

Transforming Logistics Landscape





# Index



Reality and challenges of logistics in Vietnam



# We start from understanding





Lack of qualified operation team



Difficulty in analyzing data to support decision making



Ability to adapt to changes which are not timely



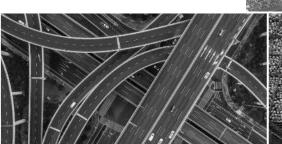
Facing an increasingly complex business environment







**LOGISTICS CONCERNS OF VIETNAMESE ENTERPRISES** 

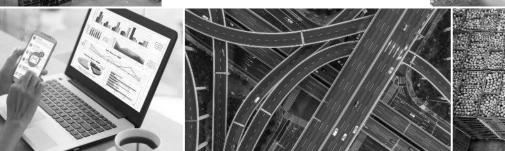






Ability to track & trace, to control shelf-life, good status is still low







Lack of control, information and fullchain visibility at all levels



Ability to optimize operation with flexible solutions is limited

# Concerns arise throughout the logistics chain



#### **FULL CHAIN CONTROL**

#### **COST OPTIMIZATION**

#### **RISK CONTROL**

#### **SERVICE QUALITY**

# CONCERNS How to manage suppliers There is no inhound plan

- There is no inbound plan to arrange receiving proficiency.
- Manual inventory allocation plan
- Using vendors inefficiently
- The delivery status cannot be tracked
- No strategy to import, store and export (manually)
- The storage area has not been optimized
- Low productivity
- Failure to timely control warehouse operations
- Inventory deviation
- Lots of out-of-system processing
- System is not integrated

- Collect order information from multiple disjointed sources
- Manual planning takes time, is not optimal
- · Not track & trace in time
- Manually cost control
- Low delivery productivity, cannot control over delivery staff

STAGE

**PURCHASING** 

**PRODUCING** 

**TRANSPORTING** 

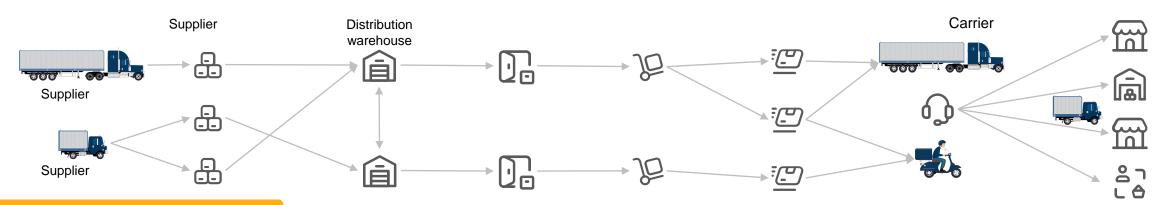
**INBOUND** 

**STORAGE** 

**OUTBOUND** 

**PLANNING** 

**SHIPPING** 



#### **LOW PRODUCTIVITY & LOST IN CONNECTION**

- Purchasing Department
- Supplier
- Planning Department
- Accounting

- Planning Department
- Transportation planning
- Warehouse
- Accounting

- Planning Department
- Warehouse (inbound, outbound, inventory)
- Accounting
- Sales

- Planning Department
- Coordinating Department
- Sales
- Accounting
- Customer service

#### PRIVATE AND MANUAL SYSTEM

- ERF
- TMS
- Excel

- ERP
- TMS
- Excel

- Excel
- Separate accounting system

- TMS
- Excel
- DMS

# Specific difficulties of each enterprise



complaints and grievances

• Difficult to optimize fleet expense

MANUFACTURERS		DISTRIBUTOR, RETAIL	
Factory - Warehouse	Factory – Carrier	Retailers - Warehouse Management	Retailers - Transportation Management
DONG CO QUAT DIS		encerns	GMADEPI I
<ul> <li>Pressure from supplying material fully &amp; accurately for production line</li> <li>Difficulty in searching for material with manual storage for many product codes</li> </ul>	<ul> <li>Pressure of fast delivery, enough products for distributors</li> <li>Pressure of incident control and manual communication zalo, phone</li> </ul>	<ul> <li>Pressure to manage many shippers and many different items</li> <li>Difficulty in arranging goods in peak season</li> <li>Manage batch/lot, shelf-life</li> </ul>	<ul> <li>Complicated shipping methods for GT, MT, KA., Ecommerce channels</li> <li>Wasting time queuing supermarket channel</li> <li>The binding procedure for each receiving point is different</li> <li>How to optimize the delivery route?</li> </ul>
<ul><li>Low inventory accuracy</li><li>Loss of goods</li><li>Depending on labor</li></ul>	<ul> <li>Difficult to find the optimal solution for vehicle</li> <li>Pressure to reduce transportation</li> </ul>	<ul><li>Optimizing inventory expense</li><li>Loss control</li><li>Operation control</li></ul>	<ul> <li>Complex fleet and lack of tools management</li> <li>Taking times to manage customer</li> </ul>

#### Management

experience

costs

management

• Difficulty in Fleet and expense

Operation

Illustration

# Clearly see 4 common challenges

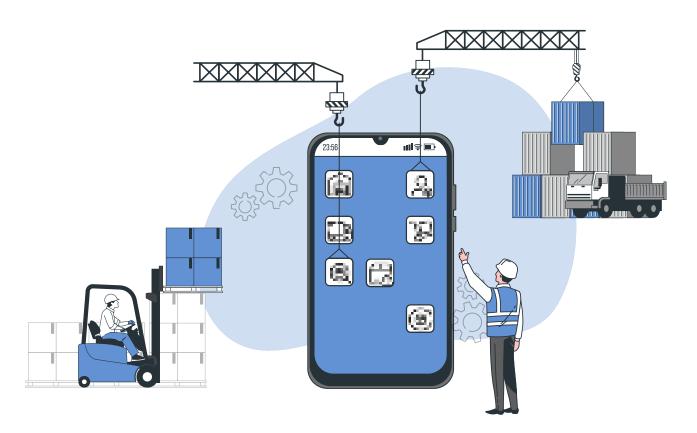




# And the trend of change



"Gartner research shows that all the leading companies in Supply Chain are well aware that **Technology** is the advantage and competitive strength" (\*)



20-29% of Vietnamese enterprises are expecting to transform to change the logistics platform by applying IT with 4 models (\*\*)

- Tracking & Tracing
- Warehouse Management
- Transport Management system
- Barcode Scanning & RFID

(\*) www.gartner.com/smarterwithgartner/gartner-top-8-supply-chain-technology-trends-for-2020 (\*\*) Logistics Report 2020\_Ministry of Industry and Trade

# Therefore, we can orient to lead the change



Modern, high-productivity warehouse and transportation system



Closely and clearly
connection in enterprise
operations (Sales,
Planning, Warehouse,
Transportation, Customers,
Suppliers)



Operating staffs have good management ability, high efficiency and good adaptability to technology

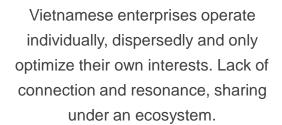
Vietnamese enterprises
operate on the same
technology platform and
share resources (shared
economy), unifying
standards and processes
throughout the chain



Warehouse system, manual operation, low productivity

Discrete and local
enterprise management
system between
departments

Low productive operating staffs, lack of management capabilities with technology



# 6 groups of solutions that Smartlog brings to you





# **Personnel training**

- Training personnel according to standard procedures
- Training on advance managing skills with supporting tools such as Dashboard LPI, Report System



# Procedure standardization

- Setup closely, standard and simple operating procedure
- Smart system help re-concile transactions in the chain.



#### **Logistics ecosystem**

Warehouse, Transportation and Exchange integrates with external system.





# **Quality control**

- Managing goods via QR code/scanning on mobile app
- Tracking batch/lot/shelf-life detailed product
- · Control status of goods



## **Operating tactics**

- · Inventory, outbound tactics
- Automatic delivery planning tactics
- Warehouse network distribution tactics



## **Analytics tools**

- Statistics, alerts for user in unusual and exceptional cases
- Clear warehouse, transportation performance, and full-chain metrics, easy for decision-making

# 6 steps to accompany enterprises



1 AS-IS/ BASELINE 2 AS-IS VS BEST PRACTICES

3 SOLUTION DESIGN

4 Implementa

Go-live & support Co-operate,
Expand and
Upgrade

Understand the reality from all angles

- Expense
- Procedure
- System
- Personnel
- Target

Build a

questionnaire

Collect expenses

Understanding the

Site survey

Interview

reality

Challenge

Compare reality with best practices

- Concern
- Cause
- Affect
- Comparison with best practices
- Preliminary orientation

Current expenses analysis

Collect best practices that

are suitable for specific

versus best practices

· Compare and evaluate as-is

customers

# **Target**

Propose suitable operating model based on customer's goals, priority, appropriate time and expense

- Deploying solutions synchronously
- Appraisal and evaluation/adjust ment with users
- GOLIVE

5

- 24/7 SUPPORT
- Extend the solution
- Complete supply chain
- Full chain optimization solution

- **Approaching**
- Model Design
- Test run and compare models
- Feature design
- Procedure design
- Designing training programs
- System deployment
- User training
- Standard procedure training
- Personnel proficiency training

- GOLIVE
- 24/7 SUPPORT
- Evaluate project value
- Evaluate expansion opportunities

opportunity to expand

User Interview

#### Result

System design – Tobe Blueprint

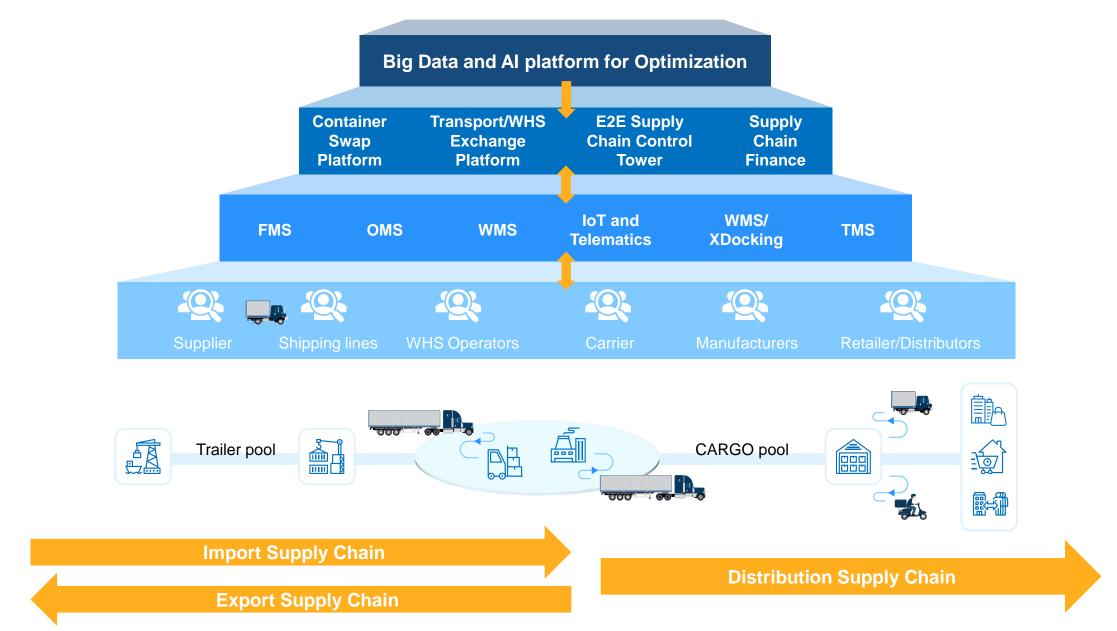
- System golive
- Result of
   personnel training

Project evaluation profile and the

As-is Review Documents

# With the mission to create a comprehensive logistics platform for the future

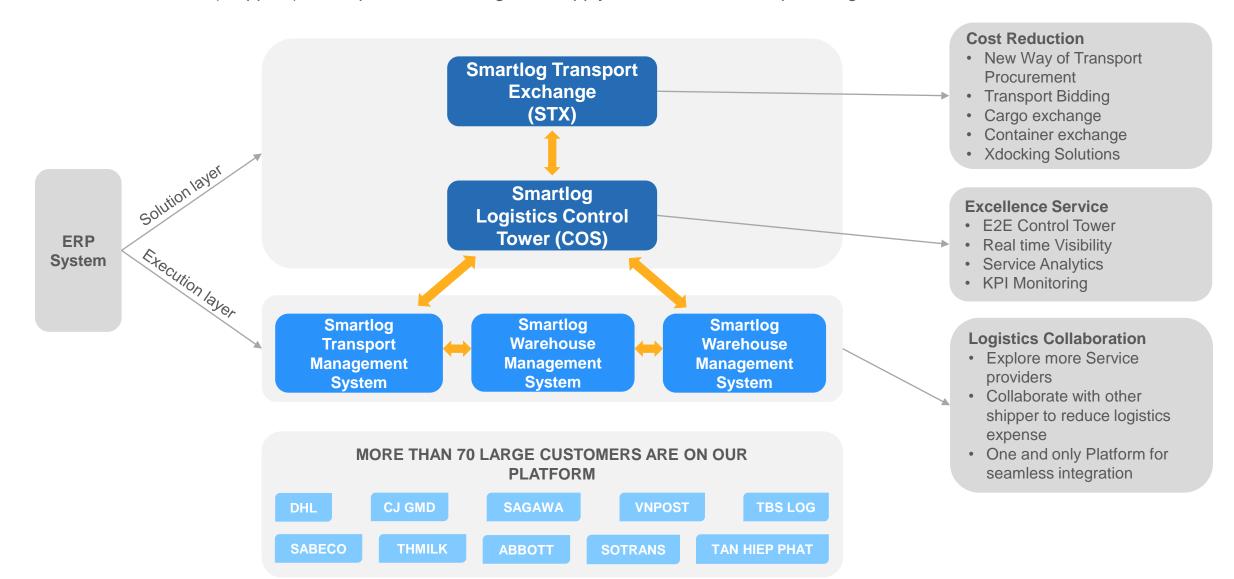




# Helping businesses expand IT platforms for the entire supply chain



Clients (Shippers) can implement Smartlog E2E Supply Chain Platform to improve logistics model



# Set of 5 core and pioneer products





- Start with CMA CGM, Trucking Alliances Expanding Other Shipping Lines, ..
- 20-30 Re-Use Request/day





- Cooperate with VNPost, HTC,.. 100 transactions/day
- 2020 expectation: Total transaction Value: 5 Mil USD



- Supply chain solutions for distribution trucking and Im-Ex container
- B2B marketplace
- Focus on large and medium size clients
- Minimize account acquisition time
- Little efforts, greater result

SaaS Platform

LaaS

**Platform** 



**Order System (SOM)** 



Container, Truck

**Transport System (STM)** 

Saas(Software as a service)



**IB-OB** 

Warehouse system (SWM)

Software As A Service (SaaS)

 Convertible to traffic in marketplace within short time with multi transaction

# Constantly innovating to develop intellectual products





Smartlog has been honored to receive the Sao Khue Award for 3 consecutive years for the trio of software solutions for optimizing logistics resource management..



