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Radu TONCU,
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What's next in the supply chain for manufacturing, logistic & retail companies?

RETHINK STRATEGY

Webinar:

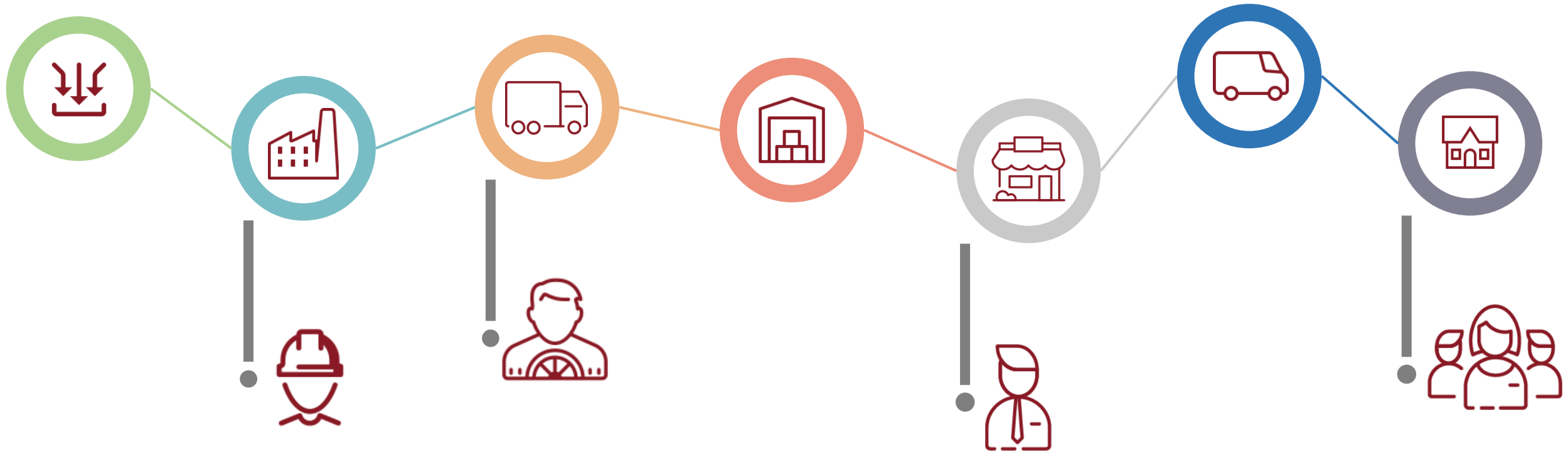Marti 26 mai
10:00 -12:30

Digital platforms.

From short term survival to long term business transformation.

COVID-19 in supply-chains

Crisis, challenge, threat, opportunity

The home lockdown and social distancing measures occasioned by the COVID-19 pandemic were, for supply-chains, a "people availability" crisis.

- Physical labor dependent processes
- On premise presence required
- Limited access to customers in offline environments
- Reduced willingness to buy

Online, the escape route for many

E-commerce, online payments, home delivery surged worldwide

+209% growth YoY in April
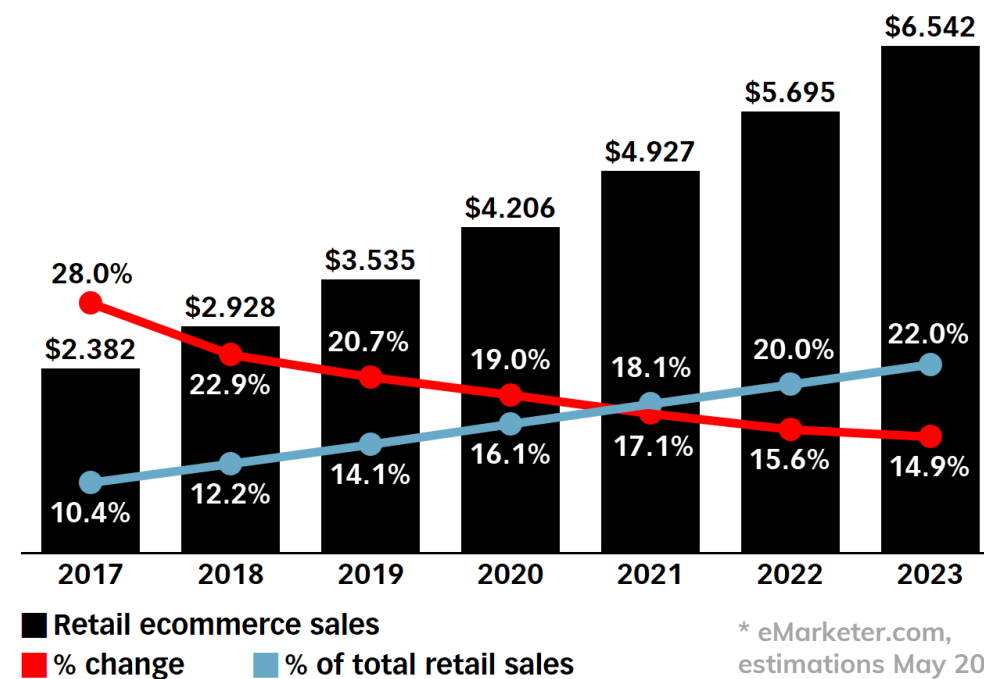for global general e-commerce

