

柱柱簽收

# TRANSPORTATION 2.0 MANAGEMENT CLOUD PLATFORM

MOBILE BASED

# PAINPOINTS OF TODAY'S LOGISTICS MANAGEMENT

## ① TIME CONSUMING AND LOW EFFICIENCY

- Thousands of shipment orders hard to trace and manage
- Suppliers further outsource with many layers, no idea who is actually shipping
- No concrete data to measure KPI of transportation
- Difficult to locate root cause of goods damage or delay

## ② AWFUL CUSTOMER LOGISTICS EXPERIENCE

- Nobody can easily tell where the goods are, have to chase by phone through outsourced suppliers, information distort
- Abnormal information emerge to decision makers very slowly and mostly not on time



ZhuZhu uses mobile phones of drivers and web servers to help clients manage logistics. ZERO fix assets investment

# ■ 100% TRANSPARENCY OF TRANSPORTATION PROCESS IS JUST AT ONE CLICK

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**ZhuZhu is a web and mobile based transportation management Platform,  
covering all key information of your goods shipment**



POD pictures

Goods status pictures

Location and track

Actual Time

Drivers/carriers

# ZHUZHU KEY FEATURES TO MAKE TRANSPORTATION PROCESS TRANSPARENT

## Shipping order creation

Three ways creating orders:  
Manually input in ZhuZhu web service,Automatically load excel data,Automatically load from ERP system ( need tailored development).

## Shipping order distribution

Shipping order can be distributed to logistics company for further distribution, or directly distributed to drivers.

## Goods pick up

Drivers use App receiving orders, take pictures of received goods,  
Goods picture, location and time will automatically uploaded to cloud.

## Transportation Tracking

No special action required, Drivers just open the internet connection and GPS of mobile.

## Goods delivery

Drivers take pictures of delivered goods,  
Goods picture, location and time will automatically uploaded to cloud.

## Shipping order tracking

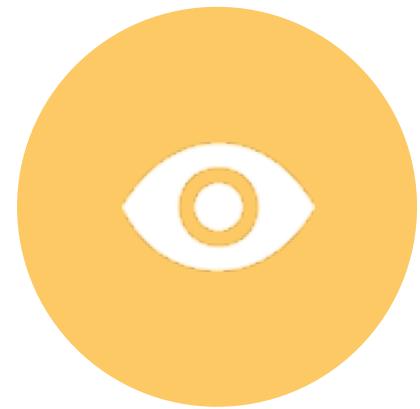
Every shipping order's info, including pictures, location, track, time and drivers will be stored for 2 years on the cloud.  
After 2 years data can be downloaded to local servers.

## Report / Analysis

All shipping orders info can be output as excel sheet by selected filter criteria (customer name, time period etc.)  
Tailored report format can be developed.

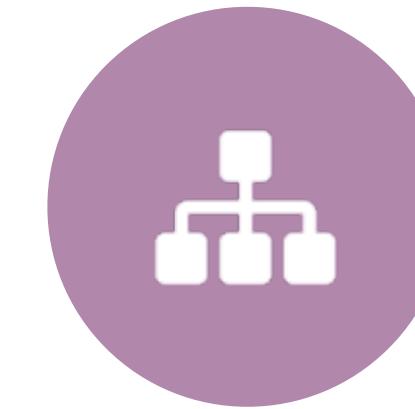
# ■ 4 MAJOR ADVANTAGES OF ZHUZHU

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## VISUALIZATION

All goods pictures can only be uploaded from real time picture shot on site and on time, 100% real data secured.



## OPEN TO SHARE

All information can be shared simultaneously to various parties from goods senders, transporters and to goods receivers.



## BIG DATA

All location, timing, drivers, arrival sign off data of each shipping order 100% recorded real time, support further analysis and KPI measurement.



## FINANCE AND INSURANCE

Based on actual transportation execution of each order, providing bank and insurance company real data to assist financing and insurance service to ZhuZhu users.

## VISUALIZATION: TRANSPARENCY OF TRANSPORTATION PROVIDED TO MANAGE YOUR GOODS MORE EFFICIENTLY

Beyond transportation track records, goods condition (via pictures), location, timing, drivers all under control.



