



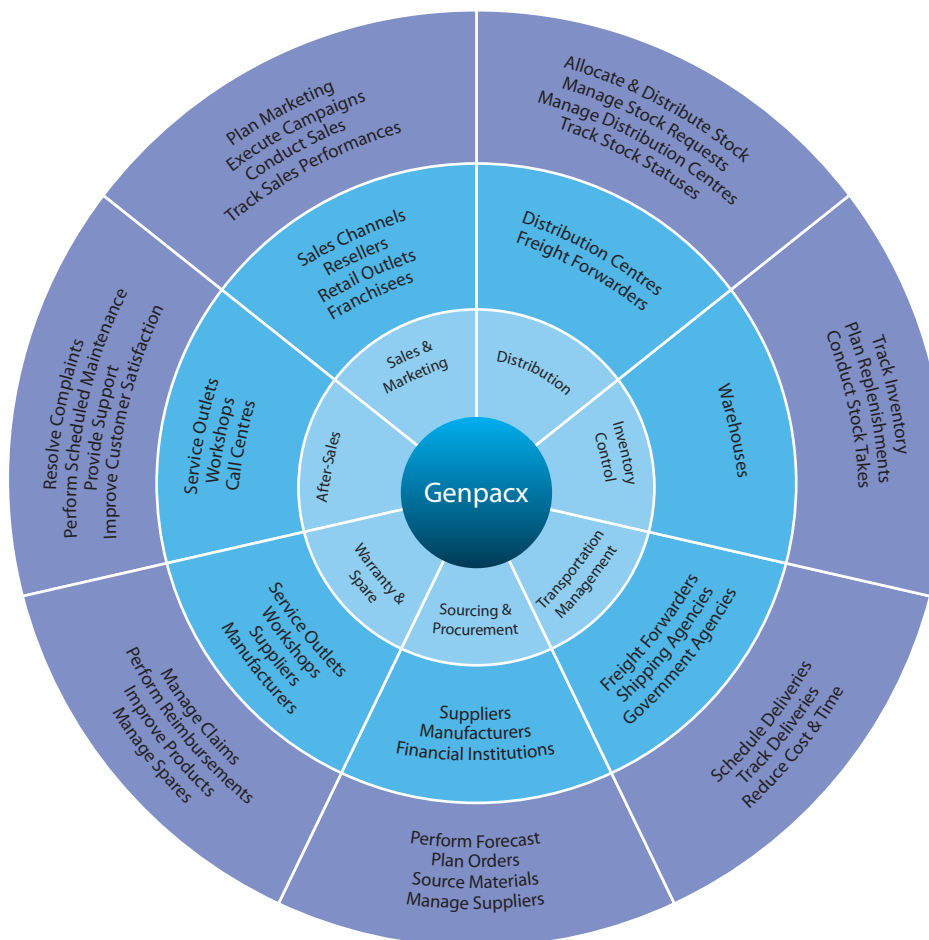
Generic Platform for Active Collaboration and Exchange

genpacx
by cuscap



Current business environments often involve operating multiple channels of communication across various internal and external entities. Genpacx, Cuscapi's leading solution for active collaboration and exchange, provides a generic platform for the sharing of critical business information between organisations and business partners involved in end-to-end customer fulfillment cycles.

Going beyond the traditional concept of linear fulfillment management, Genpacx takes your business to the next level by empowering your organisation's three essential business functions – Supply Management, Sales & Distribution and After-Sales Services – through a seamless and integrated system. With capabilities to handle concurrent inbound and outbound content while managing business transactions and data exchange effectively, Genpacx's functionalities and modules are designed to address the current inefficiencies of existing systems managing customer expectations.



A platform for active collaboration and exchange, Genpacx enables organisations to perform multiple key processes with internal and external business partners within a single integrated system applicable across various industries.