2019

Sao Khue Award for Transport Management Solution (STM)



2020

Sao Khue Award for Warehouse Management Solution (SWM)



2021

Sao Khue Award Container Optimization Solution (COS)







# Accompanying leading customers in the manufacturing and distribution industry

= X mart





#### **LEADING ENTERPRISE OF BEVERAGE INDUSTRY** (Solution: SWM, STM, **CONTROL TOWER)**











• Number of daily trip: 700

• Number of sub-vendors: 30

• Number of warehouses : 100





**DISTRIBUTION (Solution: STM, SWM)** 



#### PRODUCTION AND DISTRIBUTION OF **CHEMICAL PRODUCTS FOR MULTI-INDUSTRY**

• Number of daily truck: 70

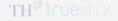
• Number of daily trip: 100

• Number of order/day: 500

• Number of vehicles: : 15

Mimberly-Clark





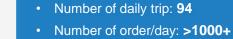












• Number of vehicles: 146

**DAIRY PRODUCTION AND** 

• Number of daily truck: 184

Number of sub-vendors: 11

• Number of warehouses: 8





Number of order/day: 4200+

Number of daily truck: 2000+

Number of daily trip: 700

Warehouse m2: 30.000m2

Number of vendors: 30+







• Number of daily trip: 200

Number of warehouses: 3

• Warehouse m2 : >10.000m2















# Becoming a technology platform to help logistics enterprises expand and develop





#### **LEADING GROUP OF PORTS AND LOGISTICS ECOSYSTEM (Solution:** STM)



• Number of daily trip : **300 - 500** 

• Number of order/day: 1000

• Number of vehicles: 180









#### **LEADING COMPANY OF LOGISTICS (Solution: STM)**

• Number of daily truck : 200-300

• Number of daily trip : ~200

• Number of order/day : ~300

• Number of vehicles: 155











# **LEADING COMPANY OF LOGISTICS**

(Solution: STM)

• Number of daily truck: 300-500

• Number of daily trip: 300-500

• Number of order/day : ~1000

• Number of vehicles: 905 trucks



TAN CANG







**HATECO** 

















#### **LEADING COMPANY OF SUPPLYING LOGISTICS INTEGRATION SERVICE & SUPPLY CHAIN SOLUTION (Solution : SWM)**

- Number of daily truck : ~300
- Number of daily trip : ~200-300
- Number of order/day: 1000
- Number of vehicles: 115
- Number of warehouses: 7
- Warehouse m2: 230,000 m2















#### **TBS LOGISTICS (Solution: SWM)**

- Number of daily truck : ~2000
- Number of order/day : ~10.000
- Number of vehicles : **68**
- Number of warehouses: 7
- Warehouse m2: 220.000 m2





# **NETWORK OVER 100 COUNTRIES**

- Number of warehouses: 6
- Number of order/day : **200-500**

**TOP 10 LOGISTICS COMPANY WITH** 

• Warehouse m2:7,500 m2











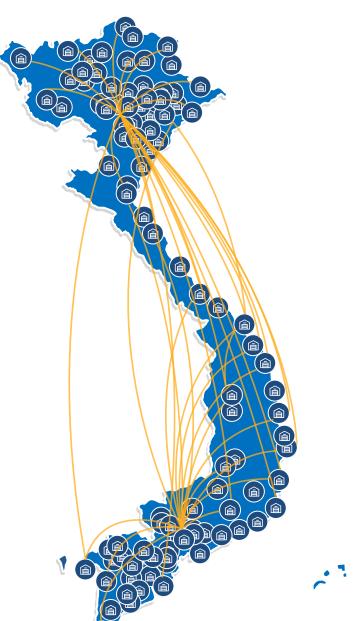




# Smartlog's footprints have been placed all over the country











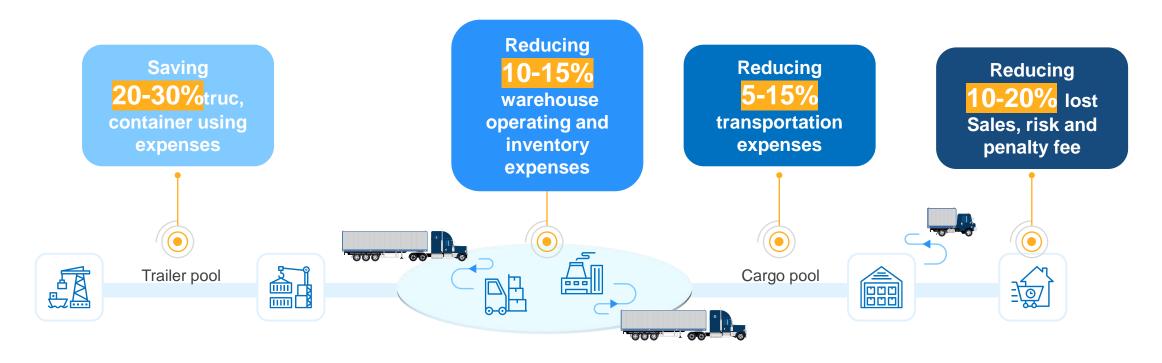
67,362 trips/ month are planned & tracked on STM

>100 customers using STM

Diversified types of transportation: Containers, Inbound Logistics, Distribution and Last mile (motorcycle)

# Proud to contribute value to the enterprise and the entire industry







Reducing 10-15% of full-chain general operating expense from comprehensive connection of systems on 1 ecosystem



Increasing customer service quality



Boosting creative spirit and innovation in business



Increasing sensitivity and adaptability with changes

# With a professional and dedicated team



#### Vi Lai - Head of Sales

- · EMBA, QUAM University, Canada
- · 17 years in logistics, supply chain, sales and business development working in APL Logistics, Schindler, Panalpina, DHL Ecommerce



Thành Lại - Head of Operation

Bachelor of Logistics, HCMC Transport University 6 years in logistics, operation, and consulting · Used to work in CJ Gemadept Logistics

#### Hanh Đỗ - Head of Al

- Mathematics, PhD, UC Berkly, USA
- Over 12 years in Algorithm, Al

#### Hùng Đặng - Head of Technology

- · Master of IT, JAIST, Japan
- 10 years in large scale technology
- 7 years working in Japan: Tsudakoma, Hayabusa





# Duy Hồng - D.CEO

- · Master of Logistics
- Over 12 years of experience in logistics operation
- Used to work for multinational companies such as: CJ GLS, YCH Supply Chain



#### Khuyên Nguyễn - Head of Product & **Solutions**

- BA, Economics University of HCMC
- 10 Years of experience in logistics consulting and solutions
- Worked: CJ Gemadept Logistics, DHL Supply Chain



#### Kurt Binh - Founder/CEO

- Graduate of Master Supply Chain Management, MIT, the U.S.A
- 17 years of experience in logistics industry and supply chain, consulting logistics projects



#### Dương Đặng – D.Head of Platform

- · Msc, Logistics, Leige, Belgium
- 10 years of experience in logistics operation and development
- · Used to work for Nokia, Toll Group, DB Schenker.

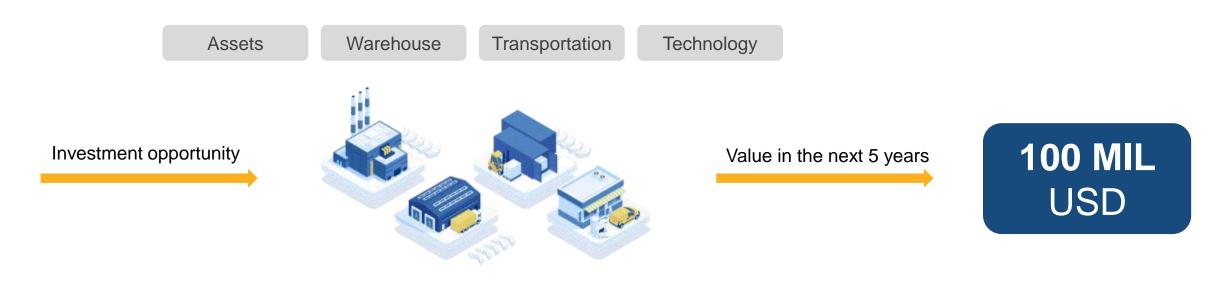


- · Master of Business Analytics and Science Management.
- Over 7 years of warehouse, ecommerce management and designing solution.
- Used to work for multinational companies such as: Singlun Global, Lazada, Noon Ecommerce.



# Smartlog is building the best, largest and only Logistics integrated ecosystem in Vietnam and Southeast Asia





#### **VISION**

Become the first integrated platform and ecosystem for logistics operation with the largest coverage in Vietnam - ASEAN

Founded in 2015

# Employee 100+

#### **MISSION**

Engage, Provide and Improve efficiency for all stakeholders in supply chain through E2E Platform by leveraging Technology and People and Assets

Head office
HO CHI MINH CITY



Ecosystem of solutions





Transportation
Management Solution STM



# Painpoints and STM solution



# **Painpoints**

Difficult to control vehicle operation and delivery staff

02 Manual and suboptimal planning

03 Manual & inefficient fleet expense control,

04 Slow to analyze and make decisions

05 Discrete and local system platform

# **SOLUTION**

100% full visibility

O1 STM provides full visibility for all delivery operation, COD, e-POD and expense

#### **Automatically planning**

Planning according to optimal goals
Planning with tactics constraints and priorities

#### **Expense control**

Recording arisen expense, repair, registrationRecording Vendor's expenses & billing

#### Reporting tools

04 Dashboard anf Report

03

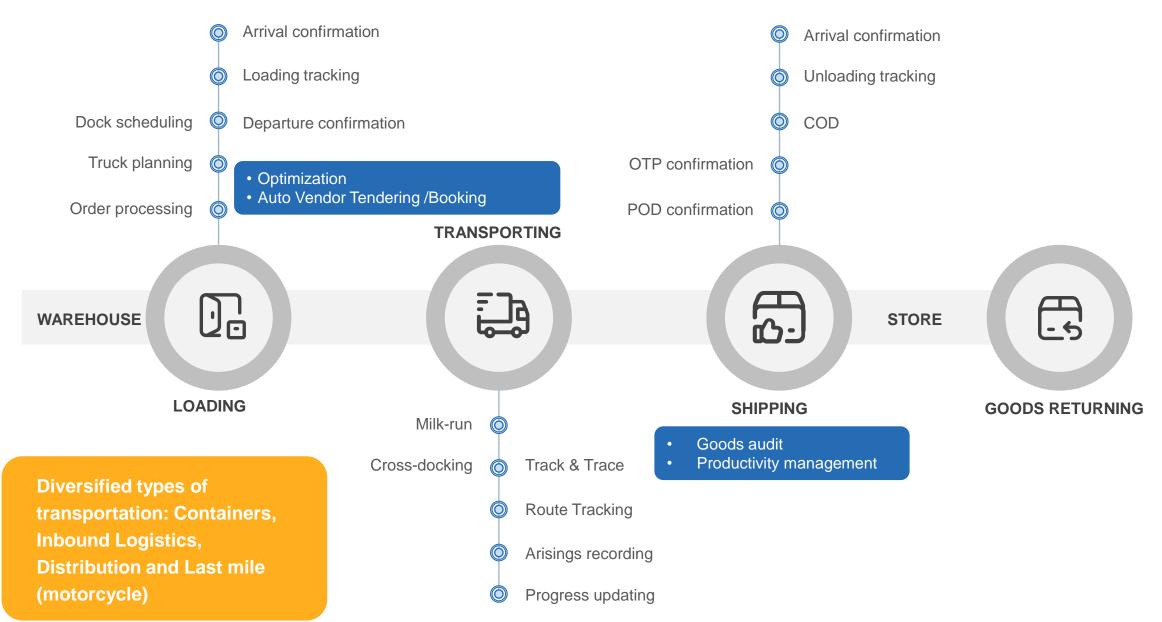
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#### Integrating solution

Synchronize with ERP (SAP, Info, Oracle..)

