

GXS Logistics Visibility

On-Demand Order and Shipment Information Service

Companies often need up-to-the-minute information regarding their orders and shipments. Common questions include:

- Was my order delivered to my customer?
- When will my shipment arrive at the distribution center?
- Were all of the items and quantities shipped that were supposed to ship?

Timely and accurate responses are critical to maintaining a positive relationship with your customers. Research also shows that businesses that have real-time visibility into the precise status of all orders and shipments in-transit enjoy improvements in inbound lead time reliability, reduced inventory carrying costs, improved warehouse labor utilization and reduced retail stock-outs. The bottom-line business benefits are reduced costs and improved customer service.

GXS Logistics Visibility (LV) is a hosted application service that enables you to proactively monitor the status of all orders and shipments in the supply chain across geographies, transportation modes and logistics providers. Key features of Logistics Visibility include:

- **Tracking for all steps** from the creation of an order to the final delivery including purchase order release, manufacturing work in progress, export processing, ocean freight, import customs processing, warehouse storage, ground freight and proof of delivery
- **Support for both domestic and international freight shipments** within or between North America, Central and South America, Asia Pacific, Europe, Middle East and Africa
- **Shipment tracking** for inbound shipments from suppliers, contract manufacturers and aftermarket service vendors as well as for outbound transportation to external distributors and customers or your own stores and plants
- **Shipment monitoring** across one or many transportation modes including rail, air, ground and ocean freight
- **Aggregation of logistics data** from a wide variety of sources including all transportation carriers, 3PLs, 4PLs, customs brokers, freight forwarders and consolidators

The result is that you have one central portal in which to view all logistics activity across the supply chain.



As part of the ground-breaking GXS Trading Grid®, the Logistics Visibility solution receives an automated, consistent flow of timely, accurate and complete information on orders, shipments, booking, tendering, shipment invoices and payments. GXS Trading Grid® offers a pre-configured network of tens of thousands of trading partner connections and also offers a proven methodology for quickly and cost-effectively enabling trading partners anywhere in the world and integrating to internal enterprise applications.

Track and Trace Across All Shipment Modes



Inspection & Ship



Export Processing



Import & Customs



Air/Ocean Transit



Ground/Rail Transit



Warehouse Receiving

Connect to Trading Partners and Ensure Data Quality

The success of any visibility initiative directly depends on the quality of the logistics information feeding the application. The challenge is in connecting to potentially hundreds of transportation carriers, brokers, forwarders, suppliers and other trading partners and then ensuring that each trading partner's data is timely, accurate and complete.

A key component of the Logistics Visibility service is the GXS Logistics Network, GXS's logistics-specific connectivity and data quality service. The Logistics Network provides an automated, consistent flow of timely, accurate and complete logistics information on orders and shipments. The Logistics Network can transport advanced shipment notices, bills of lading, transportation status messages, air waybills, freight invoices and other documents. It offers a growing network of hundreds of pre-configured logistics connections and GXS's proven methodology for quickly and cost-effectively connecting to new trading partners and a company's internal enterprise applications.



GXS LOGISTICS NETWORK

- Strengths in Ocean Freight
- High Coverage of Asia-North America Trade Routes
- Includes Ocean Carriers, 3PLs, 4PLs, Consolidators Customs Brokers, Freight Forwarders, LTL, TL

Gain Visibility to Orders and Shipments

Logistics Visibility tracks all the essential information—from shipment bill of lading to the order, item and case—of a specific shipment for your entire inventory in motion. As a result, you know the exact status and the exact contents of a shipment, down to the detailed SKU level, before it arrives at its destination. The user-configurable Visibility Dashboard provides a summary of shipments, orders and items, as well as their status (early, late or on time) throughout the supply chain.

Logistics Visibility also provides special logistics functionality and value-added information including:

- **Dynamic ETA**—Get timely calculations of estimated arrival time (ETA) by assessing the impact of activities, events and dates over the life of each shipment and order. Calculations constantly update ETA with information as each step in the transportation process occurs.
- **Electronic Proof of Delivery**—Receive automated, electronic verification and confirmation of delivery to help accelerate and lower the cost of customer payment activities.
- **Consolidator Visibility**—See information on inventory at rest at key consolidation locations, including the presentation of orders, items, shipment tracking numbers, ship dates and status (e.g. booked, received, shipped).

- **Transload Visibility**—Achieve end-to-end visibility for multi-modal, multi-carrier shipments. Records for individual segments such as ocean, truck or air are integrated to provide a consolidated view of the entire shipment.
- **Item/SKU Detail**—Capture items on order and shipment records and see details including item number, item code, contract, color, SKU, season and size.
- **Case/Carton Tracking**—Capture details on individual cases or cartons that are often tracked within a given shipment, such as case or carton ID, dimensions, item batch, lot and serial number.

Extend Visibility Across the Organization

Role-based views give you, your internal users and external trading partners easy access to logistics information in a view that is customized to their needs. These information views are designed for non-logistics personnel that require a subset of order and shipment information and visibility functionality. Therefore, the warehouse managers can track shipments to their facility, buyers can monitor orders, logistics managers can manage trade lanes and customer support representatives can respond to specific customer needs—each with specifically tailored information.

