

Collaborative Supply Portal (CSP)

Supplier User and Reference Guide

Version 7.0 July 2011

Table of Contents

Table of Contents	1
Base Functionality	3
Supplier Home Page:	4
Supplier work flows	5
Buyer Options:	5
Supplier Process	6
Accepting Orders	6
Waiting for P.O. state	7
Waiting for Runline state	8
Rescheduling of orders by the supplier	9
Approval of supplier reschedule	10
Reschedule request by the buyer	12
Supplier approval of Buyer Reschedule	13
Shipping of Goods by the supplier	14
Printing Labels	15
Visual Supply Chain board	17
Supplier Reports	20
Supplier Status	21
Consolidated Demand	22
Excel Reports	23
Supplier Performance	24
On-time Shipment	25
Outstanding Shipment	26
Supplier Actions - Reference Guide	27
Accept	28
Ship	29
Consolidator ship	31
Supplier Queue	31
Recall	32
Reschedule Request	33
Production Sequence	34

Print Cards	35
Print Duplicate Cards	36
Set Tracking No	
Set Work Order Number	
Re-sequence production orders	38
Master Label	
Add Notes	

User Guide for Suppliers using Collaborative Supply Portal (CSP)

Base Functionality

CSP provides functionality to manage a company's global supply chain. It provides a collaborative supply portal for the plants and its suppliers to interact in real time. Through the portal all the players in the supply chain get full visibility in to:

- Purchase Orders
- Shipments
- Receipts
- Inventory
- Metrics
- KPI
- Notifications
- Forecasts

The portal supports multiple forms of material replenishments as listed below:

- Standard purchase orders: Orders generated by ERP
- Planned demand: Planned purchase orders generated during MRP run
- Consumption driven replenishment: Orders generated through Kanban signals or virtual Kanban signals
- Consignment/VMI: Signals generated through pulling material from consignment or vendor managed inventory

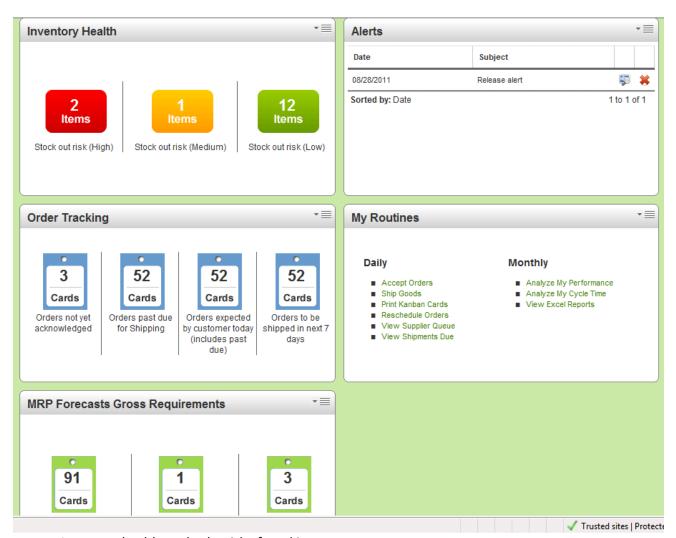
Lastly portal supports transactions driven by bar codes and/or RFID while integrating with ERP for master data synchronization and transactional updates.

This document details:

- Description of Suppliers process flow
 - Accepting a card or acknowledging an order
 - o Attaching notes to the accepted orders
 - Rescheduling accepted orders if necessary
 - Shipping the goods against the orders or Kanban signals
 - Printing the shipping label
- Supplier Reports
- Reference guide on other sup

Supplier Home Page:

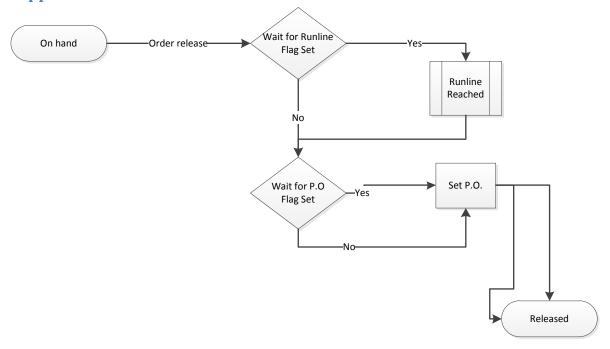
The home page provides a dashboard view for the supplier to look at the actions to be performed on their customer orders, all the alerts regarding their replenishments, the inventory health status of their customers for the parts they are supplying, the forecasts and their regular routines as shown below:



- Inventory health tracks the risk of stocking out
 - o RED HIGH RISK
 - O YELLOW MEDIUM RISK
 - o GREEEN LOW RISK
- Alerts and Notifications (Browser or email). e.g.
 - o Orders released
 - Orders not acknowledged
 - Orders not shipped
- Tracking outstanding orders:
 - o Orders not acknowledged
 - Shipment over due
 - o Order due for shipment on that date
- User specific routines:

- Daily tasks
- Monthly tasks
- Go to action screen in one click

Supplier work flows



Buyer Options:

Supplier work flows can be changed by setting two flags in Associate supplier Screen;

- Force the order to wait for P.O.
 - In this scenario, the supplier will be able to see the release of the cards but will not be able to accept or acknowledge the order. Once the ERP provides a P.O. number the card data will be updated and supplier will be able to accept it
- Force the cards to accumulate in runline.
 - This option is normally used if the supplier requires a minimum order quantity but the lot size is smaller than the MOQ. This is used only for Kanban parts. For e.g. minimum order quantity is 200 pieces and the lot size is 50 pieces. The runline will be set to 4. As customers scan each card it will accumulate in a queue till the runline is reached. Unlike the above option of waiting for P.O., suppliers can override and accept the orders even when the runline is not reached.

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Supplier Process

The supplier has to perform two key actions in Ultriva. One is to acknowledge order by accepting the orders and two to ship the accepted orders on the required ship date. Optionally supplier can reschedule the orders if necessary. Similarly if the buyer initiates the reschedule then the supplier will have the option to accept or reject the reschedule. Finally prior to physically shipping supplier can print the shipping label in Ultriva and stick those labels in the boxes. We will detail how each of these actions are performed in Ultriva.

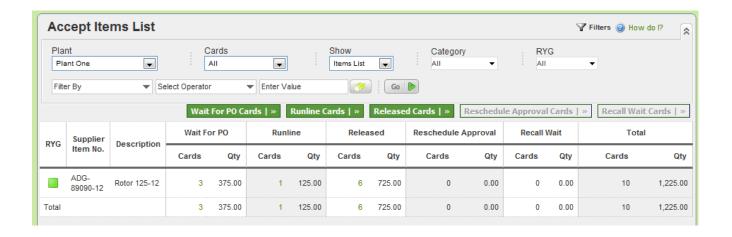
Accepting Orders

The first step the supplier has to do is to accept the orders. (Buyer will have an option to set the supplier in an Auto Accept mode, in which case they don't have to perform this action). Suppliers can get to this screen one of two modes:

- From the home page they can click "Order not yet acknowledged" from the Order Tracking panel or "Accept Orders" from My Routines panel as shown below
- Alternatively users can click Action from the top line menu and select Accept from the menu list

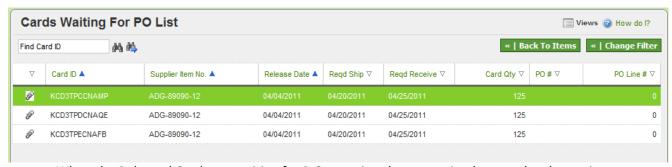


- The following screen will be displayed
- When the order is released the orders could be in any one of the states
 - Waiting for P.O. to be created
 - Waiting for Runline to be reached
 - o Released cards (waiting to be accepted)
- Unless it is in the Released Cards state the supplier will not be able to accept the cards.
- The following screen shows orders waiting for P.O.s and Released cards waiting to be accepted