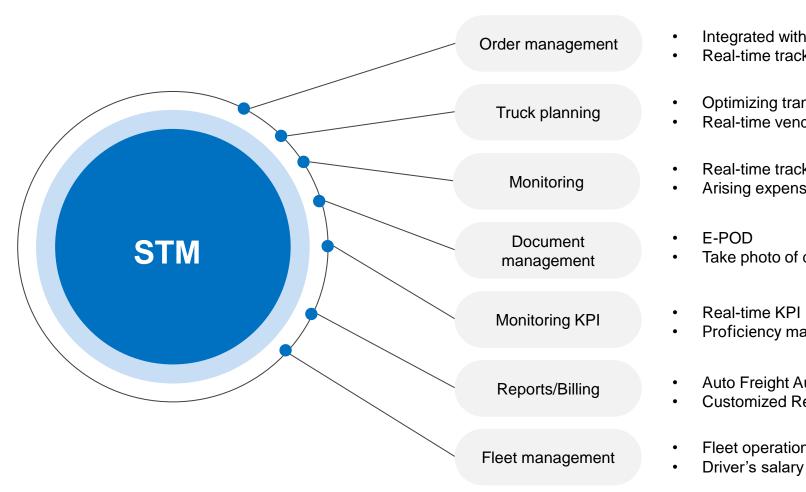
# STM - Comprehensive solution to control the entire transportation chain





# Fully functional system for operation and management





- Integrated with ERP via API/EDI
- Real-time tracking status of order
- Optimizing transportation planning (Route, Vendor, Load)
- Real-time vendor tendering (Rate, Quota, Route, Performance)
- Real-time tracking (GPS, Mobile GPS)
- Arising expenses/Incident Management
- Take photo of document
- Real-time KPI Monitoring (OTIF,...)
- Proficiency management (vendor, customer,...)
- Auto Freight Audit
- **Customized Report**
- Fleet operation management

# Order Management becomes simpler





Planning

Sending to Vendor

Track & Trace

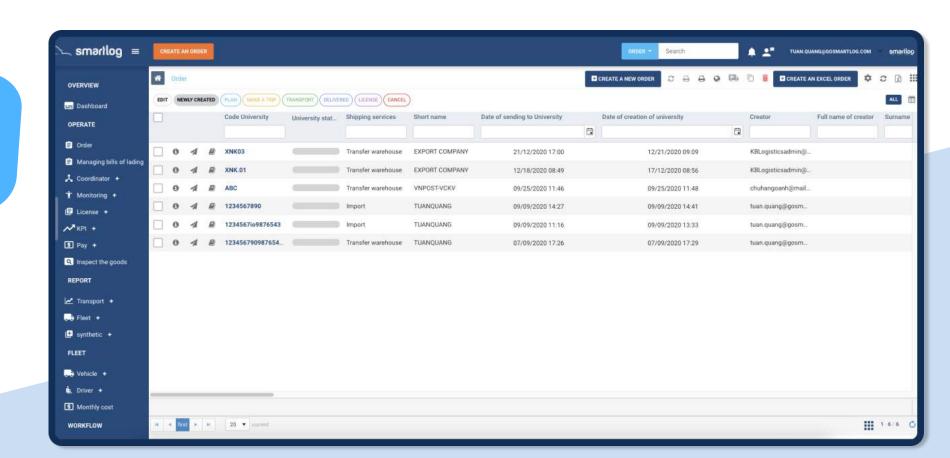
Report

Mobile App

Easily upload order and to tracking status of goods. It's so convenient.

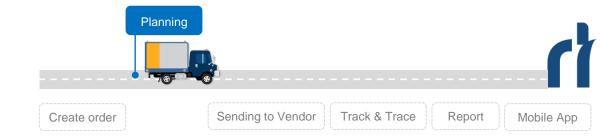
- Order management staff



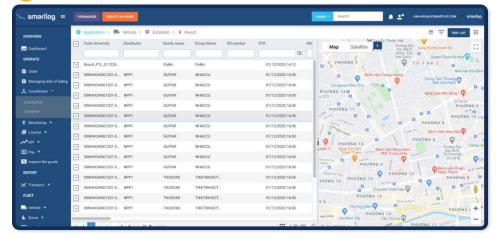


- Easily tracking order
- Integrating to receive order

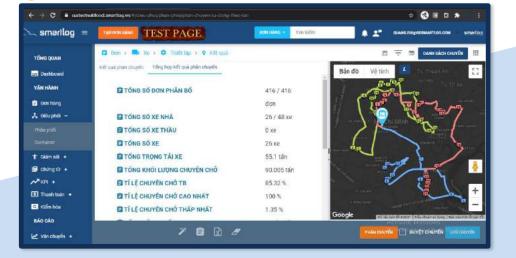
# Automatically planning within 3 steps



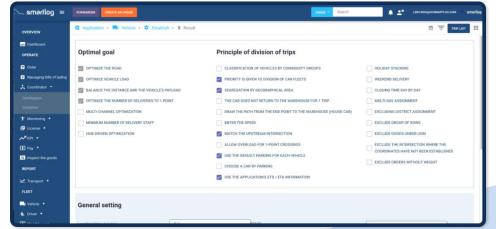
1 Choosing order and vehicle



3 Result of automatically trip planinng



2 Create set parameters and constraints



No more difficulty in truck planning, great!

- Captain of coordination team

Reducing time to plan fron 2 HOURS to 15 MINUTES

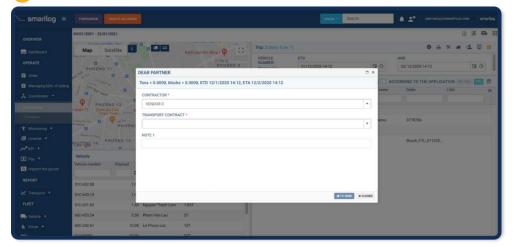


# Quickly sending order to Vendor

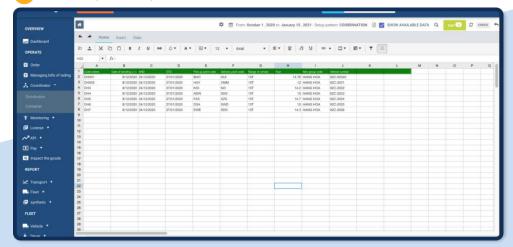
Sending to Vendor

Create order Planning Track & Trace Report Mobile App

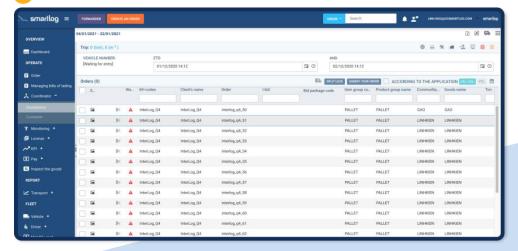
Order is sent to Vendor



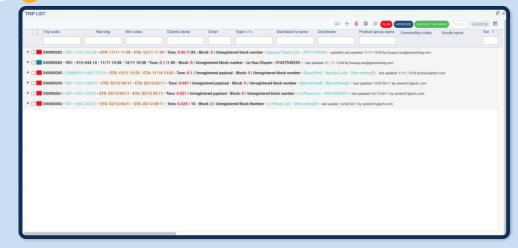
3 Vendor updates trip information



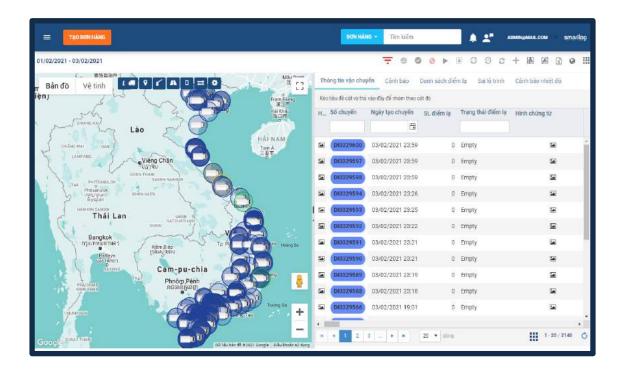
Vendor takes order



4 Approved trips will be sent to the driver's Mobile App



# Real-time tracking



- Tracking detailed route through GPS
- Route display, strange spot warning



#### **UPDATING STATUS BY COLOR**



Can immediately see where the truck is, what the status is. Alerting long stops. The management becomes more effective.

Create order

- Fleet supervisor



# Lively and intuitive Dashboard

Report

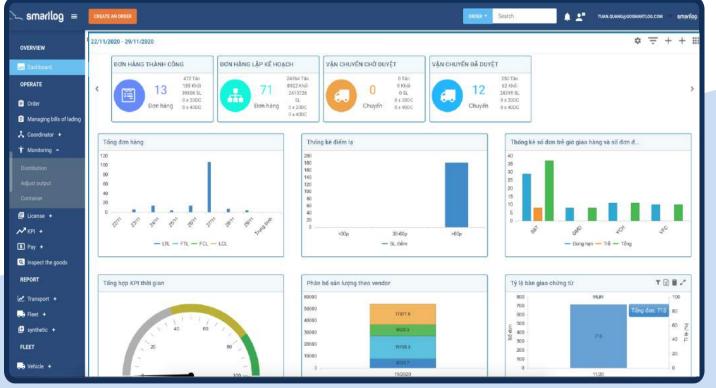
No need to wait for daily report from the staff, checking, tracking and making decision immediately.

- S&OP Department





- 100% support to tracking and making decision
- Accurate, intuitive





- System with more than 80 reports to serve different operational needs and can be customized according to customers
- Dashboard for management on convenient mobile app

# Mobile app for driver



Create order

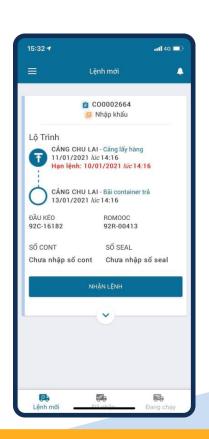
Planning

Sending to Vendor

Track & Trace

Report









"I create app that even the the U50 – U60 elders still can use it easily.

- STM Developer



- Updating real-time delivery status
- Updating e-POD
- Updating incidents and arised costs

# Helping customer to connect with over 30 GPS Suppliers

- Shipper



Over 30 GPS suppliers have been integrated with Smartlog system on over 10K vehicles

#	GPS Provider's Name	Method
1	ADA	API
2	Adsun	API
3	Bình Anh	API
4	Bình Minh	API
5	Bistech	API
6	Instek	API
7	Định vị VN	API
8	DSS	API
9	Điện tử Bách Khoa	API
10	Định vị Bách Khoa	API
11	Eposi	API

GPS Provider's Name	Method
Giám sát hành trình	API
Hưng Thịnh	API
Khánh Hội	API
Vietmap	API
Smartpacking	API
THK tracking	API
Triều An	API
Vcomsat	API
Vietcom GPS	API
Viet global	API
Vinh Hiển	API
	Giám sát hành trình  Hưng Thịnh  Khánh Hội  Vietmap  Smartpacking  THK tracking  Triều An  Vcomsat  Vietcom GPS  Viet global



When we used STM, Smartlog has helped

us to integrate with GPS of our 7 transport partners. No more logging-in a lot of pages

to tracking. "

- Smartlog GPS integration Platform ready to use without any cost for deployment.
- GPS data from transporter are keep confidentially under NDA agreement.
- Only get GPS data once shipment are approved by transporter. The other GPS Data outside of shipment can not be tracked.

