



FLOW
by TIE Kinetix

PARTNER
AUTOMATION™


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FLOW Partner Automation Platform

FLOW Partner Automation

Spring Release April 2021





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1. INTRODUCTION

The FLOW Partner Automation Spring Release 2021 is highly significant, as it informs FLOW Partner Automation customers about major changes in the platform. The following release notes provide a complete list of new features, resolved issues, and special considerations for FLOW Partner Automation.

TIE Kinetix provides detailed release notes for FLOW Partner Automation on a quarterly basis:

Release schedule (tentative):

- | | |
|----------------------|---------------|
| - <i>Spring 2021</i> | April 2021 |
| - <i>Summer 2021</i> | July 2021 |
| - <i>Fall 2021</i> | October 2021 |
| - <i>Winter 2022</i> | February 2022 |

New features and functionalities are automatically available to all customers.

Please note: It is impossible to list every improvement and all bug fixes, as minor platform modifications are frequent and ongoing. Therefore, we have made selections based on a combination of expected prevalence and impact of issues.

Patrick van Boom
CMO, TIE Kinetix



2. FLOW PARTNER AUTOMATION SPRING RELEASE 2021

FLOW Partner Automation Portal

For partner, supplier, and admin users

NEW	DETAILS	IN THE PAST	WHY IT MATTERS
In-portal support	A newly redesigned support page in FLOW provides users with support options directly within the FLOW portal; support tickets are neatly organized by status type to provide portal admins with a clear overview	FLOW users were redirected to an external URL for all support-related inquiries and were required to log in to a separate account	In-portal support dramatically improves user experience and traceability of support tickets
Microsoft single sign-on (SSO)	If enabled by the organization, FLOW users now have the option to log in to the FLOW portal using the individual Microsoft credentials provided to them by their company	Microsoft SSO is now available in addition to other SSO technologies (SAML, OpenID, and more)	When enabled, Microsoft SSO speeds up the log-in process and improves user experience
User-specific, easy-to-locate bookmarks	When an individual FLOW user wants to bookmark a certain solution page and clicks “Apply to my profile,” the page will only appear as a bookmarked page for that specific user; all user-bookmarks are now highlighted for quick access	When a FLOW user would bookmark a solution page, the bookmark would be applied to all user profiles, not only the profile of the logged-in user; bookmarks were not easily distinguishable	User-specific, highlighted bookmarks enhance profile customization by enabling FLOW users to bookmark the pages that are relevant to their specific needs and/or role and locate them easily—less noise and more focus
Available solutions overview	FLOW users will notice a new menu item, “All,” which provides access to an overview of all FLOW solutions and applicable tools that are directly available for their use	An overview of available solutions was not accessible via the standard FLOW portal menu	The easily accessible solutions overview significantly improves user navigation experience within the FLOW portal and simplifies user tasks

FLOW System & Supply Chain Integration

Document and system integration with channel and trading partners

NEW	DETAILS	IN THE PAST	WHY IT MATTERS
Simplified trading partner onboarding with advanced verification	A new onboarding tool—developed in-house—enables more trading partners to be onboarded to the FLOW platform in a shorter amount of time; additional trading partner validations have also been added (i.e., VAT and KVK)	A third-party onboarding tool was used to connect new trading partners to the FLOW platform; verification capabilities were limited	A simplified onboarding process highly reduces the need for support and maximizes successful trading partner connections; enhanced verification reduces errors and complications by enabling advanced process automation