Genpacx Solution Overview

Challenging limitations

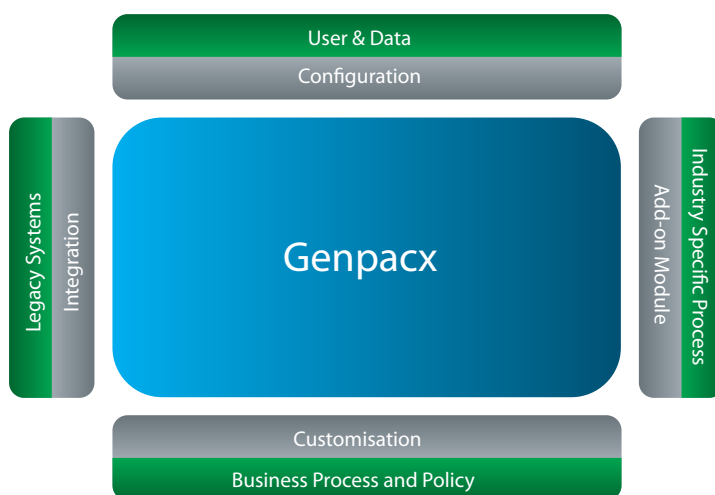
Despite the availability of technology solutions, most organisations share important information with its partners via independent and isolated systems. With limited capabilities, these fragmented systems cater to different needs and are not easily accessible to other business entities. By implementing individual systems, attempts to improve business operations will eventually hinder your organisation's workflow, making it difficult to improve overall business performance.

The complexity of exchanging business information is further multiplied when considering the need to manage information across multiple sites over large geographical locations. By utilising disparate solutions, organisations lack a standardised system for coordinating sales networks or generating consolidated reports. Data gathered through manual interaction with customers are compiled and processed freely, with no guidelines to ensure uniformity. There is no effective sharing of information, making it difficult to manage end-to-end fulfillments and provide consistent customer experiences throughout your organisation.

Meeting your business needs

Genpacx, by Cuscapi, is a powerful enterprise solution built with the best in leading-edge technology. With capabilities to integrate your main business processes within a single system, Genpacx utilises an intuitive web-based interface to provide you with immediate ease of use and little need for training. Its highly customisable features facilitate speedy implementation and easy integration with existing systems, while its scalable platform supports the continuous growth of your organisation.

Applicable to organisations across various industries, the following diagram depicts Cuscapi's methods for localising Genpacx to suit your organisation's needs.



With over 50 years of global consulting experience, Genpacx has been successfully implemented and accessed by 870 sites across a variety of industries including Automotive Sales & Distribution and Hospitality. The solution's reliable and secure architecture is further backed by an established nationwide support infrastructure, complete with round-the-clock service centres and guaranteed fast service response time, 24 hours a day, 7 days a week. With additional capabilities in business process outsourcing, we can offer you various options for managing and maintaining your business.

Dedicated to research and development, Cuscapi is committed to improving operational efficiencies for its diverse portfolio of clients, ensuring business stability and the continued improvement of your customer's experiences through Genpacx.

Functional Overview

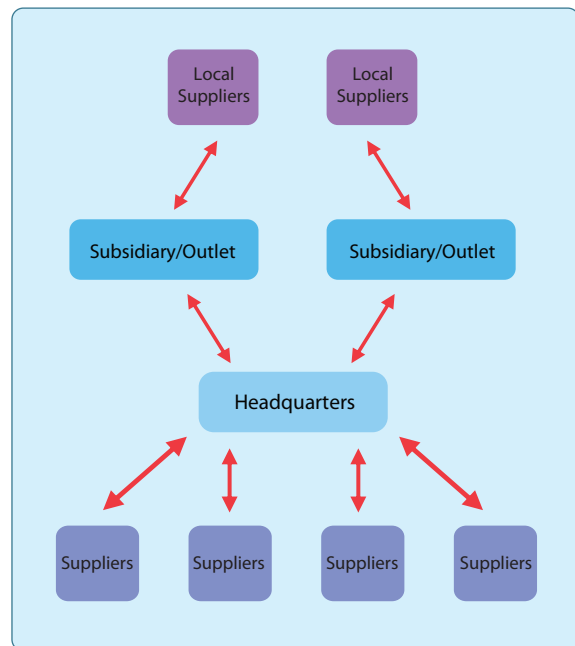
Carefully designed to support distribution networks operating across diverse geographical areas, Genpacx's functionalities are capable of handling the complexities of managing daily business operations of large corporations.