# Black box — Smart tracker helps manage the fleet



Trip tracker developed by Smartlog as an added value in the whole solution

# Fleet management

- Tracking location, speed, temperature
- Tracking all vehicles on the system

# M I CA

# **Integrating with TMS**

- Tracking location, speed, temperature
- Tracking all vehicles on the system

# **Easy to implement**

- Saving invested expense
- Monthly charging

#### **Information**

- Unit price: 2,000,000
   VND/equipment
- FOC for 18 tháng tracking software

Using for Truck Trailer Container Romooc Barge

# Proud of the value that STM has brought

Improve cash flow

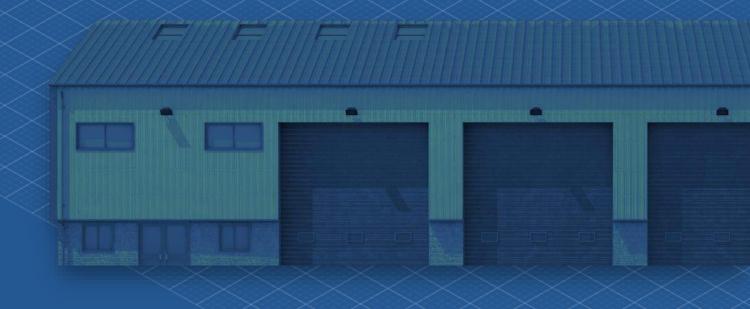
• Increase compliance and reduce transportation risk



ex	pense of •	Increase vehicle efficiency (tonnage, running time, delivered output) Optimal transportation planning for home vehicles Optimizing expense of Vendor's vehicle	Saving 20%
ma an	anaging  od tracking	Real-time tracking, full GPS integration with multiple suppliers Automatic warning (delayed delivery, wrong route, wrong stop) Delivery Authentication (E-POD), document capture Manage all vehicle operations and expenses: fuel, repair, maintenance, depreciation Driver management: salary, timekeeping, advance expenses, reimbursement	10% optimal
ex	nanga at	Help vendors use vehicles continuously and optimize trips and delivery routes Increase access to vendor network by connecting TMX	<b>5%</b> optimal
Be	enefits .	Increase customer satisfaction Increase delivery proficiency Improve cash flow	



Warehouse Management Solution - SWM



## Painpoints and SWM solution



## **Painpoints**

- 01 Manual Operation Control
- Lack of ability to optimize warehouse 02 operations
- 03 Lack of goods quality control tools
- 04 Slow to analyze and make decisions
- 05 Discrete and local system platform

### **SOLUTION**

### 100% full visibility

SWM provides full visibility for all inbound, 01 outbound, inventory and handover activities with carriers

### **Smart cargo handling tactics**

- Inbound tactics 02
  - Smart outbound tactics
  - · Replenishment tactics

#### **Product Shelf-life control**

- Product shelf-life control feature 03 Expired stock warning feature
  - · Product tracing feature

### Reporting tools

04 Dashboard anf Report

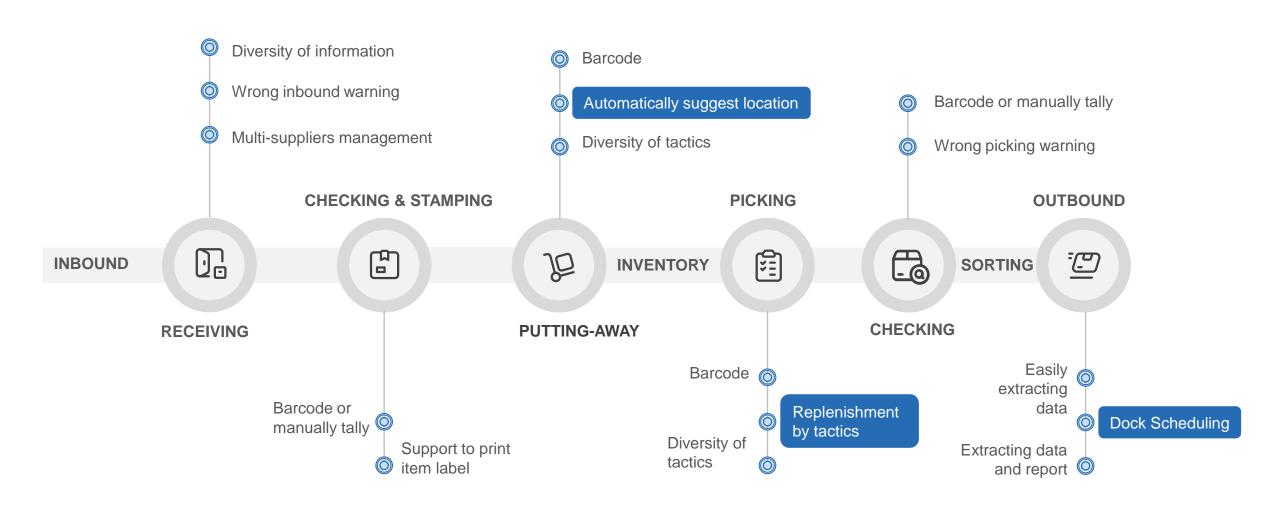
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### Integrating solution

Synchronize with ERP (SAP, Info, Oracle..)

# SWM - Comprehensive solution to control warehouse management





## With many serving models





#### **Material warehouse**

Manage input materials during production process linked to factory



### Finished products warehouse

Manage finished goods received from factory and delivered to others distributors



### **Distribution warehouse**

Where orders are completed and operated at high pace



#### Retail warehouse

Sell goods directly to consumers



#### **CFS** warehouse

Warehouse performs activities of gathering, dividing and separating goods of many shippers on the same container

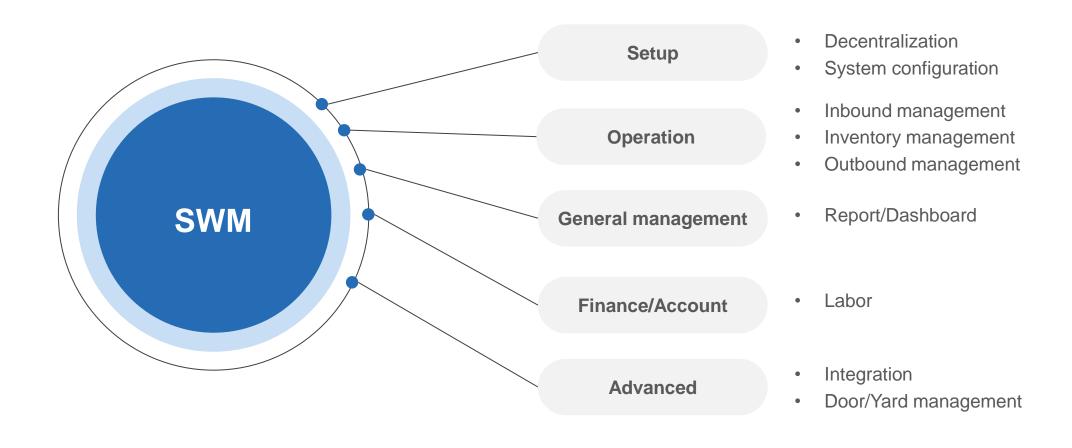


#### **Bonded warehouse**

Storage of goods that had been finished customs declaration and sent to wait for import/export

# Fully functional system for operation and management





# With standard and advanced feature



Standard feature		Advanced feature	
Receiving	Picking	Slotting	
Checking	Masterpick	Supplier Management	
Putting-awa	Physical Inventory/ Cycle Counting	Dock/yard & RFID Management	
Inventory management	Cross Docking	Data analyzing	
Loading	RF/ Mobile	Integrating with STM, ERP	
Sorting/Arranging	Goods moving/transferring	Intuitive report	
Replenishing	Value-Added Service	Automatic billing	

## Simple inbound procedure





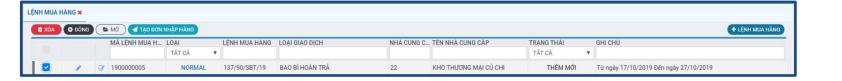
Inventory

Outbound

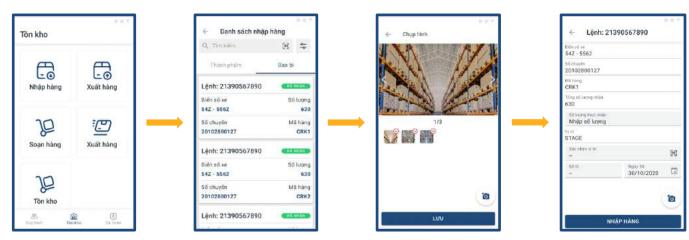
Dashboard

Report

- Simply managing PO status
- Real-time inventory recording







The change is that I have inventory information immediately when the goods are imported on the mobile app, no longer waiting for the inventory input from the accountant's.

- Customer



#### Main feature

- · Automatically allocating location to put-away according to tactics
- Customizing forms/output slips according to customer requirements
- Warning of wrong item input
- Managing all goods information
- Integrating with handheld devices

# The change from manual inbound to using SWM





Inventory

Outbound

Dashboard

Report



### **Manual inbound**

- Record manually by paperwork when receiving.
- Tallying by eye, risk of wrong inspection, shortage of goods.
- Putting-away according to experience.
- Not optimizing storage area



### **SWM** inbound

- Automatically allocating locations to put-away.
- Closely tracking time of inbound.
- Automatically updating order information.
- Automatically alerting when inputting wrong item code.
- Easily tracking entire progress when receiving large shipment.
- Managing importing docks

# Strict control of inbound/outbound/inventory transactions





Inbound

Outbound

Dashboard

Report



### **Conducting transaction**

Inbound in time

Bringing goods to inventory position

Picking and outbound accurately by handheld

Saving expenses and time

Checking goods information

Moving/Transfer goods by handheld



### **Inventory history**

Comprehensive control of all transactions

Retrieve history of operations, outbound - inbound, adjusting inventory



### **Inventory storage**

According to the location, the goods are divided into independent parts, odd - even, damaged or expired goods

According to the LOT number, the storekeeper will easily know which items are out of date or near the date

According to LOT number, Pallet ID, số LOT, location



### **Tallying**

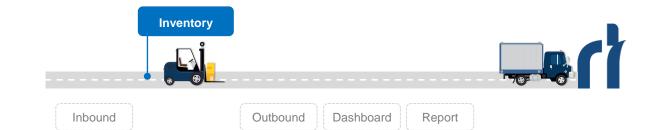
Tallying inventoryby location and LOT number

Actively control by handheld

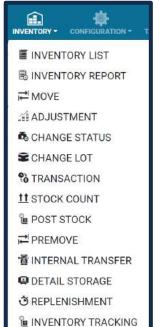
Saving paperwork and its costs

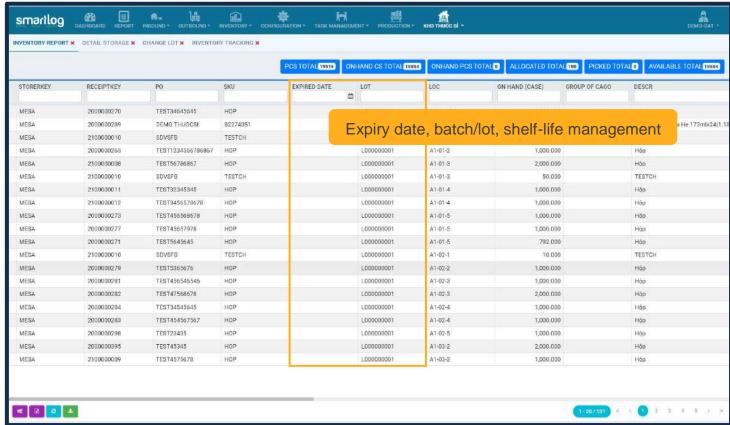
- 99.9% inventory accuracy
- Reducing 100% paperwork
- Inventory in real time

# Detailed, accurate inventory management on multiple levels



### Comprehensive support for requirements and levels of inventory management





I easily set up inventory management views such as shelflife, product quality ratings and easy to execute inventory commands. Customizing reports according to the user's arrangement..

- Storekeeper



# The change from manual stock count to using SWM





Inbound

Outbound

Dashboard

Report





- Stocktaking according to paperwork, wasting too much time.
- Wasting time to count
- Risk of wrong inspection, lack of goods.
- Difficulty in retrieving transaction history when number of stocks is different.



#### **SWM** stock count

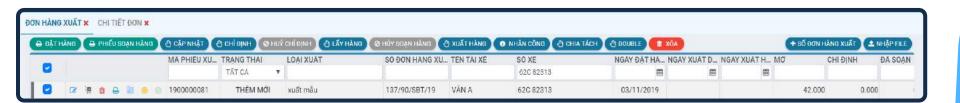
- Real-time stock count by location, item code, zone,...
- · Stock counting directly by handheld.
- Guaranteeing inventory accuracy is up to 99%.
- Easily retrieving transaction history when there is difference.
- Exporting inventory report immediately after completing tallying.

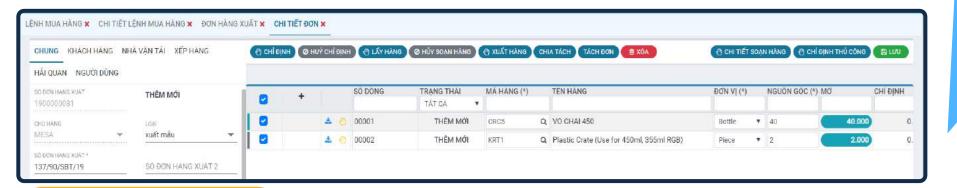
In the past, it took me 1
day for 30 people including
warehouse staff and
accountant to take inventory
every month, now it's
shortened to 2 hours a week..
- Chief Accountant



# Outbound according to diverse and optimal tactics







- Convenient app
- Accurately scanning
- Fast

#### Main feature

- Managing FEFO & accurately by each Pallet ID, location, SKU, quantity, Batch/Lot.
- · Accurately managing SO status.
- Outbound based on actual warehouse situation, documents/coordinating proactively.
- SWM supports real-time outbound operations

Managing shelf-life according to SO is a complicated task that made me have headaches before, now that activity has become "invisible" thanks to a one-time setup on the system

- Warehouse Manager



# Outbound according to diverse and optimal tactics

Outbound

Inbound Inventory

Dashboard Report

Simple app to training new personnel easily and fast đơn giản nên việc training nhân sự mới dễ dàng và nhanh chóng.

