



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.

Sales Order	SO Schedule	Commit Date	Req Ship Date	Book Date	Customer	Item	Ship From	Shipping Method	Quantity
02462944	1-8	03/14/2008	01/01/2008	01/07/2008	Westside Cable Ser	DF	Main Site	GROUND	48
04230405	1-1	05/14/2008	01/01/2008	01/15/2008	Westside Cable Ser	DF	Main Site	ORCLSD	9
04017222	1-1	04/16/2004	04/16/2004		BM	R5000-80A249-T08	Main Site		1000
04017233	3-1	05/28/2004	05/28/2004		BM	R5000-80A249-T08	Main Site		1000
04017232	4-1	07/29/2004	07/29/2004		BM	R5000-80A249-T08	Main Site		1000
04017233	5-1	08/20/2004	08/20/2004		BM	R5000-80A249-T08	Main Site		1000
04017232	6-1	10/01/2004	10/01/2004		BM	R5000-80A249-T08	Main Site		1000
04017233	7-1	11/12/2004	11/12/2004		BM	R5000-80A249-T08	Main Site		1000
04017234	1-1	04/02/2004	04/02/2004		BM	R5000-80A249-TX8	Main Site		1000
04017234	1-2	10/10/2005	04/02/2004		BM	R5000-80A249-TX8	Main Site		1000
04017234	3-1	05/14/2004	05/14/2004		BM	R5000-80A249-TX8	Main Site		1000
04017234	3-1	06/25/2004	06/25/2004		BM	R5000-80A249-TX8	Main Site		1000
04017234	4-1	08/06/2004	08/06/2004		BM	R5000-80A249-TX8	Main Site		1000

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

Item	Customer	Order	Request Date	Commit Date	Ship Quantity	Ship To Location	Request Type	Ship Status
07	MOTOROLA	ORDS12236	08/12/2005	08/12/2005	20		Shipment	Pick
07	MOTOROLA	ORDS12236	08/12/2005	08/12/2005	50		Shipment	Pack
07	Aaron Ftz Electrical	ORDS12237	08/09/2005	08/12/2005	300	WAREHOUSE	Shipment	Pick
07	Aaron Ftz Electrical	ORDS12237	08/09/2005	08/12/2005	35	WAREHOUSE	Shipment	Ship
07	Aaron Ftz Electrical	ORDS12237	08/09/2005	08/12/2005	46	WAREHOUSE	Shipment	Pick
07	Aaron Ftz Electrical	ORDS12239	08/12/2005	08/12/2005	15	WAREHOUSE	Shipment	Pick
07	Aaron Ftz Electrical	ORDS12246	08/17/2005	08/20/2005	7	WAREHOUSE	Shipment	Pick
07	Aaron Ftz Electrical	ORDS12248	08/16/2005	08/19/2005	6	WAREHOUSE	Shipment	Pack
07	Aaron Ftz Electrical	ORDS12248	08/17/2005	08/19/2005	8	WAREHOUSE	Shipment	Pack
07	Aaron Ftz Electrical	ORDS12251	01/11/2006	01/03/2006	80	WAREHOUSE	Shipment	Pick
07	Aaron Ftz Electrical	ORDS12236	07/22/2005	07/22/2005	600	WAREHOUSE	Shipment	Pick
07	Aaron Ftz Electrical	ORDS12252	01/18/2006	01/18/2006	25	WAREHOUSE	Shipment	Pick
07	Aaron Ftz Electrical	ORDS12252	01/18/2006	01/18/2006	100	WAREHOUSE	Shipment	Pick
07	Aaron Ftz Electrical	ORDS12253	01/23/2006	01/01/1900	100	WAREHOUSE	Shipment	Pick
07	Aaron Ftz Electrical	ORDS12253	01/23/2006	01/01/1900	1000	WAREHOUSE	Shipment	Pick
07	Aaron Ftz Electrical	ORDS12254	01/02/2006	01/04/2006	10	WAREHOUSE	Shipment	Pick
07	Aaron Ftz Electrical	ORDS12256	01/02/2006	02/15/2006	10	PRIMARY	Shipment	Pick

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

Current Date	Request Date	Item	Customer	Sales Order	Customer PO	Qty. Avail	Qty. Required	PI	FI	Status
01/01/2008	03/02/2008	R5000	GlobalFast	10000069		0	22			
03/05/2008	05/07/2008	R5000	Tensoft	10000072		0	3			
01/01/2008	01/01/2008	R5000-P	Reflectivity	10000010	18	18004	10			
01/01/2008	01/01/2008	R5000-P	Reflectivity	10000025	26	18004	8			
01/01/2008	03/01/2008	R5000-P	GlobalFast	10000069		18004	31			
03/01/2008	01/01/2008	R5000-P	Reflectivity	10000034		18004	2			Assigned
03/01/2008	01/01/2008	R5000-P	Reflectivity	10000034		18004	2			Assigned
03/01/2008	01/01/2008	R5000-P	Reflectivity	10000034		18004	6			
02/05/2008	02/15/2008	TC31	Aaron Ftz Electrical	ORDS12201	2201	99	3			
02/05/2008	02/05/2008	TC31	Aaron Ftz Electrical	ORDS12201	2201	99	5			
02/05/2008	03/08/2008	TC31	Aaron Ftz Electrical	ORDS12201	2201	99	5			Assigned
02/05/2008	02/05/2008	TC31	Aaron Ftz Electrical	ORDS12201	2201	99	6			
02/05/2008	03/08/2008	TC31	Aaron Ftz Electrical	ORDS12201	2201	99	26			
02/05/2008	02/10/2008	TC31	Aaron Ftz Electrical	ORDS12202	2202	99	20			
02/05/2008	02/10/2008	TC31	Aaron Ftz Electrical	ORDS12202	2202	99	1			
02/05/2008	03/08/2008	TC31	Aaron Ftz Electrical	ORDS12202	2202	99	4			
02/05/2008	03/08/2008	TC31	Aaron Ftz Electrical	ORDS12202	2202	99	17			

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

SOLUTIONS FOR THE FABLESS INDUSTRY

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

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