Agenda

- Introduction
- Transportation Market
- Oracle Transportation Management
  - Domain Structure
  - User Roles
  - Navigation
  - Master Data
  - Order Management
  - Transportation Planning
  - Transportation Execution
  - Freight Settlement
- Business Intelligence
- Lessons Learned
- Q & A
Introduction
We facilitate over 31,000 deliveries per day

- Serving over 14,000 customers in Retail, Food and Beverage, Manufacturing, Commercial, Life Sciences, and Government industry groups
- #4 freight brokerage firm and Top 50 logistics company
- #1 provider of last-mile logistics for heavy goods
- #1 manager of expedited shipments
- #3 provider of intermodal services
- #1 provider of cross-border Mexico intermodal
- International and domestic freight forwarder
- Growing presence in managed transportation and LTL

Sources for rankings: Transport Topics, Journal of Commerce and company data
Managed Freight Solutions

• Freight Analysis
  • Review of Customer Network
  • Consolidation Opportunities, Carrier Make-up, Optimal Routing, Packaging Opportunities, etc.

• Operational Process Analysis
  • Current and Future State Modeling
  • Automation Opportunities

• Onboarding Processes & Implementation
  • Standard & Measurable Onboarding Process
  • Adaptability to Customer Unique Environment

• Technology
  • Best-in-Class transportation management system (OTM) that is the engine of our offering
  • Flexible Integration mechanism adapts to multiple customer technology environments

• Managed Services
  • Dedicated experienced team of logistics professionals
  • Lean Principles uncovering continuous improvement opportunities
XPO – High Level OTM Capabilities

- Shipment Planning, Optimization, and Tendering
- Electronic Integration with Customers and Carriers
- Business Rule Customization
  - Both Carrier & Customer Business Configuration
- Carrier and Rate Management
- Transportation Order Management and Processing
- Shipment Event Visibility
- Freight Settlement
- Exception Management
- Operational and KPI Reporting
- Internet Based Access
Transportation Market
TMS Benefits

**Transportation Management Benefits**

**Cost Reduction**
- Shipment optimization
- Carrier sourcing
- Performance measurement

**Operational Efficiency**
- Process centralization
- Process standardization
- Process automation

**Service Improvement**
- Service / lead time optimization
- Supply chain visibility
- Event management

**Business Growth**
- Global operations platform
- Process enablement & flexibility
- Scalability
Transportation Management
Oracle Transportation Management (OTM)
12+ Years of Evolution into a Broad and Deep Platform

- Transportation Management
- Transportation Operational Planning
- Freight Payment, Billing & Claims
- Fleet Management
- Forwarding & Brokerage Operations

- Transportation Cooperative Routing
- Transportation Sourcing
- Fusion Transportation Intelligence
- Logistics Inventory Visibility
- Global Trade Management
Multi-Domain Architecture

Supports Multiple Divisions/Lines of Business

- Business Logic: User interface, workflow, reports, integrations
- Security: Segmented data and functional security
- “Customization” via configuration
- Expand without having to buy another system
User Role/Preferences

- Separate user accounts should be created for each person who uses OTM
  - Domain administrators create accounts for their domain
  - OTM account names always begin with the domain name, and then end with a ‘.’ and the username:
    - Ex: An account created in the ‘DEMO’ domain for Mark would be DEMO.MARK

- Each user is assigned at least one User Role
  - User roles define which data and functions members of the role have access to
    - OTM comes with standard roles pre-defined
    - Custom roles may also be created

- User preferences house settings such as time zone & language
  - User preferences may be assigned to a user, group of users, or an entire domain
Navigation
All OTM logins are in the form DOMAIN.USER

- Ex. DEMO.CHRISt
- User name should be entered this way on the login screen
- OTM will automatically capitalize user name
OTM Home Screen

Order Management
- Purchase Order
- Financial Overview
- Order Release
- Order Movement
- Material Management
- Ask Oracle
- Hazardous Material Management
- Process Management
- Power Data
- Reports

Shipment Management
- Contract and Rate Management
- Business Process Automation
- Configuration and Administration

Operational Planning
- Financials
- Brokerage and Forwarding
- Fleet Management
- Cooperative Routing