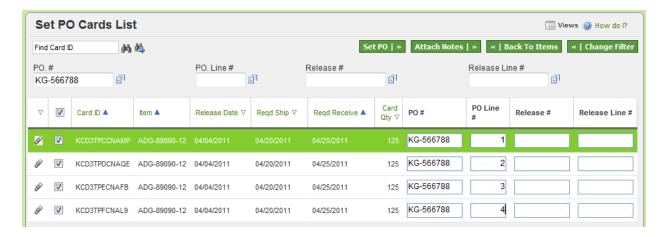


Waiting for P.O. state

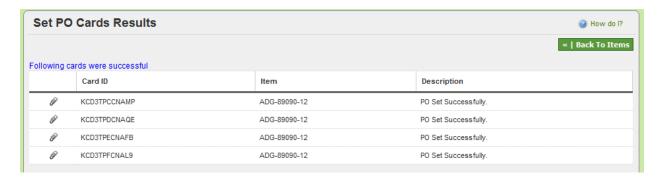
- When cards are in this state, the supplier will be able to view the cards but cannot accept them. As shown below they can see all the details related to the cards but there is no action button.



- When the Released Cards are waiting for P.O. creation then an action has to take place prior to supplier accepting the cards
 - An integration with ERP will move it to released cards state
 - If there is no integration then the buyer can manually set the P.O. by doing the following:
 - Login as the buyer
 - Click Action and select SET P.O. from the menu list. Following screen will be displayed
 - Select the item and click show cards
 - Following screen will be displayed

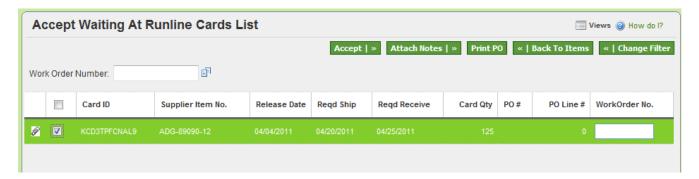


- Check the box, enter the P.O., P.O. line, release number, release line number as appropriate
- Click Set P.O button
- Following results screen will be displayed

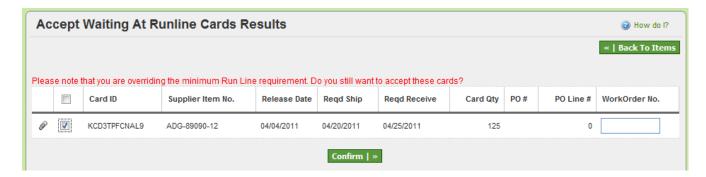


Waiting for Runline state

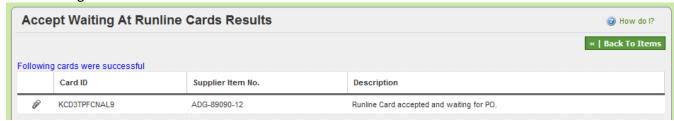
- Unlike Waiting for P.O. state, the supplier can not only view the cards that are waiting but can override if necessary by selecting the cards and accepting them as shown below

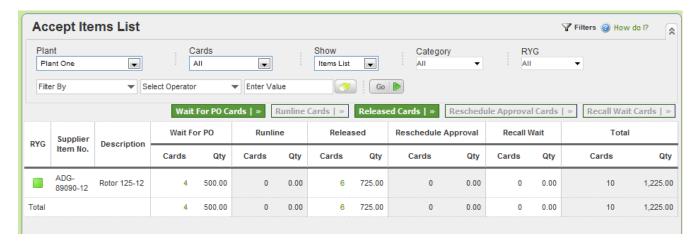


- If the buyer decided to accept these cards then the system will warn them about their override but still provide an option to confirm the override as shown below



- Once confirmed the cards will be moved to In Process state from where the supplier can ship the goods

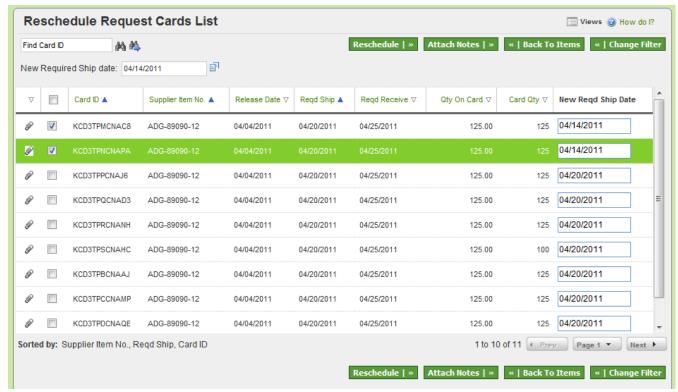




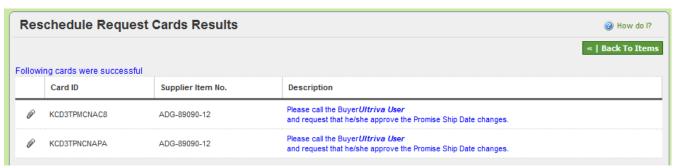
- When the supplier goes back to the Accept items list, he will see that runline cards have moved and there are none waiting in the queue.

Rescheduling of orders by the supplier

- Ultriva provides an option for the supplier to reschedule the orders (cards) that they have accepted.
- To perform that action do the following:
 - Login as supplier
 - Click Actions from the top menu
 - Select Reschedule Request from the menu list and the following screen will be displayed.



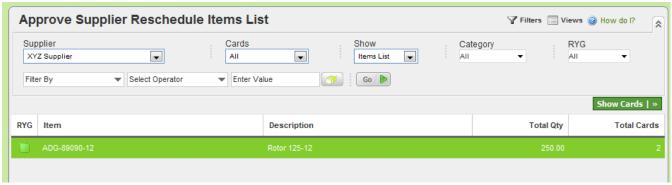
- Select the orders and request a new ship date
- Click Reschedule
- Following result screen will be displayed



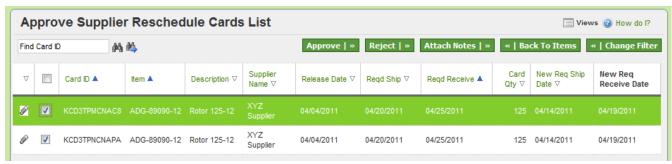
- The rescheduled cards are in an intermediate state waiting for the buyer to approve. An alert would be sent to buyer as soon as supplier initiates a reschedule

Approval of supplier reschedule

- Buyer can do the following to approve the reschedule
 - Login as the buyer
 - Click on Action
 - Select Approve Supplier Reschedule Request
 - Following screen will be displayed which shows all the items which has reschedule request



- Click on Show Cards
- o Following screen with the order lines which need approval are displayed



- Buyer has an option to either approve the request or reject the request
 - Approval of request will change the required ship date to the newly requested date and move it to In Process state, ready for shipment of goods
 - Following screen shows the results of the approve action



 Rejection will retain the original date and move the card to In Process state, ready for shipment of goods