Proactively Manage and Respond Intelligently

Logistics Visibility uses customizable rules to monitor your supply chain for actual and forecast variances in key dimensions, including order quantity and supply chain event dates. Users create these rules, which result in automatically generated alerts that can be targeted to specific recipients based on business criteria. Some examples include:

- **Shipment Delays**—Buyers can create an alert to monitor whether any orders have been delayed from specific suppliers, so that they can make alternate sourcing arrangements, if necessary.
- **Customs Clearance**—Customs management employees receive alerts if shipments are delayed in customs clearance.
- **Container Free Time Expiration**—Shippers can create an alert to be notified when the container free time has expired in order to avoid demurrage/detention charges at the port.

Logistics Visibility enables the prevention of supply chain disruptions through timely, corrective actions. Accurate, time-phased alerts enable you to manage bottlenecks, effectively plan for delays and proactively manage customer expectations. In short, you can resolve issues before they impact delivery performance.

Leverage Logistics Analytics for Performance Improvement

Logistics Visibility's analytic capabilities extend order, item and shipment information to provide a new understanding of the end-to-end supply chain. Using standard reports, ad-hoc queries and system extracts, you can uncover bottlenecks, identify under-performing trading partners and leverage performance data in pricing negotiations with your trading partners.

Logistics Visibility's standard reports are customized for each GXS customer based on their unique business processes and information. Report designs can utilize any and all data fields contained within the GXS application database and can include embedded calculations. Examples of such customized standard reports include:

LOGISTICS VISIBILITY PROVIDES:

- Accurate delivery times for customer commitments to improve customer service
- Shipment milestone status information to reduce transportation expediting fees
- Information on in-transit inventory that can help reduce inventory levels
- Electronic proof-of-delivery to shorten cash-to-cash cycles
- A logistics data warehouse to understand true logistics KPIs that can help improve transportation service provider performance

LOGISTICS VISIBILITY ANALYSIS TOOLS ENABLE YOU TO MONITOR AND MANAGE YOUR KEY PERFORMANCE METRICS INCLUDING:

Supplier Performance

- Ex-Factory On-Time
- Quantity Fill-Rate

Carrier Performance

- On-Time Delivery
- Transit Cycle Time

Shipment Performance

- Expedite Costs

Data Quality

- Data Completeness
- Data Timeliness

- **Supplier Performance**—Monitor supplier manufacturing performance based on receipt-to-promise dates.
- **Carrier Performance**—Evaluate carrier on-time measurements to manage performance and support contract negotiations.
- **Volume and Cost**—Measure volumes and transportation costs by carrier, country of origin and factory location.
- **Transit Times**—Measure transit times by lane to better understand true duration times.
- **Data Timeliness**—Measure the timeliness of information feeds from trading partners to ensure the visibility solution is up-to-date.
- **Data Quality**—Monitor trading partner data quality and prioritize improvement efforts.
- **Container Utilization**—Monitor consolidator container utilization to ensure optimal loading.

Alternatively, you may create ad-hoc queries about active or historical orders or shipments using the Master Query tool. Queries can contain a variety of dimensions, including supplier, customer, carrier, time and geography. The results of these queries may be saved as a Word, Excel or delimited file for subsequent manipulation in an Excel spreadsheet or other database tool.

Additional Benefits

The Logistics Visibility solution provides additional key benefits to improve your supply chain performance including:

- **Comply with 10+2 Regulation**—Logistics Visibility enables importers and transportation carriers to comply with the new “10+2” security screening regulations of the United States Department of Homeland Security. Use Logistics Visibility as the central location to capture the ten data elements required for importers and the two data elements required for transportation carriers. Logistics Visibility also applies data management services to ensure the accuracy, timeliness and completeness required for compliance.
- **Improve customer service** by proactively addressing order and shipment delays with customers as they occur—extending logistics information to customer service representatives, buyers, warehouse managers, customers and other business partners, and reducing manual track-and-trace time.
- **Reduce expediting** requirements with reliable visibility of in-transit inventory.
- **Lower inventory investment** by addressing supply chain issues early to increase velocity and lower safety stock requirements.
- **Reduce costs** by identifying maverick spending, enabling carrier rationalization and generating RFPs quickly.

ABOUT GXS

GXS is a leading global provider of B2B e-commerce solutions that simplify and enhance business process integration and collaboration among trading partners. Organizations worldwide, including more than 70 percent of the Fortune 500, leverage the on-demand services on GXS Trading Grid® to extend supply chain networks, optimize product launches, automate warehouse receiving, manage electronic payments and gain supply chain visibility. GXS Managed Services, GXS' B2B outsourcing solution, empowers customers with the expertise, technical infrastructure and program support to conduct B2B e-commerce with trading partners globally.

Based in Gaithersburg, Md., GXS has an extensive global network and has local offices in the Americas, Europe and Asia-Pacific regions. GXS can be found on the Web at www.gxs.com.

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