* businesswire.com

x50 the number of grocery orders
processed and delivered by Amazon
in 2 months of lockdown

* forbes.com

+15.4% estimated growth in 2020
for Romanian postal and courier services,
double the growth in 2019

* zf.ro

Retail Ecommerce Sales Worldwide, 2017-2023
trillions, % change and % of total retail sales

$2.382 $2.928 $3.535 $4.206 $4.927 $5.695 $6.542

28.0% 22.9% 20.7% 19.0% 18.1% 15.6% 14.9%

10.4% 12.2% 14.1% 16.1% 17.1% 20.0% 22.0%

2017 2018 2019 2020 2021 2022 2023

■ Retail ecommerce sales
■ % change   ■ % of total retail sales

* eMarketer.com,
estimations May 2019

4

COVID-19 is just the catalyst for the societal digital transformation

Changes started long time ago, became seismic during pandemic, are here to stay for the long run
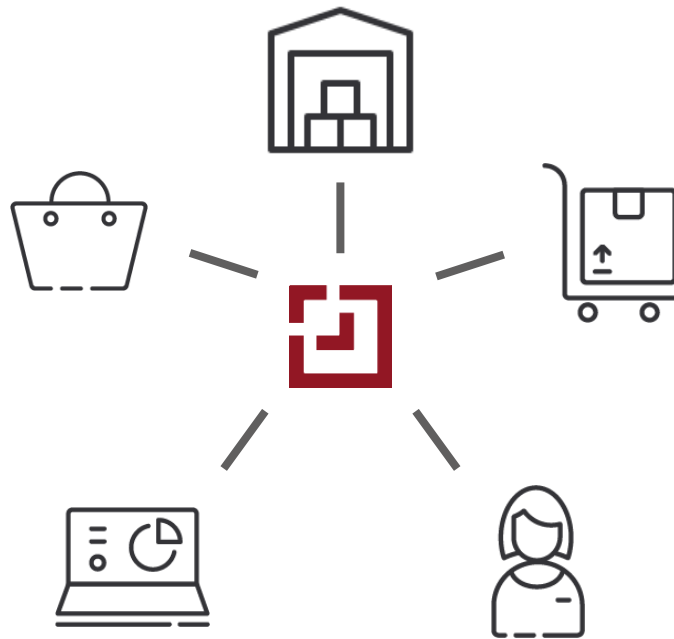

**The digital customer
sets the new rules of the game**

- › **Convenience** is at the core of best customer experiences
- › Logistics processes lay the foundation for **differentiating marketing**
- › **Digital** drives the e-commerce engine
- › Merchandising strategies are powered by **smart inventory management**
- › **Omnichannel** is the retail model for success
- › Supply and distribution **networks get smart**
- › From transaction to **service provider**

Who is Postis

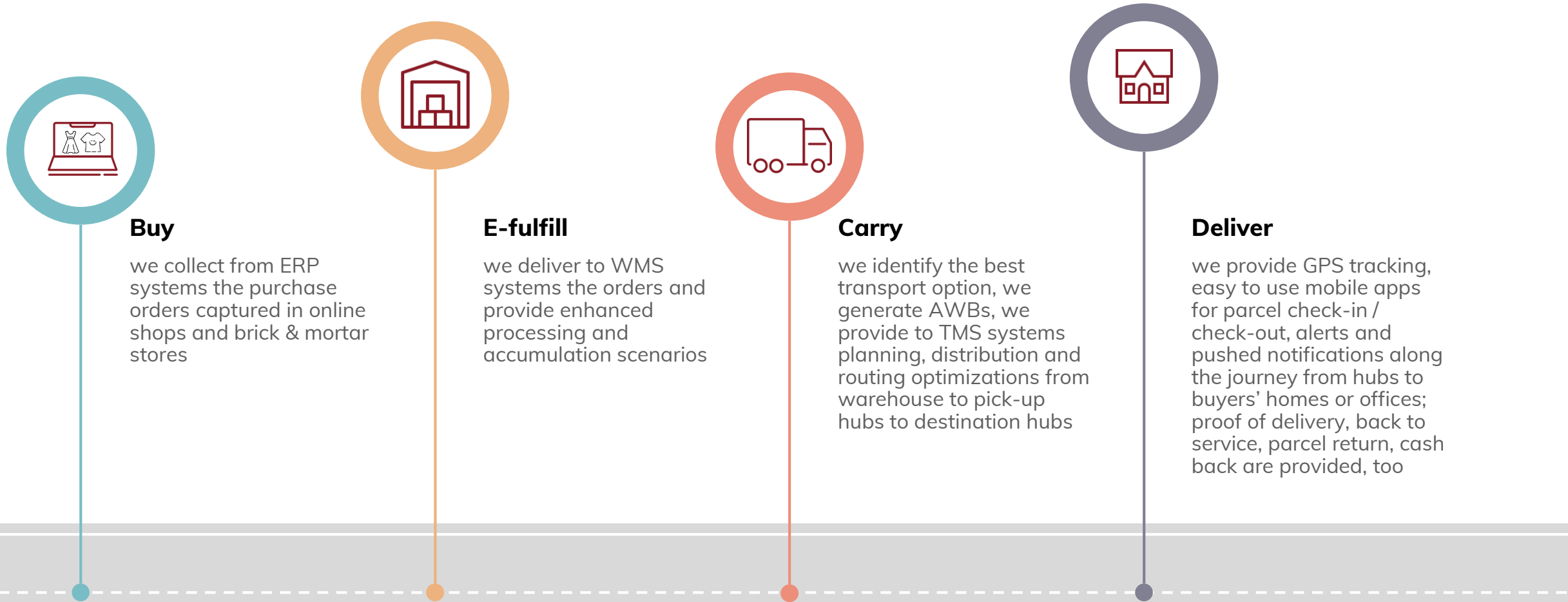integrated, open ecosystem of players in supply-chain, e-commerce and digital techs

