eZCom's Comprehensive Solution Suite

CONTACT

eZCom Software

Sales@ezcomsoftware.com
+1 (877) 765-3564, Option 1

eZCom

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GENERAL
OVERVIEW

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

A leading provider of electronic data interchange (EDI) solutions, eZCom Software supports thousands of suppliers and their trading partner relationships, ensuring accuracy, compliance and efficiency.

Backed by an in-house development team and on-site, U.S.-based customer support, eZCom's flagship platform, Lingo, turns EDI from a retailer requirement into a true competitive advantage.

Beyond EDI, Lingo can process orders from all channels, including online marketplaces and eCommerce stores, supporting brands as they grow and open new channels.
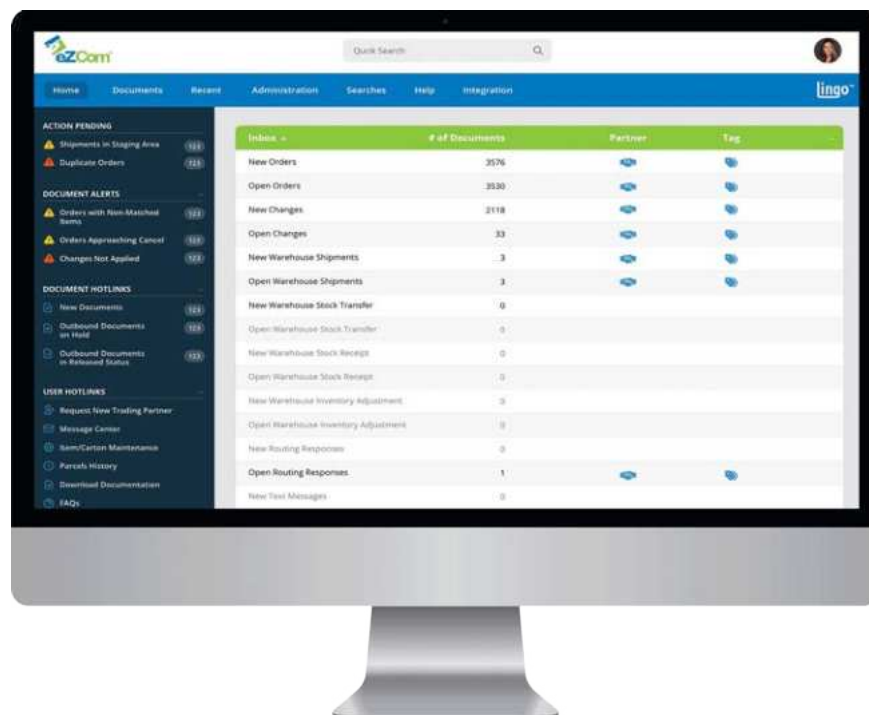
FEATURES AND
BENEFITS

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 effiicently 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
Provide item information prior to orders arriving for greater efficiency. By adding the information beforehand, data such as UPC, weight, NRF Code, etc., is populated on the various documents throughout the order fulfillment process.

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 individual SKUs across multiple orders

- 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.

PACKING SLIPS AND
SHIPPING LABELS

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

Submit your label order through Lingo, and your labels will be printed and shipped to your specified address via UPS, FedEx, or the USPS.

Retailer-Branded Packing Slips can be generated automatically in Lingo.

Create **Pick Tickets** within Lingo for easy printing.

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

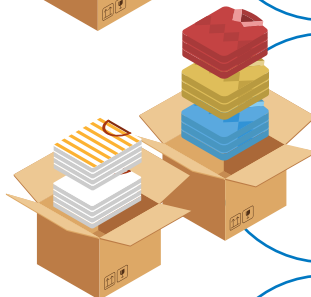One SKU that ships the same way every time.

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

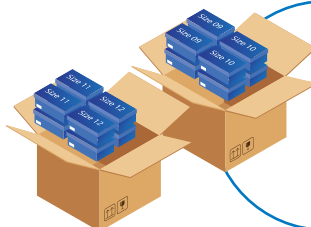One SKU that is packed and shipped in a single box.

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 their 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. You determine which users receive which notifications.

