

# Telstra Connected Supply Chain - Visibility Imports

## Frequently Asked Questions (FAQ's)

### **Q: What is Telstra Connected Supply Chain Visibility Imports?**

A: Visibility Imports combines data from across your supply chain to bring you a single source of truth for tracking and reporting your ocean freight, regardless of your shipping line or freight forwarder.

Through our data integration partners Telstra Visibility Imports provides coverage on multiple shipping lines, vessel ETA's and customs clearance into Australia. Once we import the data, this solution enables you to locate, track and identify ocean freight in transit enabling you to take corrective action and optimise your business operations, such as:

- Work with suppliers, shipping lines etc. to help speed up the journey when your freight has been delayed
- Move existing stock on hand to create room for purchases that will arrive early
- Set expectations to the wider business when you know stock will be arriving late

This solution highlights the complexity in supply chains that causes unpredictability, delays, penalties, and poor customer service. Merging real time data across disparate systems and sources, cleansing, normalising and enriching to help provide a single source of truth for tracking and reporting with little input or data crunching on your side. On top of this, helping to provide confidence that your data is hosted on Telstra's secure & trusted platform in Australia.

### **Q: How does the solution work?**

A: Visibility Imports works by ingesting data from multiple sources in order to help provide you with visibility on a purchase order and/or containers journey from order creation through to its arrival into any port in Australia. The solution takes initial order and product information from your ERP or equivalent solution, before overlaying this with other data sources in the supply chain journey, via our partner APIs, in order to provide a view on estimated time of arrival into ports and DCs. The solution will then calculate whether a purchase order and/or container is Early, Late or On-time.

Potential data required from yourself includes:

- PO number
- Product / SKU information
- Warehouse / DC information
- List of Freight Forwarders in use
- List of Shipping Lines in use
- List of Suppliers in use
- Milestone descriptions including any dates

Data sourced from our partner APIs includes:

- Container number
- Vessel information
- Milestone dates (including ETA)
- Gate out

- Customs clearance

**Q: What benefit does this solution provide and what value will it unlock?**

A: The solution provides a single source of truth and operationalises end to end visibility of ocean freight. It aims to reduce the need for operational staff to manually sift through data sources i.e. excel spreadsheets, emails, portals and phone calls to work out where stock is and when it will arrive; allowing workers to be more proactive in their operations and manage by exception.

Your staff will have accurate information at their fingertips to assist them to make the most informed decision, mitigate risks and manage customer expectations.

This delivers value across 3 key areas:

- **Financial Improvement:** By knowing where imported freight is in transit, you can take corrective action and help mitigate out of stocks by moving alternative stock domestically or by air. You can also adjust your buffer stock volumes as you have better confidence in stock arrival times which may allow you to eliminate the need to discount and reduce stock obsolescence and reduce any additional incurred warehouses costs
- **Operational Efficiency:** Having access to accurate and timely information in a single solution may significantly drive productivity improvements for a customer's operational staff via:
  - o setting up automatic notifications, enabling their business to be proactive in responding to late arrivals
  - o exception reporting driving efficiencies and freeing up their staff to re-plan and improve your OTIF (On time in Full) metrics
  - o conducting trend analysis on their shipping lines and freight forwarders in order to manage and monitor performance i.e. determining who is under delivering on expected performance assisting with performance and SLA compliance conversations
  - o Identifying choke points or bottle necks in their supply chain and taking corrective actions, supported by data-based evidence

**Superior Customer Experience:** Knowing when products will be delivered at each stage will help provide higher assurance to a customer's internal and external customers as well as increase their ability to respond to customer queries. In addition, a single source of truth that everyone can access may help to improve collaboration, trust and accountability throughout their entire supply chain.

**Q: What is the pricing construct/structure?**

A: Telstra Visibility Imports requires you to initially conduct a Proof of Value (PoV), which includes professional services to complete data ingestion and customer onboarding over a 2-4 week period, before having access to the solution for a 3-month period in order to determine the value it provides to the company.

Once the initial three months is complete, you will automatically roll into a 12-month PAYG or Fixed price contract, or you can elect to opt out at this point in time.