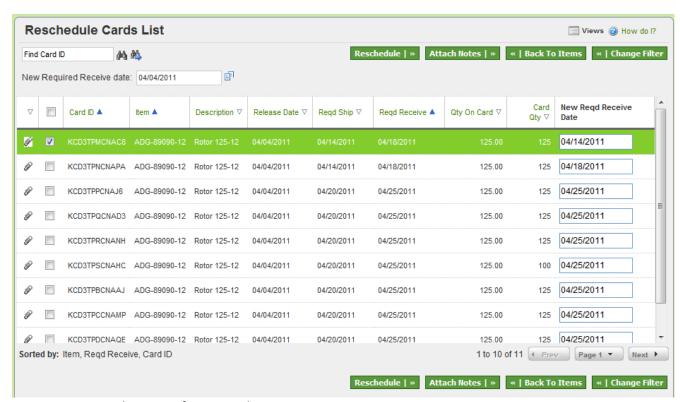
Following screen shows the results of the reject action



Reschedule request by the buyer

Buyer initiating a reschedule

- Ultriva provides an option for the buyer to reschedule the orders (cards) that have been accepted by the supplier.
- To perform that action do the following:
 - Login as buyer
 - Click Actions from the top menu
 - Select Reschedule from the buyer action menu list and the list of items which has cards with the supplier will be displayed.
 - Select the item to be rescheduled and click show cards
 - Following screen with the list of cards for the item pending at the supplier will be displayed



- Select one of more cards
- Change the required receive date

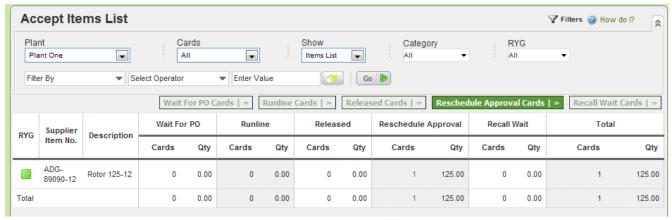
- Click Reschedule
- Following results screen will be displayed



- In the default mode this card will be put back in the waiting to accept state for approval by supplier. However there is a configuration flag which if set will authorize the buyer to override and change the Required Receive date
- For this example the configuration is default and hence the rescheduled card waits at the to be accepted state.
- Supplier will get a notification stating that buyer has requested a reschedule

Supplier approval of Buyer Reschedule

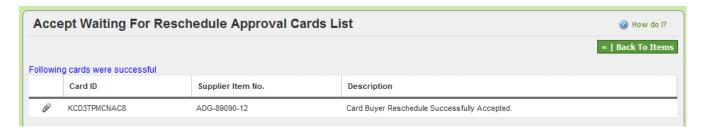
- Supplier can approve the reschedule by doing the following:
 - Login as supplier
 - Click Action from the top menu
 - Select ACCEPT from the supplier action menu list
 - Following screen will be displayed showing that there is one card to be accepted that is in the Reschedule Approval state



Supplier can click on the button to see the buyer's request as shown below



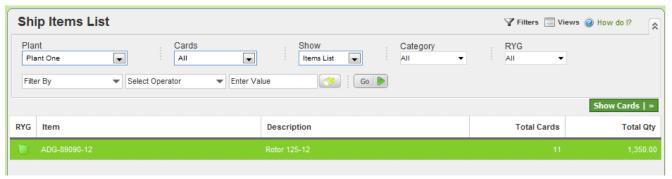
- Supplier can accept it. If not supplier has to call the buyer to discuss alternate options.
 Unlike the buyer (in the supplier reschedule request), supplier has not option to reject the request
- When approved the following results screen will be displayed and the card will be moved to In Process state, ready for shipment of goods



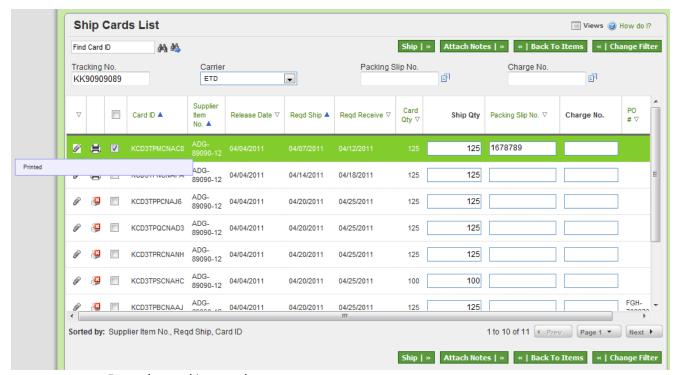
Shipping of Goods by the supplier

The next in the flow of materials is the shipment of orders. Ultriva allows suppliers to ship the orders from the portal, print labels and move the orders to In Transit mode.

- To accomplish this do the following:
 - Login as the supplier
 - Click Action from the top menu
 - Select Ship from the supplier action menu list
 - Following screen with the list of shipments that are ready to be shipped will be displayed

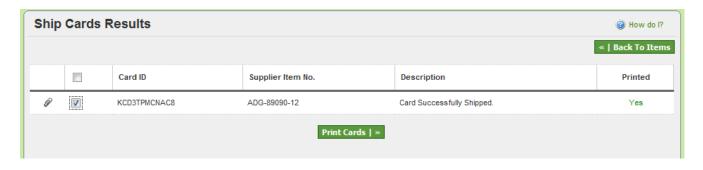


- Select the item to be shipped and click Show Cards
- o All the cards for that item will be displayed as shown below

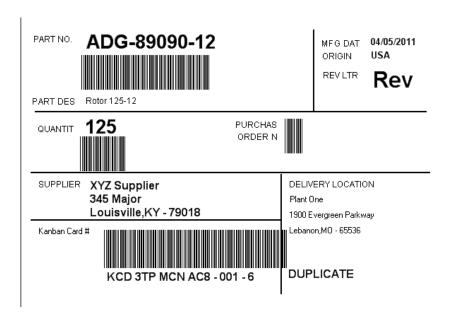


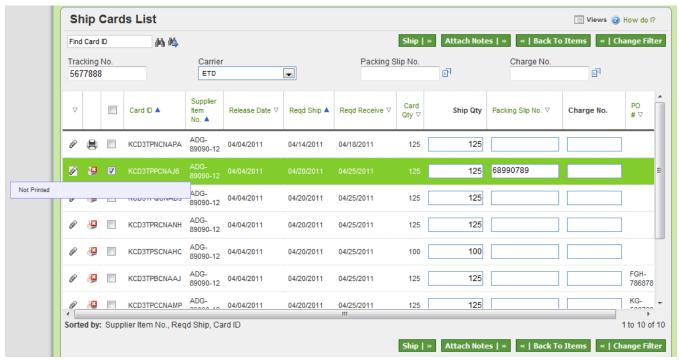
- Enter the tracking number
- Select the Carrier
- Enter the packing slip number (optional)
- Enter the charge (traceability) number (optional)
- Change the ship quantity if necessary. Please note that changes to the ship quantity will
 prompt a confirmation prior shipment, if the quantity is outside of the tolerance set in
 the item master
- Attach notes if necessary
- o Click Ship
- Ultriva allows the labels to be printed prior to shipping or immediately following the shipping.
- In the ship screen above the second column shows whether the label is already printed or not (black for printed and red square for not printed)
- o In this example we shipped a card that is already printed
- So the result screen shows that the card is shipped and it is already printed

Printing Labels

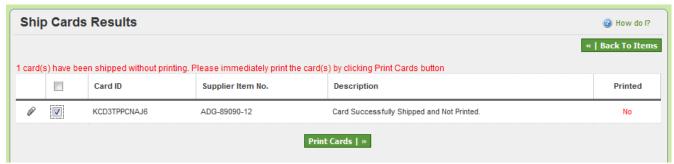


 If the user tries to print the card again then it will print but marked as duplicate as shown below

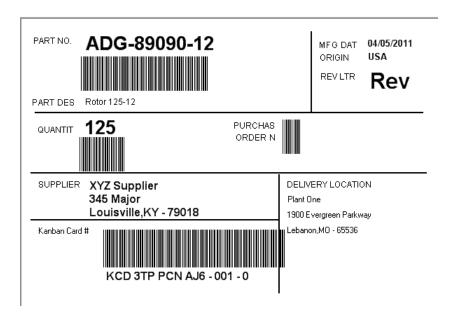




- o In the above example the user is shipping the card that is not printed.
- The following result screen shows the warning that card has been shipped but the label has not been printed yet.



