Commerce Desktop

Frequently Asked Questions

Do I still need EDI translation software when I use Commerce Desktop?

No. Commerce Desktop has all the features and functions of an EDI translator, and more.

Can I switch all my customers to Commerce Desktop?

Yes. Instead of working on two or three different systems to manage your customers, you could be using just one. Commerce Desktop will handle all of your customers that are on some other EDI software or web service.

Do I have to sign a long term contract?

No. Your agreement with us is on a month-to-month basis.

What if my customer isn't on the list of trading partners you support?

We support over 150 different trading partners and continue to add more. If you have a trading partner that is not on our list, we will add them.

Do I have to switch all my customers to Commerce Desktop?

No. We hope that once you become comfortable using Commerce Desktop, you will want to switch them over.

Can I use Commerce Desktop even though your competitor said they are the only solution endorsed by my customer?

Yes. Many of your customers endorse more than one competitive service including Commerce Desktop. We connect to over 150 companies including Wal-Mart, Home Depot, The Bay and Canadian Tire with whom we do not have exclusive access, and neither do our competitors.

Can I use Commerce Desktop even though I continue to use your competitor's service?

Yes. Some of our clients don't want to change the way they do things and that's okay. We hope that in the long run you will choose one system and move all your customers over to Commerce Desktop.

Can Commerce Desktop print shipping labels?

Yes, and it prints price tickets too. Commerce Desktop offers wide ranging support for printing UCC128 bar code labels and price tickets. When a shipment is ready, you click a button and labels and price tickets are printed according to your customer's specifications.

Can more than one person use Commerce Desktop at a time?

Yes. Different people do different tasks so it makes sense to give each person access to Commerce Desktop. For example, one person in the office can process the orders and another person in the shipping department can prepare the shipments and print labels.

What happens when my customer changes the way they do things with EDI?

We stay on top of changes that your customers are making and apply them to Commerce Desktop at no extra cost to our clients. Quite often changes occur in the background and you won't even notice.

Do you support AS2 communications?

Yes. We deal with many of your customers who only accept AS2 communications.

Why do I have to pay VAN charges?

The use of a VAN is determined by your customers, not Commerce Desktop. If your customer requires Commerce Desktop to connect to a Value Added Network (VAN) to send and receive documents, there will be VAN charges. However if they request Commerce Desktop to use AS2, there are no VAN charges.

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