Traditional GPS tracks info only



Pictures, location, timing of all key events

# OPEN TO SHARE: CUSTOMER SERVICE EXPERIENCE ENHANCED



Manufacturers



SMS notify customers of shipment start

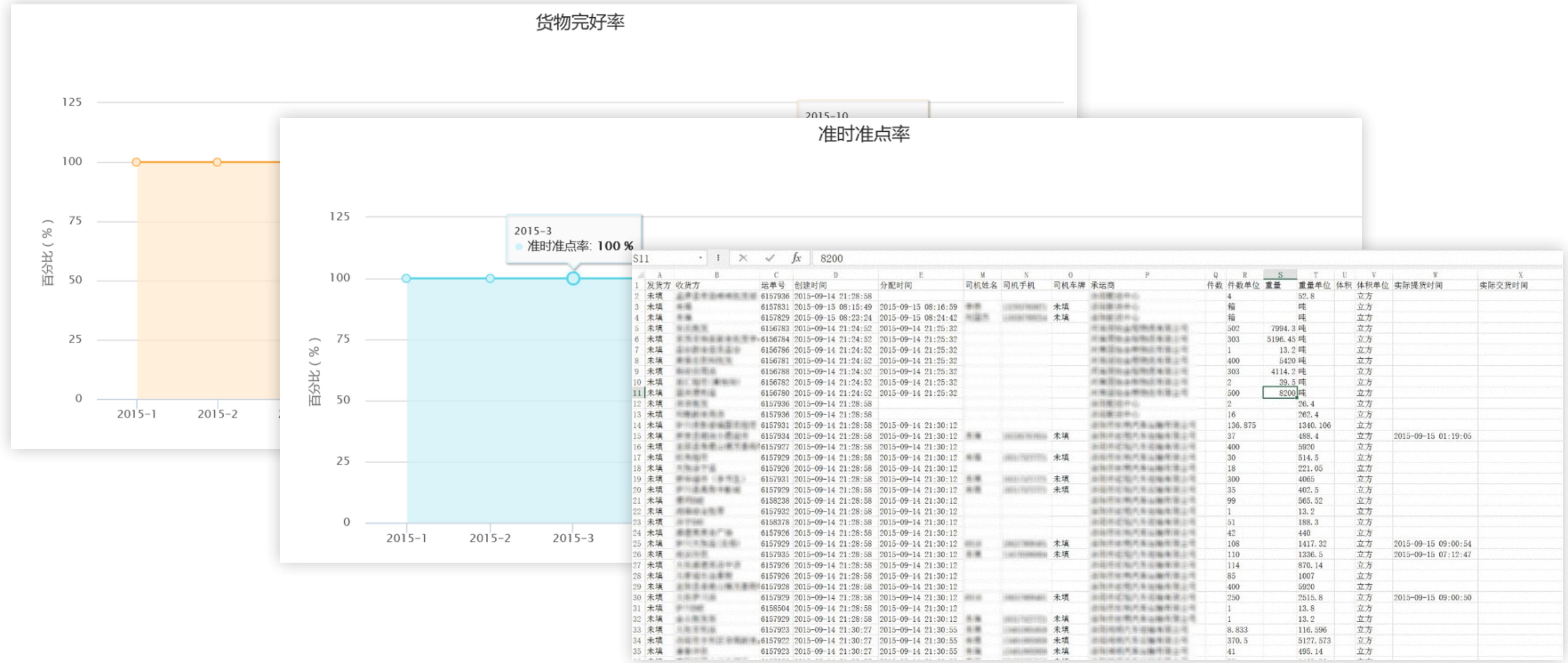
Visualized shipment process via mobile wechat

Share tracking results for goods receivers



Customers

# **BIG DATA: AVAILABLE FOR IMPROVING KPI AND COST OPTIMIZATION ANALYSIS**



# ■ VALUE ADDED SERVICES: FINANCE AND INSURANCE

## ● FINANCE

ZhuZhu established a comprehensive credit system for both transportation suppliers and drivers, which provides a solid information base for financial offerings to ZhuZhu' s users.

## ● INSURANCE

ZhuZhu cooperated with several leading insurance company to provide goods insurance based on actual transportation of each shipping order.



### 增值服务

支付一笔费用来拓展您更多的业务需求

购买保险

保险记录

# CLIENTS OF ZHUZHU (SELECTIVE SAMPLES)



上海昭和高分子有限公司  
SHANGHAI SHOWA HIGHPOLYMER CO.,LTD



# ZHUZHU PLATFORM IS USED IN VARIOUS SECTORS

ZhuZhu's application focus on sectors with high demand on timing efficiency, customer service and security of high value goods.



FMCG



CHEMICAL



AUTO



O2O

- Sales/ Receivers get logistics information real time
- Prevent channel cross border sales
- Improve KPI management
- Better control multi-layers outsource of transportation

- Prevent goods loss, get logistics information real time
- Control trucks and drivers situation on time to control risks

- Record goods receiving time and status
- Avoid unclear responsibility if goods damage occur