- Select the card and click print cards to print the label
- The label will be printed on the respective printers thermal or laserjet. Customer can
 develop a set of labels and assign specific labels to respective suppliers. Their assigned
 label with the relevant data will be printed as shown below

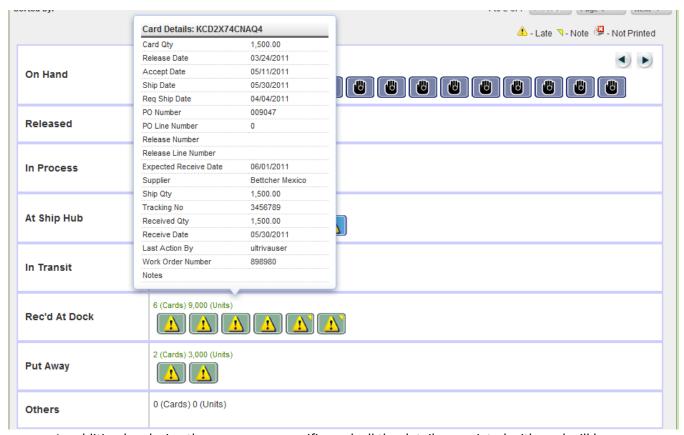


Visual Supply Chain board

- The entire flow described in the sections above can be visually tracked using this board. To get to it
 - Click Reports
 - o Select Buyer Status from Buyer Reports menu list
 - Select the supplier and click Go
 - Following board is displayed

RYG ▽	item ▽	On Hand		Released		In Process		At Ship Hub		In Transit		Received At Dock		Put Away		Others	
		Cards	Qty	Cards	Qty	Cards	Qty	Cards	Qty	Cards	Qty	Cards	Qty	Cards	Qty	Cards	Qty
	003-0815-00	24	35,650.00	0	0.0	4	6,000.00	6	9,000.00	5	7,500.00	6	9,000.00	2	3,000.00	0	0.0
	510-0541-30	11	7,920.00	0	0.0	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.0
	510-0541-31	5	3,600.00	0	0.0	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.0
	003-0816-00	58	116,000.00	2	4,000.0	2	4,000.00	4	8,000.00	0	0.00	0	0.00	0	0.00	0	0.0

- You can see for each items how many cards (orders) in each of the states. Both the buyer and supplier will have the same view. The different states are
 - ON HAND This denotes the material that is on hand ready for consumption at the customer side (Normal wait in this state is the order cycle time – Lot Size/average usage per day)
 - RELEASED This denotes that card (order) has been sent to the suppliers electronically but they have not yet acknowledged or accepted the order (Normal wait in this state is 24hrs to 48 hours)
 - IN PROCESS This denotes that the cards (orders) are accepted and waiting for manufacturing to be completed. (Normal wait in this state is supplier's lead time)
 - AT SHIP HUB This is an optional state. If the supplier is consolidating the shipments either by themselves or through logistics providers, then this flag is set. When the supplier completed production, he prints the label and moves it to Ship Hub (Wait time in this state can vary depending on the business process)
 - IN TRANSIT This denotes that the goods are in transit (Air, Rail, Road). During this time customers should be able to track the shipment using transportation provider's website. (Normal wait time in this state is Supplier's Transit time)
 - RECEIVED AT DOCK This denotes that goods have been received at the customer site and is waiting for INSPECTION. (Wait time at this state can vary based on business process)
 - PUT AWAY This denotes that the material is ready to put away to its location or point of use. (Normal wait is less than 24 hours)
 - OTHERS This denotes the cards are in one of the intermediate states. Some common intermediate states are:
 - Waiting for P.O. from ERP
 - Waiting for approval from buyer for reschedule
 - Waiting for approval from supplier for reschedule or recall
- When you select a specific item then all the cards associated with that item at every state is displayed as shown below.



- In addition by placing the cursor on a specific card, all the details associated with card will be displayed. For e.g.
 - A card in on-hand state will show the last received date, who received it and quantity received
 - A card in Released state will show the release date, required ship date, required receive date, order quantity and supplier name
 - The card is actually a smart card as it accumulates more information as it goes through different states. Thus a card in In Process state will show additionally accepted date
 - A card in In Transit state will additionally show actual ship date, actual ship quantity and tracking number.
 - A card in Received at Dock state will actual receipt date, receipt quantity etc. as you can see in the above screen

Supplier Reports



Supplier Reports



Supplier Status

Shows distribution of Card for each Item.



Excel Reports

View & Export data to Excel



Supplier On-Time

Track Supplier on time shipment/Receipt performance



OnHand Inventory

View Inventory Status Report



Consolidated Demand

View Consolidated Demand Report



Supplier Performance

Track Supplier on time performance



Cycle Time

Compare actual lead times with negotiated lead times



Outstanding Shipments

View a list of orders that are due on or before today

Key points on documentation structure:

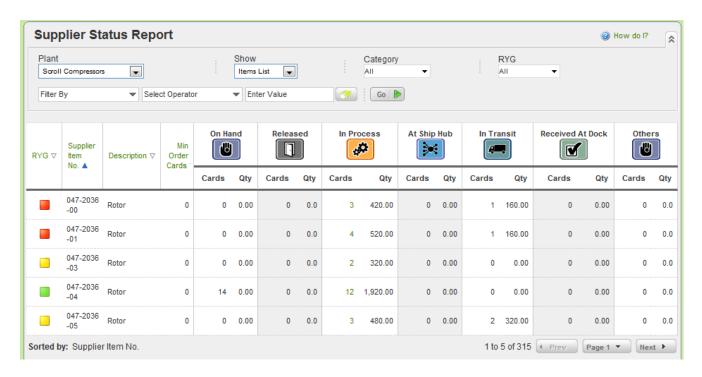
The screen shot shown under each report is what the users will see when they click on the respective reports listed above

The first screen typically is the Report Filter screen to input the selection criteria. The follow up screens are the result of button clicked on the previous screen. For e.g. clicking on "Show Report" button transitions the user from the "Filter" screen to respective report screen.