OTM Version 6.1
Welcome DEMO.CGUMZ
Role ADMIN

User Role
Message Center
Business Monitor
OTM HELP
Navigation Group
Navigation Sub Group
Menu Options
Ask OTM

Ask Oracle
Help option contains extensive articles on all OTM objects and screens.
The Business Monitor is an OTM screen that monitors selected data:

- Periodically executes a set of saved queries and displays the results
- Used to alert users to items needing their attention
- Each user may have 1 Business Monitor
  - Set in User Preferences
- Ex: A planner would have a set of queries monitoring OTM for orders that failed during automatic planning
Many OTM fields feature a box of the letters F, L, V and N besides the data entry field

- F = Find or Search
- L = List
- V = View
- N = New

These fields contain objects (i.e. contacts, shipments, locations)

- The buttons allow you to either find or create new objects for your use
Search Options

Order Release ID
SHIRTS

Quote ID

Domain Name

Indicator

Order Release Attribute
CUSTOMER_ORDER
DISTRIBUTION_ORDER

Insert Time

Priority

Early Pickup Date

Search New Sort Order Actions Export Saved Query:
‘Actions’ allow users to perform tasks on objects in OTM.

- They are accessed via an on screen pop up when the user clicks on the ‘Actions’ button on the bottom of a screen.
Master Data
OTM Configuration Flow

General Data Setup
- Locations
- Service Providers
- Contacts
- Items / Packaging
- Inventory Management
- Equipment
- Rates / Services
- Itineraries
- Capacity Limits
- Capacity Commitments
- Power Data
- Miscellaneous

Order Mgmt
- Order Base
- Order Release
- Delivery Windows
- Order Actions
- Order Statuses
- Order Events
- Order Indicators
- Notifications
- Workflow

Shipment Planning
- Shipment Creation
- Optimization
- Routings
- Shipment Statuses
- Notifications
- Workflow

Shipment Execution
- Tendering
- Shipment Actions
- Shipment Statuses
- Notifications
- Workflow

Visibility
- Track and Trace
- Events Groups
- Reason Codes
- Milestone Monitors
- Shipment Indicators
- Notifications
- Workflow

Settlement
- Customer Billing
- Invoicing
- Allocation
- General Ledger
- Notifications
- Workflow
# General Master Data

| Location | • A place where freight is picked up from, shipped to, or shipped via  
|          | • Customers, Suppliers, Warehouses, Pools, Cross Docks, Ports |
| Corporation | • Corporations are used to group and Organize locations |
| Contact | • Anyone that needs to be able to communicate with OTM  
|          | • OTM may be configured to automatically notify contacts when an event occurs (i.e. shipment delay) |
| Service Provider | • A company that provides transportation services for freight in OTM  
|          | • UPS, LTL/TL carriers, airlines, shipping lines, customs agents |
**Locations**

<table>
<thead>
<tr>
<th>Location ID</th>
<th>Location Name</th>
<th>Corporation ID</th>
<th>Corporation Name</th>
<th>Location Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>LOS ANGELES STORE</td>
<td>Use As A Template</td>
<td>General Store Inc</td>
<td>Known Shipper</td>
<td>LTL Split</td>
</tr>
<tr>
<td>Domain Name</td>
<td>Temporary</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Coredemo</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Allow Mixed Freight on Transport Handling Units</td>
<td>Transport Handling Unit</td>
<td>Slot Time Interval</td>
<td>Exclude From Route Execution</td>
<td>Status</td>
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<table>
<thead>
<tr>
<th>Reference Numbers</th>
<th>Reference Number</th>
<th>Reference Number Qualifier</th>
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**Address**

<table>
<thead>
<tr>
<th>Address Lines</th>
<th>2100 WILSHIRE BLVD</th>
</tr>
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<table>
<thead>
<tr>
<th>City</th>
<th>Province Code</th>
<th>Postal Code</th>
<th>County Qualifier</th>
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<tbody>
<tr>
<td>LOS ANGELES</td>
<td>CA</td>
<td>90043</td>
<td></td>
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<tr>
<td>Country</td>
<td>Time Zone</td>
<td>Province</td>
<td>Postal SPLC</td>
</tr>
<tr>
<td>USA</td>
<td>America/Los_Angeles</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rail SPLC</td>
<td>Rail Station Code</td>
<td>Rail Junction Code</td>
<td>ERPC</td>
</tr>
<tr>
<td>Latitude</td>
<td>Longitude</td>
<td>Address Valid</td>
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</tr>
<tr>
<td>Zone 1</td>
<td>Zone 2</td>
<td>Zone 3</td>
<td>Zone 4</td>
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## Contacts

