



*Freight*2020

Operations Management

Core of the fully-integrated Freight2020
transport management system

Freight2020 Operations Management

Operations: driving business revenue and profitability

Transport operations is the starting point of all *revenue-generating* activity in the business. It is also the point where variable costs occur. Together, these two factors make operations the *most important* part of the business to get right. With Freight2020, the entire operations management process is efficiently streamlined and optimised for greater profitability.

Core of the Freight2020 transport management system

Just as operations management is central to the transport business, the Freight2020 Operations Management module is the core of the fully-integrated Freight2020 system.

- Freight2020 Operations Management
- Freight2020 Financial Account Management (integrated accounting solution)
- Freight2020 Fleet Management (R&M)
- Freight2020 Workplace Management (HR/Payroll/Subcontractors/OH&S)
- Freight2020 Warehouse Management (3PL)

Combined with:

- Freight2020 Online Customer Portal (interactive customer self-service)
- Freight2020 Driver Mobility (driver interactivity with Operations, HR, R&M)

Freight2020 Operations Management is entered by clicking the icon on the main menu. If you're using the full Freight2020 system, your main menu will look similar to this:



Efficient operations *maximising* revenue and profitability

Freight2020 Operations Management allows for all work to be keyed into a *single* location for *immediate* processing throughout different areas of the business. Freight2020 removes the need for double, triple, and sometimes quadruple handling of data - reducing the overall effort, time and cost associated with the handling of freight.

Central resource allocations and manifesting will provide the level of real-time visibility required by multiple staff within the business. As pickups and drops are associated to a manifest for action, these loads are removed from the allocation screen, thereby providing operations staff with an up-to-the-moment "to-do" list of remaining work.

Logical, safe-guarded processes throughout operations

Logical processes direct users through each step of the manifesting and allocations process, ensuring the correct data is captured, and the correct rate card is applied. A final manifest confirmation process allows operations staff to debrief the drivers or drill-down into electronic documentation, confirm the loads that were collected/delivered correctly for the day, and ensure that any additional costs or charges (demurrage, futile deliveries, etc) are captured.

The elimination of time-wasting, error-prone repetition

In addition to streamlining the operations management process and eliminating duplication of effort, some of the key benefits of Freight2020 outlined during our meeting and demonstration include:

- The ease of capturing the initial transport request from the customer, and entering it directly into Freight2020, ensuring all revenue is captured and eliminating the potential for revenue leakage in the quoting/booking process. Also, transport requests can be imported from customers providing their data electronically, and the **Freight2020 Online Customer Portal** allows registered customers to enter their booking requests into the system directly.
- Recurring transport requests can be set up in the Booking Proforma Entry screen, reducing the effort required to handle repetition.
- **Quotes** will be entered and converted to bookings when approved. As shown in the screen below, if a pickup is required, a tickbox is checked during booking entry. A pickup task is created in the allocations screen. A similar process is provided for deliveries, greatly assisting the delivery allocation and management task.
- Sending delivery jobs to **Freight2020 Driver Mobility** provides the facility to capture sign-on-glass, delivery times, and even camera images for proof-of-delivery that can be made available to the customer *immediately* via the user-configurable **Auto-Email Notifications** and/or via the **Freight2020 Online Customer Portal**.

Booking No: 01022874 Booking Date: 27/08/2013 Location: BNE Brisbane Depot Status: C
Customer: font FONTERPA User: demo

Sender: BRISBANE PRODUCE MARKET Address: Sherwood Road
Rocklea State: QLD Post: 4106 Sub Route: BFI Pkr: 07 3915 4200
Despatch: 27/08/2013 Pickup Times: Start: 00:00 End: 00:00
 Pickup Required

Receiver: MORRIS CORP Address: GLENDEN
State: QLD Post: 4743 Sub Route: TOW Pkr:
Delivery: 27/08/2013 Delivery Time: Start: 00:00 End: 00:00
 Delivery Required

Service Code: GEN Instructions:
 Print Consignment Note Notes:

Movement	Make	Type	Sending	Receiving	Movement	Effective
Quantity	Code	Code	Account No	Account No	Date	Date

Consignment No: 01022874 Job No:
Order No: 214091294774 View

Route Code: BRITOW BRISBANE TO TOWNSVILLE
Route Lane:
O/V From Route: To: On-Forward

