TENSOFT. SemiOps

SOLUTIONS FOR THE FABLESS INDUSTRY

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.

| Phod | duct Family | All | - | | | Item | All liter | 119 | • | Ship Orde | All Shin Orders | | | Customer | All Custon | 1917 | * | |
|------|-------------|-------|-------------|-------|----------|------------|-----------|------------|---|---------------------|-------------------|-------|-------|----------|-----------------|----------|----------|--|
| Ship | Stan Date | | 01/01/2000 | | Ship | End Date | | 12/01/2006 | | Order Type | All | * | Ru | in | Report | Excel | | |
| | | | | | | | | | | | | | | | | | 100 | |
| | Sales Ord | let . | SO Schedule | Com | mit Date | Ring Ship | Bate | Hock Date | 1 | Ostomer | Rem | Ship | From | Shipping | Method | Quantity | 15 | |
| 2 | 12460314 | ė. | 14 | 03/14 | 12006 | 01/01/2008 | | Q1/07/2008 | ¥ | Vestside Callie Ser | 07 | Mary | Site | OROUND | | | 4 | |
| 25 | намою | | 1-1 | 03/14 | 2008 | 01/01/2008 | 5 | 01/16/2006 | V | Vestoide Cable Ser | 07 | Maky | Ste | OROLDE | | | 10 | |
| 25 | 660 27222 | | 1-1 | 04/16 | 10004 | 04/16/2004 | | | | BM. | R5000-B0A249-TQ6 | Mairi | Site | | | 100 | 0 | |
| A | 08037222 | | 34 | 05/26 | 10004 | 05/28/2004 | 1 | | | DM . | R5000-DGA249-TGB | Min | Site | | | 100 | 0 | |
| A | 690 (7)(2) | | 41 | 07/09 | 12004 | 07/09/200 | | | | | 85000-80A249-T06 | Mair | Site | | 11 | 100 | 0 | |
| S. | 08031222 | | 5-1 | 08/20 | 12004 | 8820200 | 1 | | | BM . | 85000-B0A249-T05 | Main | Site. | (00 | hodu | lind | Saraa | |
| S | 08037222 | | 6-1 | 1001 | /2004 | 10/01/2004 | | | | DM . | R5000-BGA249-T06 | Main | She | | Scheduling Scre | | | |
| De | 460 mm | | 7-1 | tini | 10000 | 11/12/2000 | í. | | | IN | R5000-B0A219-T06 | Man | 586 | Ma | anage | cust | tomer | |
| 252 | 989 STREET | | 14 | 04/02 | 0004 | 04/02/2000 | 10 | | | DM . | R5000-BOA348-TXE | Meis | Ste | da | tes a | nd co | mmit- | |
| A. | GRO 177231 | | 1-2 | 10/10 | 12006 | 04/02/2006 | | | - | SM . | R5000-B0A249-TH6 | Main | Site | 6 000 | onto u | uith f | ull inte | |
| 6 | ОКОЗТЕДН | | 2-1 | 05/14 | 0004 | 05/14/2004 | | | | DN | R5000-B0X249-TX6 | Moin | Site | | | | | |
| 200 | ORD STEEDS | | 3-1 | 06/25 | 2004 | 06/25/2000 | | | | Dell' | R5000-80-A249-THD | Miles | Site. | gra | ation | to pla | anning | |
| B | 980 STEED | | 8.0 | 08.06 | 0000 | 88.06/2004 | 1 | | | HA . | 85000.80A248.TXE | Miles | Site | an | d logi | istics | | |
| AL | | | | | - | | | | | | | - | | \ Ciri | | 00.00 | | |