### Contact Manager

<table>
<thead>
<tr>
<th>Contact ID</th>
<th>First Name</th>
<th>Last Name</th>
<th>Domain Name</th>
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<tbody>
<tr>
<td>PLANNER</td>
<td></td>
<td></td>
<td>COREDEMO</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Email Address</th>
<th>Phone 1</th>
<th>Phone 2</th>
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<td></td>
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<table>
<thead>
<tr>
<th>Fax</th>
<th>Telex</th>
<th>External System ID</th>
<th>Recipient Domain Name</th>
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<tbody>
<tr>
<td></td>
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</table>

<table>
<thead>
<tr>
<th>User ID</th>
<th>From Address Contact ID</th>
<th>Language Spoken</th>
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<tbody>
<tr>
<td>COREDEMO.ADMIN</td>
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<td></td>
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</table>

<table>
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<tr>
<th>Consolidation Profile</th>
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<th>Notes</th>
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<tr>
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<table>
<thead>
<tr>
<th>Consolidated Notify Only</th>
<th>Notification On</th>
<th>Virus Protected</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

### Contact Preferences

<table>
<thead>
<tr>
<th>Preference ID</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Contact Corporations

<table>
<thead>
<tr>
<th>Shipper Corporation ID</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

### Contact Communication Methods

<table>
<thead>
<tr>
<th>Com Method ID</th>
<th>Rank</th>
<th>Response Time</th>
<th>Calendar ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>MESSAGE CENTER</td>
<td>1</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
A Service Provider is a company that provides transportation services for freight in OTM.

OTM retains information such as rates, schedules, and equipment for all service providers so that it may choose the best way to transport goods.

OTM is also able to communicate with service providers so that they may receive from/feed information to OTM regarding their service offerings:

- New Rates
- Schedules
- Tender requests/acceptances
Transportation Rate Management

Manage All Service Provider Information

OTM – Contract and Rate Management

- Rates and Contracts
- Equipment Types
- Rules and Regulations
- Contract Commitments

- Manage Detailed Rate Structures
- Track Commitments
- Accurate Service Time Estimates
- Integrated with OTM Sourcing

External Data Sources

- Electronic Transfer via CSV
- Available Manual Edit and Entry Screens

Results

- Accurate Freight Settlement
- Better Carrier Retention
- Improved Shipment Optimization
- Increased Equipment Utilization

Division 1  Division 2  Division “n”
Rates are used by service providers to define the cost of a transportation based service.
Rate Inquiry
Equipment Groups and Equipment Group Profiles

- Equipment Groups represent different types of equipment used to transport goods
  - Ex. 20 Foot Container, 53 Foot Trailer
  - Each equipment group may have different rates and availabilities for different service providers

- An Equipment Group Profile is a set of Equipment Groups
  - Used to restrict OTM to only selecting or excluding Equipment Groups from a specific Group Profile
    - Based on a check box
  - An Equipment Group Profile Set is a set of Equipment Group Profiles
### Items, Commodities and Packaged Items

<table>
<thead>
<tr>
<th><strong>Item</strong></th>
<th><strong>Commodity</strong></th>
<th><strong>Packaged Items</strong></th>
</tr>
</thead>
</table>
| Items in OTM represent the physical goods being shipped inside of a Ship Unit  
  - Aircraft Tire  
  - Black iPhone  
  - White iPhone | A group of items that have the same transportation requirements  
  - Commodities may be set as incompatible with one another to prevent OTM from combining them in one shipment  
  - Separate from commodity codes (Harmonized Tariff System). These are stored on the item | Different shipment packaging options for the same item  
  - 10 Pack of Tires  
  - 25 Pack of Tires  
    - Each tire is still an individual unit, but may be shipped in different quantities.  
    - This differs from different sellable packages of items (i.e. 4 pack vs. 8 pack of batteries. In most applications these would be two separate items. |
Items, Commodities and Packaged Items Example