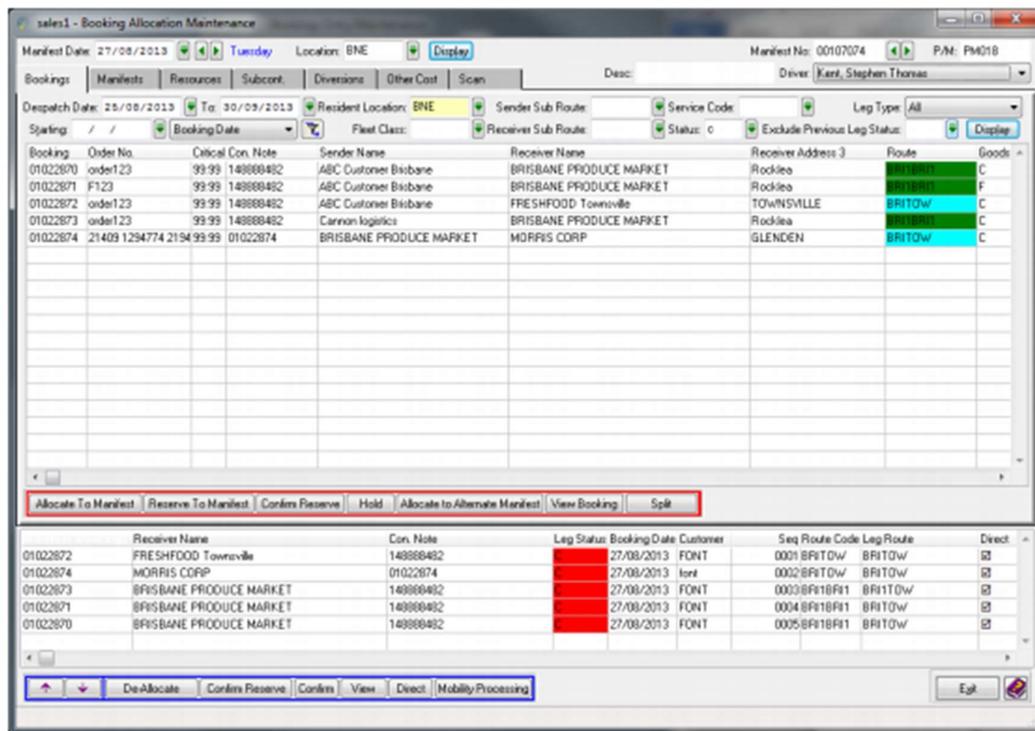
Booking Total
Gross: 655.50
Tax: 65.55
Net: 754.05

Charge Type Code	Description	Charge Quantity	Charge Rate	Gross Value	Tax Value	Net Value	Unit 1	Quantity 1	Unit 3
PL	C PALLET SPACE RATE	2.50	200.00	400.00	40.00	440.00	PL	4.00	TN
PL	F PALLET SPACE RATE	1.00	200.00	200.00	20.00	220.00	PL	1.00	TN
LEVY	F Fuel Levy 14.25% of 600.00	1.00	85.50	85.50	8.95	94.05	EA	1.00	

Buttons: Update, Print, Add, Code, Delete, Cancel, Booking Division, Egit

Enter data or press ESC to end

The screen below shows how the allocations easily identify the pickup loads, can filter for specific regional freight, split bookings, and allocate to manifests. This process ensures movements are tracked for each booking, vehicle and driver and loads are not missed.



Administration

The administration processes pick up and flow through from operations management.

Bookings are processed for invoicing and driver payments - either subcontractor or payroll - are created.

After each booking is checked and completed, Freight2020 will invoice the bookings in predefined groupings. Examples of these groupings may be invoices by date, by order number or by booking. The advantage of these groupings ensures customers receive invoices in the correct format, and payment is not held back.

The invoicing process can be scheduled according to any schedule - daily, weekly, fortnightly or monthly.

