

Order Fulfillment

The Kinaxis® RapidResponse® Order Fulfillment application lets you satisfy customers while driving profitability and supporting key business objectives by consistently meeting achievable delivery dates.

With the Order Fulfillment application, you'll never have to be afraid to commit to your customers' requests again. Quickly and confidently make profit-driven decisions based on sound financial and operational impact modelling. Run order fulfillment scenarios in seconds, analyze the results and empower your frontline staff with near real-time answers. With alerts, you'll get instant notifications if orders change, and immediately see the impact to your ability to meet customer commitments.

Business outcomes

- ▶ Rapid order promising, with the ability to reference existing demand and supply plans
- ▶ More accurate order promising by utilizing available-to-promise and capable-to-promise logic and by being able to model supply chain impacts through all component parts
- ▶ Faster analysis of corporate metrics impacted by new orders
- ▶ Cost-effective decisions through cross-functional collaboration

“The major benefit our company has received with RapidResponse is the response time for the commit process with our customers. While on the phone with a customer, our SCM team can provide a commit for a new demand, which is phenomenal.

IT Systems Analyst
Celestica

Application process components

The out-of-the box Order Fulfillment application supports these process steps:

1 Generate and commit promise dates

- Generate promise dates for new orders and automatically commit to dates that satisfy the customer request date
- Execute commitments into the transactional system (ERP)

2 Order risk/opportunity monitoring, resolution and re-promising

- Monitor risks and opportunities on an exception basis
- Simulate and compare resolution/action options
- Execute re-promising decisions into the transactional system (ERP)

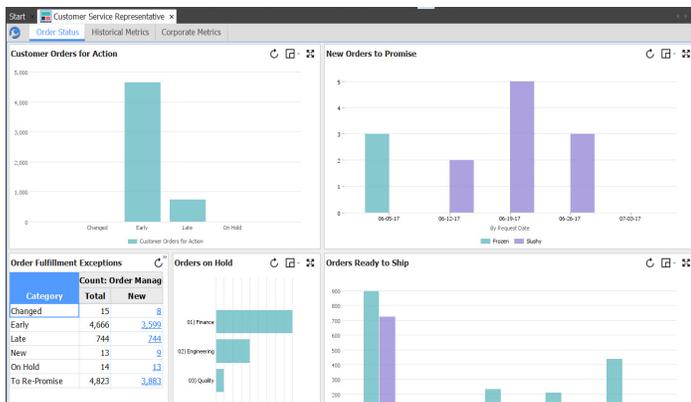
3 Pack, ship and deliver orders

- Review shipping information

4 Update policies



- Perform cadence-driven evaluation of current fulfillment policies and make updates as required



Order fulfillment dashboard

The workbook displays the following data:

Order Promising Table:

Part	Site	Total	Shipped	Open	On Time	Revenue	Promise?	Promise	Request	Due	Available	Ship	Receipt	Request	Late
L1500-11 (11" Laptop, Basic-P)	R1001	201	0	201	201	\$103,390	Yes	06-09-17	06-02-17	06-05-17	06-05-17	06-05-17	06-05-17	06-05-17	06-07-17
L2500-11 (11" Laptop, S&I Pro)	R1001	172	0	172	172	\$103,028	Yes	06-09-17	06-09-17	06-09-17	06-05-17	06-09-17	06-09-17	06-05-17	06-14-17
L2500-11 (11" Laptop, S&I Pro)	R1001	173	0	173	173	\$103,627	Yes	06-19-17	06-19-17	06-19-17	06-19-17	06-19-17	06-19-17	06-05-17	06-22-17
L2500-11 (11" Laptop, S&I Pro)	R1001	143	0	143	143	\$85,657	Yes	07-18-17	07-07-17	07-07-17	07-18-17	07-07-17	07-07-17	07-18-17	07-22-17
L2500-11 (11" Laptop, S&I Pro)	R1001	138	0	138	138	\$82,662	Yes	07-10-17	07-07-17	07-07-17	07-10-17	07-07-17	07-07-17	07-10-17	07-12-17
L2500-11 (11" Laptop, S&I Pro)	R1001	1,582	0	1,582	683	\$947,619	Yes	07-18-17	07-07-17	07-07-17	07-18-17	07-17-17	07-19-17	07-17-17	07-13-17
L2500-11 (11" Laptop, S&I Pro)	R1001	185	0	185	0	\$118,852	Yes	07-18-17	07-07-17	07-07-17	07-18-17	07-17-17	07-19-17	07-17-17	07-13-17
L2500-11 (11" Laptop, S&I Pro)	R1001	206	0	206	0	\$123,394	Yes	07-19-17	07-19-17	07-19-17	07-19-17	07-19-17	07-19-17	07-24-17	07-24-17
L2500-11 (11" Laptop, S&I Pro)	R1001	171	0	171	171	\$102,429	Yes	07-26-17	07-20-17	07-26-17	07-26-17	07-26-17	07-26-17	07-31-17	07-31-17

Impacted Orders Table:

Order Id	Order Site	Order Type	Line	Responsibility	Order Manager	Baseline	Order Manager	Baseline	Part	Baseline	Order Manager	Baseline	Quantity	Order Priority
1	NewOrdn	P0002	Actual	1	Catherine-See Rine	\$265,000	\$265,000	500000	50000	P0002	P0002	1,000	1,000	Low
2	51013	P0002	Actual	1	Catherine-See Rine	\$100,125	\$100,125	50000	50000	P0002	P0002	275	275	Med
3	51013	P0002	Actual	27	Catherine-See Rine	\$170,150	\$170,150	50000	50000	P0002	P0002	150	150	Med
4	51017	R1001	Actual	1	Catherine-See Rine	\$173,394	\$173,394	12500-11	12500-11	R1001	R1001	206	206	Med
5	51022	R1001	Actual	12	Catherine-See Rine	\$826,752	\$826,752	12500-22	12500-22	R1001	R1001	898	898	Med

Order promising workbook

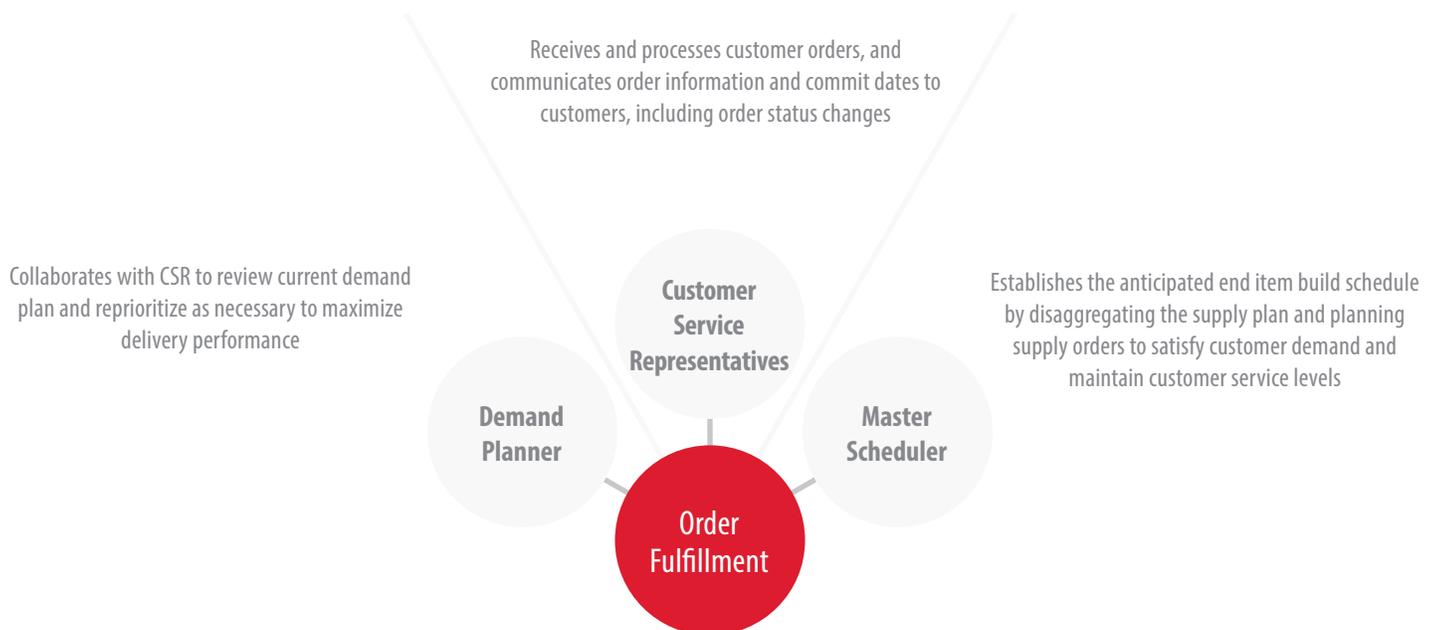
Managing performance

Standard measures include revenue, margin, inventory value, on-time delivery and constraint utilization as well as metrics associated specifically with order fulfillment. This allows for focused analysis of the performance measures most applicable to the function at hand. Measures presented in the Order Fulfillment dashboard include:

- ▶ **New Orders to Promise:** Number of new orders whose promise dates have not been committed.
- ▶ **Orders on Hold:** On-hold orders, broken down by hold code.
- ▶ **Customer Demands for Action:** Orders requiring action due to being late, on hold, modified, early or needing a promise date.
- ▶ **Orders Ready to Ship:** Ready to ship orders.
- ▶ **Order Fulfillment Exceptions:** Compares today's order fulfillment actions against a specific point in the past to examine what has changed.

Cross-functional collaboration

In the Order Fulfillment application, collaboration occurs across these functional roles:



Kinaxis RapidResponse allows companies to concurrently plan, monitor and respond on one platform, across business functions.

With a single data model and analytics engine, RapidResponse offers an array of supply chain applications all easily accessible through a common user interface. Using our single product, instead of individual disparate software solutions, our customers gain end-to-end supply visibility and the agility to respond quickly to changing conditions. The result is significant operating and cost efficiencies.

