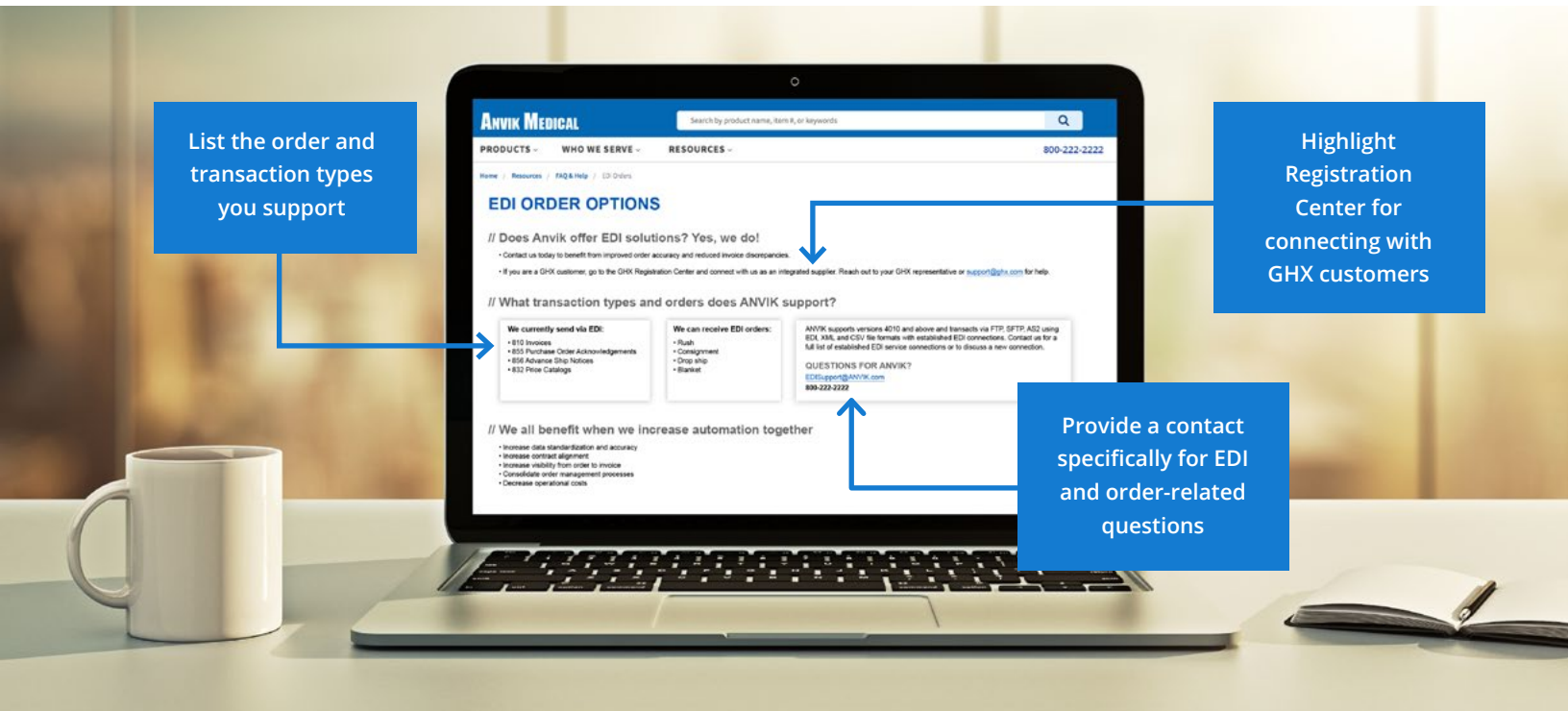# // FAQ PAGE INSPIRATION AND IDEAS

List the order and transaction types you support

Highlight Registration Center for connecting with GHX customers

Provide a contact specifically for EDI and order-related questions

// TIPS AND IDEAS

Make sure that your customers can find your FAQ page by locating it on your website wherever your customers go for more information, help and/or questions about ordering.

Unique order types can require some extra set-up, but the increased automation is worth it! Include key details regarding each type of unique order you support such as:

- *EDI map requirements: BEG02 = "DS" (DropShip)*
- *Or just provide contact information for someone that can help set up those unique order types*

Not every customer will be able to send every order to you via EDI. Provide the method or process in which you'd like to receive those orders.

Direct current GHX customers to GHX Registration Center. If they need further help, have them reach out to their main GHX point of contact or **support@ghx.com**.

Encourage non-GHX customers to begin working with you through the Exchange! Direct them to this GHX webpage for information.

EMPHASIZE THE VALUE OF AUTOMATION

- Increased data standardization and accuracy
- Increased contract alignment
- Increased visibility from order to invoice
- Consolidated order management processes
- Decreased operational costs

ADD YOUR SPECIFIC METRICS/SLAS:

- Confirmation Compliance Rate and Turn-around time
- Invoice Delivery Options and Timing