Subcontractors can be paid using Freight2020's RCTI process. As each manifest is completed, and drivers debriefed, applicable subcontractor rate cards may be applied against the manifest. Similar to the invoicing process, manifests are processed for payment, and an RCTI is created for payment in the Accounts Payable module (when **Freight2020 Financial Accounting** is used). Being a fully integrated system, driver pays can be managed through manifests with hours confirmed at each debrief. The benefits offer faster process of invoicing for completed work, the elimination of time-wasting hunts for missing paperwork, and rating accuracy through the automated rating system preventing any confusion about what the customer should have been charged.

Although we recommend Freight2020 Financial Accounting to provide the full power of an integrated transport management system, Freight2020 can work compatibly with many other accounting solutions and ERPs.

➤ General Freight

Freight2020 Operations Management – General Freight

Freight2020 Operations Management is available in 7 different configurations to suit the specialised nature of managing certain types of freight.

- Container Freight
- Contract Logistics
- Earthmoving
- Energy Distribution
- **General Freight**
- Heavy Haulage
- Livestock Transport

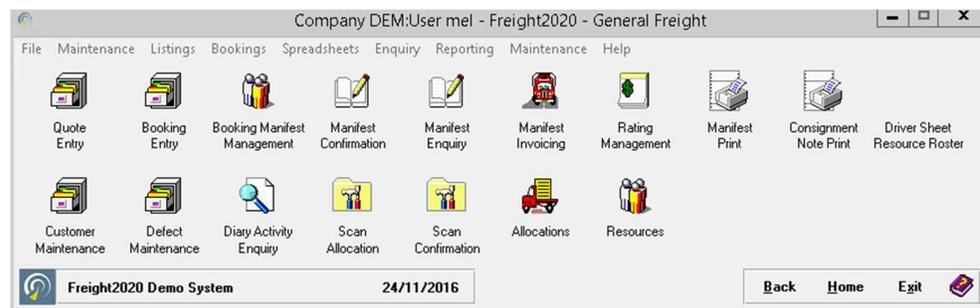
"General Freight" is the most popular configuration because it is suited to the largest number of carriers in the road freight transport industry.

Easy to use, intelligent booking environment

The Freight2020 booking environment is designed to assist personnel in the business to be able to take a booking directly into the system with great efficiency. No 'lost' bookings, no duplicated information. The operations manager can then confirm work and schedule to a driver/vehicle manifest.

Freight2020 features plenty of tools designed to make the scheduling work less complex too. For example, tools allow the operations manager to clearly see when the vehicles' physical and legal limitations have been reached.

When the freight is delivered, Freight2020 follows logical processes to ensure that the correct paperwork or e-documentation has been returned. This event can be highly automated through use of **Freight2020 Driver Mobility**, **Auto-Email Notifications**, and **Online Customer Portal**. The resounding benefit is real-time access to documentation which improves customer service, and a *reduced* overhead to achieve *improved* service.



Some key capabilities of Freight2020 General Freight Operations Management:

- Pickup and delivery locations
- Slot time management
- Rating
- Item-level tracking capability
- Track-and-trace (with self-service through **Freight2020 Online Customer Portal**)
- Real-time freight documentation
- Activity-based costings
- Driver allocations and vehicle allocations
- Fees, levies, and demurrage management
- Connote splits
- Manifesting
- POD management from SOG/image-capturing to auto-notifications and online
- Invoicing
- Depot scanning capability
- Mobility integration with **Freight2020 Driver Mobility** (or 3rd-party solution)
- Integration with **Freight2020 Fleet Management** (including vehicle P&L/workshop)
- Integration with **Freight2020 Workplace Management** (including payments)
- Integration with **Freight2020 Financial Account Management** (or other solution)
- System-wide management of driver license/inductions and heavy vehicle compliance

Job booking and allocations

Booking Screen

Bookings can be raised in real-time or quoted and confirmed as a booking later. An example of a booking screen is seen below in this case it shows us the collect and deliver locations, conveniently located at the top of the screen, with some rating information broken out at the bottom. This screen is also able to manage slot times for DC collection and delivery, specific equipment codes as well as dispatch and delivery dates.