Please discuss this with your Account Manager or Solutions Specialist on specific pricing construct.

**Q: Do I need to purchase any hardware?**

No – Telstra Visibility Imports is solely a SaaS solution with no hardware requirements. If IoT devices are used or other telematics datasets are available, we can investigate incorporating them as another dataset in the solution to further enhance and enrich the accuracy.

**Q. Can I use my technology fund for Proof of Value (PoV) or contract?**

A: Yes, the technology and/or innovation funds can be utilised to purchase this solution. Please discuss this with your Account Manager or Solutions Specialist.

**Q: What is the onboarding process?**

**A:** The onboarding process will cover the steps required to get your supply chain data flowing into the Telstra Visibility Imports solution. With the guidance of a Telstra technical lead, it will involve:

- Investigating what data, you currently use for your supply chain operations and where you source it from
- Mapping this data to the solution and ensuring it is ingested automatically and without any problems
- Providing you and your staff with access to the solution so you can see all your data in the one location
- Exploring the power of the solution ensuring your business is getting the most out of the 3-month Proof of Value (PoV)

**Q: What is the estimated duration for onboarding?**

**A:** Onboarding typically takes 2-4 weeks; however, duration of onboarding will vary depending on complexity and access to your data sources. You can discuss this in more detail with your allocated onboarding specialist.

**Q: Who from my organisation is required to support the onboarding process?**

**A:** It is requested to have a Supply Chain Manager (or equivalent) as well as an IT contact available to support the onboarding process. Once onboarding is complete access to the solution will be provided to the users based on your organisation requirements.

**Q: What data do I need to provide to help with the onboarding process?**

**A:** On signing the Proof of Value (PoV), you will receive an Onboarding Guide to highlight the data sources required and how to provide this to Telstra. Please find a list of example data you may need to provide:

- PO number
- Product / SKU information
- Warehouse / DC information

- List of Freight Forwarders in use
- List of Shipping Lines in use
- List of Suppliers in use
- Milestone descriptions including any dates

**Q: Why do I need to provide so many specific details regarding the shipping lines we use?**

A: The shipping line information is currently received via an API integration with CargoSmart, one of our integration partners. CargoSmart have direct API feeds into the shipping lines and they are responsible for matching the shipping containers you have goods in, with the Organisation and/or Consignee name assigned to that specific container. If these two pieces of information match, Telstra can receive the data and display this association back into the solution. During the onboarding stage you will be requested to provide confirmation on all shipping lines in use and your shipper name, address and/or consignee details.

**Q: Can the data feed be automated into my IT systems such as ERP's?**

A: We understand the importance of businesses requiring accurate data flowing back into their IT systems in order to reduce manual data entry and double keying. Our team is currently working on an API interface, which will enable you to integrate directly with Telstra Visibility Imports and automatically feed data back into your system of choice.

**Q: Is the data I send through to you secure? Do you pass it onto any 3<sup>rd</sup> party services?**

A: All customer data is stored onshore in cloud data centres in Sydney and Melbourne (Microsoft Azure). We do not pass on any data that is provided to Telstra to 3<sup>rd</sup> party services.

**Q Will I be billed before or after the onboarding process?**

A: You will be billed before the onboarding process commences. The onboarding process is included in the Proof of Value (PoV). The Proof of Value (PoV) covers full onboarding and data ingestion, plus 3-months access to the solution once the data ingestion activities are complete.

**Q: Who do I contact if I have technical questions about the onboarding process?**

A: Please discuss this with your Account Manager or Solutions Specialist.

**Q: How do I get started?**

A: We will send you the Service Schedule and Order Form outlining the T&Cs of the solution and the pricing details. Please complete the Order Form and choose the plan type that is relevant to your organisation. Once the agreement is executed, we will assign an onboarding specialist who will guide you through the onboarding process and commence your 3-month Proof of Value (PoV)

**Q: I have completed onboarding, what happens next?**

**A:** Once the initial 3 months is complete, you will then elect automatically roll into a PAYG or Fixed pricing 12 months contract. You will be required to opt out if you do not intend to continue with your Telstra Visibility Imports service. If you have any questions regarding this process, please discuss this with your Account Manager or Solutions Specialist.