› The first Romanian startup to build a digital solution to streamline the entire supply-chain processes for greater efficiency, full predictability and total transparency

› A platform that bridges ERP, WMS, TMS systems, e-commerce platforms and marketplaces and seamlessly orchestrates data traffic up and downstream the supply-chain in order to optimize the transport planning and automate best delivery option allocation

› An open ecosystem of retailers, logistics integrators, e-fulfillers, warehouse operators, transporters, couriers and technology providers, all integrated in the same platform to generate industry best practices that make the shipment of goods from warehouses to homes simpler, faster, easier, less expensive, more eco-friendly

What we do

we simplify and automate the last mile delivery through the use of digital information and data science

Buy

we collect from ERP systems the purchase orders captured in online shops and brick & mortar stores

E-fulfill

we deliver to WMS systems the orders and provide enhanced processing and accumulation scenarios

Carry

we identify the best transport option, we generate AWBs, we provide to TMS systems planning, distribution and routing optimizations from warehouse to pick-up hubs to destination hubs

Deliver

we provide GPS tracking, easy to use mobile apps for parcel check-in / check-out, alerts and pushed notifications along the journey from hubs to buyers' homes or offices; proof of delivery, back to service, parcel return, cash back are provided, too

How we do it

through a multi-service software platform enabling a modular solution for distribution and last mile deliveries

One platform, seamless delivery

› **Carriers integration module**

› **Real-time advanced delivery management**

› **Real-time carriers performance**

› **Smart replenishment module**

› **Customer feedback & rating module**

› **Returns management module**

› **Transparent centralized management**

› **Delivery management mobile apps**

› **Secured web access interface**

As a **retailer** working with Postis

you get rid of operational complexities while you focus on customer experience and sales

Instant access to markets
both in Romania and in Central and Eastern Europe, a territory that we expand continuously with our customers

Streamlined supply-chain
fully integrated in a single platform powered by predictive analytics, which automates the entire process, from stock management, order capture to cashback or product returns for both e-commerce and brick & mortar stores

Out-of-the-box functionalities
fit to any business complexity, that make the shipment of goods from warehouses to stores to homes simpler, faster, easier, less expensive, more eco-friendly
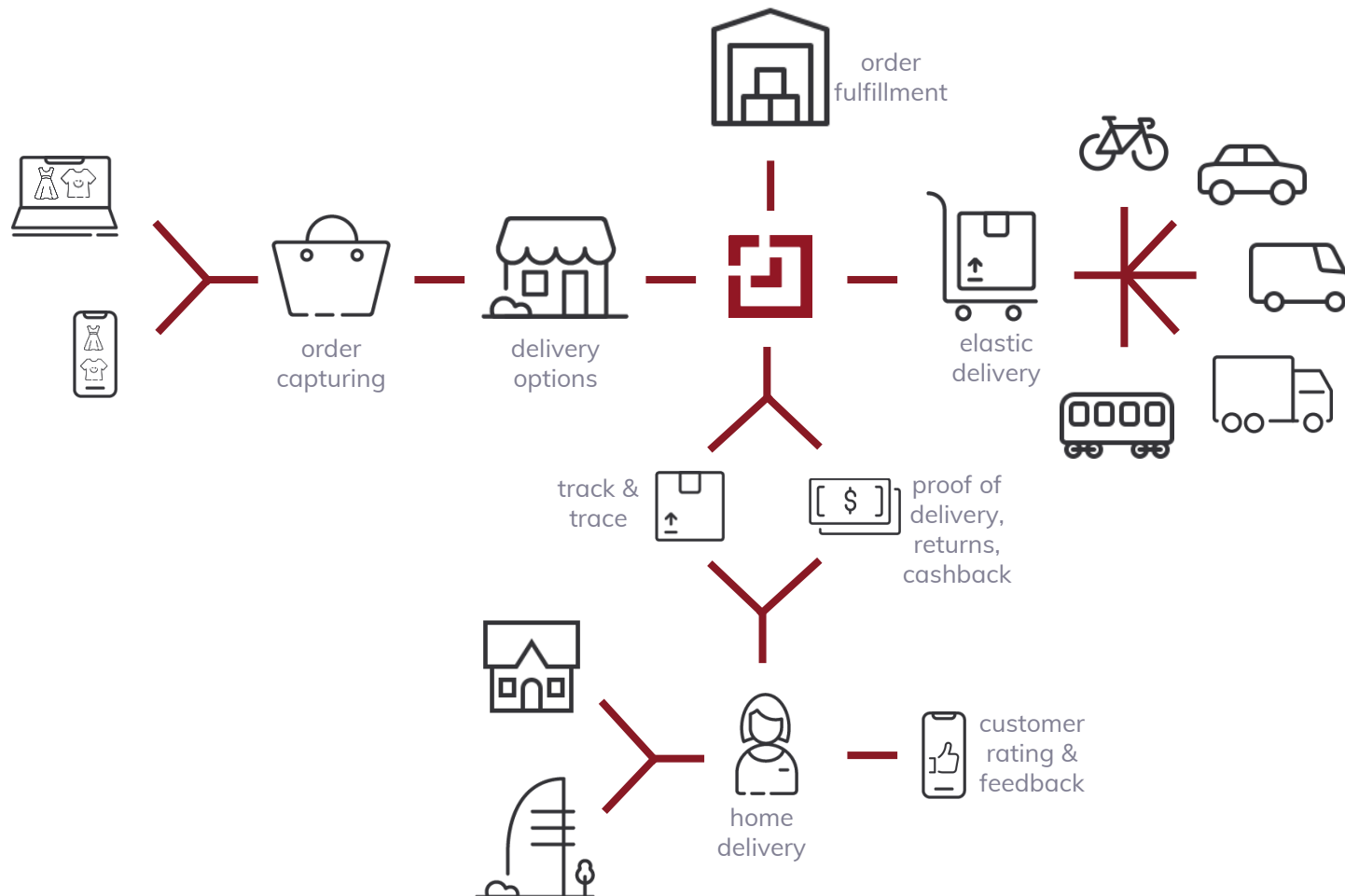
Access to a full range of couriers
to choose from, fit for any type of product, volume, weight, distance, destination or delivery urgency. You decide who are those you want to work with.

