MicroChannel Services and Accellos One Warehouse
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MicroChannel Services - In Brief

MicroChannel is recognised as a leading provider of Accellos One Warehouse Management System (WMS) solutions in Australia.

With over 10 years of experience in implementing and supporting warehouse management solutions in the industry, MicroChannel understands the complexity of warehouse management processes and the need to be able to address all these requirements.

MicroChannel Key Facts:
✓ Founded in 1995.
✓ 50+ employees.
✓ Offices in Melbourne and Sydney.
✓ 300+ Clients Australia-wide & internationally.
✓ Recognised as the leading partner for Accellos One WMS in Australia.
✓ Training centers, dedicated support desk & development teams.
✓ 40+ Awards received from global IT companies.

What We Do:
1. Select & design the right solution for your business.
2. Implement your solution on time and on budget.
3. Deliver value for your investment quickly.
4. Improve & maintain your system.
5. Build long term relationships with our customers.

Accellos Inc. - In Brief

Accellos is a global provider of logistics, warehouse, 3PL, transportation and mobile fleet management solutions. Accellos’ powerful supply-chain solutions are easy to customize and implement, providing customers with more innovation for less investment while producing significant savings and greater profitability.

Accellos have partnered with leading providers of Enterprise Software, including MicroChannel.

Accellos Key Facts:
✓ Over $30m annual revenue
✓ Over 160 employees
✓ Offices globally
✓ Over 3,000 customers worldwide
✓ Global coverage for sales, implementation and support
✓ Industry leadership in supply chain, logistics and transportation technology

Accellos One Warehouse integrates with leading global business and ERP systems for small to midsize companies. Accellos One integrates seamlessly with the following ERP systems:
✓ SAP Business One
✓ Sage Accpac
✓ Microsoft Dynamics GP

“Accellos One has helped us to improve our stock accuracy and enabled us to substantially improve our customer service. It is scalable and well designed, and it’s seamless interface to our sales and invoicing system has been a strongpoint.” - Iain Penman, Administration & IT Manager, Marletrend Bathroom Industries
About MicroChannel Services

MicroChannel Services is a leading, multi-award winning business systems solution provider to small and midsize businesses and divisions of large corporations. MicroChannel was founded in 1995 and since then we have assisted several hundred companies in a variety of industries to leverage technology to compete, grow and succeed. We only sell and support best-of-breed world class systems covering a full range of warehouse management, accounting, sales, customer relationship management, human resources and specialized industry needs.

With offices in Melbourne and Sydney and with outstanding credentials, MicroChannel has become one of the most respected solution providers in Australia. Our expertise is to find the right business system and technology for your needs, to implement these solutions on time and on budget, and to provide unparalleled support - with MicroChannel's commitment to quality and value.

What We Do

Our expertise is to design the right business system for our customers and to deliver solutions on time and on budget, with our commitment to quality and value, with highest level of customer satisfaction.

Our practical approach to solution delivery and strong business and technical capabilities mean that our clients can count on MicroChannel for innovative and cost-effective business solutions.

Our suite of business solutions include:

- Warehouse Management Systems (WMS)
- Financials, Logistics and Operations
- Customer Relationship Management (CRM)
- Manufacturing and Production
- Project Accounting
- Retail & Point-of-Sale (POS) Systems
- EDI
- eCommerce

The MicroChannel Team

Through our rewarding workplace culture, we attract and retain outstanding and committed business solution experts, ensuring our clients get access to the best expertise. MicroChannel’s employees contribute valuable industry experience to our clients.

MicroChannel makes significant investments in continuously training our team to promote a culture of active learning and development. Moreover, we believe that being warehouse management experts isn’t all that makes our team great; it’s also the caring relationships we build with our clients and the trust they put in us that makes our team extraordinary.
MicroChannel’s Key Differentiators

Hundreds of companies have put their trust in MicroChannel to deliver the best business solutions. We have earned an unmatched reputation for delivering superior services and cost effective solutions to our clients. What sets us apart?

✓ Our People – we have an outstanding team of committed professionals with one common goal: satisfied long-term clients.

✓ Rapid Return on Investment – we focus on implementing solutions that deliver rapid return on investment.

✓ Lower Cost of Ownership – our entire sales, implementation and support processes are focused on providing clients with a lower cost of ownership.

✓ Knowledge and Expertise – we thrive on understanding our solutions intimately.

✓ Faster Rollouts – our practical implementation methodologies focus on accelerated deployment of solutions with proven fundamentals.

✓ Best of Breed Products – we only select, sell and service best of breed, world-class products.

