

# Order Management Services at a glance

## Order Management: An Overview

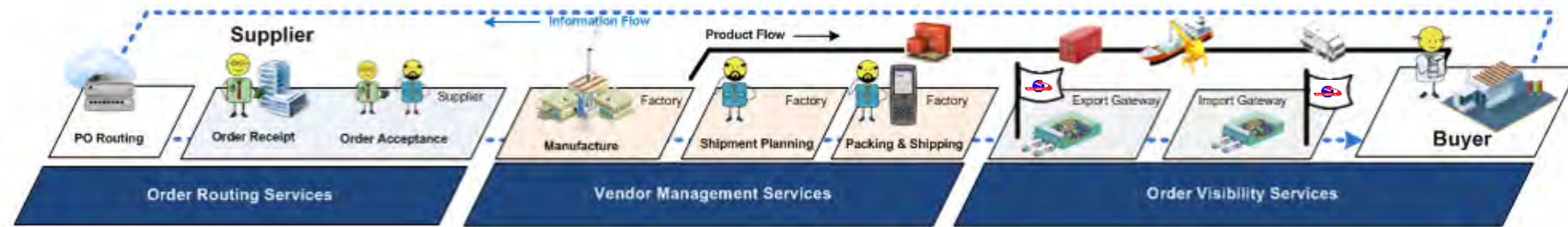
Order Management is an integrated service which ties together **Customers, Vendors & the Forwarder's Transportation Services**.

Our Order Management solutions provide **Order Routing Services**, proactive **Vendor Management & Order Visibility Services** to manage global order logistics at a local level.

Order Management is an **outsourced solution**. The clients use our global infrastructure and the Forwarder's personnel to be able to source across geographies and vendors, reducing the need to place their own resources in each location.



# Order Management – Overview of Services



*Order Routing Services provide our clients with a global technology platform to seamlessly connect with Vendors and electronically route Orders via the Order Management Portal.*

*Vendor Management Services provide our clients with an extended team and technology platform to manage their vendors and their orders.*

*Order Visibility Services provide our clients with a single platform to capture and view global Purchase Order related information from parties across their supply chains.*

**People & Technology Platform**



# Vendor Management Services

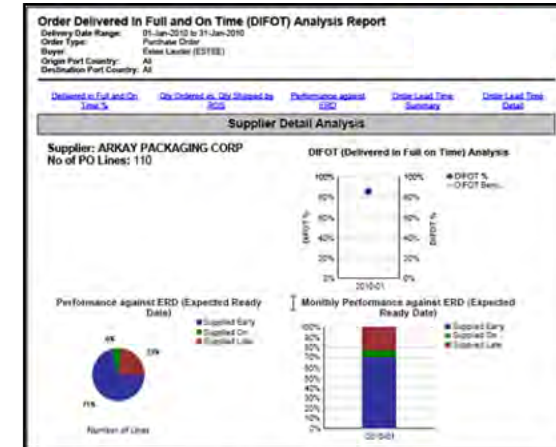


## Vendor Management Services will help our clients:

1. Avoid costly investments in people and technology
2. Reduce information delays and miscommunications by using 24/7 service in local language
3. Early identification of potential issues.
4. Monitor and report on vendor compliance facilitating faster and fact based resolution
5. Reduce the risk of potential supply chain disruption through early visibility



The forwarder's Vendor Management Teams contact your Vendors 24/7 in local language



Vendor Compliance is logged to ensure all your vendors can be measured

## Vendor Management : Service Components

Compliance to pre-defined Order milestones, including Cargo Ready Date, Latest Shipping Date and/or Required on Site Date

Compliance with applicable transport related regulatory requirements

Configurable Vendor Performance Criteria and Reporting

Compliance with client defined Order shipping Authorization criteria

Progress and event management via Web or EDI Integration

## Order Delivered in Full and On Time (DIFOT) Analysis Report

Delivery Date Range: 01-Jan-2010 to 31-Jan-2010  
 Order Type: Purchase Order  
 Buyer: Excel Leader (ESTEE)  
 Origin Port Country: AU  
 Destination Port Country: AU

[Delivered in Full and On Time %](#)  
[Time %](#)

[Qty Ordered vs Qty Shipped by PO](#)

[Performance against ERD](#)

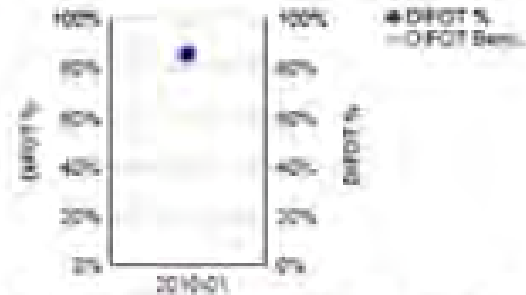
[Order Lead Time Summary](#)

[Order Lead Time Detail](#)

### Supplier Detail Analysis

**Supplier: ARKAY PACKAGING CORP**  
 No of PO Lines: 110

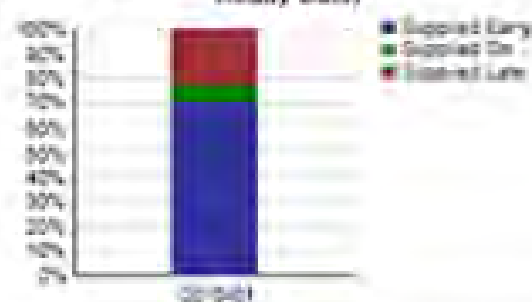
#### DIFOT (Delivered in Full on Time) Analysis



