



Fabless Semiconductor Management™

Customer Service and Logistics

All the tools a customer service manager needs to support customer orders, scheduling, shipping and drop shipment, documentation, and management metrics in a closed loop system fully integrated with invoicing and accounting. Customer service is an integral component of the Quote to Cash cycle.

Ship Order Listing											
Product Family	All	Item	All Items	Ship Order	All Ship Orders	Customer	All Customers				
Ship Start Date	01/01/2000	Ship End Date	12/31/2006	Order Type	All	Run	Report	Excel			
Sales Order	SO Schedule	Current Date	Req Ship Date	Book Date	Customer	Item	Ship From	Shipping Method	Quantity		
024639448	1-8	03/14/2006	01/01/2006	01/07/2006	Westside Cable Ser	D7	Main Site	GROUND	48		
042934056	1-1	03/14/2006	01/01/2006	01/16/2006	Westside Cable Ser	D7	Main Site	GROUND	9		
040072222	1-1	04/16/2004	04/16/2004	04/16/2004	BN	R5000-80A249-T06	Main Site		1000		
040072233	3-1	05/26/2004	05/26/2004	05/26/2004	BN	R5000-80A249-T06	Main Site		1000		
040072232	4-1	07/09/2004	07/09/2004	07/09/2004	BN	R5000-80A249-T06	Main Site		1000		
040072223	5-1	08/02/2004	08/02/2004	08/02/2004	BN	R5000-80A249-T06	Main Site		1000		
040072232	6-1	10/01/2004	10/01/2004	10/01/2004	BN	R5000-80A249-T06	Main Site		1000		
040072231	7-1	11/12/2004	11/12/2004	11/12/2004	BN	R5000-80A249-T06	Main Site		1000		
040072234	1-1	04/02/2004	04/02/2004	04/02/2004	BN	R5000-80A249-T06	Main Site		1000		
040072234	1-2	10/10/2005	04/02/2004	04/02/2004	BN	R5000-80A249-T06	Main Site		1000		
040072234	2-1	05/14/2004	05/14/2004	05/14/2004	BN	R5000-80A249-T06	Main Site		1000		
040072234	3-1	06/25/2004	06/25/2004	06/25/2004	BN	R5000-80A249-T06	Main Site		1000		
040072234	4-1	08/06/2004	08/06/2004	08/06/2004	BN	R5000-80A249-T06	Main Site		1000		

Scheduling Screen
Manage customer dates and commitments with full integration to planning and logistics

Request Shipment											
Ship By	01/12/2006	Ship From	All Locations								
Customer	All Customers	Item	All Items								
Item	Customer	Order	Request Date	Current Date	Ship Quantity	Ship To Location	Request Type	Ship Status			
07	MOTOROLA	ORDST2296	08/12/2005	08/12/2005	20		Shipment	Pick			
07	MOTOROLA	ORDST2296	08/12/2005	08/12/2005	50		Shipment	Pick			
07	Aaron Fitz Electronics	ORDST2237	08/02/2005	08/12/2005	300	WAREHOUSE	Shipment	Pick			
07	Aaron Fitz Electronics	ORDST2237	08/02/2005	08/12/2005	35	WAREHOUSE	Shipment	Ship			
07	Aaron Fitz Electronics	ORDST2237	08/02/2005	08/12/2005	40	WAREHOUSE	Shipment	Pick			
07	Aaron Fitz Electronics	ORDST2239	08/12/2005	08/12/2005	15	WAREHOUSE	Shipment	Pick			
07	Aaron Fitz Electronics	ORDST2246	08/12/2005	08/12/2005	7	WAREHOUSE	Shipment	Pick			
07	Aaron Fitz Electronics	ORDST2249	08/12/2005	08/12/2005	6	WAREHOUSE	Shipment	Pick			
07	Aaron Fitz Electronics	ORDST2249	08/12/2005	08/12/2005	8	WAREHOUSE	Shipment	Pick			
07	Aaron Fitz Electronics	ORDST2251	01/10/2006	01/10/2006	80	WAREHOUSE	Shipment	Pick			
07	Aaron Fitz Electronics	ORDST2256	07/22/2005	07/22/2005	600	WAREHOUSE	Shipment	Pick			
07	Aaron Fitz Electronics	ORDST2252	01/10/2006	01/10/2006	25	WAREHOUSE	Shipment	Pick			
07	Aaron Fitz Electronics	ORDST2252	01/10/2006	01/10/2006	100	WAREHOUSE	Shipment	Pick			
07	Aaron Fitz Electronics	ORDST2253	01/10/2006	01/10/2006	100	WAREHOUSE	Shipment	Pick			
07	Aaron Fitz Electronics	ORDST2253	01/10/2006	01/10/2006	1000	WAREHOUSE	Shipment	Pick			
07	Aaron Fitz Electronics	ORDST2254	01/10/2006	01/10/2006	10	WAREHOUSE	Shipment	Pick			
07	Aaron Fitz Electronics	ORDST2256	01/10/2006	01/10/2006	10	WAREHOUSE	Shipment	Pick			