- Control arrival rate and time
- Manage trucks efficiency and KPI



## UNCLEAR ARRIVAL TIME

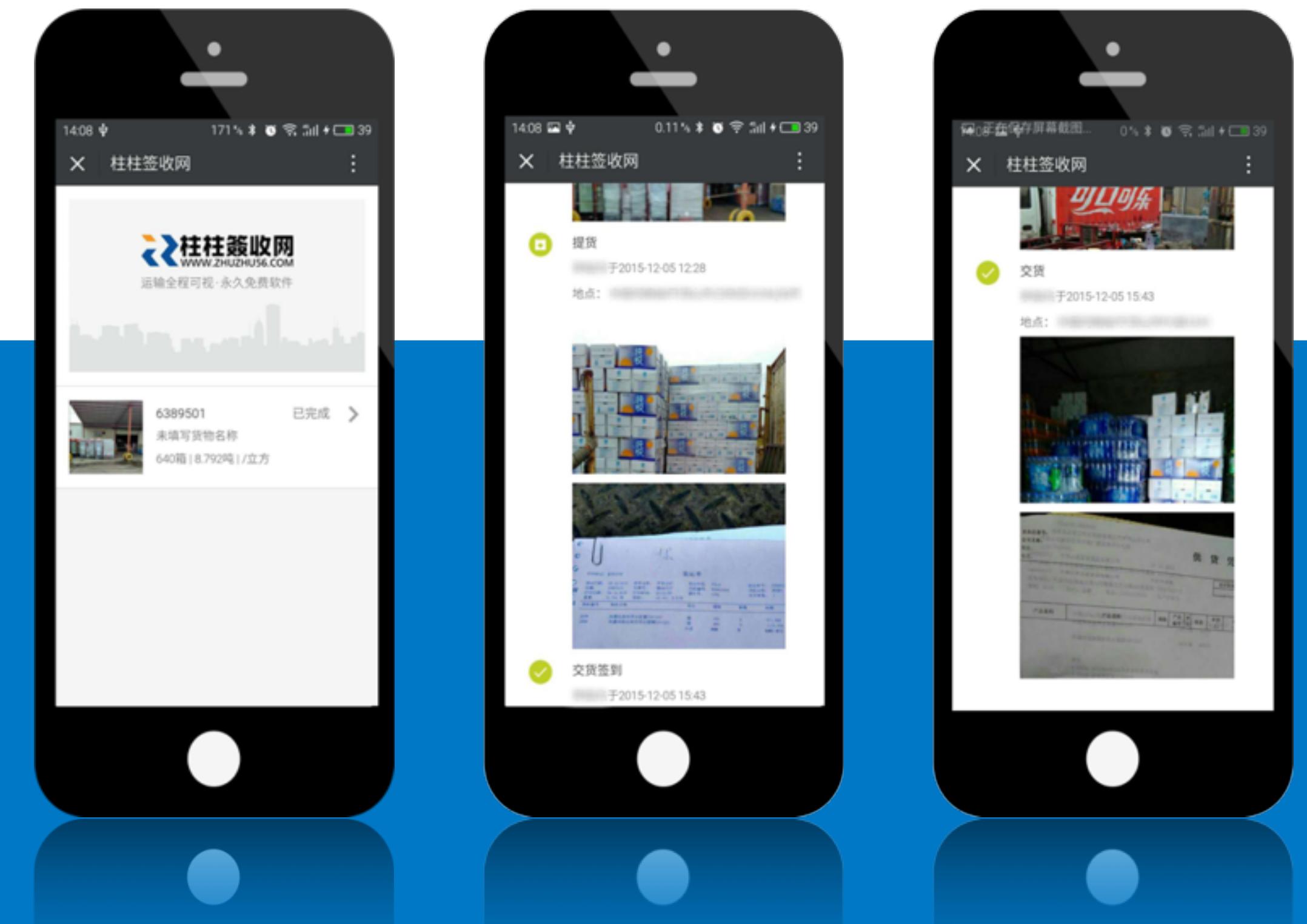
Sales/ Receivers cannot get logistics information real time!

SWIRE COCA-COLA



Use wechat sharing function of ZhuZhu, each order of shipment shared with sales rep., which makes sales rep. more accountable in front of goods receivers checking

Also by following ZhuZhu's wechat account, logistics information is at one click





## CROSS BORDER SALES OFTEN HAPPEN

Drivers send goods to cross border warehouse directly!

SWIRE COCA-COLA



Drivers must take pictures of goods and receivers warehouse/store together in real time, which makes goods cross border sales much difficult.





## CROSS BORDER SALES OFTEN HAPPEN

SHANGHAI JAHWA



Record transportation process at each key point (arrival to pick up, goods packed, arrival to unload, sign off etc.), not only measure drives KPI, also measure warehouse KPI.