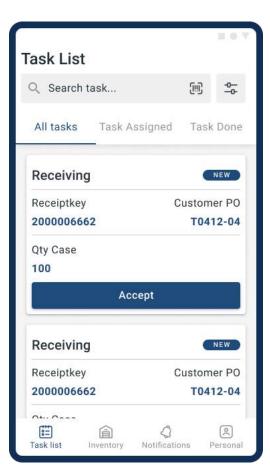
- Outbound manager

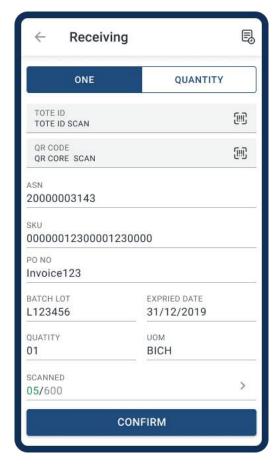


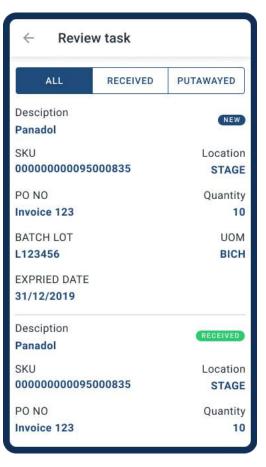
- Optimizing the way to pick up
- Guarantee shelf life, FEFO
- Real-time

#### Main feature

- · The processing steps on the app are indicative
- · The operation performed by barcode scanning ensures accuracy and speed







# The change from manual outbound to using SWM



### **Manual outbound**

- Picking according to personnel experience.
- Spending much time to find goods.
- Goods are easily damaged due to too much moving.
- Wrong outbound, items, does not meet FIFO, FEFO tactics.
- Tallying by eye, easily mistaken



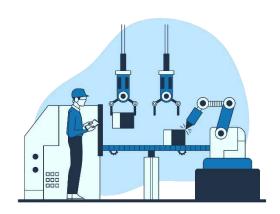


Inbound

Inventory

Dashboard

Report

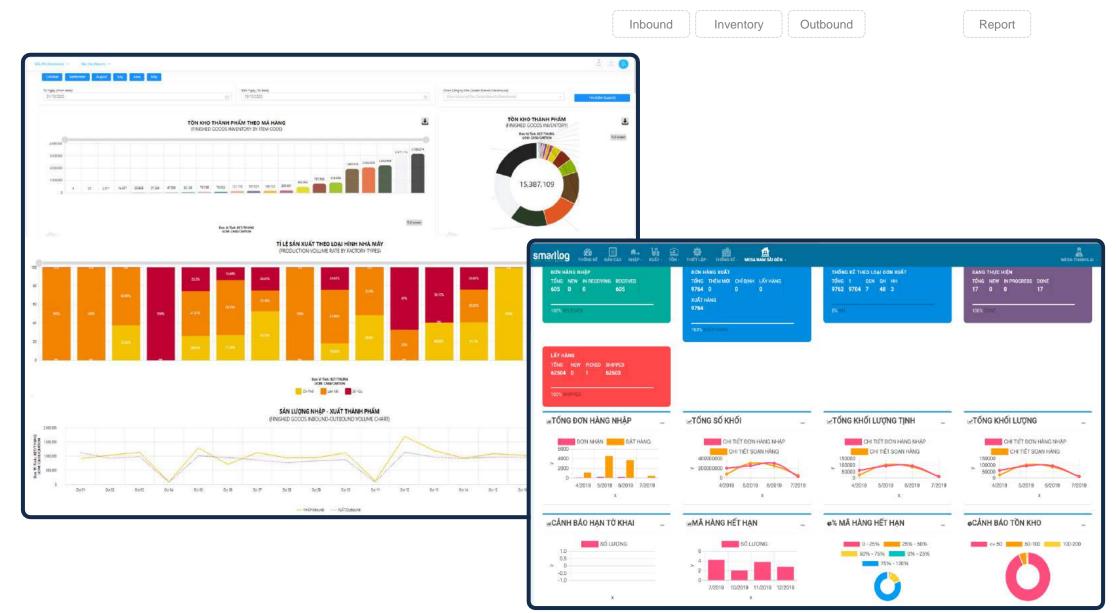


### **SWM** outbound

- Automatically allocating location to pick according to tactic: FIFO, FEFO,...
- Optimizing moving distance in the warehouse.
- Not depending on personnel experience.
- Overall tracking of outbound.
- · Automatically tallying when outbound

### Intuitive and vivid Dashboard



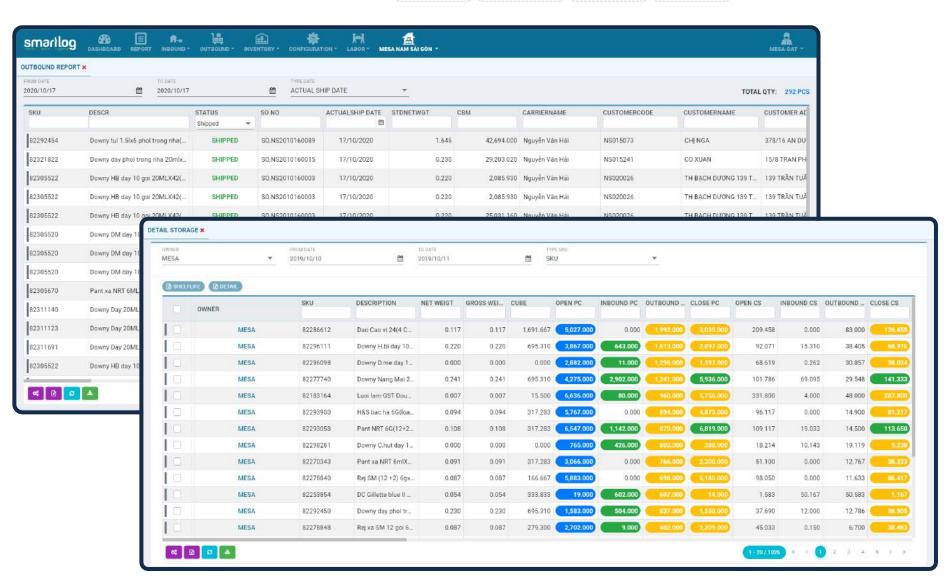


## Flexible reporting and meet all needs



Inbound Inventory Outbound Dashboard

- Automatic reports for recurring services and incurred
- Different forms of calculation (by volume, weight, pallet, turnover, etc.)
- Optional reporting period (monthly, quarterly, annual)

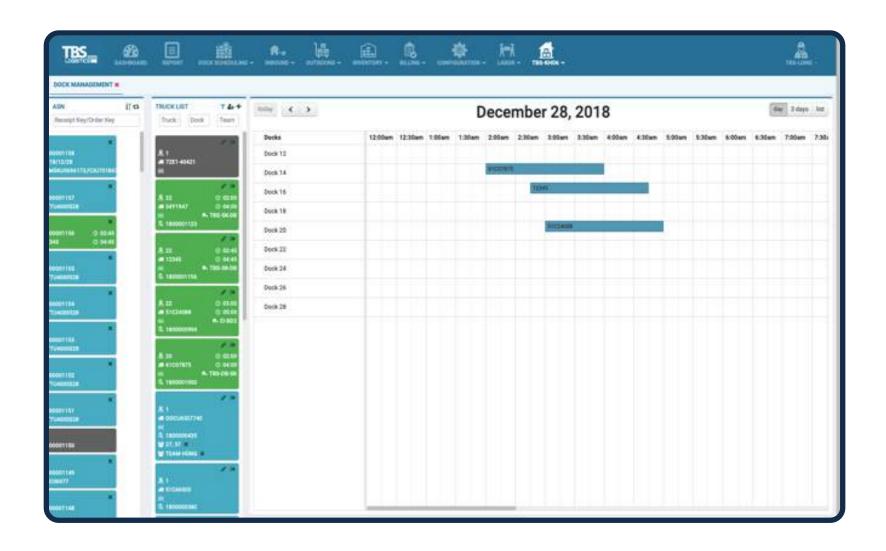


# Dock management helps to plan shipment efficiently



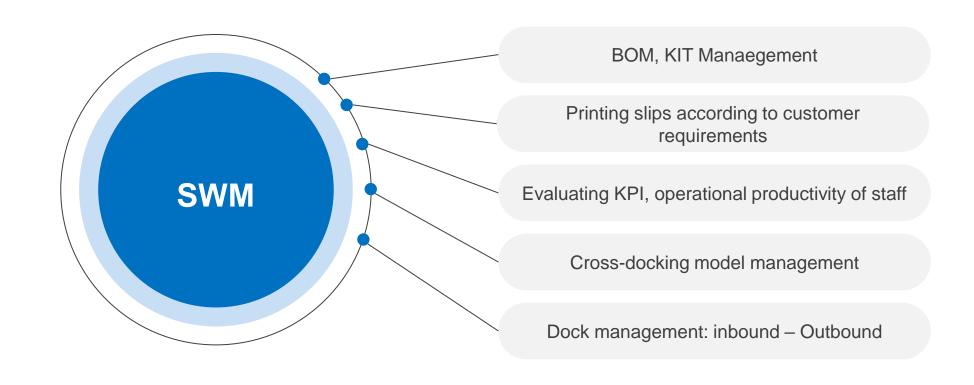


- Efficient planning for pickup and delivery of truck
- Designated doors for trucks to enter according to specific unloading/loading times
- Efficiently managing unloading/loading time and measure KPI
- Easy to use by dragging and dropping the truck into the allotted time frame



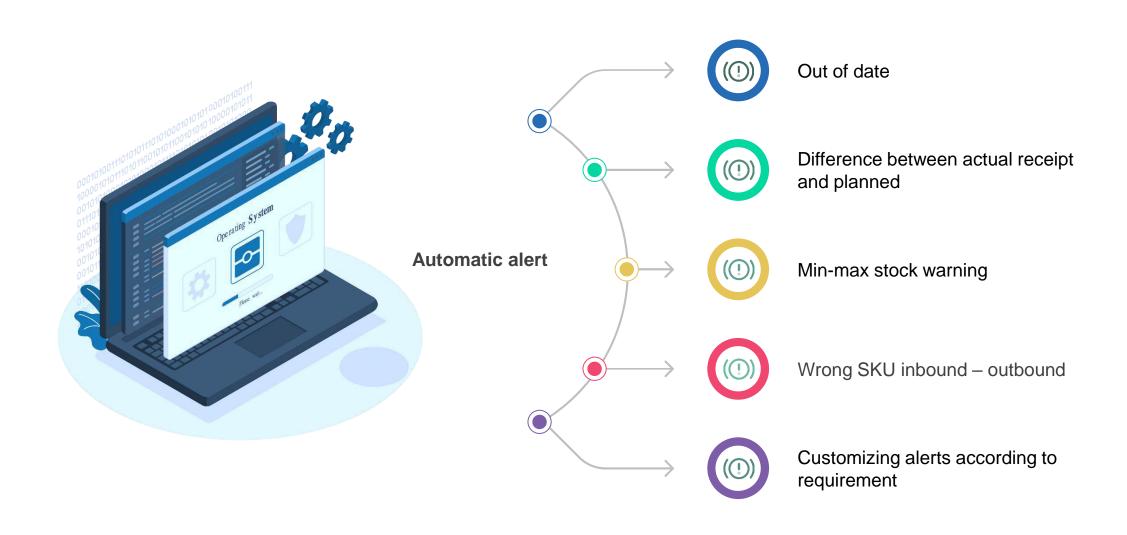
# Other outstanding features further meet customer requirements





# Features that effectively support intelligent management





# Smartlog provides/consults hardware equipment for customers



Brand	Seuic	CHAINWAY®	<b>EDStar Navigation Group</b>
	SEUIC – AUTOID9	Chainway C4050-Q4	Kaicom K7
Model	Seulc 1 mm 1 mm 2 mm 2 mm 2 mm 2 mm 2 mm 2 m	SAT AGUI CASANANA AGUI CASANA AGUI CASANA AGUI CASANA AGUI CASANA AGUI CASANA AGUI CASANA AGUI CASANA AGUI CASANA AGUI CASANA AGUI CASANA AGUI CASANA AGUI CASANA AGUI CASANA AGUI CASANA AGUI CASANA AGUI CASANANA AGUI CASANA AGUI CASANA AGUI CASANA AGUI CASANA AGUI CASANANA AGUI CASANA AGUI CASANA AGUI CASANA AGUI CASANA AGUI CASANA AGUI CASANA AGUI CASANA AGUI CASANA AGUI CASANA AGUI CASANA AGUI CASANA AGUI CASANA AGUI CASANA AGUI CASANA AGUI CASANA AGUI CASANA ACOU ACONA ACOU ACONA ACON	
Processing speed	Qualcomm 1,3GHz, Quad-core	Qualcomm 1,3GHz, Quad-core	Qualcomm 1,0GHz, Quad-core
Storage (RAM/ROM)	2Gb/16Gb	2Gb/16Gb	1Gb/8Gb
Display	4"WVGA (480*800)	4"WVGA (480*800)	4"WVGA (480*800)
Battery (mAh)	4,000 mAh	3,200 mAh	4,000 mAh
Operating System	Android 5.1	Android 5.1	Android 5.1
Connection type	4G/Wifi/Bluetooth	4G/Wifi/Bluetooth	4G/Wifi/Bluetooth
Sealing (IP)	IP67	IP64	IP65
Reference pricing	15,500,000	12,200,000	14,100,000