✓ Hotline Support – we have a dedicated help desk hotline for all your Business Systems and IT needs.

✓ End-to-End Solutions – we provide all the relevant products and services your business needs to run smoothly, so one company can completely implement and integrate your business and IT.

✓ Custom Software Development - we develop custom solutions that extend, integrate and improve your warehouse management application to ensure your system truly supports your business objectives.

✓ Value – providing value is the cornerstone of everything we do.

"MicroChannel has provided us with a system that expands as our business expands, therefore we have invested not only in where we are at the present but in our businesses future." - Financial Controller, The Prince of Wales
Our Service Offering

MicroChannel takes the time to understand your individual business requirements so that we can devise warehouse management solutions (WMS) that are tailored to your specific needs. Our core services are to ensure that your business system infrastructure is completely integrated and working the best way possible to maximize the return on your IT Investment. We offer:

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<th>Consulting Services</th>
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<tr>
<td>Needs Analysis</td>
<td>Ensure that your requirements are identified before we implement your system</td>
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<td>Implementation Services</td>
<td>Our certified warehouse management consultants offer comprehensive implementation and support services, to help you achieve successful operation of your WMS system quickly and efficiently.</td>
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<tr>
<td>Project Management</td>
<td>With extensive experience in project management, we monitor and manage the progress of your projects to ensure all work is completed on time and within budget while managing quality control and risks.</td>
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<td>Report Writing</td>
<td>Includes forms design and ad-hoc reports through various report writing and business intelligence tools.</td>
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<td>Data Migration</td>
<td>Convert your data from your existing system to your new WMS system to significantly reduce manual data re-keying.</td>
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<td>Data Protection and Recovery</td>
<td>Protect your business data from unexpected data loss and to ensure data integrity. We offer same day data recovery and repair services.</td>
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<tr>
<td>IT Systems and Hardware</td>
<td>Our specialised IT systems engineers provide the services you need to ensure that you have a healthy IT infrastructure on which your WMS system can operate with optimum performance.</td>
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<th>Customisation Services</th>
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<tr>
<td>Software Development</td>
<td>Our software development capabilities and our intimate knowledge of the internals of WMS gives you the comfort of knowing that we are able to technically handle any situation that may arise with your system.</td>
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<tr>
<td>Custom Programming</td>
<td>Our certified programmers will work with you to modify your system to meet any special requirements that don't seem to be handled by the standard WMS product.</td>
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<tr>
<td>Add-Ons and Utilities</td>
<td>MicroChannel develops WMS add-ons and utilities that have the same look and feel as WMS and work seamlessly from within the WMS system.</td>
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Support, Training and Client Care Services

Help Desk Support Plans

MicroChannel Help Desk provides proactive assistance with day-to-day operational matters relating to the WMS system and consequently our Help Desk Support plans are very important part of the on-going running of our clients’ WMS systems. You can take advantage of several options to suit your company’s available resources, corporate culture and overall piece of mind.

We offer:
- Help Desk Priority Hotline
- Backup Failure Warnings
- System Health Checks
- Remote Access Live support
- Database Corruption Fixes
- Software Patch and Service Pack Updates

We provide a 1300 Hotline priority number to call for assistance during business hours as well as email support, client web portal and remote access support to suit every situation.

Our Help Desk is permanently staffed by certified consultants and all Help Desk issues are logged in our Help Desk Support system to enable each issue to be tracked and managed for expedient resolution with our commitment for instant or same day dependable response.

Training

Educating your staff with the appropriate methods and content is fundamental to the success of your system. Our certified consultants provide tailored training services to help your staff increase productivity, lower support costs and gain quicker results. We deliver various types of training to suit the needs of our clients.
- Class room based training
- On-site training
- Web based training
- Customised courses with your data
- Refresher courses
- Role based training for specific staff or departments

Client Care

MicroChannel continually strives to improve the services we provide. The Client Care department obtains feedback on service quality by contacting clients after services have been delivered to ensure that clients are happy with the services provided. Regular newsletters with helpful tips and tricks and product news are sent to all clients to ensure they stay current with what is important for their system. User Days are held which provide an opportunity for clients to interact with other users, see new products in action and learn how to get more from the WMS system. Clients can contact the Client Care department for assistance on any issues.