Procurement Management Key Functions

- Item Master Configuration
- Pricing Control Manager
- Supplier Manager
- Supplier Quotation Manager
- Purchase Requisition Manager
- Purchase Order Manager
- Goods Receiving Manager
- Procurement Forecast Manager
- Procurement Analysis Manager

Purchase Order		Show All Hide All		
Purchase order details are as follow:				
General Information		Hide Details		
Purchase Order No	PO100003			
Hotel	Cittitel Mid Valley			
Department	Kitchen			
Supplier	Chuan Huat S/B			
Required Date	28/10/2007			
Urgent Purchase	No			
CER	No			
Supercede Document				
Status	Closed			
Remark / Message		Hide Details		
User	Date	Remark / Message		
	06/11/2007	Generate from Market List - MLF100001		
Purchase Order Items		Hide Details		
Item	Quantity Ord.	Quantity Rec.	UOM	Asset
Lipton Yellow Label	40.00	40.00	PCS	No
Lady Choice Coleslaw Dressing	80.00	80.00	Tub	No
Additional Remark / Delivery Instruction		Hide Details		
Remark / Delivery Instruction	Please deliver Lipton Yellow Label as soon as possible, payment will only be made once goods are received by the purchasing department			
Action		Hide Details		
		<input type="button" value="Cancel"/> <input type="button" value="History"/>		

Stock Adjustment		Show All Hide All		
Stock Adjustment Details are as follow:				
General Information		Hide Details		
Stock Adjustment No	ST100001			
Hotel	Cittitel Mid Valley			
Created By	PAuser1			
Created Date	12/11/2007			
Stock Adjustment Date	12/11/2007			
Stock Adjustment Type	Stock Return			
Stock Take Ref	SR100002			
Status	Approved			
Remark / Message		Hide Details		
User	Date	Remark / Message		
PAuser1	12/11/2007	Return by muser1 since the item is no longer in request.		
Items		Hide Details		
Item	Current Qty	Adjust. Qty	UOM	Reason
Telephone Note Pad (1-PLY)	0.00	4.00	4PCS	Others
Action		Hide Details		
		<input type="button" value="Cancel"/> <input type="button" value="History"/>		



Genpacx supports centralised and de-centralised procurement operations

Transportation Management Key Functions

- Delivery Scheduling Manager
- Delivery Request Manager
- Delivery Status Tracking Manager
- Delivery Cost Manager
- Insurance Manager
- Freight Forwarder Manager
- Vehicle Tracking (GPS) Manager

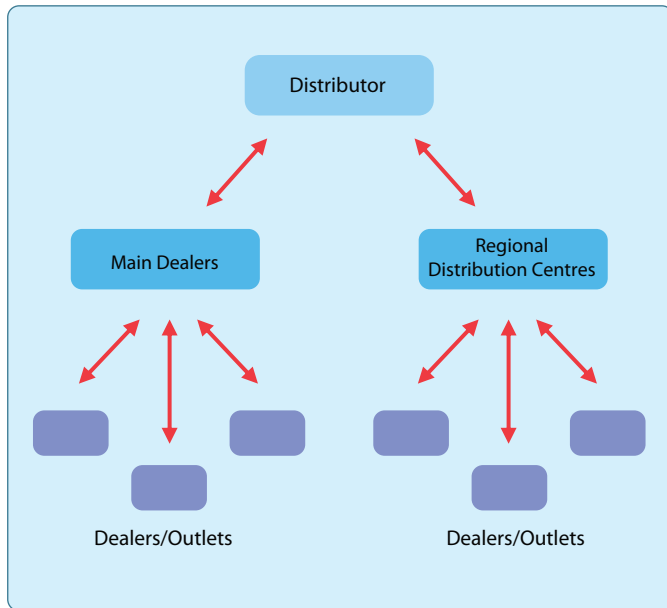
Inventory Management Key Functions

- Replenishment Manager
- Stock Inventory Master Manager
- Stock Request Manager
- Stock Take Manager
- Stock Adjustment Manager

Functional Overview

Marketing Management Key Functions

- Customer Survey Manager
- Marketing Campaign Manager
- Customer Profile Manager
- Loyalty Points Manager
- Club Membership Manager
- Bulletin Manager



