



Logistic Management

Managing shipment

Executive Summary

This white paper contains an Appian application template for Logistic Management which includes the Customer Onboarding and Scheduling Shipment. Logistic Management consists lots of challenging factors including internationalization, shipment tracking, customer onboarding and updates etc.

Objective of this application is to manage customer requests and onboard them via external web integration with Appian, tracking of warehouses, items and shipments through tags on individual items, pallets and containers. This can range from optically scanned bar codes, to RFID tags that can track and update the package location. Tagged objects (container) can be associated with metadata inside it. For example, where a given food item was produced and packaged, and the conditions it has experienced during its shipment, as well as its target destination. Knowing where items, pallets and containers are currently located and where it is needed makes it easier to plan shipments and optimal ways to move items about a warehouse.

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Introduction

The logistic management system is undoubtedly one of the buzzwords of the modern transportation industry. Shippers around the globe are realizing the time has arrived to take advantage of logistic management system benefits. More shippers are utilizing TMS to improve production, reduce inefficiencies, and keep control of management processes under one roof. As a result, the use of the LMS is expanding, and it will be one of the greatest technology trends to benefit the shipping industry.

Let's take a look at the features available in Logistic Management Application and how it will benefit the logistic and shipment industry. We have segregated the application into three different modules as below:

Logistic Management will have interconnected view throughout the customer records to shipment and invoice generation that will enhance the end user communication.

- Customer:** – We are using external web application developed in JSP, Servlets to enable customer quote request and signup/login.
- Shipment:** – Shipment module has ability to initiate the process based on the requested origin and destination points.
- Billing:** – Once shipment delivered, billing module will generate the invoice and send for shipping confirmation and payment.

Customer Requested Quote & Onboarding Portal:-

This is a request quote & signup page built outside (external Web App) of APPIAN for businesses to signup/login as customer for logistics management with the company. The business will enter all the required details in the sign up form and submit. This will trigger a web service call (SOAP) to the process model in APPIAN and the process is initiated for onboarding. If user wants to request a quote, he can fill the details and get the quote instantly along with an email on provided email id. This module consist of external web app integration and DocuSign generation for signing shipper-carrier contract.

Shipment:-

Shipment has multiple stages and teams as below:

Schedule Pick up – Business User logs in to the system and can schedule a pick up. He can then generate the bar code in the system, takes a printout of these bar codes and sticks it on each of these boxes and submits request. Along with scheduling the shipment, customer has provide the payment card details in order to assurance of post shipment payment.

Sorting team will sort the package to assign into the container.

Shipment sending team will receive a task. This task will have details of shipment along with user's basic info. They will then go to the pickup location, scan the barcode and confirm pickup of boxes.

Mapping of boxes to one Radio-Frequency Identification Number is the number which goes on the container. This will be used to track the shipment during transit. The user should be able to login to the system to check the consignment's location.

Shipment Dispatch Team (Origin) get a task once the shipment is received by them they go to the port and confirm the dispatch of the consignment.

Shipment Receiving Team (Destination) Confirm the arrival of each of the boxes by barcode scanning.

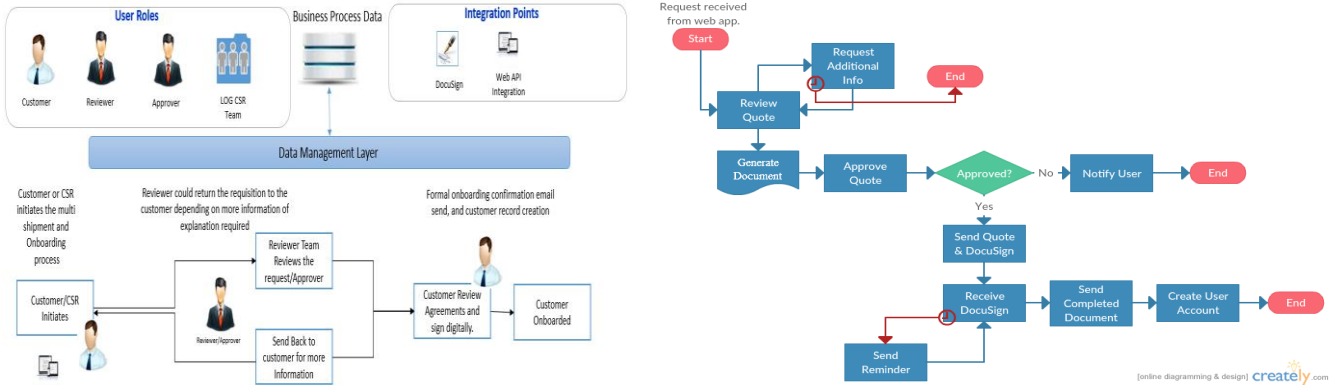
Shipment Delivery Team will get a task to deliver the item once its updated in the system. They will

