

## TPG/OMS – Smart Order Management

Never compete on price. This simple truth is more valid today than ever before. Companies that compete on price are commodities. They will never have loyal customers, be subject to the continual pressures of maintaining the lowest price, and will not earn respect or admiration in their marketplace.

Competing on Excellence, Value, and Guaranteed Service is the only way to attract and retain customers while making it virtually impossible for your competition to steal your customers.

Providing your customers with real-time order status, documentation, historical reports, accurate invoices, and self-service capabilities equals Excellence.

Driving costs out of your operations through automation and customer self-service allows you to pass savings on to your customers which increases your Value.

Enabling your organization to quickly and consistently respond to customer demands, inquiries, and special requests gives them the confidence and reliability of Guaranteed Service.

The Paxton Group order management system, TPG/OMS, allows you to rapidly achieve and deliver Excellence, Value and Guaranteed Service.

Acting as a “Single Point of Truth” where all customer, agent, and carrier contacts, rates, terms, capabilities, and coverage areas reside allows your team to be able to immediately respond to any service inquires or order requests.

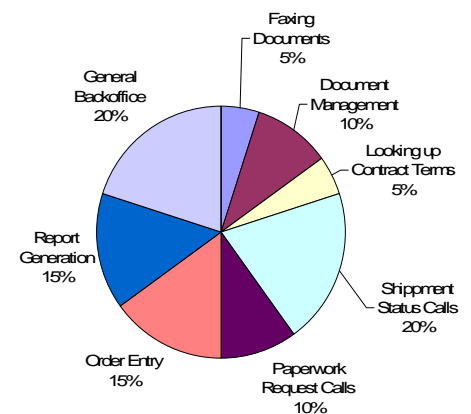
TPG/OMS makes your team more efficient by automating order entry through EDI, spreadsheets, and flat files. It optimizes truck loading and increases route efficiency by matching origins, destinations, and schedules and then generates manifests or bills of lading for delivery.

Document management is labor and space intensive. TPG/OMS electronically stores all of the documentation for each order and automatically matches inbound FAXes with orders. Now your back office team can retrieve, view, print, and email any document on-demand saving valuable time.

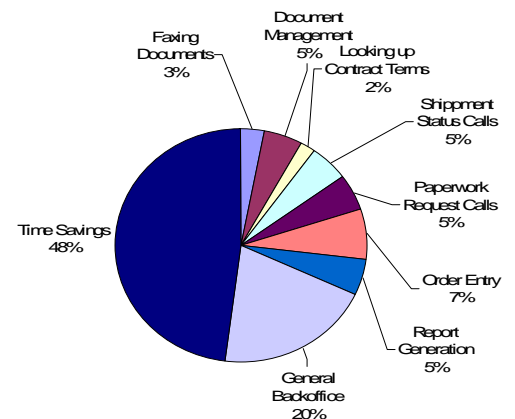
Even better is the fact that TPG/OMS provides a full Web based self-service portal that allows vendors, customers, and agents to input, view update, and track order documentation and information anytime they want. Even consignees have self-service access to their shipment events and documentation. This dramatically reduces the number of inbound calls to your back office team and increases your overall service value.

All of these operational abilities combined streamline the process of order scheduling, tracking, reception, and documentation saving time and eliminating frustration. Handling and managing

**Typical Back Office Effort**



**TPG/OMS Back Office Effort**



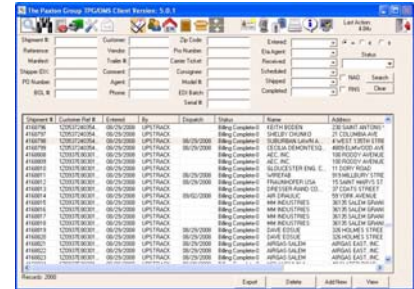
exceptions, over, short, or damaged deliveries is accomplished easily and without aggravation when all of the information is in one place at your fingertips.

Nothing detracts more from a customer's perception of quality and professionalism than an invoicing error. TPG/OMS provides invoice quality assurance through pre-billing validation reporting. This allows your back office team to review, verify and correct any errors prior to billing resulting in improved customer satisfaction and the elimination of embarrassing call backs.

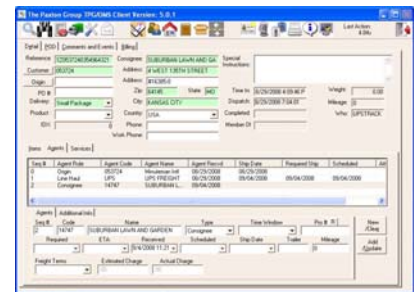
Reporting is critical to providing business intelligence and visibility. Generating internal performance snapshots and reports dynamically in excel on customers, agents, carriers, vendors, or sales are as simple as point and click. Even customers, agents, carriers, and vendors can generate their own reports on-demand through the self-service portal saving your back office team time while increasing customer satisfaction and value.

Getting your business up and running on TPG/OMS is simple. TPG/OMS is a SaaS (Software-as-a-Service) application which means there's no costly hardware or software to install or maintain and upgrade year after year. All you need is an Internet connection and you're ready to start.

Never compete on price! Let TPG/OMS differentiate your business on Excellence, Value, and Guaranteed Service and turn your competitors into commodities.



**TPG/OMS Search Screen**



**TPG/OMS Shipment Detail Screen**

Feature	Benefit
Automated processes with exception alerts	Time and resources spent on value added customer service.
Software-as-a-Service	No hardware or software to install. Low-cost, easy.
Agents, Vendors, Carriers, Consignees, and Sales Reps get their own username and password to view all of their information over the Internet. All information is entered, updated, and maintained in just one place	Self-service drives costs down and customer satisfaction up. Sales has all the information they need at their fingertips when they want it, wherever they are. Eliminates duplicate data entry errors and user frustration.
Self-learning system builds contact and information details as they become available	Rapid time to productivity. Information grows over time instead of having to be fully setup with all data first.
Full support for all types of transportation (LTL, Truckload, Last Mile, Intermodal, Small Package)	One system delivers a consistent customer and user experience across all load types and needs.
Import order data directly in any format you want (EDI, XML, Excel, Text)	All data types and formats supported quickly and easily so your customer is up and running fast and without hassles.
Import PODs via FAX	Automatically match POD to order for speedy payment.
Document management	View all shipment documents online in one place.
Export billing data directly to your accounting system	Proven, reliable, billing integration simplifies operations.
Enable your website for pre-paid orders	Let business come to you and pre-pay with credit cards.
Operational and performance reporting	View key performance metrics on Vendors, Sales Reps, Agents, Carriers, etc.
Add new lines of direct or indirect business	Managed all lines of business in one place, simply and easily.