A	B	C	D	E	M	N	O	P	Q	R	S	T	U	V	W	X
发货方	收货方	运单号	创建时间	分配时间	司机姓名	司机手机	司机车牌	承运商	件数	件数单位	重量	重量单位	体积	体积单位	实际提货时间	实际交货时间
2 未填	孟津王平国际物流有限公司	6157936	2015-09-14 21:28:58	2015-09-15 08:16:59	李伟	13603990000	木块	河南中通国际物流有限公司	4	52.8	立方					
3 未填	未填	6157831	2015-09-15 08:15:49	2015-09-15 08:16:59	李伟	13603990000	木块	河南中通国际物流有限公司	4	52.8	立方					
4 未填	未填	6157829	2015-09-15 08:23:24	2015-09-15 08:24:42	周国伟	13603990000	木块	河南中通国际物流有限公司	4	52.8	立方					
5 未填	未填	6156783	2015-09-14 21:24:52	2015-09-14 21:25:32	李伟	13603990000	木块	河南中通国际物流有限公司	502	7994.3	吨					
6 未填	未填	6156784	2015-09-14 21:24:52	2015-09-14 21:25:32	李伟	13603990000	木块	河南中通国际物流有限公司	303	5196.45	吨					
7 未填	未填	6156786	2015-09-14 21:24:52	2015-09-14 21:25:32	李伟	13603990000	木块	河南中通国际物流有限公司	1	13.2	吨					
8 未填	未填	6156781	2015-09-14 21:24:52	2015-09-14 21:25:32	李伟	13603990000	木块	河南中通国际物流有限公司	400	5420	吨					
9 未填	未填	6156788	2015-09-14 21:24:52	2015-09-14 21:25:32	李伟	13603990000	木块	河南中通国际物流有限公司	303	4114.2	吨					
10 未填	未填	6156782	2015-09-14 21:24:52	2015-09-14 21:25:32	李伟	13603990000	木块	河南中通国际物流有限公司	2	39.5	吨					
11 未填	未填	6156780	2015-09-14 21:24:52	2015-09-14 21:25:32	李伟	13603990000	木块	河南中通国际物流有限公司	500	8200	吨					
12 未填	未填	6157936	2015-09-14 21:28:58	2015-09-14 21:29:32	李伟	13603990000	木块	河南中通国际物流有限公司	2	26.4	立方					
13 未填	未填	6157936	2015-09-14 21:28:58	2015-09-14 21:29:32	李伟	13603990000	木块	河南中通国际物流有限公司	16	265.4	立方					
14 木块	四川佳华物流有限公司	6157931	2015-09-14 21:28:58	2015-09-14 21:30:12	李伟	13603990000	木块	河南中通国际物流有限公司	136.875	1340.106	立方					
15 木块	未填	6157934	2015-09-14 21:28:58	2015-09-14 21:30:12	李伟	13603990000	木块	河南中通国际物流有限公司	37	488.4	立方			2015-09-15 01:19:05		
16 未填	未填	6157927	2015-09-14 21:28:58	2015-09-14 21:30:12	李伟	13603990000	木块	河南中通国际物流有限公司	400	5920	立方					
17 未填	未填	6157929	2015-09-14 21:28:58	2015-09-14 21:30:12	李伟	13603990000	木块	河南中通国际物流有限公司	30	514.5	立方					
18 未填	未填	6157926	2015-09-14 21:28:58	2015-09-14 21:30:12	李伟	13603990000	木块	河南中通国际物流有限公司	18	221.05	立方					
19 未填	未填	6157931	2015-09-14 21:28:58	2015-09-14 21:30:12	李伟	13603990000	木块	河南中通国际物流有限公司	300	4065	立方					
20 未填	未填	6157929	2015-09-14 21:28:58	2015-09-14 21:30:12	李伟	13603990000	木块	河南中通国际物流有限公司	35	402.5	立方					
21 未填	未填	6157930	2015-09-14 21:28:58	2015-09-14 21:30:12	李伟	13603990000	木块	河南中通国际物流有限公司	99	565.52	立方					
					1		13.2			188.3						
					51					440						
					42					108	1417.32				2015-09-15 09:00:54	
					110					110	1336.5				2015-09-15 07:12:47	
					114					114	870.14					
					85					85	1007					
					400					400	5920					
					250					250	2515.8				2015-09-15 09:00:50	
					1					1	13.8					
					1					1	13.2					
					8,833					8,833	116,596					
					370.5					370.5	5177.573					
					41					41	495.14					





## HARD TO CONTROL MULTI-LAYERS OUTSOURCE OF TRANSPORTATION

SHANGHAI JAHWA



ZhuZhu supports transparency of multi-layers outsourcing, each layers information of suppliers and drivers are clear.

The screenshot displays two overlapping windows of a logistics management system. The top window is titled '运单详情' (Order Details) and shows the following information:

运单状态:	已完成 (Completed)
运单号:	742460
参考单号:	无 (None)
发货方:	上海家化
收货方:	上海家化地带安乐科普有限公司
货物名称:	士洁

The bottom window is titled '运单分配' (Order Allocation) and shows a timeline of events:

- 2015-11-25 08:55:17: 创建订单 (Create Order)
- 2015-11-25 09:00:56: 分配订单给 (Allocate Order to) [redacted]
- 2015-11-25 09:00:57: 分配订单给 (Allocate Order to) [redacted]
- 2015-11-25 12:40:16: 分配订单给 (Allocate Order to) [redacted]



## HARD TO DEFINE RESPONSIBILITY WHEN GOODS DAMAGE OCCUR

SHANGHAI JAHWA



Drivers all take pictures when pick up and receivers when receive to record goods status, responsibility easy to location when damage happen.



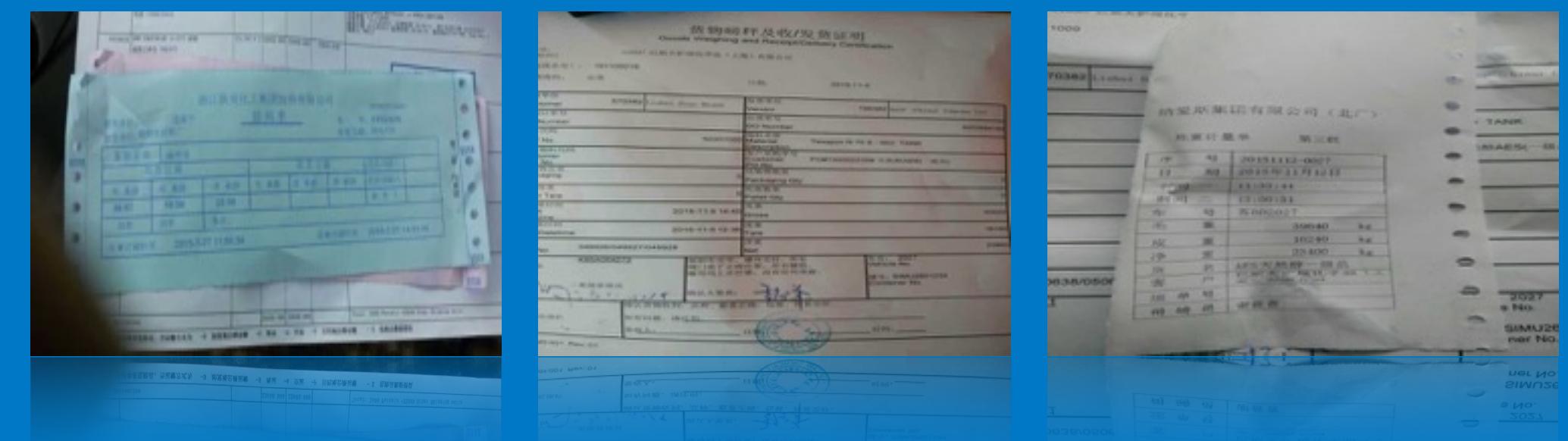


## PREVENT GOODS BEING STOLEN OR DAMAGE

SINOCHEM GROUP



- All 4 seals records need to be pictured and uploaded to ZhuZhu.
- All weights records sheets to be uploaded real time, difference of weight should be within 0.4% range.