Automated selection of best delivery option
according to the specificities of each delivery, couriers' capabilities to work with your type of goods and their previous performance

Seamless customer experience
on all channels, with improved stock availability, personalized delivery, enhanced visibility of all delivery stages and satisfaction forms
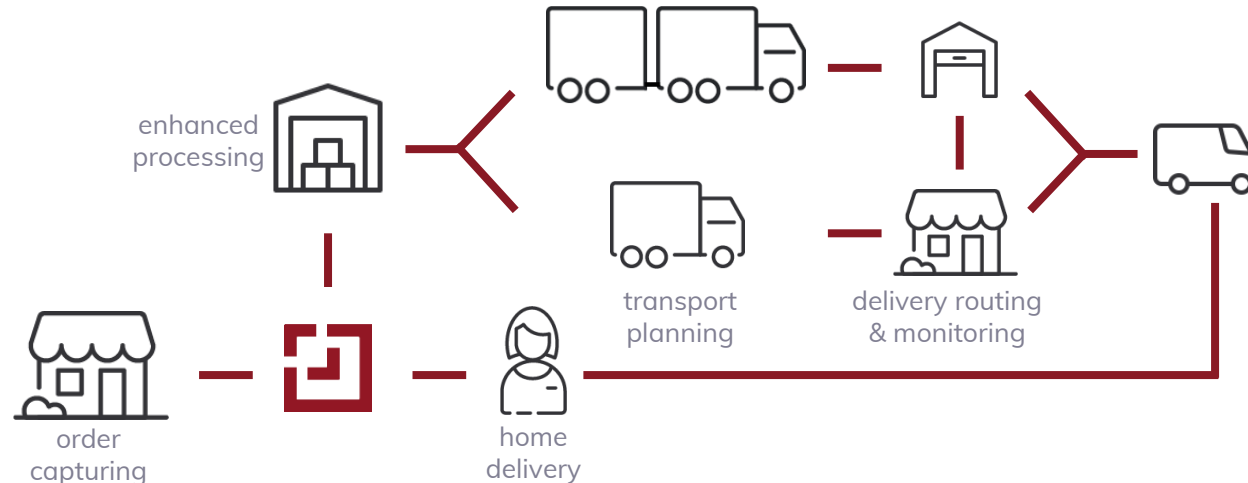
As a **retailer** working with Postis

you master all your supply chain processes for stores and e-shops, in one platform

order fulfillment

order capturing

delivery options

elastic delivery

track & trace

proof of delivery, returns, cashback

home delivery

customer rating & feedback

› reduced time-to-delivery

› improved picking, packing and validation processes

› enable full customer delivery decision

› reduced number of failed deliveries

› real-time optimal delivery decisions

› complete visibility and transparency

› your branded track & trace system

› real-time information of delivery, proof of delivery with notification

› real-time cash on delivery repayment evolution

› improved bottom-line, clear ROI

› enable ahead visibility on monthly costs

› improved customer satisfaction

› enable proactive customer experience

› enable customer reviews driven logistics

As a **retailer** working with Postis

you also centralize your replenishment process followed by real-time delivery decision

enhanced processing

order capturing

transport planning

delivery routing & monitoring

home delivery

› improved replenishment requests accuracy

› excellency in last mile distribution

› control inventory to sales ratio

› say good bye to any stock rupture

› E2E delivery visibility & predictability

› optimal replenishment process (time vs costs)

› improved bottom-line, clear ROI

› centralized replenishment management process

› supports quick reactions in case of special events

As a **logistics provider** working with Postis

you seamlessly integrate your systems with clients and transporters and automate operations