“I selected Accellos One at K&S Freighters to run our third party warehousing operations because it was the best value per function of the warehousing systems I found when conducting the review of potential suppliers. It performed so well that I implemented it again when I took up a position as Logistics Manager at Beacon Lighting and in both cases the resultant delivery of the systems was simply outstanding.” - Bob Cole, K & S Freighters / Beacon Lighting
MicroChannel Implementation Methodology

Accelerated Implementation Methodology (AIM)

Every project is different. Different mix of modules, personnel, complexities, solutions. Different expectations and goals. Different project cost budgets and timelines. It is for this reason that a practical, solid and flexible methodology is a key factor in a project’s success.

The MicroChannel team has implemented hundreds of successful solutions to clients in various industries, each with individual business systems and IT requirements. We have established a set of methodologies for rapid implementation and smooth rollout of WMS solutions. AIM is a refinement of the successful implementation methods used by MicroChannel consultants over many years. This structured methodology framework drives the way we deliver our services and ensures that we properly manage time, cost, resources, quality, risk and scope to obtain the expected results.

AIM is divided into five phases. Depending on the project, all or some of the phases may be used and some can run in parallel to other phases thereby ensuring a shorter project timeline. The phases are:

Phase 1: Project & Warehouse Preparation and Kickoff

During this phase there is a handover from the sales team, the team prepares and conducts a project kick-off meeting and goes through initial planning and preparation for the implementation. Project Management starts during this phase and continues for the duration of the project.

Phase 2: Solution Design

The Solution Design phase is the most important phase in the project. The purpose of this phase is to design a workable solution for our clients. This is achieved via scoping, analysis and solution design workshops which generally include orientation sessions on the software.

Phase 3: Prototyping

The purpose of this phase is to set up a prototype system and test all mission critical business processes. Setting up a prototype system to emulate key areas of the business processes will aid greatly in the success of the final system.

Phase 4: Project Finalisation

The purpose of this phase is to complete final preparation for Go-Live - including training, data migration, cutover activities and refinement of the solution.

Phase 5: Go-Live and Support

The purpose of this phase is to cut over to live operation and to continuously support and improve live operations. During this time, the system is used live in day-to-day operations, all issues and problems are resolved and transition to the Help Desk Support team is finalised.
Implementation Options

MicroChannel offers a range of implementation options that can be tailored to meet clients’ budgets. Each of the implementation options is detailed below.

Basic

The Basic implementation is primarily “do-it-yourself” with minimal involvement by MicroChannel. A MicroChannel consultant will install the WMS software with sample data, test the software works on your system and provide basic training. Additional services offered by MicroChannel can be utilized on an ad-hoc basis as needed.

This option is suitable for smaller companies with in-house resources who are able to devote the time necessary and have the appropriate skills and experience to take on most of the implementation responsibilities. This option is the lowest cost option.

Fast Track

The Fast Track implementation uses a “template company” embodying Warehouse Management Best Practices using selected elements of the MicroChannel methodology. Usually only minimal adjustments will be made to the template so the primary focus of the implementation can be oriented towards user training and Go-Live activities. Typically standard product configuration, functionality, forms and reports are used with minor modifications.

This option is suitable for companies who are happy to use Best Practices with minimal changes, do not have complex requirements, want a rapid implementation cycle, have limited budgets and have minimal in-house resources free to devote to the project.

Standard

The standard implementation is a “comprehensive” approach focussed on client requirements that demand a full implementation life cycle to obtain the best results. This option typically uses all five phases of the MicroChannel implementation methodology. Detailed needs analysis, workshops, configuration, prototyping and testing are the hallmarks of this preferred option.

This option is suitable for companies who want to obtain the desired results with minimal risk. Typically this approach is necessary for companies with specific business processes in a mission critical business environment.

“We needed a reliable and flexible system that would grow with our business and adapt to our changing requirements. What’s more, we needed the best and most experienced people to implement and support our system.” - Group Financial Controller, Save the Children Australia
Accellos One Warehouse

Accellos One is a paperless Warehouse Management System (WMS) that allows customers to re-engineer their distribution centres to be more accurate and efficient, and to deliver better customer service. Accellos One products have been created to function as part of a complete operational solution integrating seamlessly with mid tier ERP and accounting software, RF hardware, shipping systems and warehouse automation equipment.

There are three different Accellos One products, each one designed to accommodate specific operational needs and budgets: Accellos One Collect, Accellos One Manage and Accellos One Fulfill Editions.