## CONTROL TRUCK OPERATION STATUS REAL TIME

SINOCHM GROUP



Drivers can send back text, pictures or voice information to report any abnormal situation, e.g. accident, traffic jams etc.





## GET TO KNOW GOODS RECEIVERS SIGN OFF ON TIME



Drivers upload the orders sheets pictures right after customers sign off.



## LOGISTICS PROVIDERS' KPI HARD TO MEASURE

MEASURE LOGISTICS



Measure logistics providers KPI by recording and analyzing arrival and leaving time accurately.

运单详情    运单分配    时间轴    地图(GPS点数: 0, 非GPS点数: 0)    导出PDF

**交货** 于 2015-12-03 11:11:46 在 完成 交货  
货损: 无  
备注: 无

**提货** 于 2015-12-02 21:02:15 在 完成 提货  
货损: 无  
备注: 无

S11	A	B	C	D	E	M	N	O	P	Q	R	S	T	U	V	Y	X
	发货方	收货方	运单号	创建时间	分配时间	司机姓名	司机手机	司机车牌	承运商	件数	件数单位	重量	重量单位	体积	体积单位	实际提货时间	实际交货时间
1	发货方	收货方	6157831	2015-09-14 21:28:58	2015-09-15 08:15:49	6157831	2015-09-15 08:16:59	未填	6157831	4	件	55.8	立方				
2	未填	未填	6157831	2015-09-14 21:28:58	2015-09-15 08:15:49	6157831	2015-09-15 08:16:59	未填	6157831	1	件	55.8	立方				
3	未填	未填	6157829	2015-09-15 08:23:24	2015-09-15 09:24:42	6157829	2015-09-15 09:24:42	未填	6157829	502	件	7994.3 吨	立方				
4	未填	未填	6157829	2015-09-15 08:23:24	2015-09-15 09:24:42	6157829	2015-09-15 09:24:42	未填	6157829	303	件	5196.45 吨	立方				
5	未填	未填	6157829	2015-09-15 08:23:24	2015-09-15 09:24:42	6157829	2015-09-15 09:24:42	未填	6157829	1	件	13.2 吨	立方				
6	未填	未填	6157829	2015-09-15 08:23:24	2015-09-15 09:24:42	6157829	2015-09-15 09:24:42	未填	6157829	400	件	5420 吨	立方				
7	未填	未填	6157829	2015-09-15 08:23:24	2015-09-15 09:24:42	6157829	2015-09-15 09:24:42	未填	6157829	303	件	4114.2 吨	立方				
8	未填	未填	6157829	2015-09-15 08:23:24	2015-09-15 09:24:42	6157829	2015-09-15 09:24:42	未填	6157829	2	件	39.5 吨	立方				
9	未填	未填	6157829	2015-09-15 08:23:24	2015-09-15 09:24:42	6157829	2015-09-15 09:24:42	未填	6157829	500	件	8200 吨	立方				
10	未填	未填	6157829	2015-09-15 08:23:24	2015-09-15 09:24:42	6157829	2015-09-15 09:24:42	未填	6157829	2	件	26.4 吨	立方				
11	未填	未填	6157829	2015-09-15 08:23:24	2015-09-15 09:24:42	6157829	2015-09-15 09:24:42	未填	6157829	16	件	56.4 吨	立方				
12	未填	未填	6157829	2015-09-15 08:23:24	2015-09-15 09:24:42	6157829	2015-09-15 09:24:42	未填	6157829	136,875	件	1346.106 吨	立方				
13	未填	未填	6157829	2015-09-15 08:23:24	2015-09-15 09:24:42	6157829	2015-09-15 09:24:42	未填	6157829	37	件	488.4 吨	立方	2015-09-15 01:19:05			
14	未填	未填	6157829	2015-09-15 08:23:24	2015-09-15 09:24:42	6157829	2015-09-15 09:24:42	未填	6157829	400	件	5820 吨	立方				
15	未填	未填	6157829	2015-09-15 08:23:24	2015-09-15 09:24:42	6157829	2015-09-15 09:24:42	未填	6157829	30	件	514.5 吨	立方				
16	未填	未填	6157829	2015-09-15 08:23:24	2015-09-15 09:24:42	6157829	2015-09-15 09:24:42	未填	6157829	18	件	221.05 吨	立方				
17	未填	未填	6157829	2015-09-15 08:23:24	2015-09-15 09:24:42	6157829	2015-09-15 09:24:42	未填	6157829	300	件	4065 吨	立方				
18	未填	未填	6157829	2015-09-15 08:23:24	2015-09-15 09:24:42	6157829	2015-09-15 09:24:42	未填	6157829	35	件	402.5 吨	立方				
19	未填	未填	6157829	2015-09-15 08:23:24	2015-09-15 09:24:42	6157829	2015-09-15 09:24:42	未填	6157829	99	件	565.52 吨	立方				
20	未填	未填	6157829	2015-09-15 08:23:24	2015-09-15 09:24:42	6157829	2015-09-15 09:24:42	未填	6157829	1	件	13.2 吨	立方				
21	未填	未填	6157829	2015-09-15 08:23:24	2015-09-15 09:24:42	6157829	2015-09-15 09:24:42	未填	6157829	51	件	188.3 吨	立方				
22	未填	未填	6157829	2015-09-15 08:23:24	2015-09-15 09:24:42	6157829	2015-09-15 09:24:42	未填	6157829	42	件	440 吨	立方				
23	未填	未填	6157829	2015-09-15 08:23:24	2015-09-15 09:24:42	6157829	2015-09-15 09:24:42	未填	6157829	109	件	1417.32 吨	立方	2015-09-15 09:00:54			
24	未填	未填	6157829	2015-09-15 08:23:24	2015-09-15 09:24:42	6157829	2015-09-15 09:24:42	未填	6157829	110	件	1336.3 吨	立方	2015-09-15 07:12:47			
25	未填	未填	6157829	2015-09-15 08:23:24	2015-09-15 09:24:42	6157829	2015-09-15 09:24:42	未填	6157829	114	件	870.14 吨	立方				
26	未填	未填	6157829	2015-09-15 08:23:24	2015-09-15 09:24:42	6157829	2015-09-15 09:24:42	未填	6157829	85	件	1007 吨	立方				
27	未填	未填	6157829	2015-09-15 08:23:24	2015-09-15 09:24:42	6157829	2015-09-15 09:24:42	未填	6157829	400	件	5920 吨	立方				
28	未填	未填	6157829	2015-09-15 08:23:24	2015-09-15 09:24:42	6157829	2015-09-15 09:24:42	未填	6157829	250	件	2915.8 吨	立方	2015-09-15 09:00:50			
29	未填	未填	6157829	2015-09-15 08:23:24	2015-09-15 09:24:42	6157829	2015-09-15 09:24:42	未填	6157829	1	件	13.8 吨	立方				
30	未填	未填	6157829	2015-09-15 08:23:24	2015-09-15 09:24:42	6157829	2015-09-15 09:24:42	未填	6157829	1	件	13.2 吨	立方				
31	未填	未填	6157829	2015-09-15 08:23:24	2015-09-15 09:24:42	6157829	2015-09-15 09:24:42	未填	6157829	8,833	件	116,596 吨	立方				
32	未填	未填	6157829	2015-09-15 08:23:24	2015-09-15 09:24:42	6157829	2015-09-15 09:24:42	未填	6157829	370.5	件	517.573 吨	立方				
33	未填	未填	6157829	2015-09-15 08:23:24	2015-09-15 09:24:42	6157829	2015-09-15 09:24:42	未填	6157829	41	件	495.14 吨	立方				

