



Automation In Generating DHL Con note via Schenker AppleCare WMS System

PDD

February 2011



Project Background

- Currently, generation of DHL connote for ASP shipments involves a manual process of re-entering data. Schenker AppleCare Hub manually re-enters data such as consignee, account number, weight and total invoice value into the DHL EasyShip system.



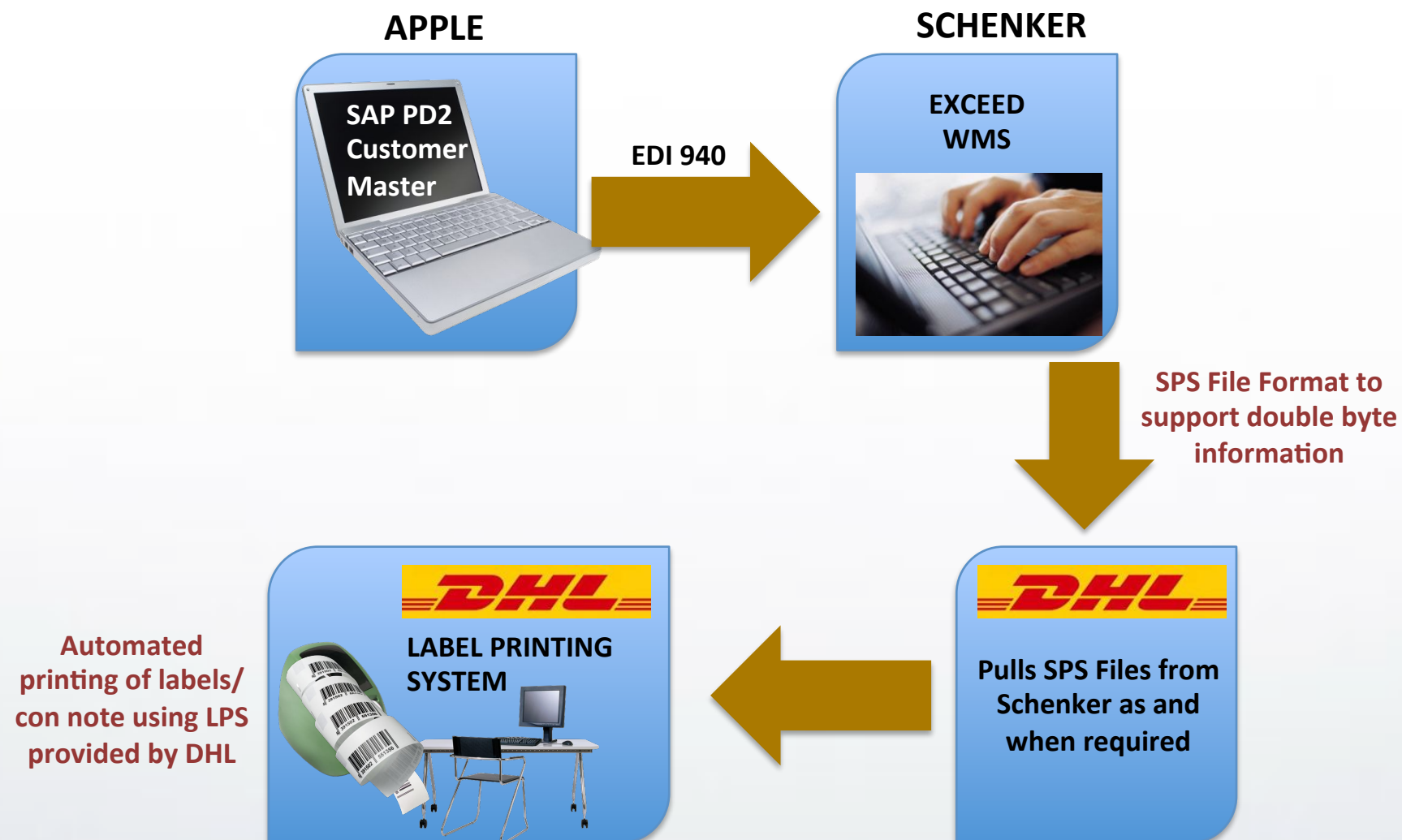
Project Objectives

- To automate generation of DHL connote via Schenker AC WMS system
- To support double byte information used by certain countries (HK, Taiwan)



Project Objectives

What we hope to achieve...





Project Scope

- Shipments for ASP/Telcos from SNG hub for 16 countries
- Drop-ship (ad hoc - manually handled and shipped by SingPost)
- Countries:

SN	Country	Service Channel	Connote Label (OB)	NDS	Remarks
1	Hong Kong	ASP/Telcos	✓	✓	Apple Entity
2	Macau	ASP	✓		
3	Malaysia	ASP/Telcos	✓		
4	Thailand	ASP/Telcos	✓	No NDS but requires more info	Apple Entity
5	Philippines	ASP/Telcos	✓		



SN	Country	Service Channel	Connote Label (OB)	NDS	Remarks
6	Indonesia	ASP/Telcos	✓		
7	Vietnam	ASP/Telcos	✓		
8	Taiwan	ASP/Telcos	✓	✓	Apple Entity
9	Brunei	ASP/Telcos	✓		
10	Cambodia	ASP/Telcos	✓		
11	Guam	ASP/Telcos	✓		
		ROSA			
12	Pakistan	ASP/Telcos	✓		
13	Bangladesh	ASP/Telcos	✓		
14	Maldives	ASP/Telcos	✓		
15	Nepal	ASP/Telcos	✓		
16	Sri Lanka	ASP/Telcos	✓		

Additional: Singapore (ad hoc drop-ship arrangement for end-customers)