# Smartlog provides/consults hardware equipment for customers



Brand	₹ ZEBRA	₹ ZEBRA	₹ ZEBRA	
Zebra ZD230		Zebra GX430t	Zebra ZT410	
Model	O CZ		THE RESIDENCE OF THE PARTY OF T	
Resolution (dpi)	203	300	203	
Print Width(mm)	118	104	118	
Memory	512mb Flash – 256mb SD Ram	4mb Flash 8mb Expanded Flash	512mb Flash – 256mb DRam	
Print speed (mm/s)	365	356	450	
Product Warranty	1 năm	1 năm	1 năm	

# Proud of the value that SWM has brought



0	Reducing labor, MHE expenses	<ul> <li>Speed up outbound based on the operating tactics of the system</li> <li>Speed up inbound thanks to integration and pre-printed labels on the system</li> <li>Optimizing operation by eliminating manual steps by Realtime on Handheld</li> <li>Indication system, available instructions for operation</li> </ul>	10-15% Optimal
Ma	Reducing management expenses	<ul> <li>Data statistics in the form of Dashboard/Report</li> <li>Automatically alerting according to activities/alerts</li> <li>Proactively control order and plan, tactical processing</li> </ul>	5-10% Optimal
	Reducing inventory	<ul> <li>100% accurately managing inventory data, inbound/outbound activities</li> <li>100% accurately managing Batch/Lot, Pallet to each distributor</li> </ul>	10-15% Optimal
	Reducing storage expenses	<ul> <li>3D visualization charts in inventory for storing planning</li> <li>Accurately storing detailed information to each pallet</li> <li>Saving all transaction history, employee output</li> </ul>	<b>10-15%</b> Optimal
	Improving service	<ul> <li>Improving service quality by reducing customer pick-up time</li> <li>Enhancing the accuracy and visualization of data for customers</li> <li>Retrieving analytics data for customers</li> <li>Tracking outbound by Pallet for each Batch/lot for each Distributor</li> </ul>	

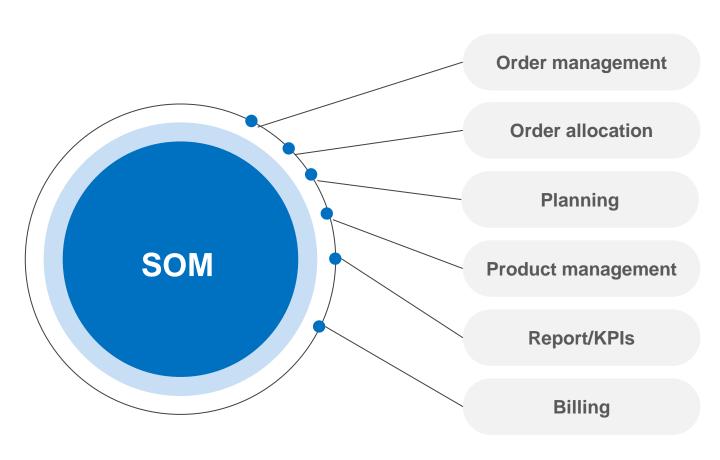


Order Management Solution - SOM



## SOM - Focus on supporting to manage order and to plan





- Integration with Ecommerce, Website, Payment Gateway,
   Carrier
- Real-time order status tracking
- Setup priorities and constraints for order processing
- Distributing orders by channel
- Planning to move inventory between warehouses
- Transport planning
- Product Management
- Promotions Management
- Real-time KPIs (Channel Revenue, COD..)
- Inventory, Carrier Management
- Automatic expense reconciliation reports
- Customizing reports according to requirements

## 1. Managing orders on a user-friendly and multi-functional platform













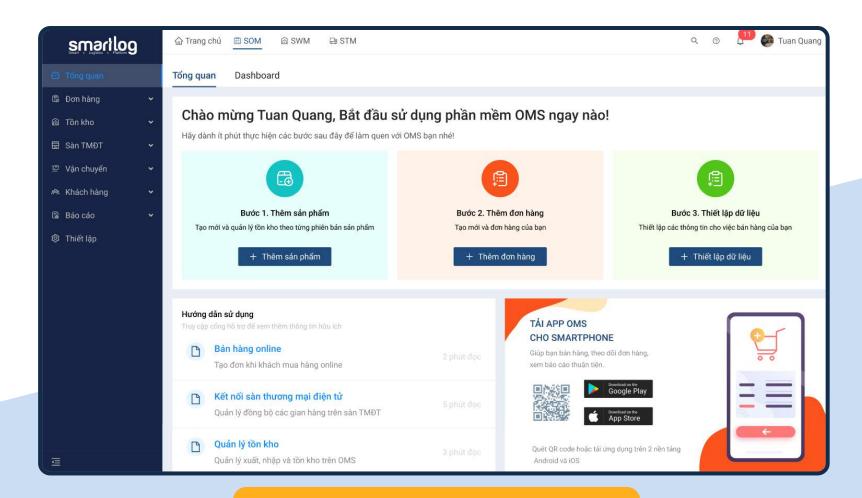










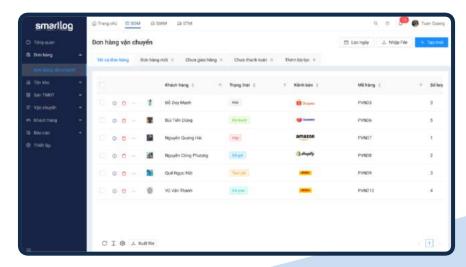


- Easy to track order
- Integrated to receive orders from multiple channels

## 2. Order processing on 1 interface for multi-channel

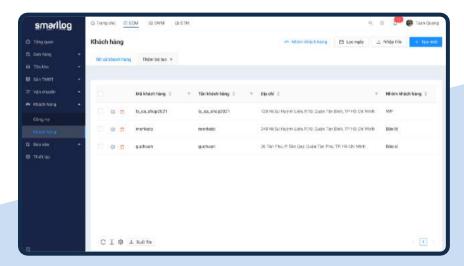






### **Tracking all orders on 1 interface:**

- Tracking orders by shipper / whole / whole sales channel, shipping service package
- Controlling orders by status
- Displaying a warning for orders that are late to process



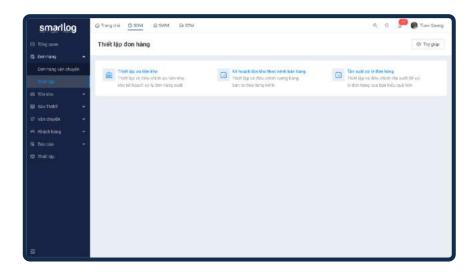
### **Customer and product management:**

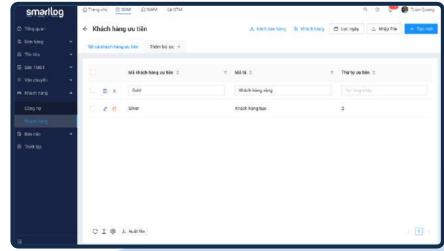
- Managing customer segment by channel
- Making order frequency statistics to build priority tactics for each customer set/channel

### 3. Order allocation









- Reducing manual order processing
- Reducing manual inventory tracking

# 1. Setup customer order/priority processing channel

- Solving the problem of prioritizing orders by channel / audience instead of manual tracking and by feelings.
- The reservable features by channel will support order management and SLA commitments with customers

# 2. Setting the processor inventory levels

- Expand the reservable inventory level from available stock, to on-the-go inventory, to production inventory,... to help manage future orders as well as automatically process priority orders when available.
- Fix manual inventory tracking (tracking)

## 4. Inventory Planning





- Reducing loss of sales
- Tối ưu chi phí điều chuyển hàng hóa, vận chuyển
- Optimizing expenses of goods moving/shipping

When there are many Ecommerce sales channels (Shopee, Tiki, Lazada, Web), GT, MT, stores and each sales channel has a different priority, the distribution of inventory by channel helps customers with problems:

- Planning ahead on the principle of inventory allocation by channel/warehouse
- 2. Constrainting the rules of which goods belong to which channel
- Automatically creating inventory transfer orders according to optimal operating constraints (transportation, storage expenses)



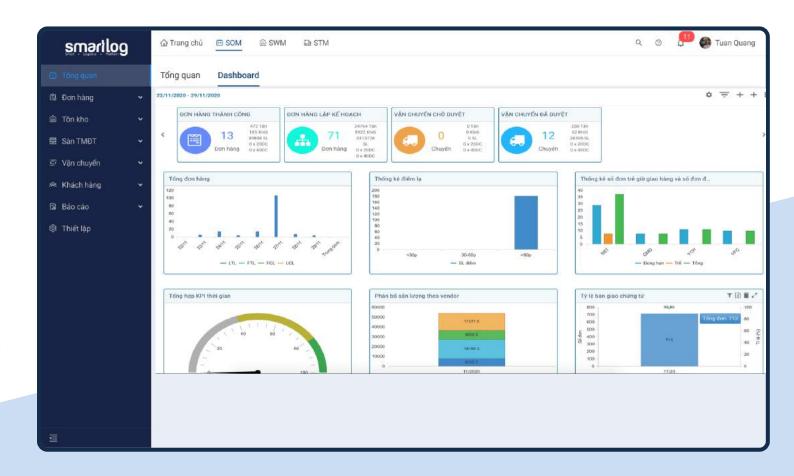
### 5. Dashboards



# Customizing reports that meets tracking requirements of customer:

- Tracking order status in channels/carriers
- Tracking sales revenue of each channel by day/month/year
- Tracking inventory/ each warehouse
- Tracking COD





# Expected value that OMS will bring



	Integration	<ul> <li>Reducing tracking and processing time in various channels</li> <li>Reducing mistakes in order processing</li> </ul>	<b>10-15%</b> Optimal
	Order processing	Reducing time to make decision for order processing for priority, exceptional orders	<b>5-10%</b> Optimal
<b>P</b>	Order allocation	<ul> <li>Reducing time to process order according to different priorities</li> <li>Increase customer's experiences by managing time commitment</li> <li>Reducing warehouse and transportation operating expenses</li> </ul>	10-15% Optimal
	Inventory planning	<ul> <li>Reducing inventory tracking and adjusting time for channels</li> <li>Reduce inventory expenses</li> </ul>	10-15% Optimal
	Improving service	<ul> <li>Improve service quality through accurate updates, timely order processing</li> <li>Unify customer experience across sales channels</li> </ul>	

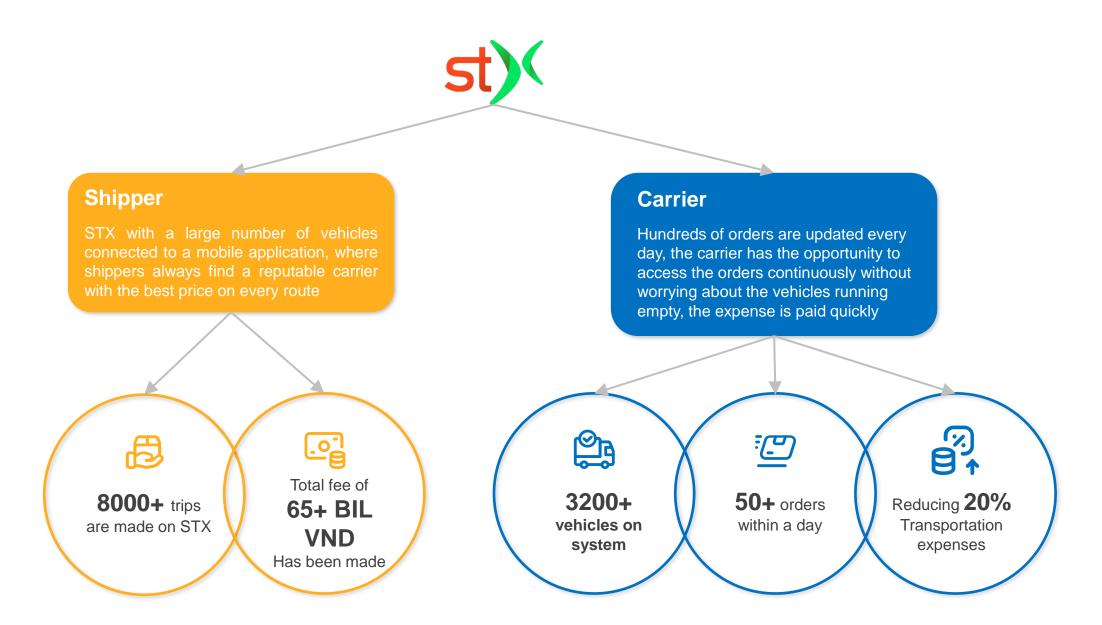


Transportation
Exchange Solution STX



# STX - Operation Model of Systems





## 4-step process of information exchange

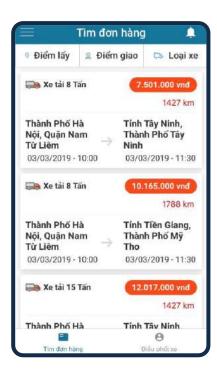


**1** Finding trip

2. Approving trip

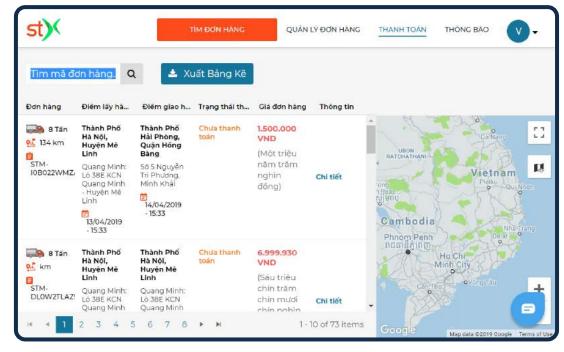
3. TracKing route

4. PAYMENT









# Proud of the value that STM has brought



	Reducing expense of vehicles	<ul> <li>Increase vehicle efficiency (tonnage, running time, delivered output)</li> <li>Optimal transportation planning for home vehicles</li> <li>Optimizing expense of Vendor's vehicle</li> </ul>	Saving 20%
Ua	Reducing managing and tracking expense	<ul> <li>Real-time tracking, full GPS integration with multiple suppliers</li> <li>Automatic warning (delayed delivery, wrong route, wrong stop)</li> <li>Delivery Authentication (E-POD), document capture</li> <li>Manage all vehicle operations and expenses: fuel, repair, maintenance, depreciation</li> <li>Driver management: salary, timekeeping, advance expenses, reimbursement</li> </ul>	10% optimal
	Reducing expense of Vendor	<ul> <li>Help vendors use vehicles continuously and optimize trips and delivery routes</li> <li>Increase access to vendor network by connecting TMX</li> </ul>	<b>5%</b> optimal
R S	Benefits	<ul> <li>Increase customer satisfaction</li> <li>Increase delivery proficiency</li> <li>Improve cash flow</li> </ul>	