Billing:-

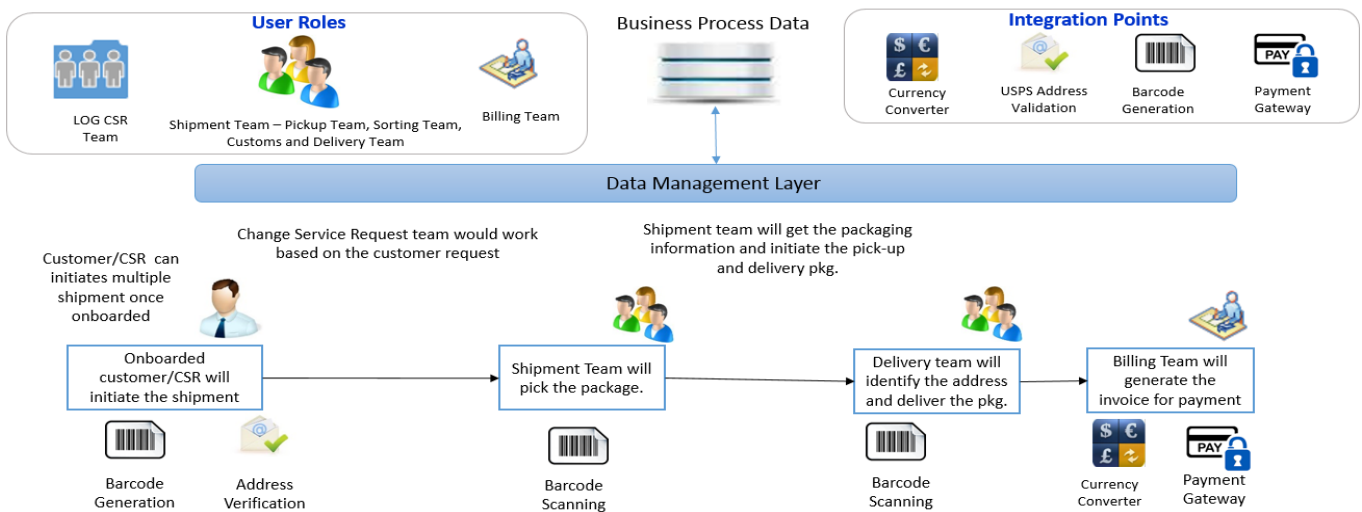
Billing Team will generate the invoice once thy have received the delivery confirmation, which will be verified by the shipping team and will then payment take place by using customer provided card.

Logistic management has a three different modules integrated with each other to provide business user a 360 degree view. It has ability to show the shipment details on each milestone based on the completion. Application shows the process flow and data integration in following screenshots:

Logistic - Customer Onboarding Process



Logistic - Shipment Process



Logistic Application Integrations and Highlights:-

- Exposed process as web service to take request from external web application.
- Web application development to store the customer basic info and provide the quote instantly.
- DocuSign integration to digitally sign the documents.
- Address verification using USPS web API.
- Bar Code generation using out of box Appian feature.
- Currency conversion based on the delivered destination currency.
- Application Payment gateway integration with Stripe to show the real time payment.
- Provide the ability to show the details on each milestone on summary dashboard by clicking the milestone link.

Conclusion

Logistic Management Application has all the functionalities required by the Shipment Company that will allow them to improve the service and relationship with the Customer, while maintain a single source of information related to Customer, correspondent shipment, Contracts, Agreements etc. This application will help in the areas as Customer Management, Customer Requests and Operations of the Shipment Company and also will provide a strong platform for shipper and carrier to take decisions based on executed process.

Lastly, Logistic management provide the better shipment facility and customer care by providing various inbuilt feature and multiple integrations with external sources.



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India

Persistent Systems Limited

Bhageerath, 402,
Senapati Bapat Road
Pune 411016.
Tel: +91 (20) 2570 2000
Fax: +91 (20) 2567 8901

USA

Persistent Systems, Inc.

2055 Laurelwood Road, Suite 210
Santa Clara, CA 95054
Tel: +1 (408) 216 7010
Fax: +1 (408) 451 9177
Email: info@persistent.com

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