Streamlined supply-chain
fully integrated in a single platform powered by predictive analytics, which automates the entire process, from replenishment management, order capture to cashback or product returns
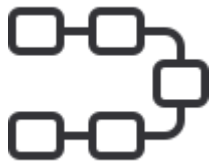
Enhanced space management
Improved space allocation with multiple customers management, increased efficiencies and decreased return rates

Process automation
Streamlined processes including order capturing, picking, packing validation, AWB generation, goods replenishment and back to order return and warehouse reception

Enhanced service portfolio
and differentiation by integrating logistics operations upstream for customers and downstream for transporters

Business scaling
and improved market share due to better workforce utilization, increased efficiencies and higher space / customer utilization
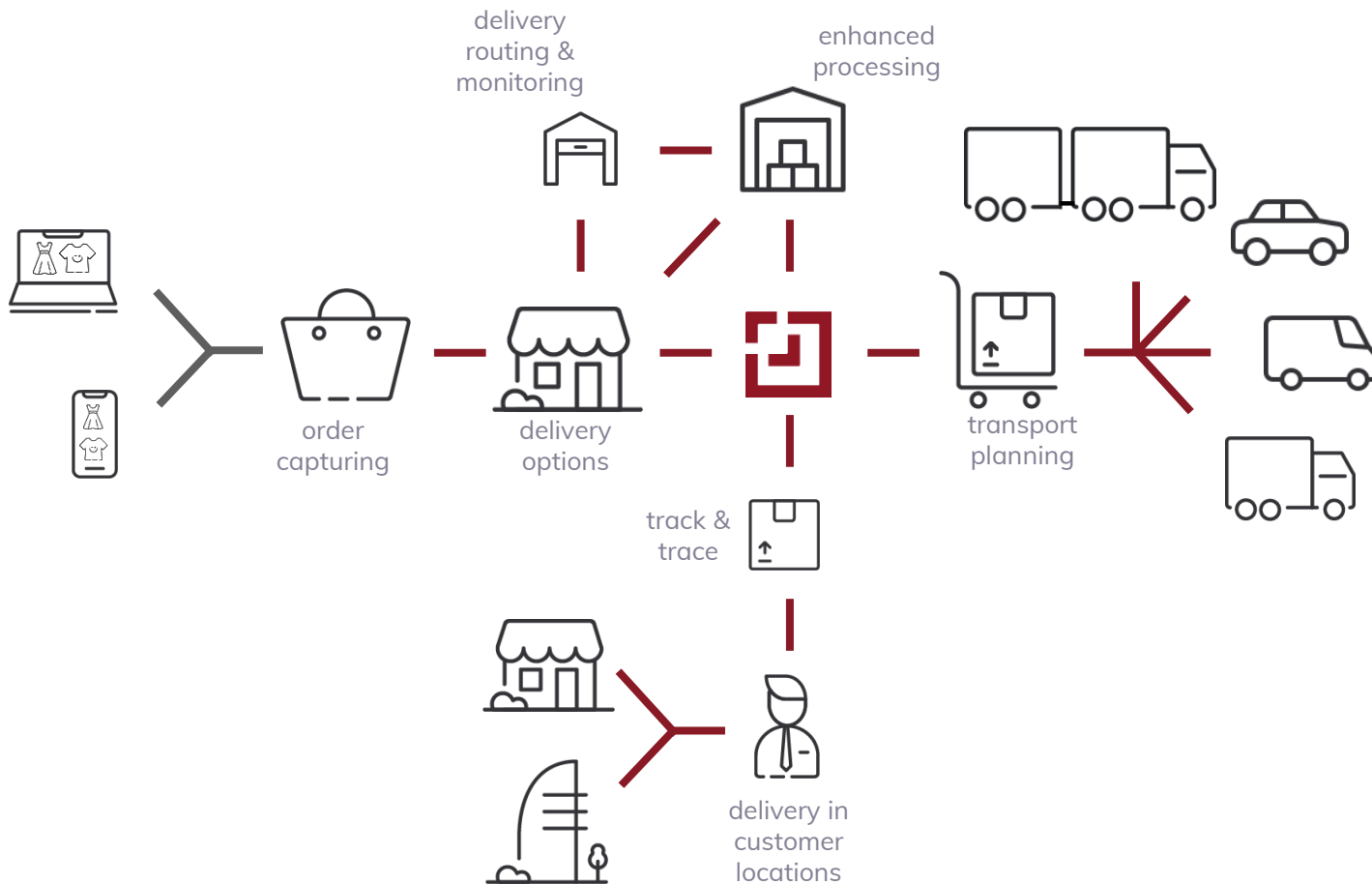
Increased velocity
through automated selection of best delivery option according to the specificities of each delivery, couriers' capabilities to work with your type of goods and their previous performance

As a **logistics provider** working with Postis

you enable the optimal replenishment process by achieving excellency in last mile distribution

delivery routing & monitoring

enhanced processing

order capturing

delivery options

transport planning

track & trace

delivery in customer locations

- › reduced end-to-end time-to-delivery
- › packing consolidation
- › fully flexible & scalable replenishment algorithm
- › reduced number of failed deliveries
- › complete visibility and transparency
- › real-time optimal routing decisions
- › outbound track&trace
- › reduce wasted time through customer real-time ETA & information of delivery
- › faster invoice payment through real-time proof of delivery
- › warehouse reception for returns
- › improved bottom-line, clear ROI
- › enable quick reactive actions in case of issues
- › focus on improving customer satisfaction
- › enable proactive customer experience
- › enable customer reviews driven logistics