The screenshot shows the 'Booking Entry/Maintenance' screen in Freight2020. Key information includes:

- Booking No:** 01022392
- Date:** 20/10/2009
- Customer:** Rohm
- Location:** MEL
- Receiver:** WATTYL - SA
- Status:** N
- Dispatch Date:** 20/10/2009
- Gross:** 1,000.00
- Sender:** Rohm & Haas
- Delivery Date:** 20/10/2009
- Tax:** 100.00
- Route Code:** GEELAZ1
- Con. Note:**
- Invoice:** ?
- Invoice Date:**
- Nett:** 1,100.00

Product and Charge Details:

- Line Type:** @ Product
- Product Code:** RAP138
- Goods Type:** Geelong Adelaide
- Route Code:** GEELAZ1
- Charge Type:** T
- Unit Code 1:** TN, Quantity 1: 20.00
- Unit Code 2:** Quantity 2: 0.00
- Unit Code 3:** Quantity 3: 0.00
- Description 1:** GEELONG ADELAIDE MIN 25 TONNE
- Description 2:** 20 TONNE OF RAP138

Charge Type	Description	Quantity	Charge Rate	Gross Value	Tax Value	Nett Value	Unit 1	Quantity 1	Unit 3	Quantity 3	C/N	Fo
T	GEELONG ADELAIDE MIN 25 TONNE	20.00	40.00	800.00	80.00	880.00	TN	20.00		0.00		
MIN	MINIMUM CHARGE MAKEUP VALUE	1.00	200.00	200.00	20.00	220.00	EA	1.00		0.00		

Flexibility is the key to an effective booking screen. Being able to turn off elements that are not required for a specific operation reduces the complexity of a screen. Just as important is providing a mechanism for reviewing different information relating to the job, such as the load details, manifest and job header. This process ensures that the solution deployed can have the maximum effectiveness.

The details tab allows us to add or review the specific freight details such as product type, charge type, and the relative values of weight, cubic, pallet and quantity etc. There are often many details that need to be collected in relation to a transport job. As charging is often determined from the collect, deliver and quantitative aspects such as weight, cubic, pallet spaces or which ever is going to generate the better return, the details collection screen needs to be able to cater for many differences that a business may have.

Manifesting then becomes a simple task of highlighting the job at hand and clicking the manifest button on the bottom right of the screen then selecting the appropriate manifest to append the job to.

The information at the bottom of the screen relates to the potential charges that can be incurred by the customer. If required, further charges can be added as they become known during the operational activity. At the end of the process, these charges transfer to the resulting invoice, which are then sent/emailed to the customer.

Rating

Freight2020 automatically rates the job based upon a number of factors as soon as the job is entered. Rating is able to deal with the many and varied complexities that occur within the industry. Customers' rates can be dynamic to each customer or, by using the rate schedule, the rating can be grouped with specific customers attached to each rating group. Likewise, fuel levy rates, minimum charge rates, and surcharges can be unique to each customer. The benefits in Freight2020 include having the flexibility to manage the broad spectrum of rating structures that a transport business needs to be able to stay profitable *and* competitive.

POD Management



Using integrated document imaging and management tools, Freight2020 stores a scanned copy of the POD attached to the job. Also, **Freight2020 Driver Mobility** offers an affordable sign-on-glass solution that's fully integrated.

Freight2020 Auto-Email Notifications can automatically email PODs to specific recipients.

The **Freight2020 Online Customer Portal** gives customers self-service access to PODs and much other information.

Furthermore, Freight2020 updates the status of the job to "POD received", which then allows invoice creation to take place.

Companies using the full power of Freight2020 have virtually *eliminated* the need to waste time chasing lost paperwork.

Invoicing

Freight2020 Operations Management is integrated to the accounting and administrative departments of the business. Admin personnel are able to check the status of freight and run invoicing as often as is required. The benefit in the integration with accounts means that when invoices are run they can be updated into the Accounts Receivable, General Ledger, and Fleet Profitability modules in real time. This reduces the amount of data entry that is required to manage the accounting functions.

Subcontractor Management

Managing subcontractors can be a difficult task when taking into account all the varied rates and jobs that can be undertaken by a subcontractor over a period of time. Freight2020 delivers value in this area by keeping track of all the jobs assigned to a subcontractor and then totalling the accumulated values that are due to be paid. The system can be set up so that only completed work is visible to be paid.

Freight2020 can also take into account any *loans* provided by the business to the subcontractor such as fuel from company bowzers, new tyres purchased, cash advances and workshop servicing. Furthermore, the solution can raise an invoice if the value due to the subcontractor is less than what is owed by the same subcontractor.