Streamlined log-in process for new and existing FLOW users	Due to the possibility that a new or existing FLOW user may attempt to log in to the platform via the wrong URL, a new feature redirects those users to a “gateway” page with several options for proceeding (i.e., a list of URLs that the user is associated with)	When a FLOW user would attempt to log in to the portal via a URL that they are not associated with, guidance to the correct location was less extensive	The new “gateway” that appears following an invalid log-in attempt reduces human error and streamlines the log-in process via comprehensive guidance
Improved FLOW user verification for onboarding	It is now only possible for FLOW users that are listed as company admins to complete the onboarding process to become a new trading partner of another company	Access to company onboarding forms was not limited to company admins	In verifying that the FLOW user completing an onboarding form is a company admin, chances are lower that an unauthorized user would erroneously complete the onboarding process to become a new trading partner
Enhanced EDIFACT validation notifications	EDIFACT CONTRL messages are now sent to FLOW users in a human-readable report format; FLOW users receive functional acknowledgement of CONTRL messages between the sender and receiver and can easily view message contents	FLOW users received EDIFACT CONTRL notifications as raw data, which made them difficult to interpret	Human-readable EDIFACT CONTRL notifications simplify the processes associated with EDIFACT exchanges and improve user experience
Performance improvements for ASCII and ANSI X12 documents	Improved document analysis capabilities enhance the processing of ASCII and ANSI X12 documents	Performance improvements are ongoing	Performance improvements positively impact processing capabilities for ASCII and ANSI X12 documents
Performance improvements for AS2, HTTP, and OFTP communication protocols	Improvements ensure that all communication protocols are on par with the latest updates	Performance improvements are ongoing	Up-to-date communication protocols lead to optimal performance and ensure compliance
Reduced service interruptions during patch updates for exceptional cases	Improved platform functionalities for special cases ensure that all messages that have been sent to FLOW during a patch update are automatically processed when maintenance is complete	In exceptional cases, it was necessary to reprocess some documents	Patch updates will have less impact on service in exceptional cases
Optimized delivery of converted PDF documents	For PDF-2-FLOW customers, a new preprocessing engine	Fewer processes in place to verify the information	For PDF-2-FLOW customers, the new preprocessing engine



	adds additional verification prior to PDF conversion and further processing to ensure successful delivery	completeness and suitability of the received PDF	increases success rate by reducing the number of converted PDF documents that contain errors
Advancements in PDF conversion	Artificial Intelligence (AI) and machine learning continuously enrich PDF conversion capabilities	Advancements in AI and machine learning for PDF conversion are ongoing	PDF-2-FLOW customers can be certain that their PDF documents are converted with 100% accuracy
Streamlined email notifications	FLOW company admins can now enable and/or disable certain email notifications that are received by their users; emails are labeled as "System" or "Document" for easy sorting	FLOW company admins were not able to choose which emails their users would receive; emails were not categorized as "System" or "Document"	FLOW company admins now have more control over the notifications that their users are receiving, and users can easily sort emails based on type for identification purposes
Manual document submission capabilities extended	All FLOW users can now create and submit documents manually through the document submission portal	Only privileged FLOW users were able to create and submit documents manually	Extending document creation and submission capabilities enables all FLOW users to delegate responsibilities for a more efficient workflow
Improved localization for manual document submission	If using a default language other than English, FLOW users will notice that more terms and labels have been translated to their implemented default language when manually submitting documents	Certain terms and labels were listed in English regardless of the user's default language in the FLOW portal	Improved localization enhances user experience for manual document submission
Improved data quality checks for manual document submission	Additional verification processes have been implemented in the manual document submission form to ensure accurate data has been entered; inaccurate data is flagged when adjustments are necessary (e.g., start date cannot be after end date)	Fewer data quality checks in place	Additional verification processes highly reduce the possibility of human error for manual document submission
Accessibility improvements for documents received	FLOW users can now easily view documents received as PDFs	Documents received as PDFs were not easily viewable	Easy access to human-readable documents simplifies and improves user experience



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About TIE Kinetix



At TIE Kinetix, we deliver **Software as a Service (SaaS) solutions to companies**, governmental institutions, and their suppliers, to help them exchange all business documents electronically and simplify supply chain processes as a result. FLOW Partner Automation, our software platform, empowers its users to engage in smart business exchanges and streamline communication through seamless integration with any existing system.

Since 1987, we have supported all EDI and e-invoicing standards and communication methods worldwide. Today, our global team of experts share their knowledge with our 2,500+ customers, facilitating the exchange of over 1 billion documents through FLOW each year.

TIE Kinetix is a public company (Euronext: TIE), and has offices in the Netherlands, France, Germany, Australia, and the United States.



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