Commodity

Batteries

Items

4 AA’s

8 AA’s

Packaged Items

10 Pack
(10 packs of 4 AA batteries)

25 Pack
(25 packs of 4 AA batteries)

5 Pack
(5 packs of 8 AA batteries)
An Itinerary is a route that OTM can consider for a piece of freight

- Essential for automatic planning
- Either single stop (source to destination only) or multi-stop (multiple pickups and/or drop-offs may be made)
- Made up of a Source Area and a Destination Area
  - An area may be a particular address, an entire zipcode, or an entire country

OTM’s Geography Hierarchy is used to define what components of an address (city, zip code, country, etc) define an area

- Used in both itineraries and rate records
**Itinerary**

<table>
<thead>
<tr>
<th>Itinerary Manager</th>
<th>1 of 1</th>
<th>New</th>
<th>Copy Itinerary</th>
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<tbody>
<tr>
<td><strong>Itinerary ID</strong></td>
<td><strong>Itinerary Name</strong></td>
<td><strong>Perspective</strong></td>
<td><strong>Itinerary Type</strong></td>
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<tr>
<td>OR MULTISTOP</td>
<td></td>
<td>Buy</td>
<td>Active</td>
</tr>
<tr>
<td><strong>Payment Method Profile ID</strong></td>
<td><strong>INC0 Term Profile ID</strong></td>
<td><strong>Depot Profile ID</strong></td>
<td><strong>Description</strong></td>
</tr>
</tbody>
</table>

- **Itinerary Parameters**
  - Deconsolidation Pool
  - Consolidation Pool
  - Corporation Profile
  - Multi-Stop
  - Match Deconsol Pool To Dest
  - Match Consol Pool To Src
  - Minimum Weight
  - Minimum Volume
  - Calendar ID
  - Hazardous Transport Mode ID
  - Pickup Stops Constraints
  - Delivery Stops Constraints
  - Max Radius Between Pickups
  - Max Radius Between Deliveries
  - Max Radius Percent For Pickups
  - Max Radius Percent For Deliveries

- **Itinerary Lane**
  - Source Geo Hierarchy
    - STATE/PROVINCE
    - Or
    - Source Region
    - Province Code
    - OR
    - Destination Geo Hierarchy
      - STATE/PROVINCE
      - Or
      - Destination Region
      - Province Code
      - OR
Order Management
Orders represent the requirement to move freight from one point to another.

**Order Management**

**Order**

**Order Release**
A transportation order or request
- Must specify source location, destination location, & what is being transported
- May also contain other requirements (i.e. latest acceptable delivery date)

**Ship Unit**
A transport-oriented (rather than product-oriented) description of the cargo to be shipped.
- Boxes or pallets are ship units
- The products contained within ship units (i.e. Parts, clothes, etc) are different and may be included as line items on the order release

**Involved Parties**
Contacts associated with an order
- Example: Contact to notify when freight is delivered
Integrate with any ERP, Order Management, Purchasing and other systems to manage transportation orders

Oracle Integrations: E-Business Suite, JD Edwards EnterpriseOne, Siebel CRM
Transportation Planning
Transportation Operational Planning

Maximize Fulfillment Service, Minimize Transportation Costs

- **Optimized Decisions**
  - Route
  - Mode
  - Timing
  - Equipment
  - Consolidation
  - Service Provider

**Algorithms**
- Multi-Leg Multi-Mode Consolidation
- Common Leg Consolidation
- Multi Stop Consolidation
- Multi-Tier Networks
- LTL Consolidation
- Continuous Moves

**Engines & Rules**
- Service Time Calculation
- 3-Dimensional Container Optimization
- Itineraries & Profiles
- Carrier Capacity
- Throughput
- Rating

Support a Wide Range of Optimization Needs –
Simple Rules Based Planning to Complex Cost & Constraint Based Optimization
Areas of Optimization

• LTL Consolidation
  o Multiple orders to single shipments

• Multi-Stop Consolidation
  o Multiple pick-ups or deliveries per shipment

• Multi-Tier Networks
  o Dynamic Routing and Consolidation (Pool Points & Cross-docks)

• Multi-Leg, Multi-Mode
  o Multiple modes of shipments for single order
  o Multiple modes of shipments for multiple orders

• Continuous Moves
  o Existing en-route shipments tied with newly planned shipments