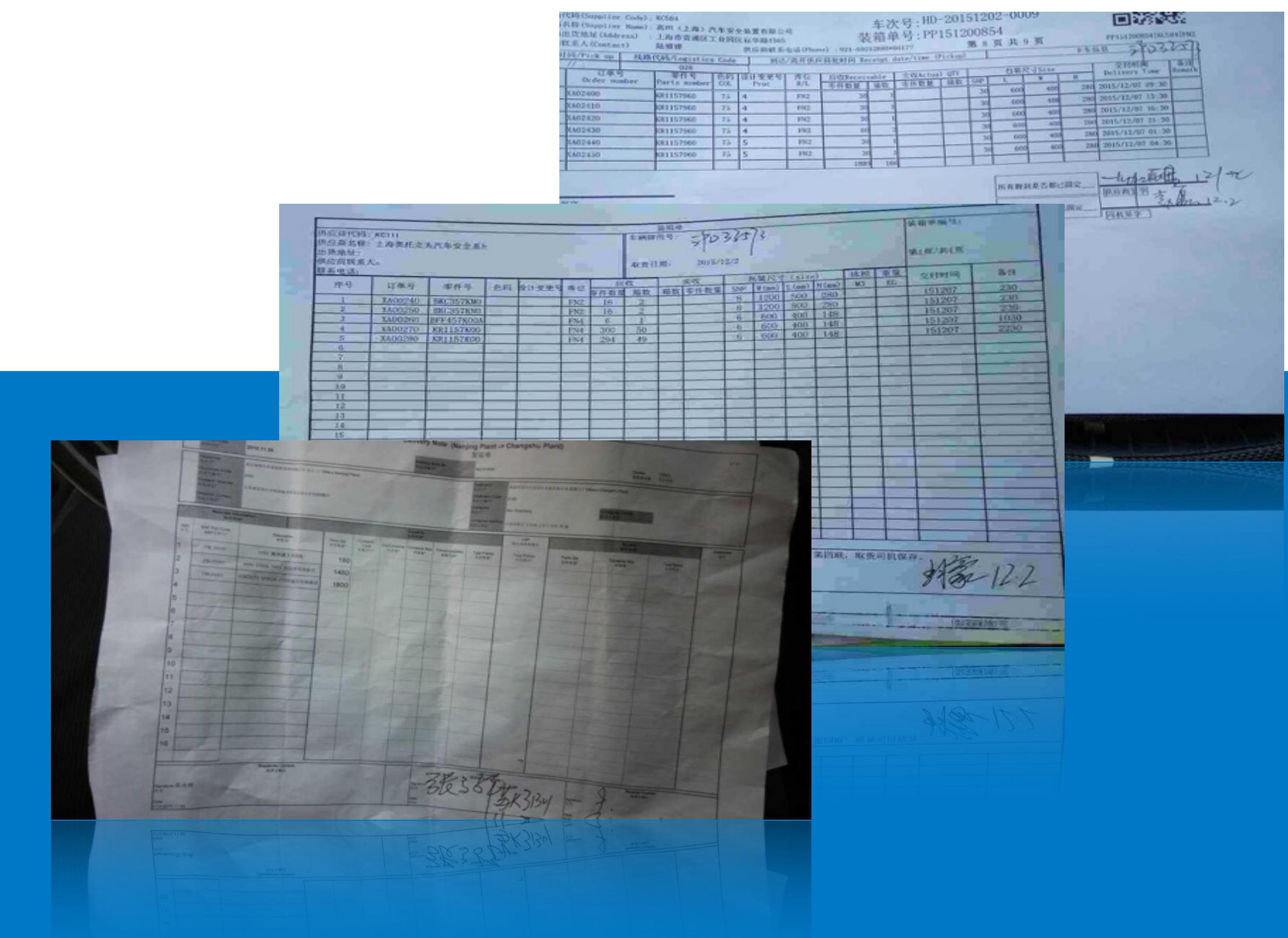


## WHEN GOODS GOT RECEIVED IS DIFFICULT TO RECORD ACCURATELY

MEASURE LOGISTICS



Sign off orders sheet pictures send back real time via ZhuZhu platform, solve the long lead time of getting back sign off orders. Also easy to trace and check later by read data base.





## GOODS DAMAGE RESPONSIBILITY OFTEN UNCLEAR!

Drivers all take pictures when pick up and off load to record goods status, responsibility easy to location when damage happen.





## NO MORE CALLS

Customers want to know where are the goods in real time.

OIL SERVER, SPEEDY SHIPS



Display logistics log and map on their own Apps, via system API linking to ZhuZhu platform.



## HARD TO CONTROL TRUCKS OPERATION EFFICIENCY

KITCHEN BUTLER



专业的农产品  
供应链服务商

Monitor drivers shipment tracks and timing, analyze operation efficiency easily.

运单号	司机	货损信息	操作
DD151201163	陈小郢	无货损	
DD151201080	东陈	无货损	
DD151201059	陈小郢	无货损	
DD151201172	陈小郢	无货损	
DD151201177		未交货	
DD151201054		无货损	
DD151201144		无货损	
DD151201079		无货损	





## GOODS DAMAGE RESPONSIBILITY OFTEN UNCLEAR

MITSUBISHI AIR CONDITIONING

Drivers all take pictures when receivers sign off to record goods status, responsibility easy to location when damage happen.



# ■ PRE –CONDITION TO IMPLEMENT ZHUZHU REQUIRE NO ANY FIXED ASSET INVESTMENT

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## HARDWARE

- Operation Staff:
- Any PC can link to the website, no new equipment set up required
- Drivers:
- Any smart phones with at least 6MP camera and GPS positioning capability, or any phones over 600 RMB.

## SOFTWARE

- Operation staff:
  - Windows XP and above operation system
  - Web browser of IE 9.0 and above, Chrome, Firefox, 360 and QQ
- Drivers:
  - Phone with iOS 7.0 +, or Android 4.1 +, ZhuZhu App installed
- Portal link to ERP system available but not mandatory

## PEOPLE & TRAINING

- Each supplier has 1-2 operator capable to run the system, Most cases 0.1 man day workload required per day
- Operation staff training:
  - Load orders, assign to drivers / suppliers, track status, extract data report and manage account
- Drivers training:
  - Register and operate App

# ■ STANDARD IMPLEMENTATION PROCESS

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1

