

Lawson® Mobile Supply Chain Management

Enhance Receiving, Delivery, and Inventory Processes

Corporation, nonprofit, or governmental agency — chances are your organization faces numerous daunting supply chain management challenges. In the areas of receiving, delivery, and inventory management, inefficient processes, often involving manual, paper-based tasks, can negatively impact your organization's bottom line. Internal customer satisfaction typically suffers too, the result of errors, delays, and lack of information.

It's Time to Consider a New Approach

Lawson® Mobile Supply Chain Management positions you to enhance receiving, delivery, and inventory management processes by automating data collection where the work is done.

Lawson Mobile Supply Chain Management is designed for an on-the-move, widely dispersed workforce. In your receiving area, warehouse, storerooms, mailroom, or par locations — and every place in between — staff can use their handhelds to capture and transmit data. You have the flexibility to upload this data in a fully wireless, partially wireless, or cradle-based environment.

Thanks to activity tracking and reporting, managers have the information they need to initiate actions that further help to reduce costs and to increase staff performance.



Lawson Receiving and Delivery: Manage Supplies with Speed, Efficiency, and Certainty

Over the course of a year, staff in your receiving area or mailroom devote untold hours to searching for lost parcels, fielding frantic phone calls, and managing stacks of paperwork. Besides consuming time, these and other inefficient activities represent a significant drain on your organization's resources.

Internal customers — those who depend on the timely, accurate delivery of supplies — are affected, too. Dealing with lost, misdirected, or delayed packages, as well as issues with inaccurate quantities or product quality, diverts them from their primary responsibilities. What's more, they may feel compelled to place unnecessary reorders or hoard items, driving supply costs ever higher.

Lawson® Receiving and Delivery, a module within Lawson Mobile Supply Chain Management, can help you transform the full spectrum of distribution, from the receipt of packages through delivery to end users. Besides boosting overall efficiency, you'll improve the promptness and accuracy of service to internal customers.

Specific benefits to your organization may include:

- Accelerating the delivery of purchase order (PO) and non-PO packages to their final destination
- Decreasing the number of lost packages and thereby lowering the costs associated with staff searches, unnecessary reorders, and excessive inventory levels
- Enabling requesters to track their deliveries from their computers, using a web browser
- Reducing the number of phone calls and complaints from internal customers
- Helping to simplify the issue and return of supplies from stock
- Streamlining the entry and management of data through barcoding and coordination with other Lawson Procurement applications
- Helping to reduce vendor over-shipments through instant checks of packages against purchase orders
- Supporting product quality initiatives by allowing the inspection of packages before being placed into service
- Allowing you to perform periodic audits of your carriers through comparisons of received packages with carrier manifests

Touching Many People and Points in the Supply Chain

The following is a "slice-of-life" account of how a Lawson client might deploy Lawson Mobile Supply Chain Management in a wireless environment, in tandem with Lawson Procurement.

Besides a central warehouse, the client organization stocks numerous other areas, ranging from shelves and closets to storerooms and service vehicles. Many employees use items from these locations, necessitating regular replenishment. Most supplies come through the receiving area, are stocked in the warehouse and then distributed to other locations. In addition, the receiving area processes many urgent overnight letters and parcels which require expedited delivery. The challenge: How to bring simplicity, certainty, speed, and visibility to all of these activities.

Par counting and replenishment efficiencies, multiplied over and over.

In a maintenance department supply closet, Jim uses his handheld device to scan item barcodes and key in remaining quantities. Without leaving his work area, he immediately transmits this information, via the building's wireless network, to the Lawson Mobile Supply Chain Management server, which in turn updates Lawson Procurement. Jim completes the entire process in five to 10 minutes — roughly half the time previously required for manual par counts, allowing him to devote more time to activities which add value to the organization. When an item falls below its par level, the system automatically generates a warehouse pick ticket or purchase order.

Lawson Par and Cycle Counting: Simplify Replenishment, Improve Service to Internal Customers

At Lawson®, we understand that many of your supply management challenges center on the places where you maintain inventory. Counting inventory consumes enormous amounts of staff time, and concerns often exist about the accuracy and timeliness of inventory information.

Particularly problematic for many organizations are par locations — non-warehouse sites, such as closets, shelves, and carts — which depend on frequent replenishment. Delays and errors can create difficulties in maintaining supplies at optimal levels, resulting in high-demand supplies being exhausted too quickly, while other items sit on the shelf beyond their useful life. Aggravating the situation, staff who depend on these areas may hoard “safety stock,” potentially leading to additional expired and wasted items.