Payroll

When company drivers are paid based upon the driving hours, Freight2020's integration with payroll ensures that the logged hours to complete work, as collected in operations are then made available in a seamless way, which removes the need for complex spreadsheets that are often used to define the weekly payslip. Complex calculations like superannuation for long-haul drivers are handled effortlessly. When the payroll is run, the General Ledger is automatically updated with the expense into the required cost centres.

Customer Invoices

Administration processes are simplified using Freight2020. On completion of a trip, Freight2020 captures additional data to ensure drivers are paid, customers are charged and demurrage analysis is complete.

KPI Reporting

One of the many positive outcomes from the systemisation of operations is the ability to quickly and effectively produce KPI Reporting for the customer, based upon the many needs they have. Typically, efficiency reporting 'by site', detailing the number of drops over a given period of time, allows the customer and the operator to improve the process of distribution to create efficiencies for both the customer and transport provider.

Fleet Profitability

Making use of multiple integrated modules (Operations, Financials, R&M, Payroll), Freight2020's unique design provides a comprehensive Vehicle P&L. Coupled with Freight2020's ability to manage distance travelled and litres carted, "\$ per km" & "\$ per litre" reporting is instantly available.

Mass Management

By capturing vehicle and trailer specifications, Freight2020 monitors the weights over each axle to report on mass-management errors.

Driver Compliance Management

Freight2020 monitors driver licence and induction records to ensure drivers are permitted to drive the vehicle while checking that relevant site inductions are valid. These checks are performed at various stages of manifest creation and allocations.

Reporting

Freight2020 is armed with *hundreds* of standard reports, ranging from operational reporting (Consignment Notes, Manifests, Payslips, Invoices, etc), management reporting (General P&L, Vehicle P&L, Balance Sheet, etc) through to analytical reports (Demurrage Reporting, Delivery Times, etc).

Freight2020 makes use of Crystal Reports® to produce reports which allow end-users to create new reports or make amendments to already provided system reports.

Summary of benefits

The Freight2020 solution is designed to manage the complexities of a business that utilises sub-contractors and company-owned vehicles to achieve success. Therefore, the features, functions and benefits that Freight2020 can deliver are extensive. The development of Freight2020 is aligned with localised industry needs, eliminating unnecessary investment to remain the most comprehensive *and* cost-effective solution. The direct benefits that transport organisations are able to capitalise on through Freight2020 include:

Elimination of revenue leakage

Revenue leakage can occur when rating is manual and mistakes are made, invoices are not linked to the associated costs, paperwork goes missing, and debtors days extend beyond acceptable trading terms. Research suggests that Australian transport and logistics businesses, on average, experience revenue leakage in the order of 3% of turnover (\$30K per \$1Million). Freight2020 eliminates revenue leakage, typically saving the organisation more in what would have been lost revenue than the overall cost of the system to the organisation.

Automated electronic pricing

Automated rating ensures that all work undertaken by the business is rated in line with the expectation of the business. The automated process is able to identify which rate card is applicable from the information collected to move the freight. The revenue generated by the transport business is protected by removing potential rating mistakes. The outcome is appreciated as faster, more accurate invoicing, reduced rework for incorrectly rated bookings, and improved cash flow.

Fail-safe quote management

By entering each quote into the system the quality and the accuracy of the quotes provided to customers can be monitored and managed. With a fail-safe process for following-up and converting the quote into a live booking, the quoting system will ensure that management no longer wastes time during the billing process by having to fix quoted bookings that were incorrectly rated.

Powerful business reporting

Reporting is a key task undertaken by all businesses. Freight2020 makes reporting much faster, simpler and easier by having key reports meeting the most common management requirements already available within the system. Freight2020 reports can be created or customised by you, or CMS can help with custom reports.

System-wide automatic email notifications

Freight2020 has an automatic email notification capability which is easily configured to send certain emails to specified recipients when automatically triggered by almost any kind of event happening within the system. Vehicle fault reports instantly sent to workshop; PODs instantly sent to customers; payment advices, etc.