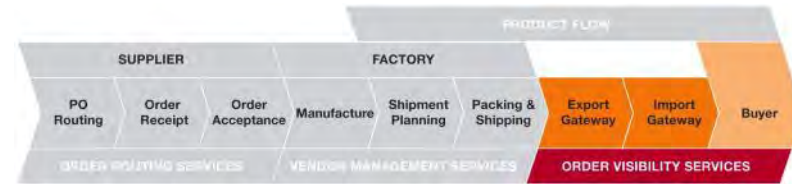
#### Performance against ERD (Expected Ready Date)



#### Monthly Performance against ERD (Expected Ready Date)

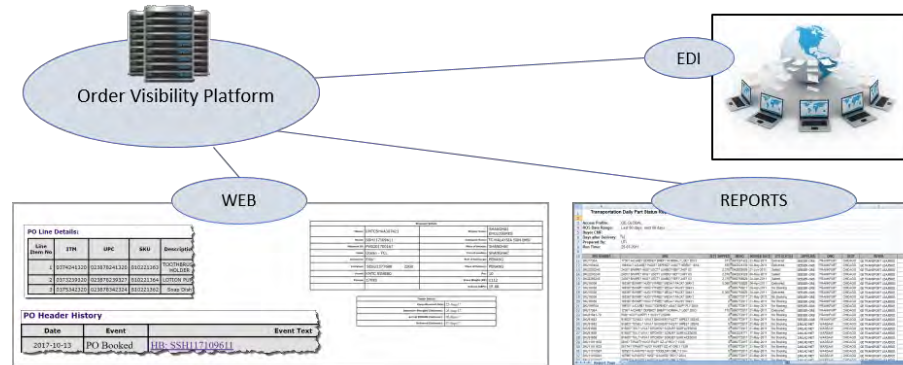


# Order Visibility Services



**Order Visibility Services** will help our clients:

1. Avoid costly investments in people and technology
2. Provide better customer service through real time visibility
3. Optimize inbound logistics functions through better visibility and control of upstream activities.
4. Stage, reroute and prioritize order shipping by having detailed container packing visibility
5. Capture details around container and capacity Utilization which can be used to optimize shipping costs
6. Reducing working capital by having better visibility into products and product values



## Order Shipping Visibility: Service Components

Visibility to Purchase Orders while in transit

Visibility to Parts/SKUs while in transit including Codes, Quantity & Container No

Visibility to Part/SKU details, including Cartons, Dimensions, Weight, and Invoice Value

Multi Attribute SKU definitions (Style, Color, Size, Barcode, etc.)

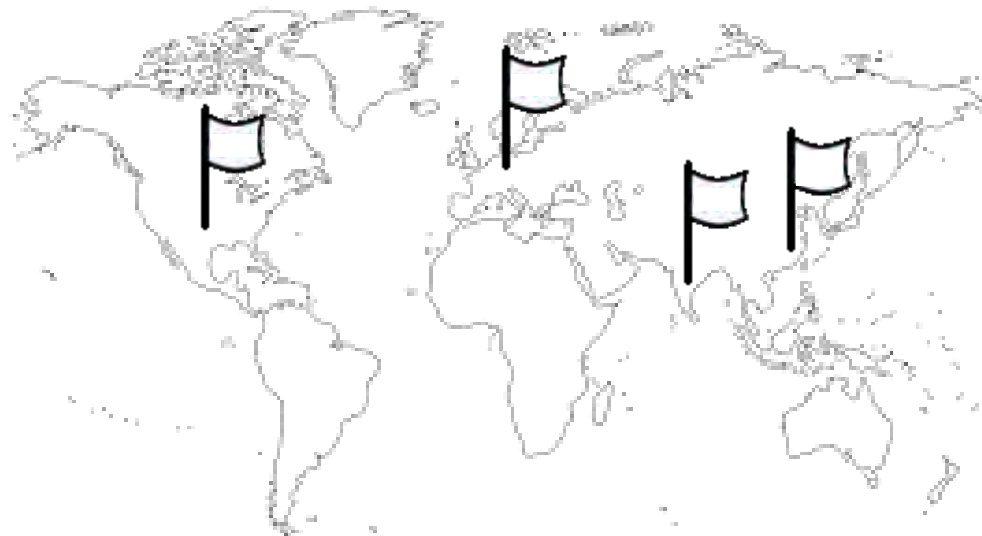
Role-specific views of Orders and Inventory movements

Supplier Document and Regulatory Compliance

# People Platform

## People Platform Highlights

The forwarder's global gives you local presence close to your Vendors.



# Technology Platform

## Technology Platform Highlights

### Web based services

- Fully hosted Online PO management and visibility platform.

### Flexible EDI Tool Set

- Supports a rich and pre-defined set of internationally legal Standards and Protocols
- Connects efficiently, securely and reliably
- Any-to-any protocol
- Any character set

### Supported Document Standards

ANSI x12, XML, Flat file, Excel, CSV,

### Supported Protocols

FTP, SFTP, AS2