Request Shipment Screen (with workflow pop-up)
Easily manage outsourced fulfillment and drop-shipping

Shipping											
Ship By	01/12/2006	Ship From	Work Center 2	Customer	All Customers						
Item	All Items	Ship Date	01/12/2007	Run	Packing Slip	Print List					
Current Date	Request Date	Item	Customer	Sales Order	Customer PO	Qty. Avail	Qty. Required	PI	PI	Status	
01/01/2006	03/03/2006	R5000	GlobalFast	10000059		0	33				
05/05/2006	05/05/2006	R5000	Tensoft	10000072		0	3				
01/01/2006	01/01/2006	R5000-P	Reflectivity	10000018	18	18004	10				
01/01/2006	01/01/2006	R5000-P	Reflectivity	10000026	26	18004	6				
01/01/2006	03/01/2006	R5000-P	GlobalFast	10000059		18004	31				
03/01/2006	01/01/2006	R5000-P	Reflectivity	10000034		18004	2			Assigned	
03/01/2006	01/01/2006	R5000-P	Reflectivity	10000034		18004	2			Assigned	
03/01/2006	01/01/2006	R5000-P	Reflectivity	10000034		18004	6				
02/08/2006	02/15/2006	TC31	Aaron Fitz Electronics	ORDST2281	2281	99	3				
02/08/2006	02/08/2006	TC31	Aaron Fitz Electronics	ORDST2281	2281	99	5				
02/08/2006	02/08/2006	TC31	Aaron Fitz Electronics	ORDST2281	2281	99	5			Assigned	
02/08/2006	02/08/2006	TC31	Aaron Fitz Electronics	ORDST2281	2281	99	6				
02/08/2006	02/08/2006	TC31	Aaron Fitz Electronics	ORDST2281	2281	99	20				
02/08/2006	02/10/2006	TC31	Aaron Fitz Electronics	ORDST2282	2282	99	20				
02/08/2006	02/10/2006	TC31	Aaron Fitz Electronics	ORDST2282	2282	99	1				
02/08/2006	02/08/2006	TC31	Aaron Fitz Electronics	ORDST2282	2282	99	4				
02/08/2006	02/08/2006	TC31	Aaron Fitz Electronics	ORDST2282	2282	99	17				

Shipping Detail Screen (showing lot assignment)
Full integration with lot tracking and genealogy

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SOLUTIONS FOR THE FABLESS INDUSTRY

Simplifies Date Tracking

Dock date, required ship date, commit date, actual ship date, are all available, and a full history of changes to these dates is saved automatically. The integration of transit zones supports standard ship times by shipping method – helping Customer Service deliver on time.

Eases Schedule Management

Sales order lines can be split to allow multiple shipments against each line – supporting multiple commit dates. Full integration of schedule with planning and backlog management streamlines management processes.

Delivers Key Information

Booking, billing, backlog tracking and reporting dashboard from analytics module. Instant drilldown insight into changes.

Streamlines Shipments

Shipper portal supports outsourced logistics and drop shipment. Outsourced fulfillment shows workflow status, fully integrated with shipping documentation.

Supports Real-time Updates and Actions

Alerts update all process participants, enabling quick adjustments to customer and financial hold changes as well as changes to the shipment status and backlog.

FEATURES OVERVIEW

Booking, Billing, Backlog

Backlog reporting and analysis, change history, dashboard presentation, detail drilldowns, dimensional analysis.

Customer Order Scheduling

Sales order line splits, dock date / required ship date analysis, shipping method decision support, and order change management impact on scheduling. Complete date change history.

Available to Promise

View future availability based on existing inventory, current and planned production orders, reduced by backlog as well as forecast. Date-based analysis by product.

Quick Shipment Screen

Supports dock picking based on scheduled date and shipping location, lot allocation, packing slip, review and sign-off.

Outsourced Fulfillment

Drop shipment support, outsourced warehouse management support. Vendor portal, including: shipment request and request acknowledgement, pick pack and ship, streamlined outsourced process for commercial invoice and packing slip creation. Complete insight into workflow at outsourced site.

Returns Management

Includes identification of returned items with full genealogy.

Outsourced Warehousing Support

Includes incoming receipt acknowledgement, tracking of transit time, and extended cycle count / physical inventory processes to maintain integrity between vendor systems and company inventory balance.

*Full Suite of Customer Service and
 Shipment Reports*

Inquiries by lot, production attribute, customer and part. Complete transaction history by location, customer, site, transaction type, part number, lot and production attributes. Ability to extend the system with user-created reports.

*Standard Integration to Microsoft
 Dynamics GP*

Closed loop process for sales orders to demand model/backlog, to material allocation, to shipment and to invoice.

Dashboard (with Analytics)

Integration with FSM Analytics Module provides detailed analysis for on-time delivery, extended dashboards and extended transit time analysis.