



Customer Advisory

OpenText Active Documents is Now Available for Trading Grid Messaging Service Customers

OpenText understands the importance of complete end-to-end document visibility and the critical role it plays in effectively managing your supply chain. That's why we are lending a hand and giving all Trading Grid Messaging Service customers access to Active Documents as part of their existing service.

Starting today, all Trading Grid Messaging Service customers have access to Active Documents through the Trading Grid Online (TGO) portal. Active Documents provides complete, end-to-end lifecycle visibility and management of your EDI transactions. With customizable reporting, you can spot and manage issues before they impact your business—improving the speed and accuracy of information. And it's all at your fingertips, without requiring IT support or specialized EDI knowledge.

OpenText Active Documents key features and capabilities include:

- **Real-time status dashboard:** A single portal to track and monitor all B2B transactions, whether EDI or flat files—in real-time.
- **Summary reports:** Out-of-the-box reports, including activity and exceptions summaries, are available at your fingertips. Set any reporting period for time-bound analysis and export data to PDF and CSV file formats for additional reporting and analytics.
- **Analytics:** Custom analytics and ad-hoc reporting are easily accessible using the reporting interface. Set up and save your own custom reports, all without requiring internal IT resources.
- **Powerful search:** Search for inbound and outbound transactions.
- **Transaction drill-down:** Click on any part of the dashboard and drill down into transaction level detail to resolve issues and answer questions.
- **Business user friendly:** Intuitive and simple to use, no EDI knowledge is required to use Active Documents. With the Business Document Viewer, EDI transactions are presented in a logical, human-readable format.
- **Mobility:** Active Documents is available for the iPad and iPhone. Gain visibility anywhere, anytime—and work where and how you want to work.
- **Additional capabilities:** Contact Customer Support to take advantage of additional capabilities within Active Documents like document reconciliation. Using document reconciliation you can pinpoint where transaction discrepancies are taking place and get detailed reports that show document volume by type and trading partner.

Take control of your transactions and start benefiting from Active Documents today. You can access Active Documents through the Active Documents tab in the TGO portal. If you do not have a TGO login, please contact [Customer Support](#) to request access.

Helpful Resources

- [Active Documents and AD Mobile Quick Start Guide](#)
- [Active Documents Features Summary Video](#)
- [Active Documents Online Tutorial](#)

More Information

For more information, contact your Customer Manager.

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