## IMPLEMENTATION PLAN

ZhuZhu service team will discuss with clients on actual operation process and respective pain-points to be resolved, design implementation plan together with clients, and detail operation process.

2

## IMPLEMENTATION TRAINING

ZhuZhu service team will do on-site and/or video training 2-3 times with operation staff and drivers, on line video training courses and training materials hand outs also available.

3

## MANAGEMENT PROCEDURE

To ensure implementation results, ZhuZhu suggests each client to establish management procedure to use ZhuZhu, and corresponding reward and punishment requirements, which detail accountability and incentives of implementation.

# IMPLEMENTATION PLAN AS REFERENCE ( FMCG SECTOR)

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## BACK OFFICE OPERATORS

- Batch upload shipping orders into ZhuZhu system by 12am everyday, and distribute to logistics providers to perform transportation next day. Orders created including following info: shipping date, goods name and code, good receivers no. goods receivers name, shipping order no. size/weight.

## LOGISTICS SUPPLIERS

- Assign orders to corresponding drivers by 6am every day.

## DRIVERS

- Drivers click 'Arrival' button on ZhuZhu App, when arriving at the warehouse to pick up goods, and take pictures of goods with trucks after load complete, click 'Pick up completed' button, batch operation allowed if needed
- Drivers must open GPS and 3G function of mobile throughout the trip, any events may result in delay or damage of goods, e.g. accident, traffic jam, heavy rain etc. need to be recorded and report and 'Events during transportation', so office operators can handle emergency on time
- For goods handover of each order, after off load, goods and signed shipping order must be pictured and uploaded into ZhuZhu system. Pictures need to be clear, for goods need to be with the receivers warehouse/store together, for orders words should be readable, flash is compulsory in indoor environment. Click 'Off load' button and submit to ZhuZhu system
- All drivers must be equipped with adequate cell phone with ZhuZhu app installed (Android or iOS)

## REWARDS AND PUNISHMENT

- If above rules are not strictly followed, penalty of 1% of shipment fee will be charged; For best drivers of each month (5%), will provide open appraisal and rewards.