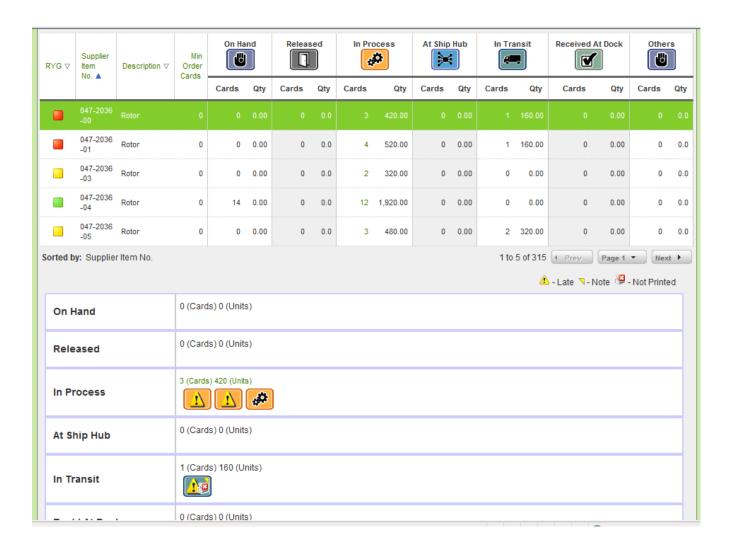
The additional drill downs are available for certain reports where the navigation may be:

- Supplier level summary
- Item level details
- Card level details

Supplier Status



This report is similar to Buyer status report described at the beginning of this document. Only the supplier can see this report for the parts that he is supplying to the customer... More details



Consolidated Demand

The focus of this report is to show the supplier a consolidated view of all his demands (orders) across multiple plants from a single customer. The supplier logs in to a single portal but can see all his orders even if they are from multiple ERP systems



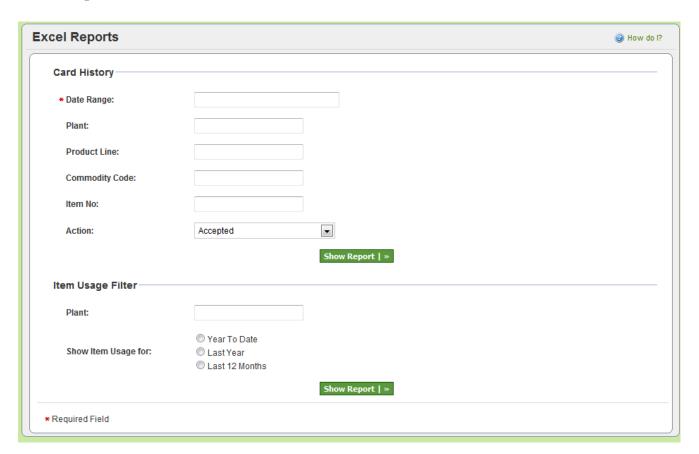
Supplier can view by item number the units to be manufactured to fulfill their orders.

By clicking on the item number, the system shows the shipping schedule for these orders. The supplier can export this data and use it directly in production.



This would be a near impossible task in a non-Ultriva environment where they will be receiving discreet paper P.Os.

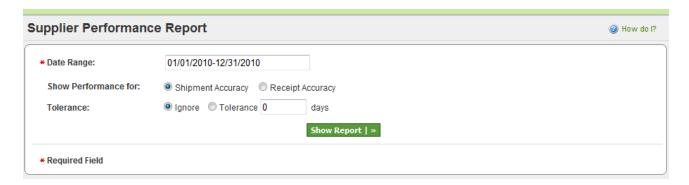
Excel Reports

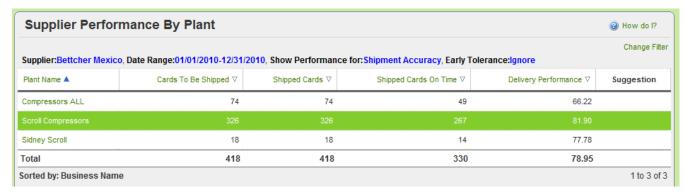


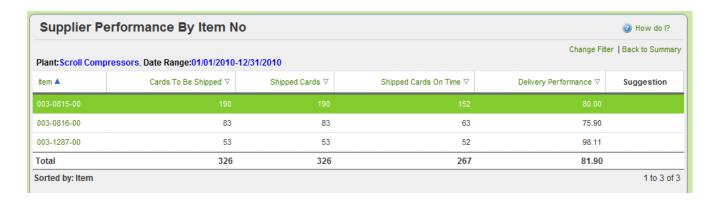
These reports are the same as described earlier in the buyer reports section; the only difference is this report is generated only for the items being supplied by this vendor. More details....

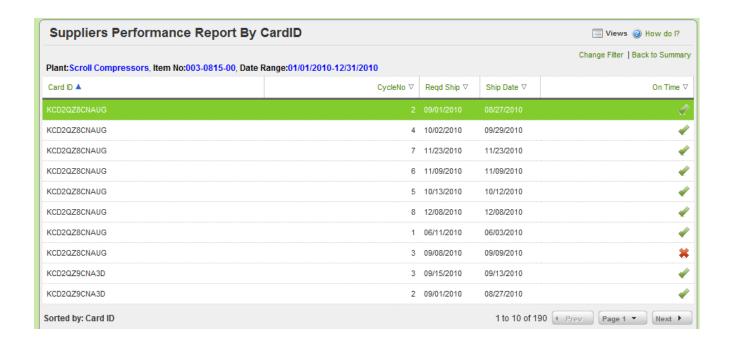
Supplier Performance

Same details as explained in the Buyer reports section with the filter being set for this supplier only. More details...



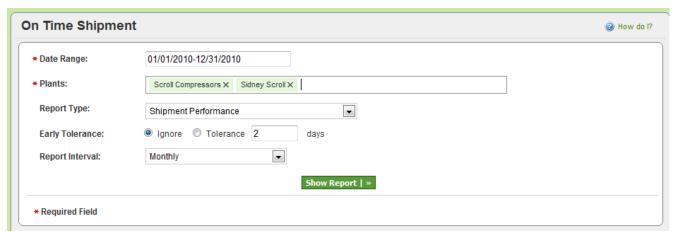






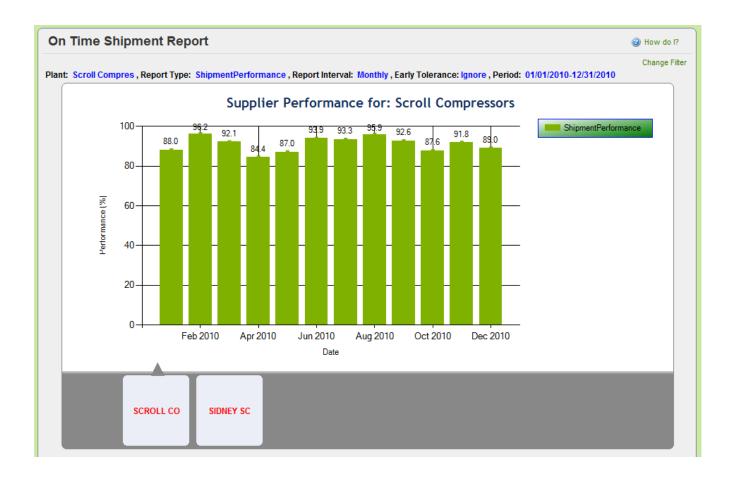
On-time Shipment

Suppliers will be able to see their performance by individual plants.



They can continuously monitor the performance without having to depend on the customer's report. Both the supplier and customer will be looking at same set of data and therefore dealing with one version of truth.

Since the suppliers can measure they can improve their performance on an ongoing basis. More details...



Outstanding Shipment

This report can be used to look at the pending shipments.





Supplier Actions - Reference Guide



Supplier Actions



Accept

View and acknowledge new kanban orders



Consolidator Ship

View the list of acknowledged kanban Cards. Use this screen to indicate the Cards you are shipping. If you have not printed Kanban labels already, you can do that here too



Recall

If you incorrectly marked a Card as shipped. Use this screen to undo the shipment transaction. You will need to know the kanban Card id to undo a shipment



Production Sequence

View list of orders to complete production. Use this screen to complete production for the pending orders.



Print Duplicate Cards

View the list of printed kanban Cards. Use this screen if you want to print duplicate labels



Set WorkOrder No.