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

Connect Lingo to a 3PL provider or WMS with EDI documents, through our API or 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   sage   FISHBOWL   Brightpearl by Sage

intuit QuickBooks   OMS OFFICE MASTER SYSTEM   Acumatica The Cloud ERP   zedonk.   Cin7 Core
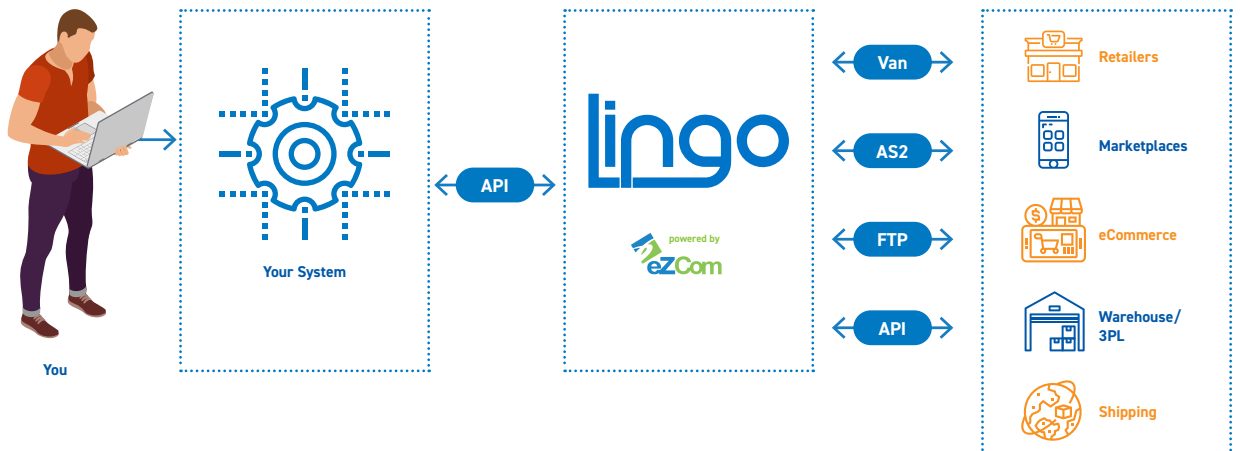
RESTFUL
API

GET CLEAR DOCUMENTATION

Our documentation makes it easy to start building time-saving integrations through our 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 in-house development staff throughout the testing process. Our Sandbox is a self-contained, virtual environment that replicates the live Lingo production environment.

You

Your System

API

lingo
powered by eZCom

Van

AS2

FTP

API

Retailers

Marketplaces

eCommerce

Warehouse/ 3PL

Shipping

ECOMMERCE & ONLINE MARKETPLACES

Not only is Lingo a powerful tool for EDI, but the platform also makes it easy to process eCommerce and online marketplaces orders - even via API when an EDI connection is not available or preferable. Orders from all channels can be processed the same way, with Lingo as the hub for data.

BIGCOMMERCE

shopify

shopify plus

amazon seller central

WOO COMMERCE

Magento

Walmart Marketplace

ebay

SQUARESPACE

MIRAKL

FAIRE

I'm a groupie now!"

OVERALL: EASE. (nuff said!)

PROS: I process multi-store orders, sometimes over 1000 stores per PO. Lingo lets me select the individual stores I need to ship to without having to select all 1000 stores like my previous EDI company. Actually, Lingo lets me do almost anything I want. From sorting the way I want to shipping and invoicing the way I want. So far, no one has told me no to any of my requests! The customer support people are incredibly knowledgeable and very easy to understand and deal with. Also it only takes a few minutes to get connected to a real live person. All of my questions have been answered promptly. Best thing we've done at work all year!

Sandi D.
Whole Sale Office Manger

Fast, accurate, easy – great team to work with."

OVERALL: We've been working with the eZcom Team for years. They have supported our growth every step of the way with a smile and unending patience. Highly recommend them.

PROS: Intuitive to use. Can not make a mistake – lots of checks along the way.!

Sue P.
CEO Consumer Goods

A Fantastic EDI Solution With An Even Better Support Team"

OVERALL: As a user of Lingo for the purpose for facilitating shipments to many of our clients, this flexible software is only made better by the great support team who is always willing to help.

PROS: Tons of options in terms of editing and controlling orders/Invoices/shipments. Also, the most consistently friendly and helpful customer support team I've ever had the pleasure of speaking with. An issue had arisen (on our end) regarding GS1 Label printing and after giving them a call, two individuals from Lingo's support team went above and beyond the scope of their support to fix the issue, and very quickly I might add!

Tesh H.
Key Retail Logistics Specialist

Lingo is great to work with in every aspect. And the support that ezcom provides is fantastic."

OVERALL: The ease of processing received orders from start to finish and not have to use several different programs to do so.

PROS: The ease of using the software in Lingo is great. It's functionality is great overall. I like the fact that when you receive an order you do that order from start to finish in Lingo.

Lori B.
Logistics coordinator