Several key benefits of Accellos One are:

- Paperless Warehousing
- High Volume Pick & Pack
- Barcode Verification & Labeling
- One Step Put-Away to Bins
- Stock Immediately Available for Picking
- Tracking of Serial Number and Lots
- FIFO Stock Rotation
- Tracking of Both Picking & Overstock
- Fully Audited Real Time Stock Control
- Cycle Count by data/production/bin
- Integration to multi-carrier shipping systems
- Compliance labeling & ASNs
- Integration to many leading ERP software systems
- Uses Oracle or MS SQL platforms
- ASN Receiving
- Voice Picking
- RFID

Key Features of Accellos One WMS

Accellos One WMS offers a feature-rich solution to automate, streamline and verify all your in-warehouse processes. From the receiving dock to the shipping dock, Accellos One tracks every movement of stock into, out of and within the warehouse, maximizing efficiency and accuracy and maintaining up-to-the-minute inventory data.

- Receiving and putaway
- Kitting
- Inventory Control
- Picking
- Shipping
- Label and document printing
- Order Management
- Customer Service
- Reporting
- Technology

Receiving and putaway - Inventory can be received by purchase order, product, or container. Multiple vendors per container are supported. Wave receiving allows individual receivers to process multiple purchase orders at the same time, and multiple receivers to work on the same purchase order simultaneously. The directed putaway feature allows for optimal stock placement.

Kitting - Accellos One supports in-warehouse manufacturing, packaging and value-added operation. Finished goods assembled from subcomponent products may be built to stock, built to order, or simply picked as regular items.

...
Inventory Control - Stock is allocated and rotated according to rules you configure, such as FIFO, LIFO, size, lot, serial number, expiry date, velocity, and so on. Replenishment functions ensure that inventory is always available to fill orders, while demand management tools reduce your reliance on safety stock and allow for just-in-time purchasing. Accellos One supports full inventory counts and recounts as well as incremental cycle counts, and provides the facility to adjust physical inventory in or out of the warehouse.

Picking - Wave picking allows individual pickers to process several orders at a time, and to pack products directly into final shipping cartons - all in a single pass through the warehouse. Multiple pickers can also work on a single order simultaneously. As Accellos One supports a dozen multiple styles of picking, including batch, product and zone picking, you can choose the optimal picking strategy for your warehouse layout.

Shipping - Whether an external shipping system is used or not, Accellos One weighs cartons and records shipment information, and uploads final costs and tracking numbers to your accounting system. With a fully integrated shipping system, orders can be pre-rated and manifested before they are even picked.

Label and document printing - Accellos One automatically prints product labels, shipping labels, packsips, bills of lading, and other documentation, in conformance with manufacturing and shipping standards such as UPC/EAN, as well as major retailers including Coles, Target and Kmart. You can also create custom label types according to your, and your partners’, business requirements.

Order management - Accellos One's Web Dispatch tool allows warehouse managers to allocate orders according to predefined business criteria, and distribute orders to pickers according to optimal staff workloads and picking strategies - all without the need to examine the details of orders.

Customer service - Using Web Dispatch, corporate personnel such as sales and customer service reps can verify the status of orders or inventory in real time. They can also use Web Dispatch's incidents module to notify warehouse staff of issues, assign tasks to specific users, and follow up on resolutions.

Reporting - Web Dispatch provides dozens of pre-configured reports that monitor warehouse activities in real-time and compile historical and statistical data to help you measure warehouse performance, predict future demand, and re-engineer inventory storage and movement strategies. You can also generate custom reports and run database queries on the fly.

Technology - Running on Microsoft Windows OS, and Oracle or Microsoft SQL Server database platforms, Accellos One is a multi-threaded application consisting of server and Telnet - and HTTP-based client components. RFBase, the Accellos One server executable, can be run on multiple networked servers to support higher number of clients and deliver enhanced performance.

"Accellos One has made such a significant difference to our business that we are now a technology leader in our industry" - Shelene Lok, Deputy Director of Logistics, Oriental Merchant Pty Ltd
High Level Benefits to Implementing Accellos One Warehouse

- Accellos One Warehouse provides seamless integration hooks for ERP Software to provide realtime, accurate warehouse information to the enterprise.
- Accellos customers achieve fast ROI through the development of streamlined warehouse processes which reduce picker aisle time and eliminate warehouse errors.
- Accellos One Warehouse processes include the production of warehouse related documentation like item labeling, customer specific shipment labeling (including EDI/ASN specific labels), shipment manifests, bills of lading, etc.
- Accellos One Warehouse enables compliance with industry, government and customer requirements like detailed pallet and carton level ASN data collection, Batch Tracking, etc.
- Improved warehouse processes increase customer retention through better fill-rate management, improved accuracy and faster turn-around times.