View the list of acknowledged kanban Cards. Use this screen to update the workorder number for the acknowledged Cards



Master Label

Create master label for shipment



Ship

View the list of acknowledged kanban Cards. Use this screen to indicate the Cards you are shipping. If you have not printed kKanban labels already, you can do that here too



Supplier Queue

Shows distribution of Card States for each Item



Reschedule Request

Change required date for the orders. You will see a list of Cards that can be rescheduled and you can select the ones to reschedule



Print Cards

Set Tracking No.

View the list of acknowledged kanban Cards. Use this screen if you want to print labels before you are ready to ship



View the list of shipped kanban Cards. Use this screen to update the tracking number for the shipped Cards.



Resequence Production Orders

View list of orders to complete production. Use this screen to resequence the orders for production



Add Notes

Add notes to one or more Cards in cycle

Key points on documentation structure:

The screen shot shown in each "Purpose" is what the users will see when they click on the Action screen above

There may be multiple screens depending on the level of details. The follow up screen is the result of button clicked on the previous screen. For e.g. Clicking on "Show Cards" button transitions the user from the "Item List" screen to" Card List" screen.

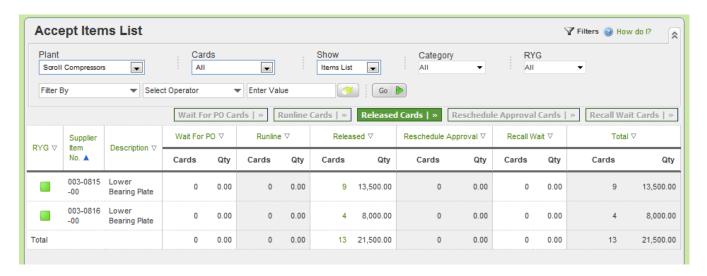
The screen shot shown in each "Results" is the response screen in Ultriva for the action taken

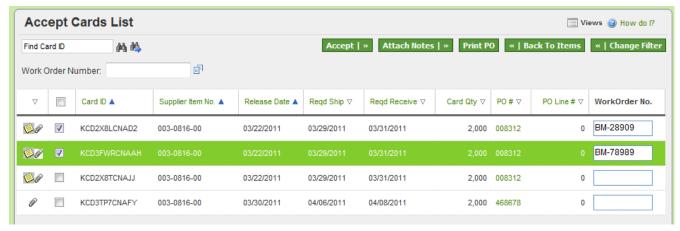
The screen shot shown in each "Exceptions" highlights the exceptions if any

Accept

Purpose:

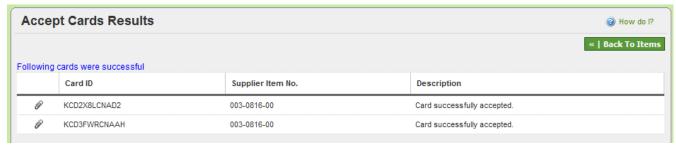
This action allows the supplier to accept the Kanban signal and/or Purchase order. Supplier will be able to view the P.O. prior to accepting the order. Supplier can also attach notes while accepting the order.



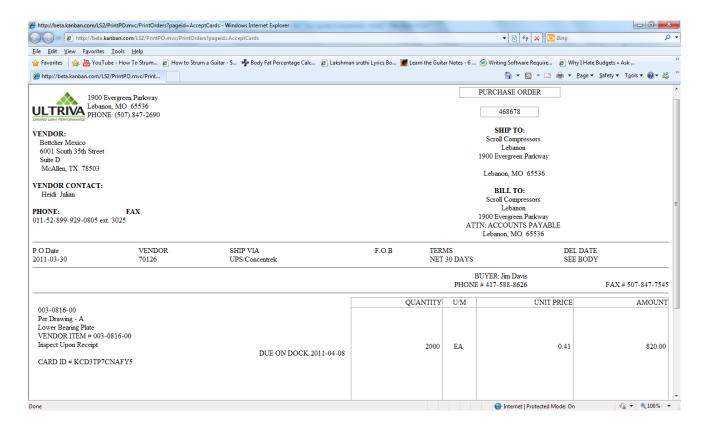


Results:

The card (or order) moves from RELEASED to IN PROCESS state when the supplier accepts the card.



If the supplier clicks PRINIT PO button then they will be able to see the P.O. and print them.



Exception:

Customer may require the supplier to accept the orders within a specified time (24 hours or 48 hours). Noncompliance of this time line can result in a notification being generated back to the buyer.

Customer may also flag the supplier to auto accept the orders. In such cases suppliers are not required to perform this action.

Suppliers may not be able to accept the order under two conditions:

- Cards (orders) are waiting in runline (minimum order quantity) to be reached
- Cards are waiting for P.O. to be generated by the ERP system

In both such instances, supplier will have visibility to the pending orders but will not be able to Accept them

Ship

Purpose:

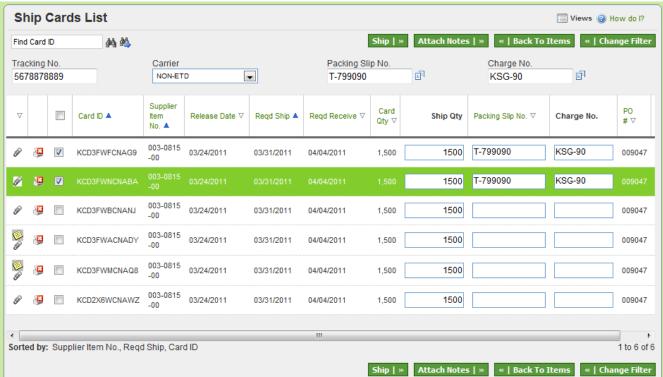
This action allows the suppliers to ship goods when they are ready. Only orders that are accepted by the suppliers will be allowed to ship. The supplier can ship one or multiple orders. The following data can be entered while shipping:

- Select Shipment Carrier from an approved list
- Enter the Tracking Number for the shipment
- Enter the charge number (or traceability number)
- Enter the packing slip number if necessary
- Change the ship quantity if necessary

- Attach notes or certificates if necessary

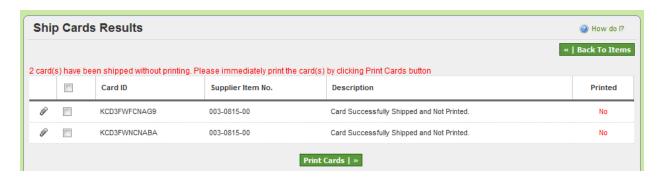
After successful shipment, they can print the shipping label as well





Results:

Once the shipment is successful, the system takes the user to print label screen. A successful shipment will move the order from In Process to In Transit stage.



Exception:

If Consolidator Ship flag is enabled, then the order is moved from In Process to "Consolidator ship" instead of "In Transit".

Consolidator ship

Purpose:

Some customers use consolidators for supplier shipment. When the Item is mapped to a supplier, a flag can be set in Ultriva which identifies that the supplier shipments for that part will be consolidated. It lets the supplier to indicate that the goods are ready for pick up by shipping the goods in Ultriva. The flag retains the order in the consolidator ship state till it is picked up by consolidators and moved to In Transit stage. This action can be performed manually or through a scanner

Results:

This action moves the order from Consolidator ship to In Transit state.

