduces even more automation and efficiency to order processing.

# SYSTEM INTEGRATIONS

It's always great when sales are on the rise. But growth isn't always easy, especially when it seems like systems are stretched or new processes are making things more complicated. Efficiency is created when EDI is integrated with online orders and your internal system. The custom solutions that our team creates increases your productivity in the supply chain.

## ERP

No two organizations are exactly alike—companies sell different products, manage inventory differently, invoice differently, ship differently. There are also legacy processes, different workforces, location of distribution centers—multiple factors that make cookie-cutter integrations inefficient. Our in-house integration team will analyze workflow, discuss issues, and build a custom solution that maximizes value.

## INVENTORY

Accurate inventory reporting has grown even more important as retailers turn to suppliers to fulfill direct-to-consumer orders. Generate timely, accurate inventory reports that meet the compliance standards of retail trading partners. Trust your inventory counts and build more productive relationships with retail trading partners.

## 3PL/WMS

Integrate a 3PL provider or WMS with EDI documents, through our API, or with a mix of both. Our in-house experts will create a solution that produces efficiency and assures compliance.

## ACCOUNTING

Spend less time copying-and-pasting information or shifting data from one system to another. With integration, accounting is always updated, and payment reconciliation is easier. When invoices go into accounting software that is integrated with Lingo, the invoice number will be automatically shared with the customer and included with their payment.

**ORACLE**  
NETSUITE

**SAP** Business  
One



 **FISHBOWL**

 **Commerce**

 **Intuit**  
QuickBooks.

**ZOHO**

  
**Acumatica**  
The Cloud ERP

**zedonk™**

**SKUBANA**

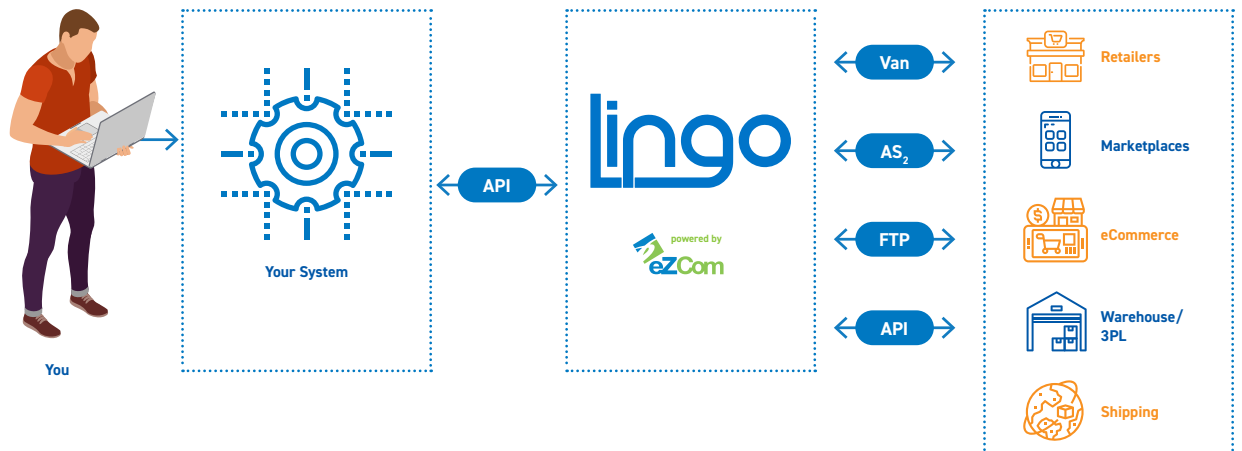
# RESTFUL API

## GET CLEAR DOCUMENTATION

Our clear documentation makes it easy to start building your API. As development work happens, our team of professionals will be available to help and overcome roadblocks to success.

## TEST IN A SANDBOX ACCOUNT

We provide access to a Sandbox account so your team can work with our API professionals throughout the testing process. Our Sandbox is a self-contained, virtual environment that replicates the live Lingo production environment.



## ECOMMERCE & ONLINE MARKETPLACES

Not only is Lingo a powerful tool for EDI, the platform makes it easy to process orders from your eCommerce store and online marketplaces. Orders from all channels can be processed the same way, with Lingo as the hub for data.



FAIRE



# LET'S CONNECT

 877 - 765 - 3564

 [Sales@ezcomsoftware.com](mailto:Sales@ezcomsoftware.com)

 [www.ezcomsoftware.com](http://www.ezcomsoftware.com)