| | Ship By | | 6/12/2006 | SI | ig From Al | Locations | | | | | |
|-------------------------|------------|-----------------------|--------------|-------------|---------------|------------------|--------------|------|---------------|------|--|
| 10 3 | Customer | All Customers | * | Item | | All Items | | J. | | Run | |
| 100 | | | | | | | | | The sale illi | 10 | |
| Herr | Custome | r Order | Request Date | Commit Date | Stop Quantity | Ship To Location | Request Type | | Ship Status | | |
| 107 | MOTOROL | A 0RDS12236 | 08/12/2005 | U8/12/2005 | 20 | | Shipment | - [| Pick | - 04 | |
| 107 | MOTORIOL | A ORDST2236 | 08/12/2005 | 08/12/2005 | 50 | | Shonert | - [| | -04 | |
| D7 | Aeron Fitz | Electrica ORDST2237 | 08/30/2005 | 08/12/2005 | 300 | WAREHOUSE | Thomard | | | | |
| .07 | Aaron Fitz | Electrical ORD/S12237 | 08/00/2005 | 00/12/2005 | 95 | WAREHOUSE | Shiement | - 1 | Ship | 9 | |
| D7 | Agron Fitz | Blechica ORDS12237 | US000005 | 08/12/2005 | 40 | WAREHOUSE | Shioment | - [| | | |
| El F | Amon Fitz | Electrica OPDST2239 | 08/12/2005 | 08/21/2005 | 15 | WAREHOUSE | Shomert | + [| 3 | | |
| D7 | Agron Fitz | Electrica ORDST2246 | 08/17/2005 | 08/20/2005 | 7 | WAREHOUSE | Shipment | - 6 | | | |
| 146 | | Pectrice ORDST2248 | 08/16/2005 | 08/19/2005 | 6 | WAREHOUSE | Shioment | + [[| Pace | 9 | |
| equest Shi | nmeni | BION ORDST2248 | 08/17/2005 | 08/19/2005 | | WWHEHOUSE | Shoment | - [| Pack | Q | |
| | | Ince ORDST2251 | 01/10/2005 | 01/03/2006 | 80. | WAREHOUSE | Shonert | - [| 1 | | |
| reen (with | | trica ORDST2235 | 07/22/2005 | 07/22/2005 | 500 | WAREHOUSE | | + [[| 3 | | |
| | | trice ORDST2252 | 01/10/2008 | 01/18/2006 | 25: | WAREHOUSE | | - [| 1 | | |
| orkflow po _l | J-up) | brick CHDST2252 | 01/31/2008 | 01/18/2006 | 100 | WATEHOUSE | | - [| 1 | | |
| sily manag | out- | trice ORDST2253 | 01/23/2006 | 01/01/1900 | 100 | WAREHOUSE | | - [| 1 | | |
| , 0 | | trice ORDST2253 | 01/23/2006 | 01/01/1900 | 1000 | WAREHOUSE | | - [| | | |
| urced fulfill | ment | trice ORDST2254 | 01/30/2006 | 01/24/2000 | 10 | WAREHOUSE | Shement | | 3 | | |
| nd drop-ship | ning | trice ORDST2256 | 91/00/2008 | 02/15/2006 | 10 | FRMARY | | + 11 | 1 | | |

| Ship | By | 6/12/2006 | | Ship From | Work Center 2 | | ustoner. | All Custom | ers | | | |
|--------------|--------------|------------|-----------------------|-------------|---------------|----------------|----------|--------------|-------------|------------|-------|--------|
| | All tems | | | Ship Date | 8/12/2007 | Run | | Packing Slip | | Plok List | | |
| 100 | | | | - 0 | | To the same of | - 2 | | 10 SE of 48 | 100 | 33- | |
| Commit Date: | Request Date | Hern C | histomer | Sales Order | Customer PO | Qty. Availal | Q(y, Re | quired Pt P | 1 Status | | 11 | |
| 21/01/2006 | 103/23/2008 | RS000 0 | Nobelfest | 10000069 | | 0 | | 23 | J. | | | |
| 05/05/2006 | 05/03/2006 | R5000 1 | ensoft | 10000072 | | 0 | | 3 | | | | |
| 31/01/0005 | 01.01.0006 | R5000-P F | tellectivity. | 10000018 | 18 | 10004 | | 10 | | 28 | | |
| 91.01 COOR | 01/01/0006 | R1000 P | tellectivity | 10000025 | 26 | 18004 | | | | विवादा | | |
| 900010010 | 03/01/2000 | R\$000-P 0 | NobelTest | 10000059 | | 10004 | | 31 | | 3 | | |
| 20/01/2005 | 01/01/0006 | R5000-P 1 | terlectivity | T0000034 | | 10004 | | 2 | Assigned | 3 | 童 | |
| 3810006 | 81.01.0006 | R5000-P F | terlectivity: | 10000034 | | 10004 | | 2 | Assigned | 9 | AL. | |
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| 12.080005 | 03.06/2006 | TOST / | lavon Filz Electrical | ORDST2281 | 2281 | 36 | | 5 | Annigned | 9 | B | |
| 3008000E | 00/08/0008 | VCS1 / | laron FRZ Electrical | ORDST2281 | 2281 | - 00 | | | | 2 | | |
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| 12/08/2005 | 02/10/2006 | TCS1 A | Aeron Fitz Electrical | ORDST2202 | 2002 | 99 | | 20 | Ship | nin | o D | etail |
| 12.080005 | 02/10/2006 | TOST # | Amon Fitz Electrical | 060012282 | 2287 | - 39 | | - 1 | | | | |
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| 12/00/200E | 82/08/200E | TCS1 / | Varon Fitz Electrical | ORDS12202 | 2202 | 99 | | 17 | lot o | ooi | rin m | ont) |
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Simplifies Date Tracking

ENEFI

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.

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Tensoft[™] **SemiOps**

Industry-Specific Manufacturing, Supply Chain, and Logistics Management

| Backlog reporting and analysis, change history, dashboard presentation, detail drilldowns, dimensional analysis. |
|--|
| 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. |
| View future availability based on existing inventory, current and planned production orders, reduced by backlog as well as forecast. Date-based analysis by product. |
| Supports dock picking based on scheduled date and shipping location, lot allocation, packing slip, review and sign-off. |
| 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. |
| Includes identification of returned items with full genealogy. |
| 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. |
| 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. |
| Closed loop process for sales orders to demand model/backlog, to material allocation, to shipment and to invoice. |
| Integration with SemiOps Analytics Module provides detailed analysis for on-time delivery, extended dashboardsand extended transit time analysis. |
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