Deploy RapidResponse applications individually or together. Designed to be highly configurable, you can easily adapt our applications to meet your company's unique business needs without the heavy burden of ongoing custom coding.

What's next on your supply chain journey?

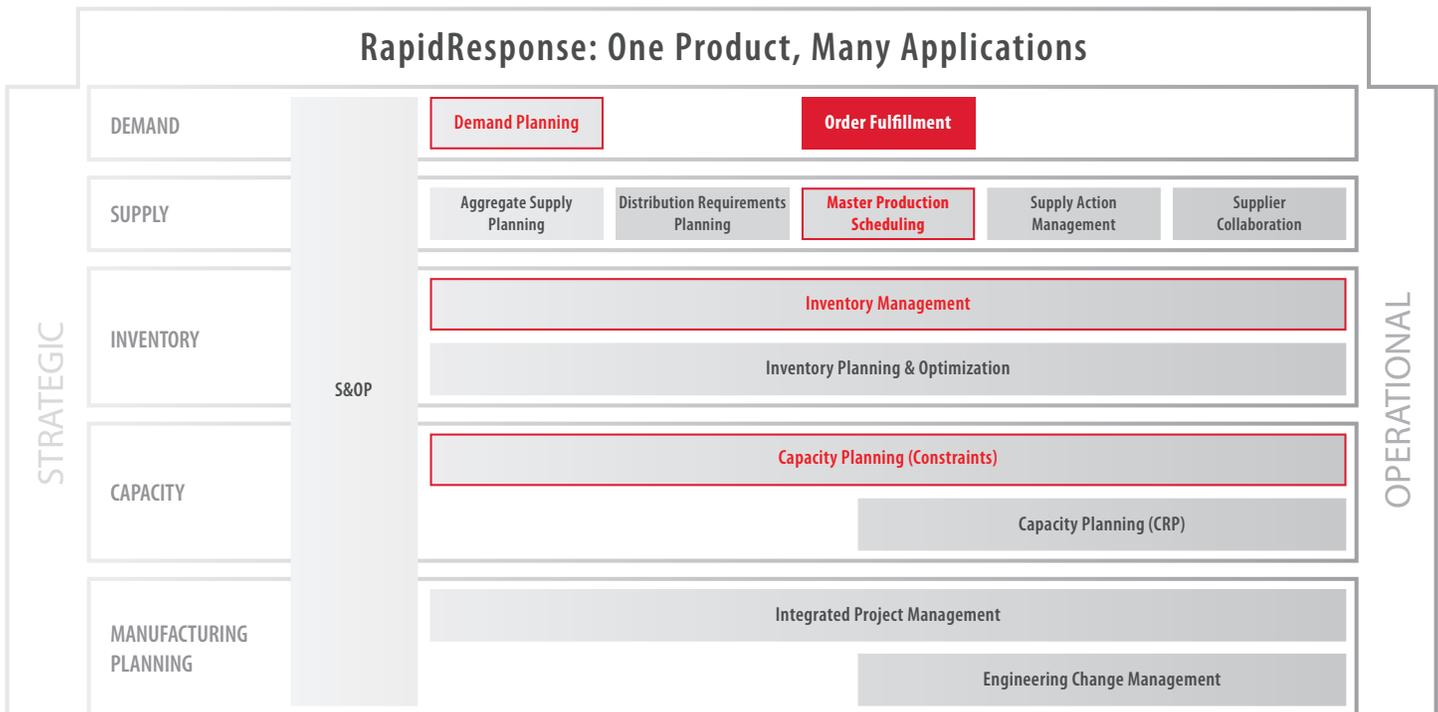
Choose the path that's right for your organization. With all our applications running on the single RapidResponse platform, you have the flexibility to deploy at your own pace. We'll help you mature your planning processes, wherever you happen to be in your supply chain journey. Achieve added benefits by using the Order Fulfillment application alongside one or more related applications to ensure synchronization across interrelated planning processes.

Organizations that use the Order Fulfillment application can achieve even more value by using it with the Demand Planning, Capacity Planning (Constraints), Inventory Management or Master Production Scheduling applications.

“RapidResponse helps our operations team easily and accurately identify buildable orders. We often use it to identify short-term shortages, project E&O, fulfill complex reporting needs and meet unique planning requirements that would require tremendous effort in a traditional ERP system.”

IT Professional

Large Enterprise Electronics Company



Revolutionize your planning with Kinaxis RapidResponse

Offering the industry's only concurrent planning solution, Kinaxis is helping organizations around the world revolutionize their supply chain planning. Kinaxis RapidResponse, our cloud-based supply chain management software, connects your data, processes and people into a single harmonious environment. With a consolidated view of the entire supply chain, you can plan expected performance, monitor progress and respond to disconnects when reality hits. RapidResponse lets you know sooner and act faster, leading to reduced decision latency, and improved operational and financial performance. We can prove it. From implementation to expansion, we're here to help our customers with every step of their supply chain journey.



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