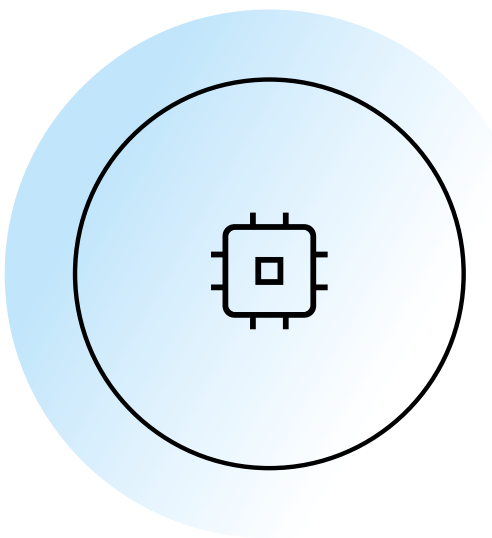


The Future of the TrueCommerce Platform, Powered by AI

AI is shaping the future of the TrueCommerce platform, and directly benefits how customers onboard, integrate, and grow with their trading partners. While some capabilities are still in development, our Product team is actively embedding AI into our solutions to make onboarding faster, operations smarter, and partner relationships stronger.



By harnessing AI, we accelerate what already works today: helping customers connect with new partners, complete onboarding with greater ease, and realize the benefits of EDI automation sooner. This means faster time-to-value, the ability to handle more complexity with confidence, and earlier impact on business operations.

Summary

TrueCommerce is integrating AI across onboarding, mapping, testing, and support to help customers connect faster, operate smarter, and grow with greater confidence. Several of these AI capabilities are already available in the TrueCommerce platform today, with the remaining enhancements scheduled to go live in Q1 2026. These capabilities strengthen the value of our platform today while laying the foundation for the next generation of intelligent commerce.

Core Ai Capabilities

Clear, customer-friendly explanations of the AI capabilities we can share externally – focusing on what each capability is and the value it provides.

01

Faster Trading Partner Onboarding

What It Is

An always-on, AI-guided onboarding assistant that walks teams step-by-step through trading partner setup.

The Value It Provides

- A simpler, more transparent onboarding experience
- Real-time guidance that reduces confusion and manual effort
- Faster connection with trading partners and reduced onboarding delays

02

Smarter Trading Partner Mapping

What It Is

Agentic AI that automatically builds and validates trading partner maps.

The Value It Provides

- Reduced manual mapping work
- Faster connection with new or unique trading partners
- Increased accuracy so customers can begin transacting sooner

03

AI-Supported Integration Testing

What It Is

AI that analyzes test results and guides users through integration validation.

The Value It Provides

- Simplifies a complex and technical part of the process
- Improves visibility into testing
- Helps teams reach go-live faster and with fewer delays

04

AI-Guided Technical Support (Truedi)

What It Is

A 24/7 in-application assistant that helps resolve many issues without needing to call support or open a case.

The Value It Provides

- Immediate, always-available guidance
- Troubleshooting tailored to each customer's ERP, transaction type, or account settings
- Smooth escalation to human support when needed