APPENDIX

"With this pilot, not only do we aim to achieve an improvement in productivity and efficiency, we also aim to empower the virtual supply chain to the very core of the fulfilment process, by making it accessible & secure via personal mobile devices, enabling and facilitating mass adoption."

Project Title

Electronic Proof of Delivery (ePOD) for Mobile Supply Chain Transactions

Challenges Faced

The Proof Of Delivery (POD) is a very important and binding document during the delivery process, which authenticates the fulfillment of any physical transaction. The POD triggers the financial settlement, closing the transaction loop.

Currently, the POD is a very document intensive procedure that is only consolidated at the end of the day, when returned to the central collection centre for processing. Consolidation, processing, verification & validation of the POD documents, to generating and sending the invoice is very resource intensive. Often this process creates many opportunities for errors to occur, such as discrepancies due to lost or modified documents, that need to be rectified, which often takes time to investigate and resolve.

Proposed Solution to be Piloted

The ePOD for Mobile Supply Chain Transactions (ePOD in short) – consists of 2 main components, the Y3 Supply Chain Management (SCM) System and the Fujitsu Mobile ASP.

Fujitsu Mobile ASP Center consists of an advanced mobile application service platform, called Service Delivery Architecture (SDA). The SDA extends the business processes from the SCM and any business backend systems to mobile application services.

Y3 Supply Chain Management System consists of mainly the ePOD server and the backend application servers, which support Warehouse and Inventory Management, Traffic Management, Distribution Management, and so on.

With ePOD, the delivery personnel are able to update the SCM system as it happens. As the goods are delivered, the customer authenticates the Delivery Order (DO), via a mobile device of choice, which will then transmit the completed DO via the GPRS network, and the system will be updated instantly. This eliminates the waiting time for the hardcopy of the signed DO to be returned to the office at the end of the day and manually entered by data entry personnel. Hence, ePOD enables faster turnaround time for each delivery transaction and shortens the whole business process cycle.

In addition, when exceptions occur in the delivery, the delivery personnel can use the GPRS mobile phone to access the Delivery Order online and indicate the item(s), which is incorrect and specify the error. This enables the SCM system and the traffic management staff to take appropriate remedy action instantly thereby improve customer service and optimize the use of resources.

In this pilot project, mobile phone with WAP over GPRS is used to deliver the ePOD mobile application services, which may eventually be accessible for customers to access with their own mobile phones.

Expected Benefits

This pilot aims to improve information accuracy and timeliness. This is due to the empowering "Live" transaction capabilities that remove the redundancies and duplicating processes inherent in a physical scenario. Where there are instances of discrepancy, information is also instantly fed back so that the Central Collection Centre could take immediate remedial actions and follow up with another shipment, thereby reducing waiting time for the customer, at the same time redirecting the original delivery to replenish other targets.

Also, this authentication & validation procedure creates new opportunities of transaction empowerment as well as information management