

SmartSupplier is the TradeNet application that lets you manage all of your request for quotes, purchase orders, confirmations and acknowledgements. SmartSupplier is the next step up from StartSupplier and adds additional order management capabilities, allowing you to better automate the fulfilling of orders. You also get management information tools, giving you greater visibility and control of your customers' orders.

Data Sheet: SmartSupplier

ShipServ TradeNet puts you in direct contact with the world's largest community of buyers who are actively looking for the things you supply. With TradeNet once you've found a ship owner or shipyard that wants to do business with you, you'll automatically receive Request For Quotes (RFQs), submit quotes and accept orders – all without going near a fax machine.

TradeNet includes trading solutions for suppliers of all types and sizes in the marine marketplace, from small local ship chandlers to the largest OEM's, contract suppliers and trading houses. For suppliers looking for a versatile yet powerful e-commerce solution, SmartSupplier is the right choice.

SmartSupplier Features & Benefits

SmartSupplier provides an automated sales order management capability and management information tools that provide total visibility of all customer orders.

Simplify & standardize your sales order procedures

SmartSupplier enables a standard process for securely preparing, sending and receiving sales order documents, including receiving RFQs and orders, and sending quotes and confirmations. This results in a significant reduction in your communication costs with buyers.

Trade electronically with ship owners / managers worldwide

Using SmartSupplier you automatically become e-enabled and able to send and receive electronic documents, improving data quality and eliminating manual re-typing, faxing and emailing, which are prone to errors.

Straightforward and easy to use

The "Outlook style" main dashboard that organizes your transactions is simple for all users to incorporate in their daily activities.

Immediate and delay-free access

You receive transactions from buyers straight away and have access to all data for quotes and orders, even when disconnected from the internet enabling a reduction in quote to order cycle times.

Subscription

To become a SmartSupplier member you need to pay an annual subscription fee plus a Purchase Order (PO) Pack which is sized according to expected trading volume.

- Membership covers one year and is automatically renewed each year at the then current tariff, unless you have previously cancelled your subscription
- PO Packs are purchased separately. When the annual subscription is renewed, any unused POs are simply carried over to next year
- A PO Pack is like a prepaid phone card. It can be purchased in a variety of quantities ranging from 25 to 5,000. Every time you receive a PO, your PO Pack is reduced by one
- An unlimited number of RFQs may be received through the system
- Membership covers one TradeNet ID. If you wish to have separate branch offices with distinct TradeNet IDs, you must purchase multiple subscriptions

The annual subscription also entitles you to the following:

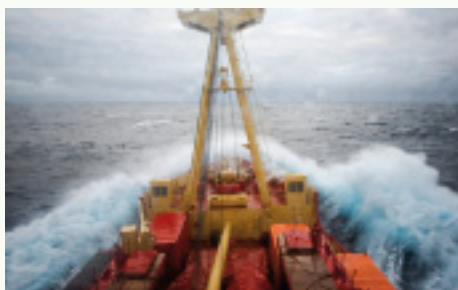
- Use of the SmartSupplier solution for Order Management transactions via TradeNet

- Access to expert support from ShipServ's Customer Service Centres worldwide 24/7
- Basic Listing in the online supplier directory, ShipServ Pages
- No limit to the number of RFQs you can receive with your membership

About ShipServ & ShipServ TradeNet

ShipServ is the leading maritime e-marketplace, helping buyers and sellers to find each other easily, connect cost effectively and trade efficiently. Whether a Supplier wants to attract new customers, a Buyer needs to source new Suppliers or existing purchasing relationships require internet-enabling, ShipServ is unique in helping businesses of all sizes in the areas of web based Commerce, Search and Advertising.

ShipServ TradeNet is the largest community of ship supplies buyers. Over 170 owner / managers and yards with more than 6,000 ships are participating today with more joining all the time. Buyers love TradeNet and always prefer TradeNet suppliers because it's the efficient, accurate way to do business. TradeNet is the fastest, easiest way to build your business.





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Frequently Asked Questions

How does the PO pack work & why do I have to pay for PO's unlike with StartSupplier?

StartSupplier is the entry level solution for Suppliers. The solution has sufficient functionality to handle transactions on a one-by-one basis but is not designed for handling high volumes of transactions. SmartSupplier in contrast is a far more sophisticated high transaction volume application.

Can I use SmartSupplier with multiple offices (Multiple offices / TNID's)?

A single SmartSupplier license is registered to a single ShipServ Trading Identity (TNID). Multiple users can use a single SmartSupplier license either sharing a single login id or multiple login identities. A single license also allows SmartSupplier to be used on multiple personal computers. If it is necessary for a supplier organization to have separate trading identities then separate licenses, one per identity, will need to be purchased.

How do I know if SmartSupplier will work on my PC?

SmartSupplier is compatible with all Windows operating systems (there is an installed base of over 600) but will not work on Mac operating systems. In general if you have a standard personal computer with a Windows operating system that is less than five years old and has sufficient

available memory then it is very unlikely that there will be compatibility issues. Full system and installation requirements are available from ShipServ upon request.

Won't using another application in addition to my current Sales Order Management system just duplicate my work?

SmartSupplier is designed to make sales order management simpler and less time-consuming. Information received from buyers in RFQs and POs is automatically entered in the screens used to respond to those documents, eliminating the re-keying of information within SmartSupplier where possible. In the cases where information would need to be re-entered in a sales order management system, SmartSupplier helps reduce errors associated with manually copying it from faxes and transcribing from phone calls. SmartSupplier contains the precise details of the information as entered by the buyer and can be easily copied into and out of the application to other systems using the standard user controls.

Why should I use SmartSupplier if most of my existing buyers are not on TradeNet?

Currently there are over 170 buyers (ship managers and yards) trading on TradeNet. By using SmartSupplier you are automatically made available to those buyers and every new buyer that starts on TradeNet. In addition your ShipServ Pages

listing allows you to actively market yourself to the buyers both by advertising your supply capability but also because your trading activity can be automatically matched to all buyers that search for products and services on Pages.

Even if your current level of business is not high with TradeNet buyers your cost to serve their needs should be lower using SmartSupplier due to the time saved in handling their RFQs and POs. Additionally a quicker response is more likely to ensure repeat business when you respond using SmartSupplier with TradeNet.

Can we use SmartSupplier to generate an instant or automatic quotation?

SmartSupplier does not have functionality to create an automatic quotation. In order to access this functionality you will need to purchase the SmartSupplier Catalog Management module or the SmartSupplier Expert edition. This allows you to manage your catalogue of products in SmartSupplier, to set-up profiles and discounts for buyers and automatically create quotations.

“ShipServ helps us better manage our orders, letting us focus our resources on serving our customers.”

Hans Henrik Jensen, General Manager, Global Spare Parts, Aalborg Industries

Contact the Global ShipServ Supplier Service Centre

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 **SHIPSERV**
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