As a **transporter** working with Postis

you seamlessly integrate your TMS with all your customers and improve delivery efficiencies

Instant access to customers
delivering in Romania and Central and Eastern Europe, a territory that we expand continuously with our customers

No integration costs with customers
our API connects you with all your customers, as we take off your shoulders the integration effort and provide you with on-time, necessary information

Reduced operational costs
and improved margin due to optimal shipping moment, first delivery right approach, improved routing, lower mileage per delivery
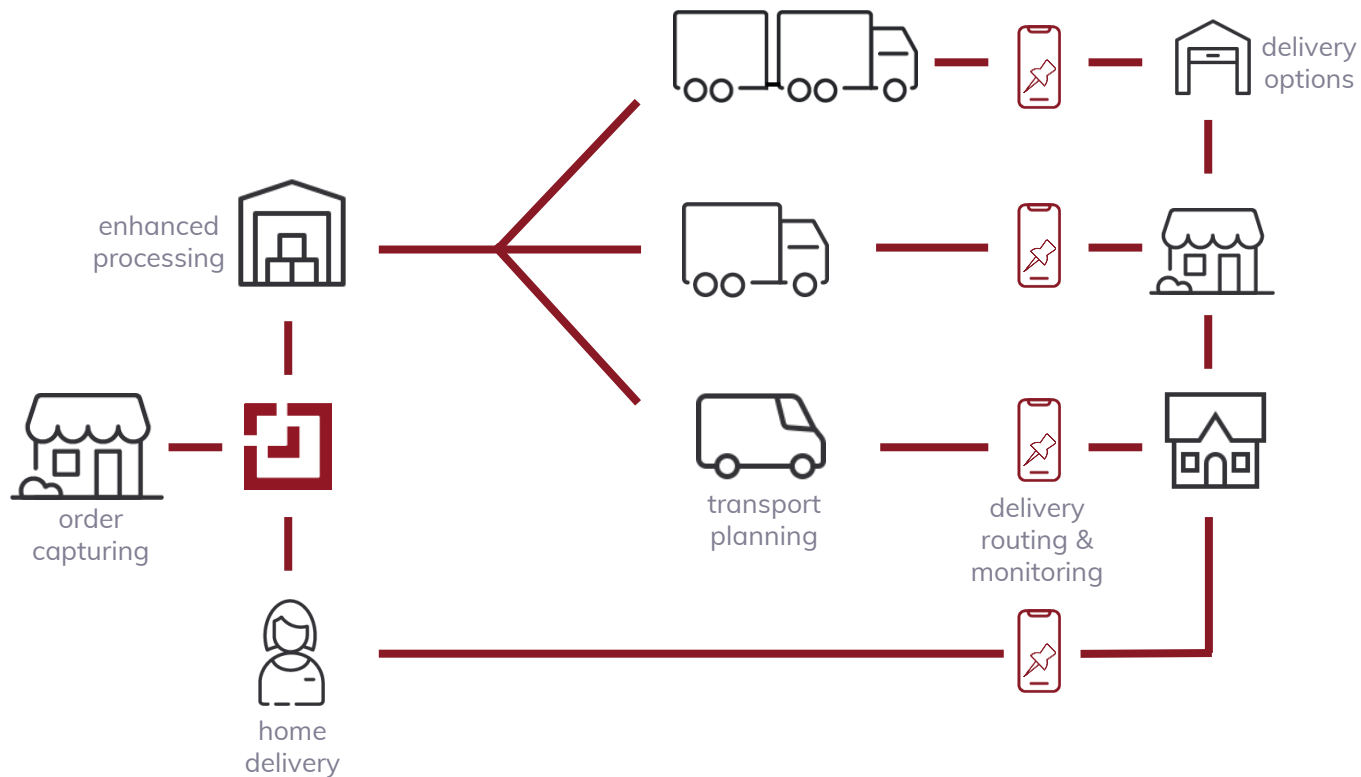
Real-time control
over your fleet and drivers with live monitoring of deliveries, status updates and automated messages and easy to use Android and iOS apps for drivers for parcel check-in / check-out

Improved fleet management
With automated selection of best delivery option according to the specificities of each delivery (urgency, destination, cost) and type of products (volume, weight, size, fragility, value)

Happier customers
with personalized planning of delivery, faster and safer transports by utilizing the right type of vehicle for each product

As a **transporter** working with Postis

you optimize transport planning though real-time routing and monitoring on Android / iOS mobile apps

delivery options

enhanced processing

order capturing

transport planning

delivery routing & monitoring

home delivery

› optimal resource allocation

› real-time cost-vs-budget evolution

› timely deliveries, respecting recipient handling conditions

› highly adaptable for managing peak volumes

› reliable and easy to use mobile app (Android & IOS)

› enables back-office efficient real-time control

› direct & real-time link between sender and recipient (IOD &POD)

› supports quick reactions in case of special events

As a **technological provider** working with Postis

you integrate in your solution our in depth know-how in supply-chain and our state-of-the-art techs