Competitive advantage

The wants and needs of freight customers are continually moving forward. Some transport companies meet some of these needs by increasing the number of people employed to handle increased paperwork and drive-up the throughput of the business. This approach comes at great annual cost and can create more issues that require management focus. Freight2020 users work smarter not harder by utilising technology to drive-up the throughput of the business, allowing people more time for developing new and existing customer relationships. The automation of time-consuming, error-prone manual tasks effectively reduces the overall operating cost of the business, enabling better customer service, and increasing the barriers-to-exit for customers by adding more value than competitors. This in turn will protect business market share, growth, and profitability.

Freeing-up key resources

The key personnel of many transport businesses have to spend too much time working on tasks and checking work that should be performed by a software solution. Often the existing processes are working only due to the diligence and knowledge of key individuals. If one of these individuals happens to leave the business, process problems can arise and result in prolonged financial cost to the business and decline in customer satisfaction. Freight2020 provides the workflow and structure that frees-up key personnel to focus on managing the business and providing better customer service, whilst maintaining continuity of process should key personnel change.

Whole-of-business visibility

Freight2020 delivers management with whole-of-business visibility in real-time - even where a business has multiple locations. Business information is often held at each depot, making it difficult for management to ensure that compliance is adhered to and correct procedures are

being followed. Just gaining access to basic information, such as service history and vehicle fault records, can be time-consuming and costly. Freight2020 is a centralised solution accessible by *all* depots, providing visibility to management across the *whole* business.

Freight2020 is optimised for the most popular operating systems



Progress OpenEdge development environment

Freight2020 is developed in the robust, scalable environment of OpenEdge by Progress, the global technology behind much of the business world's leading ERP system developments, MDBA services, and developer tools.



About CMS and Freight2020

Freight2020 has been in continuous development by CMS Transport Systems for more than 35 years. No other Australian-developed transport management system has proven as robust and well-supported as Freight2020.

In 2016, CMS Transport Systems was announced as the fastest-growing solution of its kind in Asia/Pacific/Japan by Progress, the global technology company behind the OpenEdge development environment of Freight2020.

Breakthrough solution with proven industry track-record

Australian-developed Freight2020 was one of the first *fully-integrated* transport and logistics management systems *in the world* and has consistently maintained the pace of breakthrough TMS development to become:

- ...one of the first in the world to be made available in the cloud (Saas) or installed on-premise
- ...one of the first in the world to enable item-level freight tracking via bar-code printing/scanning
- ...one of the first in the world to feature live customer interaction via an online customer portal
- ...one of the first in the world to offer driver mobility via a free-to-download iOS/Android app

There are *always* exciting developments in the pipeline to keep Freight2020 and its users ahead of the field.

Australian-owned, 100% transport-focused technology company

CMS Transport Systems ("CMS") is a 100% Australian-owned business with a 35-year history of providing integrated solutions to the Australian market. Headquartered in Melbourne, Victoria, CMS has built a solid reputation for efficiently implementing and supporting management solutions for transport and logistics businesses, both domestically and internationally. CMS has historically focused on delivering exceptional customer service, and this commitment to service has provided peace-of-mind to all of our customers.

The development of enhanced features and capabilities of Freight2020 is exclusively customer-driven. This is achieved by having the Freight2020 software development team on-the-ground in Australia, staying up-to-date with changes in legislation affecting the transport industry, and remaining attentive to customer needs.

Expert implementation, technical support, and help-desk personnel

CMS implementation consultants and technical team members have each accrued many years of experience in the transport industry, and with Freight2020. All help-desk calls are handled by CMS staff members *in Australia*. Implementation team members include CPAs and senior managers formerly employed by leading Australian logistics companies. Implementation of Freight2020 involves the **methodical mapping of business processes**. In itself, expert process-mapping often leads to great organisational improvement. The *people* at CMS *add value* to Freight2020, bringing an unmatched depth of industry expertise to benefit every Freight2020 user-organisation.

Proactive engagement with growing Freight2020 user community

There are more than 100 Freight2020 user organisations in Australia and New Zealand, representing thousands of day-to-day users of the system directly and via Driver Mobility or Online Customer Portal. The development road-map for Freight2020 is shaped by CMS' response to user needs in a rapidly-changing industry environment. The Freight2020 VISION user group conference is at Rydges Melbourne on Wednesday 22 March 2017.



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