• DC/Warehouse Planning
  o Dock Door and Warehouse picking balancing
Planning: Shipment Optimization – Minimize Costs

Route Optimization

3-Dimensional Load Configurator Consolidation

Multi-Leg, Multi-Mode Itineraries
Bulk Plan

- Plan multiple orders together to achieve optimal transportation solutions and consolidation opportunities
- Planner has option to execute on shipments or re-plan orders in a future bulk plan
Automate the dock appointment scheduling process

Account for facility operations constraints – dock availability, operating hours, throughput

Partner collaboration – carriers & suppliers can manage their appointments online

User productivity – intuitive user interface with drag & drop appointment setting

Integrate with Warehouse Management System to optimize operating efficiency
Transportation
Execution
Transportation Execution

Your Company

Service Providers

- Review & Approve Shipment
  - Tender
    - Accept Tender
    - Sched Appt
    - Pick-up
    - Transport
    - Deliver

- EDI 204: Load Tender
- Wireless: Picked-up
- EDI 214: Delayed
- Internet: Delivered

- Support for all modes:
  - Ocean, Air, LTL, TL, Rail
- Electronic (EDI), Internet, and wireless communication
- Automated dock scheduling and partner collaboration

Support for all modes:
  - Ocean, Air, LTL, TL, Rail
  - Electronic (EDI), Internet, and wireless communication
  - Automated dock scheduling and partner collaboration
Shipment Execution

• Support for manual intervention before and after planning, as well as during execution
  • Change carriers
  • Split / merge shipments
  • Divert / re-route en-route

• Tendering / Booking
  • Bulk, Individually, or Automated
  • Electronically (XML/EDI), E-mail / Web, or Manually
  • Response required or notification only
  • Considers office hours, time-outs, re-tenders, and dispatch locations

• Shipment Status Updates
  • Electronically or via web user interface.
  • Automatically “re-drive” shipment to determine new ETAs
  • Alerts users of new dates
  • Trigger customized workflow to implement your specific business rules
Secure Resources – Multiple Options

Tenders can be blasted out to several carriers for bidding or expedited service.

Carriers Can be notified via Email, EDI, or Fax

Tender Decline or time-out will automatically tender to the next carrier.
Visibility and Event Management

- Planned vs. actual milestone tracking
- Proactive monitoring and notifications
- Automated, event-driven processes
- Track & Trace history

**Time of Last Refresh: 2007-09-28 11:30 PDT**

<table>
<thead>
<tr>
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<th>Query Type</th>
<th>Number of Matching</th>
<th>Number of Previous Matching</th>
<th>Create List</th>
</tr>
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<tbody>
<tr>
<td>UNPLANNED DOMESTIC US</td>
<td>ORDER_RELEASE</td>
<td>25</td>
<td>25</td>
<td>Create</td>
</tr>
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<td>BULK PLANS FINISHED TODAY</td>
<td>BULK_PLAN</td>
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<td>0</td>
<td>Create</td>
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<tr>
<td>FAILED PLANNING</td>
<td>ORDER_RELEASE</td>
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<td>0</td>
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<td>36</td>
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**Time of Next Refresh: 2007-09-28 11:41 PDT**
Freight Settlement
Support Settlements & Payments Based on Plans Generated in TM or Other System

*Value-Added Tax and Non-Freight Related Charges
Business Intelligence
Transportation Business Intelligence

Measure Performance, Take Action

- KPI Dashboard
- Drill to Transaction Level
- Drill to Additional Detail
- Measure Against Targets and Benchmarks

XPO Logistics
Lessons Learned
Lessons Learned

- OTM is highly configurable and can be tailored to fit your business processes. While this flexibility is beneficial, custom configuration can add complexity and hinder system performance.

- Domain management – carefully layout a domain structure before beginning configuration and set clear standards on what data will be housed in each domain.

- Know your master data – only load what you need. This will save you processing time, and will help to keep your database clean.

- Leverage Oracle resources – Oracle posts a lot of useful information on their support site and there are numerous OTM wikis/blogs that also have lots of helpful tips.
Useful Links

• Learn more about OTM at the following sites:
  – http://www.otmwiki.com
  – http://otmfaq.com
  – http://otmsig.com
Contact Information

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(248) 936-1427

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(855) SHIP-XPO (744-7976)
Q&A