No integration costs with customers
our API connects seamlessly with our systems and customers, as we take off your shoulders the integration effort
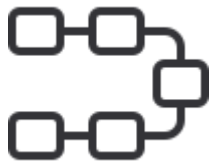
Modular approach
when integrating our supply-chain functionalities with your ERP, WMS, TMS systems, online shops or shopping carts

Out-of-the-box functionalities
fit to any business complexity, that streamlines the shipment of goods from warehouses to stores to homes simpler, faster, easier, less expensive, more eco-friendly

Enhanced service portfolio
and differentiation by integrating our supply-chain functionalities into your apps
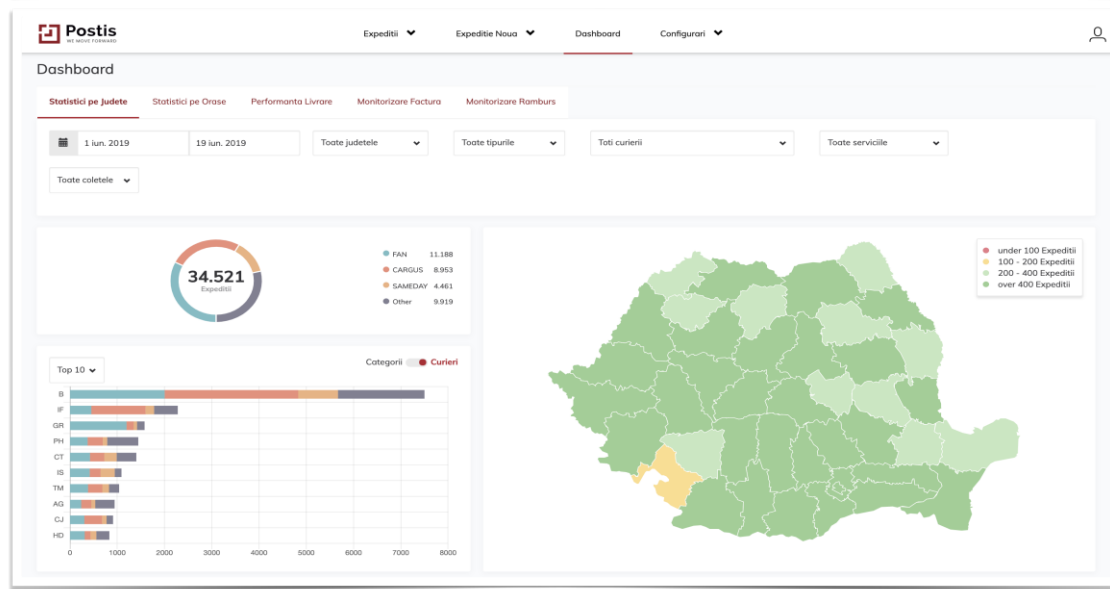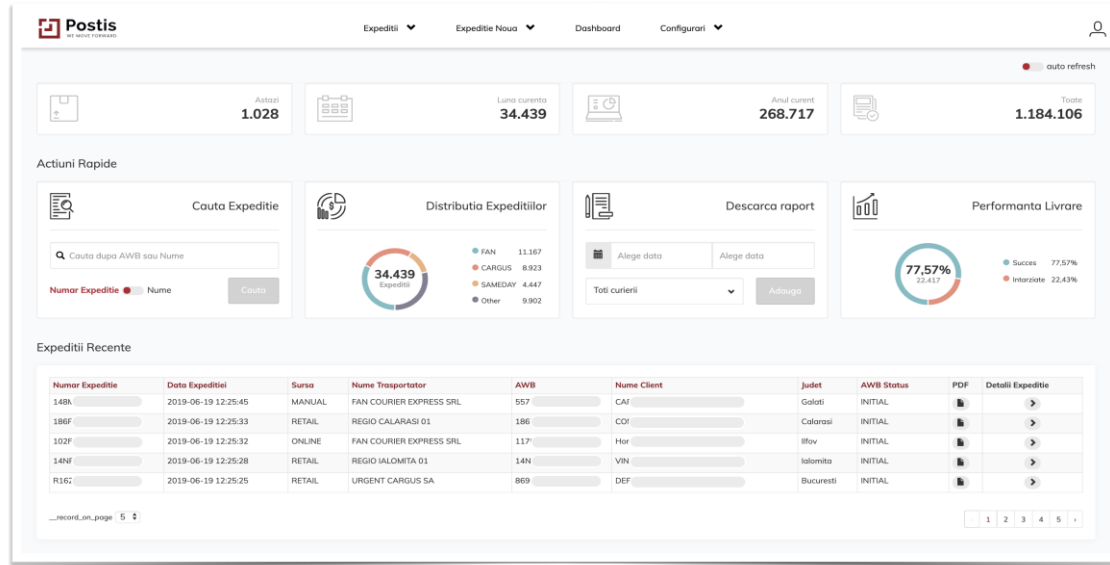
Customizable partnership model
to fit your business model and customer contractual terms

Best in class technology
Process automations based on predictive analytics and machine learning, platform hosted in the cloud, delivered as a service

With Postis platform, you are in control

❯ quick setup for delivery allocation rules and criteria

❯ automated best delivery option according to your rules and previous performance