# IMPLEMENTATION PLAN AS REFERENCE ( CHEMICALS SECTOR)

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## OFFICE OPERATORS

- Batch upload shipping orders into ZhuZhu system by 5pm everyday, and distribute to logistics providers to perform transportation next day. Orders created including following info: shipping date, goods name and code, tank no. good receivers no. goods receivers name, shipping order no. size/ weight.

## DRIVERS

- Click 'Arrival' when arriving pick up location; Pictures of goods and shipping orders need uploaded to Zhuzhu, for goods need to be 45 degree angle pictured, with clear number of tank on it. Click 'Good picked up' button to upload information to ZhuZhu
- Drivers must open GPS and 3G function of mobile throughout the trip, any events may result in delay or damage of goods, e.g. accident, traffic jam, etc. need to be recorded and report and 'Events during transportation', so office operators can handle emergency on time
- For goods handover of each order, click arrival when arriving at end users' factory; Goods and signed shipping order must be pictured and uploaded into ZhuZhu system. Pictures need to be clear, for goods need to be 45 degree angle pictured, with clear number of tank on it. All seals need to be pictured one by one. Sign off orders and weight measurement results need to be pictured as well. Click 'Off load' button and submit to ZhuZhu system

## IMPLEMENTATION HARDWARE PRE-CONDITION

- All drivers must be equipped with adequate cell phone with ZhuZhu app installed (Android or iOS).

# IMPLEMENTATION PLAN AS REFERENCE ( 020 SECTOR)

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## OFFICE OPERATORS

- Orders will be automatically distributed to corresponding logistics companies, through API linked to ZhuZhu. Logistics providers need to assign orders to corresponding each hour.

## DRIVERS

- Drivers click 'Arrival' button on ZhuZhu App, when arriving at the warehouse to pick up goods, and take pictures of goods with trucks after load complete, click 'Pick up completed' button, batch operation allowed if needed
- Drivers must open GPS and 3G function of mobile throughout the trip, any events may result in delay or damage of goods, e.g. accident, traffic jam, heavy rain etc. need to be recorded and report and 'Events during transportation', so office operators can handle emergency on time
- For goods handover of each order, after off load, goods and signed shipping order must be pictured and uploaded into ZhuZhu system. Pictures need to be clear, for goods need to be with the receivers warehouse/store together, for orders words should be readable, flash is compulsory in indoor environment. Click 'Off load' button and submit to ZhuZhu system

## IMPLEMENTATION HARDWARE PRE-CONDITION

- All drivers must be equipped with adequate cell phone with ZhuZhu app installed (Android or iOS).

# ROADBLOCKS IN NORMAL IMPLEMENTATION AND MITIGATION PLAN

## Drivers

- Roadblocks:
  - Lack of smart phone
  - Difficult to learn new operation
  - No willingness to cooperate
- 
- Mitigation plan:
    - About 10% drivers have no or too old smart phone. Companies can either force drivers to buy a new one (500RMB sufficient), or provides some financial aids (e.g. 200 RMB). Or companies can buy phones just for this usage
    - Detailed training on site and video, also hard copy hand outs available to help drivers master operation
    - Corresponding reward and punishment highly recommend to establish.

## Goods owners

- Roadblocks:
  - Workload quite heavy if daily orders volume is large
  - Hard to push logistics providers to use
- Mitigation plan:
  - ZhuZhu provide standard API to automatically link to customers ERP system, to make the orders creation and distribution 100% automatic process, largely reduce operators workload
  - Logistics dept. should be determined on the implementation, and raise concrete reward and punishment measures: regularly review results openly, volume change, cash punishment etc.

## Logistics providers

- Roadblocks:
  - Drivers often change
  - Too many outsourcing, hard to control downstream suppliers
- Mitigation plan:
  - For drivers only need temporarily use ZhuZhu, they are able to just use wechat links to operate pictures and upload, except tracks of shipment, other information can also be captured
  - We also support bypass outsourced suppliers, just have goods receivers to operate the sign off operation. Also ZhuZhu is providing insurance, finance function to suppliers to enhance their willingness to cooperate.

# ■ CONCRETE RESULTS ZHUZHU PROVIDES TO CUSTOMERS

Officially online for 10 months, ZhuZhu has attracted over **30 goods owners**, **100 logistics suppliers** and **2000 drivers** to use ZhuZhu as their primary logistics control platform, shipping volume is growing at **60%** by months.

## **Improvement in transportation efficiency & Customer satisfaction rate enhanced**

- FMCG client – Cross border selling reduced to **0** from 3-5 times per month
- FMCG client – On time response rate improved by **30%** after getting orders
- Chemical client – Goods loss rate reduced by **50%**
- Intra city distribution – complain rate of customers reduced by **30%**
- OTO customers- over **50%** end customers using wechat to monitor logistics process

# THANKS

ZhuZhu technology

[www.zhuzhu56.com](http://www.zhuzhu56.com)