• Increase compliance and reduce transportation risk



Container Optimization Platform - COS



## COS - Empty Container Reuse Platform



### What is COS?

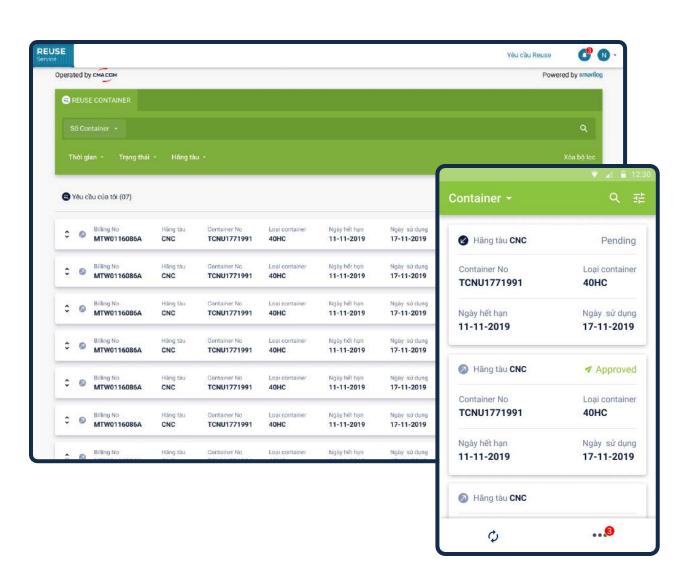
COS is the portal providing the platform for shipping lines to offer container optimization solutions for 3PLs, shippers, and carriers.

### **Improvements**

- Automatically process order.
- Reduce empty- good trips and lift on lift off charges by connecting importers with exporters.
- Reduce traffic jams and environmental pollution.

### **Customer & Partner**

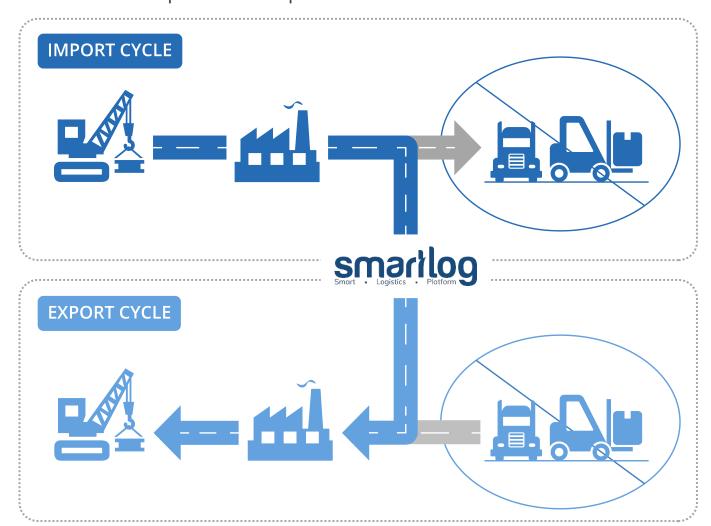




### Container Re-use



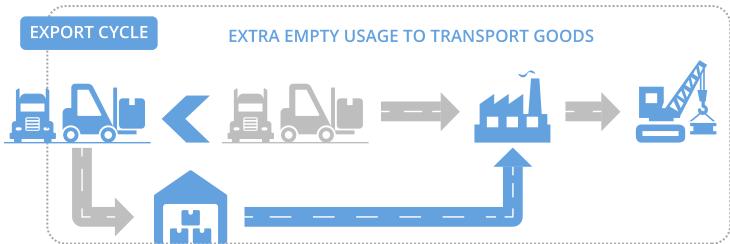
Reducing the movement and lifting of empty containers by linking importers with exporters that need to use container





Increased flexibility in changing container pick up/drop off locations

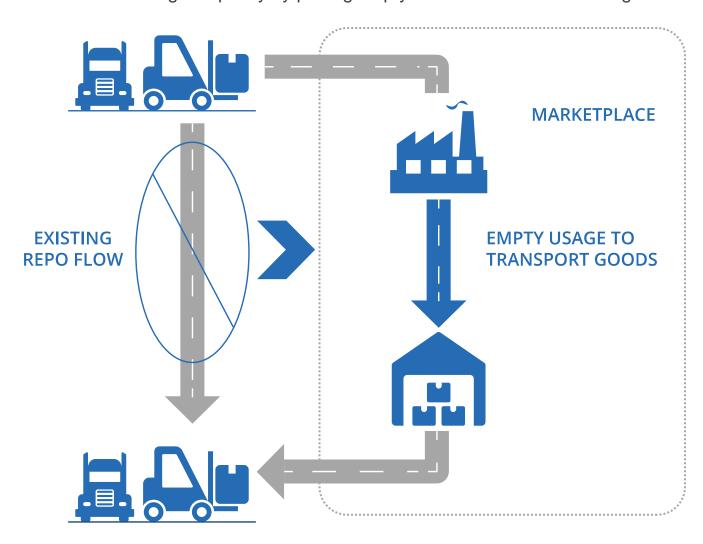




## Container MT Rental



Increase freight capacity by putting empty containers on the exchange



# Brought value



### MT Re-use

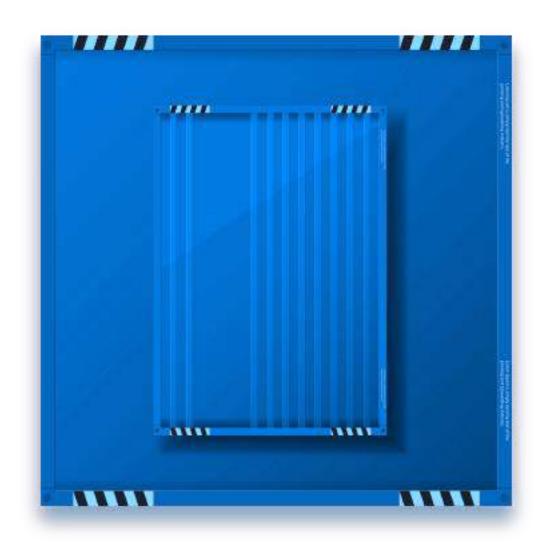
Saving lift on – lift off of empty container and reduce time moving to depot.

#### **MT Move**

Extra transportation with Empty Container by changing Drop off/Pick up location

#### **MT** Rental

Extra transportation between depo by push MT Container into Marketplace





Technology





Technology



## Smartlog deploys SaaS (WMS, TMS) on Cloud with 2 models





#### **PRIVATE CLOUD**

This is the Cloud infrastructure for **ONLY** 1 customer. A Private Cloud system can be located at the customer's Datacenter or at Smartlog's datacenter. This system is managed by the customer.

#### **PUBLIC CLOUD**

- This is a Cloud infrastructure for EVERYONE, not limited to individuals or enterprises. Public Cloud is quite popular and easy to use and is a Smartlog model that is rolling out to all customers.
- The service is run on the Amazon Web Services platform to ensure to provide customers with a secure platform to support businesses to expand and grow

## Server & programming language









## System security



#### **Assigning access rights**

- Set a time limit so that ordinary users can't edit data for a particular day.
- User categories can be used to control to prevent users from viewing inappropriate data for assigned tasks.
- Managers can track the origin of users' access including date, time, IP address





#### **IP** address limit

User IDs can be set to log in from specific IP addresses. This allows users to be able to log into the company's computer or phone.

#### **Password Policy**

- We recommend that users change their passwords on a regular basis to ensure that a high level of security for data is maintained.
- The user can choose the time period to change the password.
- An ID address will be locked after 5 failed login attempts.



## System security



#### Server

- SMARTLOG's servers are not located in any SMARTLOG offices but are hosted on AWS servers. The servers are installed in a secured database and in a rigorously tested environment.
- Employees do not have server access.
- · Customer data is stored on many separate servers at all times.
- The servers are protected 24/24.
- The use of connected external storage devices is not allowed.





**Amazon Web Services:** SMARTLOG's system is hosted on Amazon Web Services.

#### Benefit:

Safe scaling with superior visibility and control

With AWS, you have control over location data stored, who has access to data and resources that your organization is consuming at any given time. Ability to access control and identity level of detail combined with continuous monitoring for confidential information almost in real time to ensure that you always have access to the resources appropriately, regardless the location of information storage.

 Automating and reducing risk with intensive integration services
 Automate security tasks on AWS enables enhanced security by reducing configuration errors caused by humans and help your team have more time to focus on the important work to the enterprise

· Built with the highest standards of privacy and data security

With AWS, you can thrive on the most secured global infrastructure, because you always own your data, including the ability to encrypt, move, and manage retention.

## Backup & Restore



#### **Backup by customer**

- Customer data is copied on a regular basis. All data is stored in three different servers and copied daily.
- · Daily replication allows to control and secure data.





#### Backup by user

In addition to backup by Smartlog, we encourage customers to export data. This is also a backup and personal act.

#### Data storage

The system is set up so that information is not deleted accidentally. If the information is deleted, a "Delete" message will appear. Therefore, if data is accidentally deleted, it can be copied and restored. In case data is deleted due to vandalism, SMARTLOG will work with customers on a case-by-case basis to recover data as soon as possible.





Support service for Enterprise





Support service



# Commitment to support services — Service level agreement (SLA)

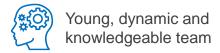






Quick and timely handling





Category		New requirement		
Level	د ُک Low SLA	د َع Average SLA	دَأَىHigh SLA	All requirements
Level description	The system has an error arise but can still run and work	The system can run but the processing is slow	The system is completely suspended and cannot run	Additional requirements arising out of contract/agreement
Responding time	4 hours	4 hours	1 hour	4 hours
Handling time	3 hours – 0 hour	1 day – 0 hour	4 hours – 0 hour	Sẽ thống nhất giữa 2 bên