❯ instant AWB generation and handover to selected delivery partner

❯ real time visibility over your delivery status

❯ real time management and decision making

❯ workload and performance visualizations by courier or geography

❯ dashboard for statistics and analytics

❯ transparent costs

❯ end-to-end traceability

❯ Information on delivery, proof of delivery

❯ e-mail notifications on status change

❯ one-click reports

❯ **one platform, same approach for local and international deliveries**

Your **benefits** with Postis

€ 0
setup cost

no capex, no consultancy fee, no integration cost, no scouting for logistics suppliers

Zero day
activation

turnkey access to 30+ delivery options in covered territory, up to 14 days for courier implementations in new geographies
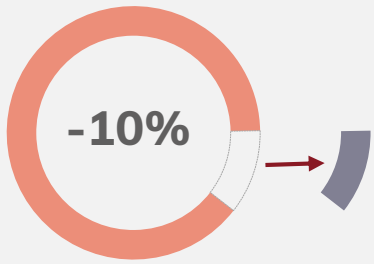
Simple
integration

one API provides access to local and international resources along the e-commerce value chain, from order capture to proof of delivery
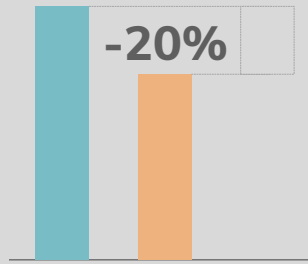
Pay as you
grow

flexible pricing models as a monthly fee or per transaction, allow you to pay only for what you use, as long as you use it, scale when needed, and reduce to a minimum your costs while you test different markets

The **Postis Effect** is real

more than 10% instant reduction of transport budget

for 80% of our customers

-10%

-20%

20% reduction of overall returns rate
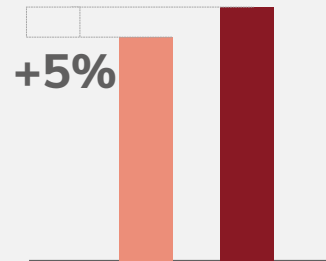
1-2% in percentage points

€ 0 cost of integration new carriers

4 hours to deploy new carriers

up to 14 days if not already enrolled in the platform

+5%

5% increase in overall delivery performance

-25%

25% reduction of customer complaint calls

We don't know each other yet, so it's ok if you think this is too good to be true.
Still, you might want to see what our customers think of us.

"After deciding to use Postis as a service, in one month and a half, we were sending our first parcels (including testing).

Now, after more than a year from our first parcels, we are sure we made the right choice. We activate in a dynamic market with companies and services changing every day, and with Postis' help, we can make changes in real-time."

— elefant.ro

"We achieved a 10% reduction of the delivery costs, total transparency over the platform, and great support from our Postis partners who were there for us to answer even to the most complex questions.

I remember that soon after implementation, the first Black Friday came and we managed the massive number of orders only through the Postis platform.

It was the first time when we were able to see and manage in real-time the orders by status, geography and carriers. This was a huge step forward, as starting that moment we were able to make real-time decisions to increase the delivery services quality for our customers."

— FLANCO

"We strongly recommend Postis as an excellent partner.

The collaboration and communication with the Postis teams have always been extremely productive. We received excellent support and the most appropriate and efficient solutions during and after the implementation.

They understand our business needs and have been there for us since the early days, supporting us with the optimization of the last-mile delivery services each and every day."

— frisbo
WE TAKE IT FROM HERE

One platform, 50+ options ready to deliver each and every parcel right

worldwide, Europe, national

Worldwide

Europe

National

35+ transport partners at county level

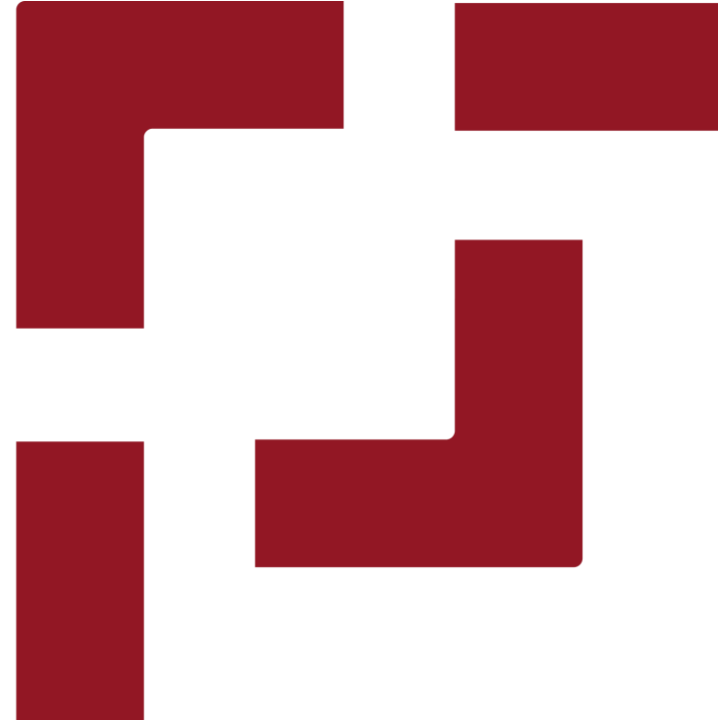# Want to simplify your processes and give a boost to your deliveries?

Let's talk and give us a try.

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What's next in the supply chain for manufacturing, logistic & retail companies

RETHINK STRATEGY
webinar