Lawson Mobile Supply Chain Management includes a powerful Par and Cycle Counting solution. By combining barcode scanning and mobile technology, Lawson Par and Cycle Counting helps you automate the maintenance and counting of par and inventory areas. It also allows you to obtain more up-to-the-

minute and accurate inventory information. Just as important, internal customers receive better service, and supply chain management costs trend downward.

Lawson Par and Cycle Counting may benefit your organization in a number of key ways:

- Accelerating the counting process through mobile handheld technology, featuring quick-scan and keypad entry capabilities
- Enabling faster and more accurate replenishments, which means better service to your internal customers
- Allowing you to exceed stipulated par levels when higher demand is expected
- Reducing the time and effort needed to conduct warehouse cycle counts and physical inventories, while lowering the potential for errors versus manual entry
- Eliminating or decreasing staff overtime to complete par location and warehouse counts
- Delivering more accurate and timely inventory information
- Working together with Lawson® Procurement to maintain par inventories at optimal levels

Every day, this same efficient process occurs in numerous locations across the organization, encompassing a broad spectrum of supplies, from brochures in a branch office to critical spare parts in service vehicles.

Process improvements continue through receiving and delivery.

In the receiving area, Andrea uses her handheld device to log and validate the incoming package. She accesses PO information on her handheld, checking the shipment against the PO to confirm that the right supplies were delivered. Receipt information is instantly transmitted over the wireless network, and Lawson Procurement is automatically updated.

Non-PO packages, including urgent overnight parcels, may also be processed and tracked through Lawson Mobile Supply Chain Management.

Periodically throughout the day, distribution staff deliver packages to a variety of locations throughout the facility. Their handhelds display delivery route



Supplier Ships Product



Receiving Package at the Dock and Matching to Purchase Order



information to help expedite distribution. As packages are delivered, recipient signatures are captured electronically on the handhelds. From package receipt through delivery to the recipient, Lawson Supply Chain Management documents every step — a key ingredient in strengthening accountability.

At any time, internal customers can pinpoint the location and status of important packages, using their personal computers and a standard web browser. Not only do they receive their important packages with greater speed, accuracy, and efficiency, but they are kept in the information loop.



Expand Your Supply Chain Automation and Visibility

Leveraging advanced mobile and web browser technologies, Lawson® Mobile Supply Chain Management extends the benefits of Lawson automation to every corner of your organization. Key features and functionality include:

Receiving and Delivery Module

- Enables dock logging and validation of carrier manifests
- Uses carrier barcodes and tracking numbers for faster processing
- Records purchase order and non-purchase order deliveries with wireless handhelds that scan barcodes and allow data entry via a simple user interface
- Supports complex, multi-step delivery routes
- Creates, prints, and processes manifests
- Prints delivery tickets and labels
- Delivery verification
 - Records recipient information and signatures on handheld devices
 - Tracks delivery performance, including attempted deliveries and any observed damage to items
- Self-service tracking
 - Allows requesters to track deliveries from their computers
 - Displays the current status of the receiving and delivery process and location of the package
- Stock issues and returns
 - Enables wireless issues and returns, using a simple scan of the item barcode or bin label

Par and Cycle Counting Module

- Downloads a complete list of par areas which need counting to the handheld
- Gives users the flexibility to create individual short lists of par areas to manage
- Allows users to scan barcodes or enter item numbers, in any order
- Offers the flexibility to exceed par levels for special quantity needs

- Supports blind and non-blind cycle counting at the warehouse level
- Transmits data instantly (in a fully wireless environment), when the user returns to a wireless area (in a partially wireless setting), or when the handheld is cradled (in a non-wireless environment)
- Barcode and location label printing
 - Printing of complete sets or individual labels, as well as location labels for placement at or near each par area

Activity Tracking and Reporting

- Tracks user activities, including actions performed and task durations
- Provides supervisor access, via Crystal Reports, to information identifying which areas were counted by each user, how many bins were counted, and when the activity occurred

Technology Platform

- Uses a Microsoft® Windows-based mobile operating system, which works with a variety of popular handheld devices
- Takes full advantage of wireless (802.11b/g) technology, with the availability of 128-bit encryption

Other Lawson Products

- Part of Lawson Supply Chain Management Suite, Lawson Mobile Supply Chain Management works in conjunction with Lawson Procurement
- Supports Lawson Business Intelligence, a Lawson Enterprise Performance Management application

Across virtually all industry sectors, supply chain costs have come under increasing scrutiny. Through automation and visibility, Lawson Mobile Supply Chain Management positions you to reduce supply chain management expenses while maintaining or improving service levels.

Contact Lawson

For more information about Lawson® Mobile Supply Chain Management or other Lawson Supply Chain Management applications, **visit www.lawson.com**, or call 1-800-477-1357 or 651-767-7000 (U.S. and Canada); outside North America, call +46 (0)8 5552 5000.

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