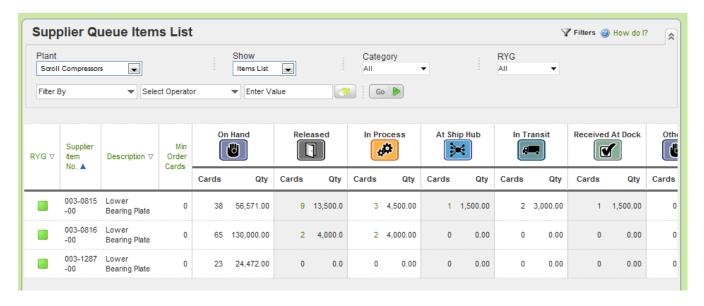
Exception:

If Consolidator Ship action is not completed while picking up shipped goods, the orders cannot be received at the dock.

Supplier Queue

Purpose:

This is a report of items that the supplier is supplying. It shows the current states of all the associated cards/orders for each item.



None

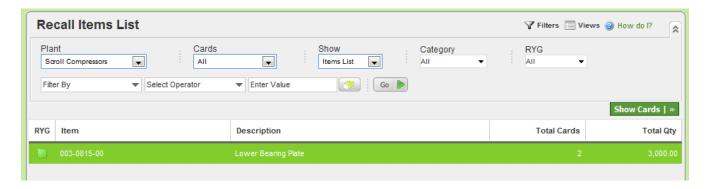
Exception:

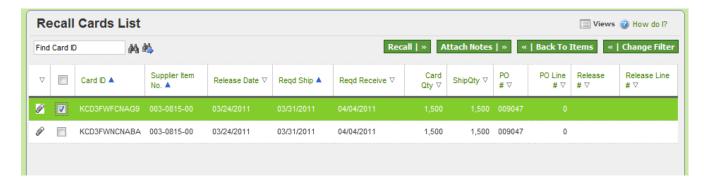
None

Recall

Purpose:

This action allows the supplier to recall an order if it is wrongly shipped. When clicked it shows the filter condition to search and then list the items for which cards/orders that have been shipped but not yet received. Supplier can select the item and see all the cards/orders. They can select one or more cards/orders and recall them.





The Card/Order will be moved back from In Transit (or Consolidator Ship) to In Process state



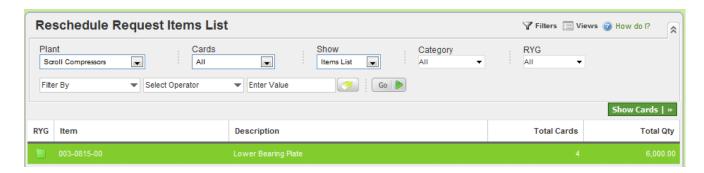
Exception:

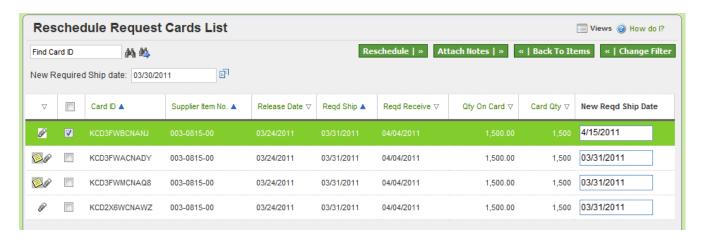
If the card is already received, it cannot be recalled.

Reschedule Request

Purpose:

Supplier can request a reschedule of an order via Ultriva. Only a date change for Required Ship Date is allowed. When Supplier requests this, a notification is sent to the buyer to approve or reject.





When the request is initiated, the card/order is moved from In Process to wait for approval state. If the buyer approves, then the required ship date is changed and the card is moved back to In Process state. If the buyer rejects then the card is just moved back to In Process state and the original required ship date is retained



Exception:

If the buyer does not approve or reject then the card/order will be hanging. Supplier will not be able recall the request of ship the goods.

Production Sequence

Purpose:

This action is primarily for a supplying work center and not for external supplier. This action provides a list of orders/jobs waiting for production. The jobs are sequenced on a daily basis optimized by predefined sort condition. This screen allows the supervisor to reschedule, re-sequence and reset the production. This screen allows operator to start a job, put the job on hold, complete the job and close production.

If OEE flag is enabled, this screen allows operators to perform multiple operations in sequence before completing production.

REFER TO LFM USER GUIDE FOR DETAILS

Results:

Depending on the type of action, several results are possible. The most common are changing of schedule date, operation completion, order completion and scrap accounting

Exception:

Again several exception can take place depending on the task. For details refer to Lean Factory Management (LFM) user guide.

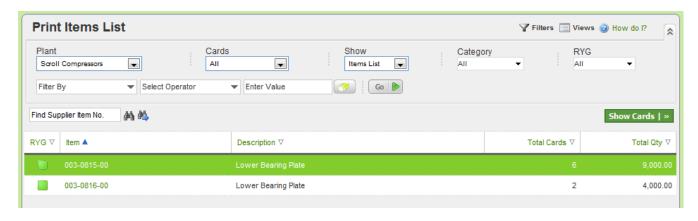
Print Cards

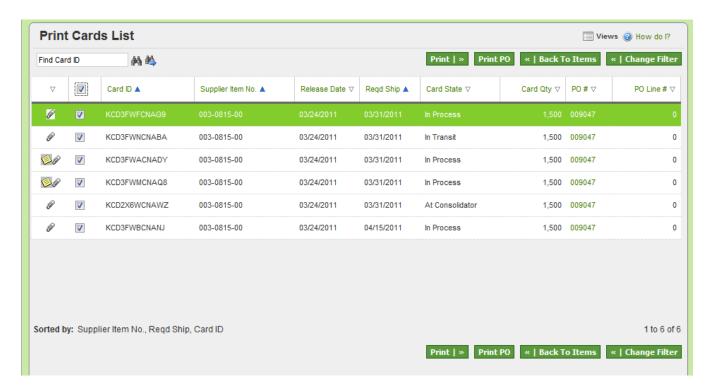
Purpose:

In a typical order flow, Ultriva allows the supplier to print a shipping label as soon as the ship transaction is completed. However there may be other reasons why supplier may need to print the labels before are after the shipping. One primary reason is:

- Supplier is shipping from stock and wants to print the labels first and use it as a pick list

When clicked on this action the list will show only cards that are In Process or In Transit and those that have not been printed before





One or more cards can be printed. Multiple copies of the cards can also be printed

Exception:

Once it is printed it will not show up in this queue again

Print Duplicate Cards

Purpose:

This action is only for printing duplicate cards for the following reasons:.

- Label printed after shipping was lost and needs a duplicate label
- Printer problems can cause reprinting of the label

When clicked on this action the list will show only cards that are In Process or In Transit and those that have been printed before

Results:

Prints the label but puts duplicate on it.

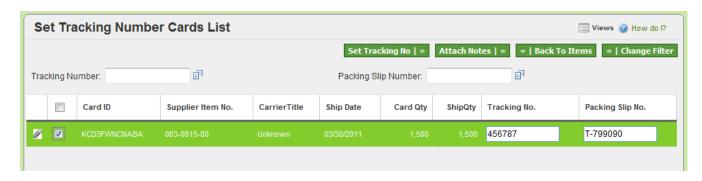
Exception:

Only the labels that have been printed before will show up in the list

Set Tracking No.