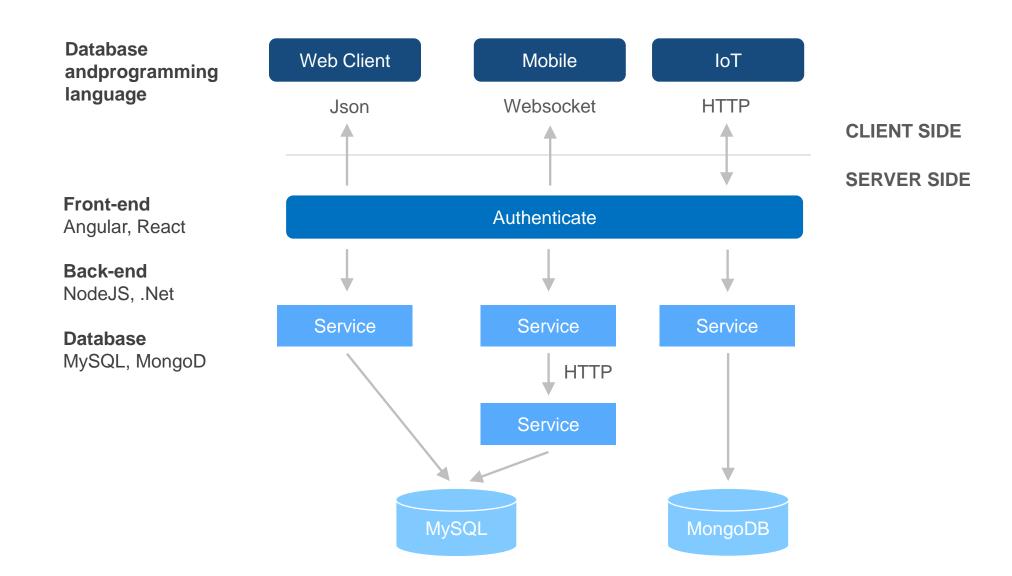


Integrating solution



## System infrastructure

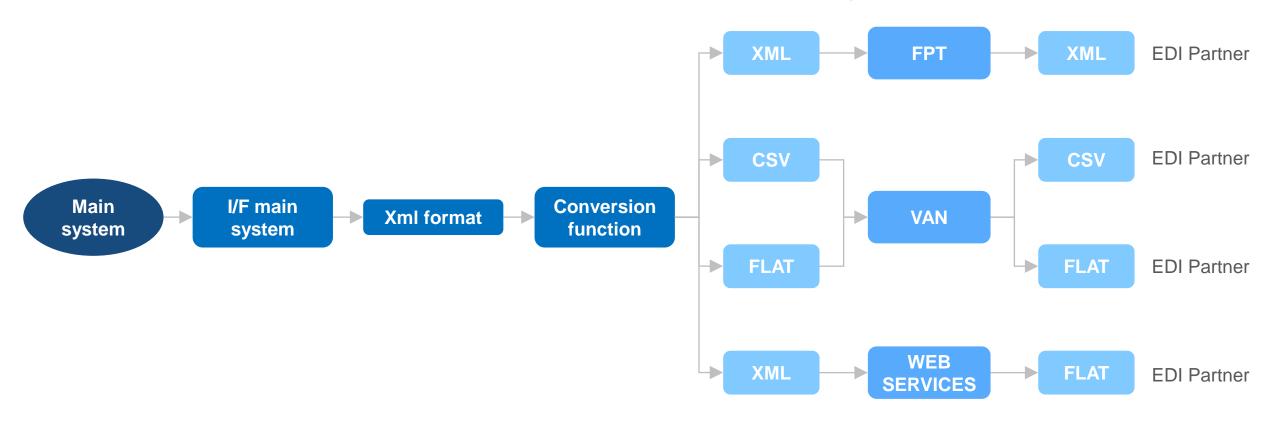




## Integration capabilities



### **Multi-message transfer protocol function**





## Integration experience

























TÍCH HỢP TRỰC TIẾP









HỆ THỐNG ĐÃ TÍCH HỢP













# Integration experience



Customer	Owner	Description	Global / Local	Protocol	Integrated System			
SWM ( Smartlog Warehouse Management systems)								
VINAFCO	MOTUL	Lubricant	Global	FTP/EDI	SAP			
TRASAS	JPAL	Fashion	Global	EDI	SAP			
TRASAS	TRASAS	Alcohol, food	Local	API	SAP			
FIXMART	FIXMART	Material	Local	API	Kios Viet			
ACC	ACC	Chemical	Local	API	Microsof Dynamic			
VINAFCO	Central group	Fashion	Global	EDI	GOLD/AX			
STM ( Smartlog Transport Management systems)								
Nutifood	Nutifood	Milk	Local	EDI	Oracle			
Sabeco	Sabeco	Beer	Global	API	Bravo			
SNPL	SNPL	3PL	Local	API	OTM			
Sotrans	Colgate	3PL	Global	EDI	SAP			
SAFI	SAFI	3PL	Global	EDI	FAST			
AII				API	GPS black box			



Strategic coorporation



## Expanding cooperation with strategic partners



### Supply Chain Solution Consulting Partner

#### **Scale of implemented projects:**

- TMX has implemented projects worth more than 10 billion USD across Asia-Pacific
- Deploying projects with a scale of 500,000 m2 in Australia

### **Brought value:**

- Customers have reduced expense by more than \$5 billion thanks to TMX's innovations
- More than 80% of our work comes from referrals or working with existing clients



#### **Companies that are consulted in Vietnam:**

One Mount Group Supply Chain Stratergy

One Mount Group

Operation Excellence & Cross-Functional Collaboration

VinCommerce Supply Chain Stratergy

VinCommerce Business Improvement Program

### **Current cooperation project:**

- TMX-Smartlog cooperates in a consulting Section Supply chain model for an agricultural ecosystem with the goal of helping customers
- Designing a closed ecosystem solution, increasing the value of agricultural land and agricultural products with 1000 models
- Reducing logistics expenses through soil aggregation strategy, planning large-scale production and use of machinery in agriculture.

## Expanding cooperation with strategic partners



### CÔNG NGHỆ VÀ PHẦN CỨNG





### NGHIÊN CỬU ROBOT, BIG DATA, MACHINE, LEARNING, AI





#### **BUSINESS INTELLIGENCE & TU VÁN**







Case study



# Together with SABECO to build a technology ecosystem STM - SWM - Control Tower



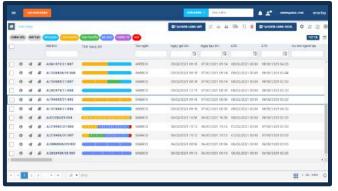
### **STM System**

### **SWM System**

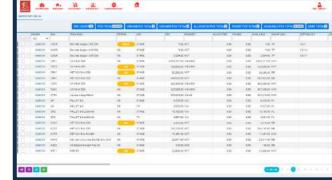
#### **Control Tower**

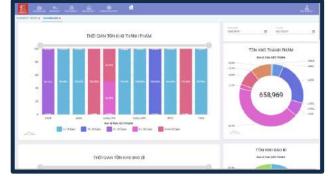


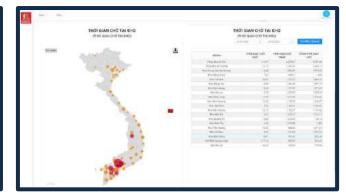
The leading customer in the beverage industry













#### **Actual operation**

- Number of daily trucks : > 500
- Number of daily trips: 700
- Number of vendors: 30
- Number of warehouses: 100

### **Implemented solution**

- E2E comprehensive Visual Control Tower
- Tracking order status in real time via TMS and reducing paperwork via WMS
- Managing 100 warehouses and 30 vendors
- Area dumping detection
- Reconciliation with vendors and automatic reporting

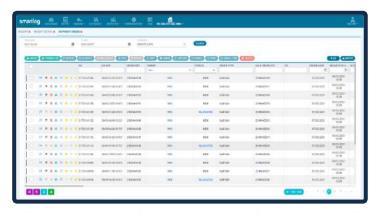
## One Mount Group - Building SWM and STM systems



### **STM System**



The leading customer in the retail & distribution industry

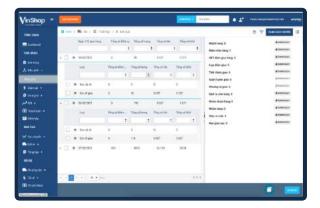








### **SWM System**





### **Actual operation**

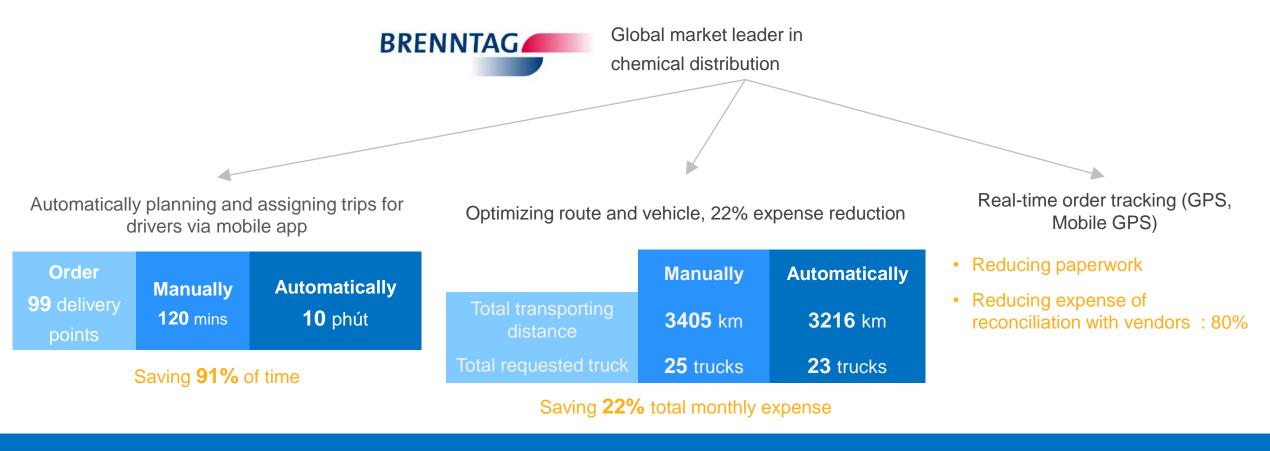
- Number of daily trucks: > 2000
- Number of daily trips: 700
- Number of vendors: 30
- Number of warehouses: ~3 and 2 hubs

### **Implemented solution**

- STM and SWM duo solution (nationwide)
- Control tower helps control the whole chain
- Effectively control vendor's vehicle
- Optimizing fleet operation
- Managing fleets and transportation and tracking KPIs

## BRENNTAG - Solving transport optimization problems





#### **Actual operation**

- Intuitive fleet management
- Transport and truck planning
- High operating expenses
- Manual data management
- Extending payment

### **Implemented solution**

Using transportation management system STM

### VINAFCO - Warehouse control solution





Leading logistics service provider(Transportation, Warehousing) in Vietnam

#### Results



Reducing time to create an inbound/outbound order up to 40%-50%



Reducing time to put away by 45%



Reducing time to pick by 40%



Reducing human resources by 25%



Reducing warehouse operation expenses by 25%-40%



Managing warehouse by real-time

Deployed customers: Central Group, Perfetti Van Melle (Vietnam) Ltd,...

#### Concern

- Reducing inventory expenses, reducing time for packing & putting-away
- Minimizing errors in warehouse operations

### Implemented solution

Using warehouse management system SWM

## VN POST - Exchange system and transportation management





The largest transportation company in Vietnam





### **Actual operation**

- High transportation expenses
- Lots of paperwork
- No real-time order tracking

#### **Implemented solution**

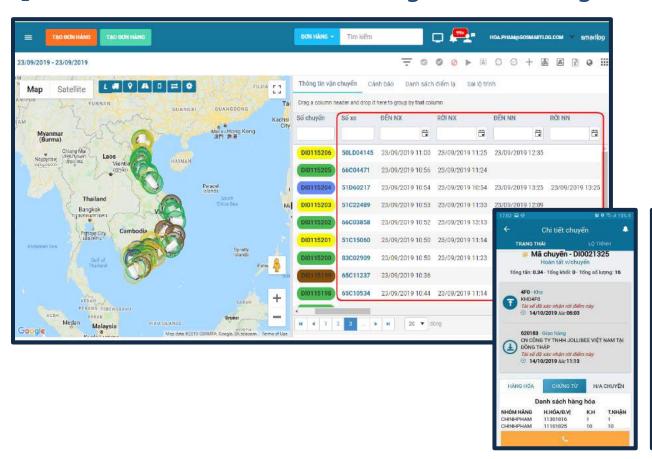
- Joining Smartlog Transport Exchange (STX)
- Using transportation management system STM

## THACO - Building a TMS platform for transnational logistics management



## THACO

The company provides logistics services: warehousing, ports, transportation for the fields of agriculture-forestry, mechanical engineering..



#### **Actual operation**

- Track & trace manually
- Difficulty planning the transportation of agricultural products (cattle, fruit, construction materials...) from Laos, Cambodia..
- Many paperworks need to be stored
- No real-time order tracking.
- Need to manage fleet/expense information

#### **Implemented solution**

Using transportation management system STM

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DONG THÁP

- Track & trace feature
- Truck planning feature
- Mobile app for driver
- POD management
- Fleet management

## Thien Viet - Building a warehouse system and control QR code for the factory





The leading company in Nests production in Vietnam







### **Actual operation**

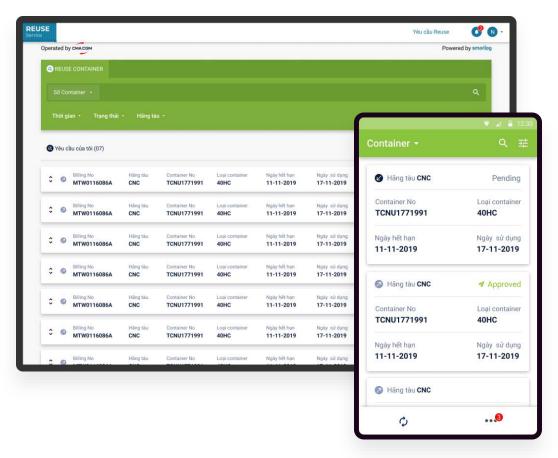
- Number of warehouses: 4 warehouses & 1 factory
- Commodity type: > 300
- Storage volume: ~ 15,000 carton
- Production output: ~ 90,000 vials, bags/day
- Production shift: 3 shifts (8 hours/shift)

#### Implemented solution

- Comprehensive Warehouse Management (SWM) software from input materials to distribution agent
- Strictly controlling each stage in production
- Paperless operation: inbound, manufacture, and outbound on the Handheld app
- Providing QR Code printing software for production and traceability
- Integration with SAP management software, QR Code printing software, Vial counter, Capacity meter

## CMA - CGM strategic cooperation on STX platform









#### MT Re-use

Reducing empty container runs and lifting expense by linking import flows to export demand

#### **MT Move**

Using an empty container by changing the container return/receipt location

#### **MT Rental**

Use empty containers by providing empty container to transfer in the market



Smartlog helps you transform your logistics landscape.



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