Goods Flow Through the Warehouse

From order entry to fulfillment, your ERP Software and Accellos One Warehouse provide the end-to-end solution for the materials handling management and real-time inventory visibility throughout the enterprise. This document highlights a high-level process flow, derived from a subset of available functionality within Accellos One Warehouse:

- Advanced multi-warehouse, multi-zone and multi-bin management.
- Automated goods-receipt processing
- Order management including advanced allocation and pick document distribution
- Pick bin replenishment
- Advanced pick and pack strategies for optimal warehouse performance
- Shipping

Receiving

Once a purchase order has been entered into the ERP Software, it is seamlessly transferred to the WMS (warehouse management software) where receivers await shipment. They are armed with wireless mobile computers that have integrated bar code scanners.

After an inbound shipment arrives at the warehouse, the receiving team will typically unload the truck and grab the paperwork to identify which purchase orders are being received.

The first job of the WMS software is to receive items accurately into the warehouse and then reconcile the shipment against the original purchase orders entered into the ERP Software.

Rather than using pen and paper to reconcile physical receipts, the receiver will bring up the purchase orders on a handheld computer. Once this is done, the receiver only needs to start identifying the product that is being unloaded (in no particular sequence).
With Accellos One Warehouse, the receiver counts down against items being received right off of the container. It validates items against multiple purchase orders in the background, and then seamlessly updates the ERP Software. No more paperwork.

Because a receipt is recorded as soon as items are entered into the handheld, stock may be immediately put away to a bin location.

Bin location assignment following receipt may be automatic; stock can be transferred to a temporary receiving location if receipts are to be staged prior to put-away.

Most of the time, stock will be put-away following goods receipt. If there are backorders waiting for product (standard or non-stock) or there is a “low stock alert,” stock may be put away directly to pick locations. Otherwise, stock handlers will move pallets into bulk locations (typically up in the pallet racks or on floor stacks).

Whether you receive floor loaded containers from overseas or small shipments by common courier, Accellos One Warehouse has tools to enable accurate, efficient receiving:

- Receive multiple orders simultaneously in no sequence, without paperwork
- Scan product bar code or use quick lookup functions to identify products as they are being received
- Print carton or pallet-ID labels as product is being received
- Receive multiple pack-sizes on the fly.
- Cross-dock non-stock items to forward pick locations
- Immediately put product away without staging

"Accellos One not only meets all our needs of today with the ability to grow as we do, it also implemented in record time without disrupting our ongoing business." - General Manager, Test-Rite Imports Australasia Pty Ltd
**Order Management**

Sales orders placed by phone, fax or email are typically entered into the ERP Software manually using the Sales Order Entry function. Orders may also be placed using a B2B (Business to Business) ecommerce web-site, remote sales through mobile devices or by EDI.

As a result of sales orders being entered into the ERP Software, the warehouse management software is immediately updated.

Accellos One Warehouse is now responsible for orchestrating the order management activities. This is the prioritization of stock allocation and the assignment of work in the warehouse. The effectiveness of these tasks is critical to the efficiency of the warehouse and the service level that it provides.

Order management is a dynamic process that requires the flexibility to accommodate many different warehousing styles. Some sales orders need to be immediately released for today’s pick run. Some may be held for a future date with or without stock reservations. Orders may be prioritized by backorder status, preferred customer status, fill rate, pick-up time, truck route or by date. There are countless criteria by which orders are prioritized, allocated and released for picking.

**Picking**

The Accellos One Warehouse picking process needs to remain flexible to accommodate widely differing environments. No two warehouse operations are exactly the same.

Warehouses come in different shapes and sizes. Some are “wide open” in a square shaped space. Others are contained in buildings on multiple floors, utilizing elevators to transport materials. Warehouses will have varying ceiling heights. Some might have yard space.

Materials handling will differ by product shape and size. As a result, the warehouse racking infrastructure will vary by product size. Many warehouses keep large products in bulk stacks or pallet racks. While with small products, picking efficiency may be increased by storing smaller products in flow racking or static shelving.

Product velocity and order types also affect warehouse layout and consequently the picking strategies. Companies that ship single-sku pallets of product to customers will have significantly different warehouse operations than ones that ship trailer loads of mixed-sku pallets (grocery is a good example of this).

Even subtle differences in customer requirements for consumer products wholesalers will have substantial effects on the materials handling and picking. Operations that ship to retail distribution centres will have different fulfillment requirements than those that ship directly to stores.

Accellos One Warehouse has an abundance of picking styles that will accommodate a warehouse manager’s fulfillment strategy independent of warehouse layout, product size, velocity and order characteristics.
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