

**Module 3**

*Section B: Enable Outbound and Inbound  
Order Management*

**Term**

Advance ship notice (ASN)

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Foreign freight forwarder

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Freight claim

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Freight forwarder

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Inbound logistics

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Lead time

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Optimize outbound customer shipments

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Order delivery

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An entity that picks up goods at the production site and coordinates transport to the foreign customer's location.

An electronic data interchange (EDI) notification of shipment of product.

The "middle man" between the carrier and the organization shipping the product. Often combines smaller shipments to take advantage of lower bulk costs.

A formal legal claim filed by the transportation buyer that the carrier failed to protect the freight properly, seeking monetary compensation for damaged freight, delayed or incorrect deliveries, overcharges, or other service failures. The amount of damages can be up to the value of the goods had they been safely delivered on time.

1) A span of time required to perform a process (or series of operations). 2) In a logistics context, the time between recognition of the need for an order and the receipt of goods. Individual components [...] can include order preparation time, queue time, processing time, move or transportation time, and receiving and inspection time. Syn.: total lead time. See: manufacturing lead time, purchasing lead time.

The group in charge of moving materials from suppliers or vendors into production processes or storage facilities; the actual movement of such material.

The duration of time between when the transportation carrier picks up a shipment and when it is received by the customer.

Analyzing the cost of maintaining inventory compared with the cost of transportation to find opportunities to improve total cost.

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Order picking

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Order processing

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Order transmittal

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Outbound consolidation

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Outbound logistics

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Planogram

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Supplier relationship management (SRM)

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Transportation management system (TMS)

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The activity required to administratively process a customer's order and make it ready for shipment or production.

Selecting or "picking" the required quantity of specific products for movement to a packaging area (usually in response to one or more shipping orders) and documenting that the material was moved from one location to shipping. Syn.: order selection. See: batch picking, discrete order picking, zone picking.

The gathering of a number of small shipments to a variety of customers into a larger load, which is then shipped to a point near the customers where it is broken down for delivery.

The time interval between a customer placing an order and when the seller receives it.

A graph or map of allotted shelf space based on an analysis of sales data indicating the best arrangement of products on a store shelf.

Every process that is involved in the shipping and holding of products after they are completed until they are received by the customer.

A computer application system designed to manage transportation operations. This type of application typically includes modules focused on specific functions, such as intermodal transportation, import and export management, fleet service management, and load planning and optimization.

A comprehensive approach to managing an enterprise's interactions with the organizations that supply the goods and services the enterprise uses. The goal of [this] is to streamline and make more effective the processes between an enterprise and its suppliers. [It] is often associated with automating procure-to-pay business processes, evaluating supplier performance, and exchanging information with suppliers. An e-procurement system is often an example of [this type of] family of applications.

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Vendor-managed inventory (VMI)

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Work order

1) An order to the machine shop for tool manufacture or equipment maintenance; not to be confused with a manufacturing order. Syn.: work ticket. 2) An authorization to start work on an activity (e.g., maintenance) or product.

A means of optimizing supply chain performance in which the supplier has access to the customer's inventory data and is responsible for maintaining the inventory level required by the customer. Accomplished by a process in which resupply is performed by the vendor through regularly scheduled reviews of the on-site inventory. The on-site inventory is counted, damaged or outdated goods are removed, and the inventory is restocked to predefined levels. The vendor obtains a receipt for the restocked inventory and accordingly invoices the customer. See: continuous replenishment.