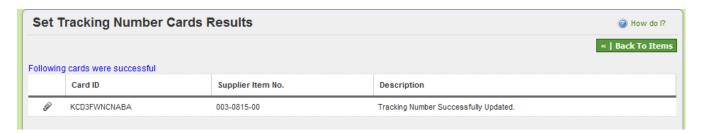
Purpose:

Supplier can set the tracking number for the shipment when they perform the ship transaction in Ultriva. However in some cases the tracking number may not be available at that time. For such scenarios, suppliers can click this action and set the tracking number on the orders that are In Transit state



Results:

Sets the tracking number to the order and provides immediate visibility to the customer to facilitate shipment tracking



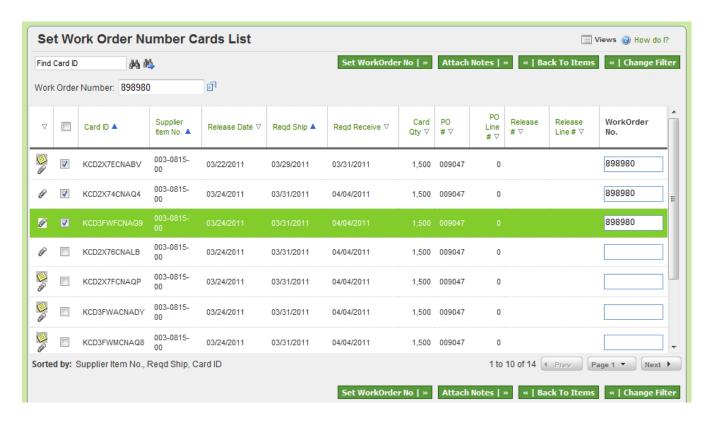
Exception:

None

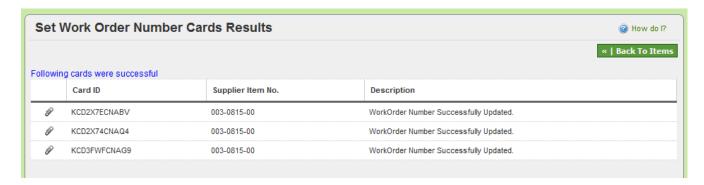
Set Work Order Number

Purpose:

Supplier can add their internal work order number to the orders received from their customer. This is purely for traceability and has no other value.



Adds the work order number to that card cycle and retains the information in history tables



Exception:

None

Re-sequence production orders

Purpose:

This is for internal supplying work center only and not for external supplier. This action allows the supervisor to reschedule and re-sequence production orders.

REFER TO LFM USER GUIDE FOR DETAILS

Schedule dates and production sequence for a specific day can be changed

Exception:

Refer to LFM user guide

Master Label

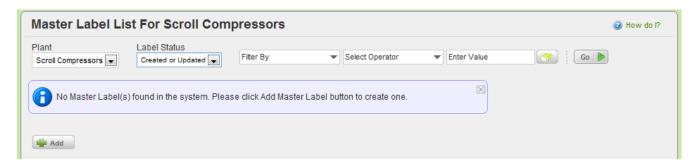
Purpose:

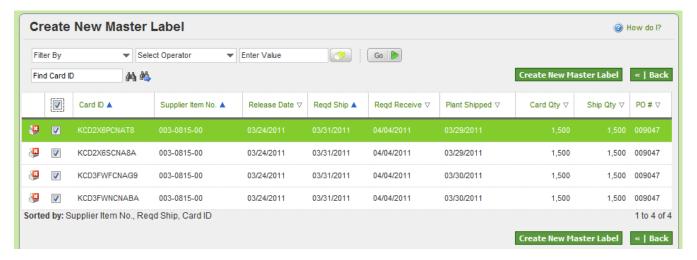
The purpose of a Master Label is to print a consolidated label across multiple orders. Some common uses are:

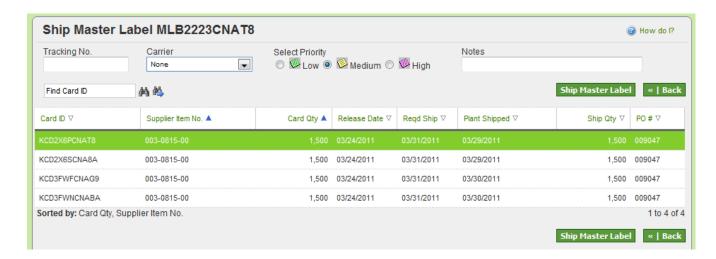
- Customer orders in boxes while the supplier ships in a lot of 30 boxes.
- Supplier shrink wraps a pallet consisting of different part numbers for LTL carrier
- Supplier ships a truck load of parts to the customer

In all these instances a Master Label can be generated. When the customer receives the shipment they will have to scan only one label to receive:

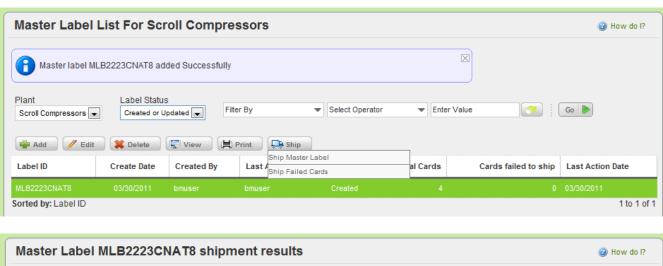
- 30 boxes
- 1 pallet of different product mix
- Entire truck load of goods

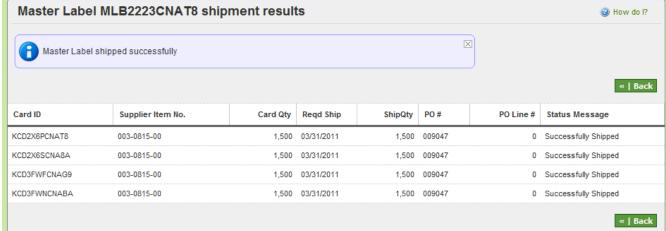






Master label will be created and printed





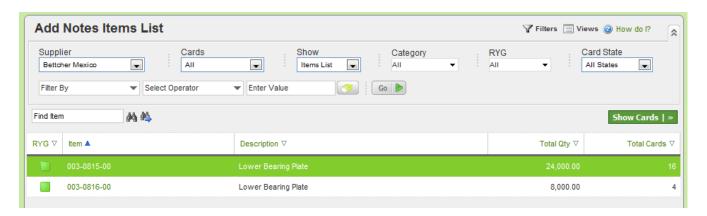
Exception:

If additional items are put in a truck or removed from the truck after the master label has been printed, then the master label has to be recreated and printed. Otherwise at the receiving dock, there will be a discrepancy between receipt transaction and actual physical inventory.

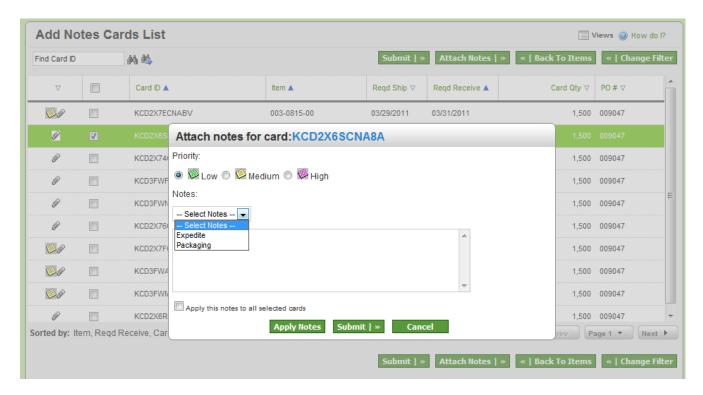
Add Notes

Purpose:

Add Notes on the orders that are at In Process or In Transit state. Multiple notes can be added. This can be used as a mechanism to inform buyers the status of shipment.



Select card(s) and click attach notes. Select from list and click Submit.



Results:

The notes get attached to the card and can be viewed by other users who have access. Notification alerts can be created that can send emails to the respective users