Shipping Scenarios

1. Apple South Asia ships to Apple Entity (HK, Taiwan,)

DHL Connote to show:

Apple Entity Name
c/o ASP Name & ASP Ship To address

2. Apple South Asia ships to Apple Entity (Thailand)

DHL Connote to show:

Apple Entity Name & Address
c/o ASP Name & ASP Ship To address or
c/o Telco Ship To code

***Currently, manually done; EDI 940 has ASP name and address but not the Apple entity address. space limitation in connote is also an issue



Shipping Scenarios

3. Apple South Asia ships to non-Apple Entity (13 countries)

DHL Connote to show:

follow ASP Ship To/Telco Ship To code

- Malaysia
- Philippines
- Indonesia
- Vietnam
- Brunei
- Cambodia
- Guam
- Pakistan
- Bangladesh
- Maldives
- Nepal
- Sri Lanka



Shipping Scenarios (cont'd)

4. Apple South Asia ships to end-customers (ad hoc drop-ship)
 - a. Customer order products through Apple Online Store. Upon receipt of unit, parts such as power adaptor / cable / other accessories either does not match or not in the box. CR will arrange for drop ship.
 - b. TS will arrange drop ship to send some cable / parts (that is available from GSX) to customer for troubleshooting issue.



Open Items

1. Connote for Thailand (Consignee Name field)

- must print Apple Entity name & address, c/o ASP name & Ship To address or c/o Telco Ship To code
- space constraints/limitation as info is long
- ASP name & address is in EDI 940 but not Apple Entity address

2. Macau - current connote label shows Apple Entity c/o ASP name & ASP Ship To address which is incorrect as Apple HK is not in Macau



Shipping Matrices

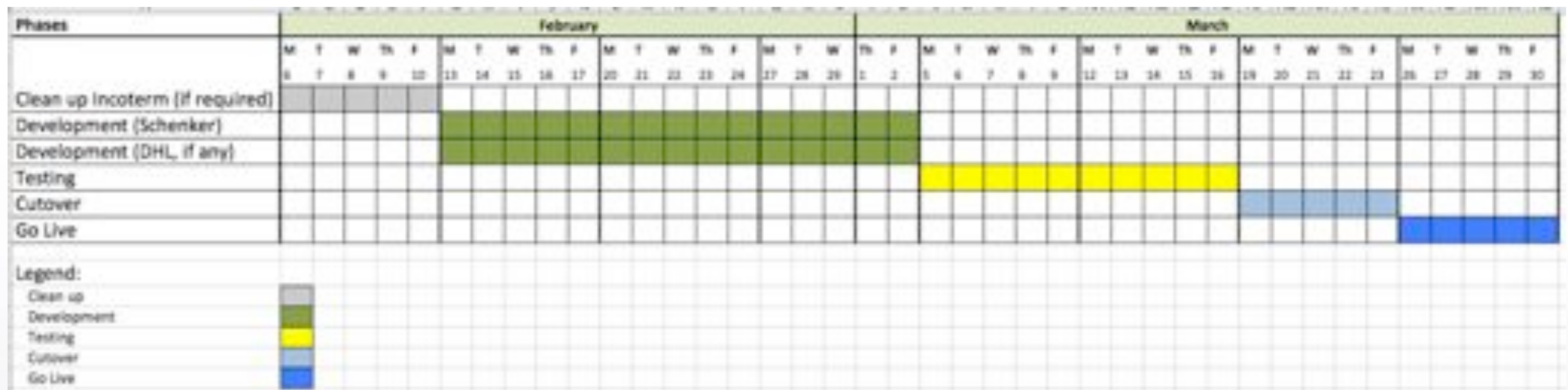
Attachments:

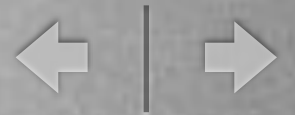
- Int'l ASPs Matrix
- AC SG ASPs Freight Matrix



High-Level Timeline

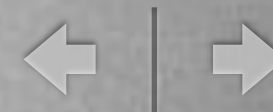
- end Q2 2012





Key Contacts

Role/Entity/Team	Name/email	Phone No.
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Key Contacts

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Schenker - Project Manager	TBA	
Finance		
GMACC		
UAT	Claudia Tan/ < claudia.tan@apple.com >	+65 64806769



Appendix - Sample Label

ARCHIVE COPY
NOT TO BE ATTACHED TO SHIPMENT

SHIPPER: SINGAPORE SOUTH BEAR PTE LTD
100 HARTVILL STREET, #01-01/02
4, MARKET STREET, #11-01
LEVEL 4, FEDEX BUILDING
400040 SINGAPORE
SINGAPORE Tel: 67601107
Fax: 67601108

Assoc. no.: 818248678
SHIPPER'S REF: 818248678
ORIGIN: SIN
Sender's ref: 818248678
Fax: 67601108

TO: OCE TECHNOLOGY (P) SDN. BHD
Thomas Koh
NO. 1 JALAN INDI, 60-00, LEVEL 8
SEREMBAN TOWN SQUARE
KUALA LUMPUR
55100 MALAYSIA
Tel: +603-2141-4348

Date: 18/01/2012 Weight: 4.88 / 4.88 kg
Destination: KUL Product: MPX P
Pieces: 1 Service: 021212
Description: DEVICE(S) PACKED IN COMPLIANCE
WITH PDNET
SIN

Shipment Number: 2896109816
Sender's ref: 8002300405
Sender's VBT:
Sender's Phone: 67601107
Bill to Account: 800248678 Type
Customs Value: 0044.00 USD Tax: 11-04-03 00
Insurance Value: 0.00 S/N: 818248678
Terms of Trade:
Reason for Export: Permanent

SHIPPER'S REF: 2896109816
C CODE: 000710756