Genpax supports multi-level sales hierarchy across different geographical areas

After-Sales Management Key Functions

- Service & Repair Manager
- Workshop Operations Manager
- Service Reminder Manager
- Proactive Maintenance Manager
- Service Plan Manager
- Labour Manager
- Service Scheduler
- Invoice & Payment Manager
- Warranty Claim Manager
- Warranty Plan Manager
- Warranty Approval Manager
- Warranty Reimbursement Manager
- Spare Part Manager
- Part Request Manager
- Part Movement Manager
- Part Replenishment Manager

Sales & Distribution Management Key Functions

Distributor Operations:

- Sales Forecast Manager
- Product Catalogue Manager
- Sales Outlet Manager
- Sales Promotions Manager
- Sales Commission Manager
- Customer Profile Manager
- Stock Allocation Manager

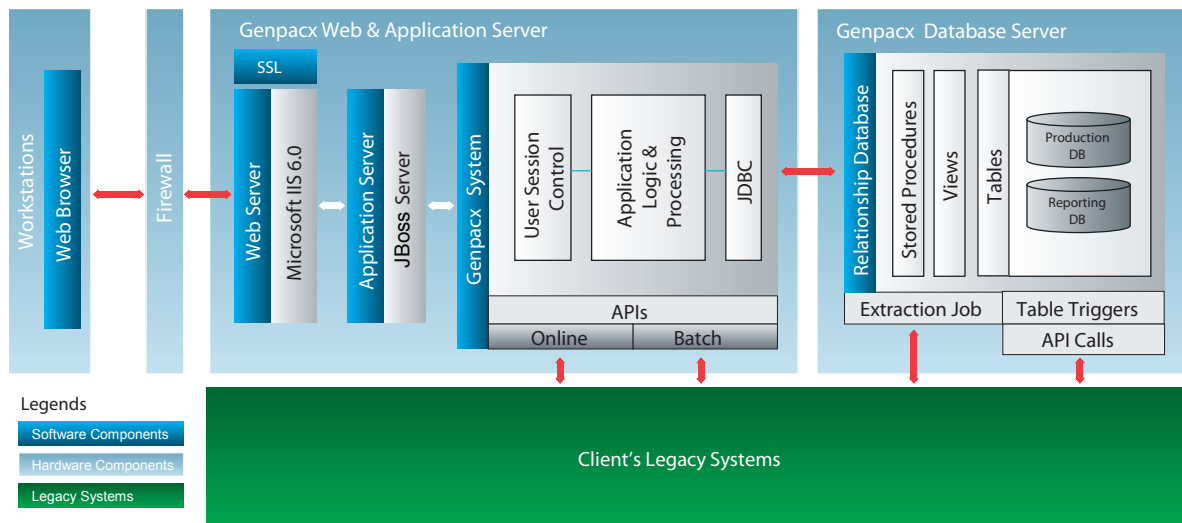
Sales Outlet Operations:

- Sales Activity Tracking Manager
- Sales Lead Manager
- Quotation Manager
- Sales Order Manager
- Invoice & Payment Manager
- Sales Follow-Up Manager
- Sales Fulfillment Tracking Manager

New Warranty Claim				Show All Details Hide All Details	
Your Warranty Claim have been successfully submitted and is pending for acceptance.					
Claims Form No	WC00000001				
Status	Submitted				
General Information				Hide Details	
Claim Type	Principal - Foreign				
Dealer / Branch	Demo Branch 1				
Claim Form No	WC00000001	Creation Date	15 November 2007		
VIN / Chassis No	VIN60CH0000000001	Mileage	10000		
R/O No	54545	Repair Date	15 November 2007		
Regn No	BFD2909	Regn Date	02 January 2006		
Claim Details				Hide Details	
1. The rear window is not well tinted					
General Information					
Warranty Type	400				
Approval No.	123456				
Repair Plan	Customised				
Complain	The rear window is not well tinted				
Diagnosis	Take out the existing tint, layer another tint				
Remedy	Fine & smooth tint paper				
Breakdown	No				
Cause Code	M005	Fault Code	FD005		
Labour					
No	Labour Code	Remedy	Labour Hour	Labour Amount	
1.	62040A	Replacement of the switch bracket - 500 - ALL MODELS	0.40	0.40	
Part					
No	Part Code	Description	Qty	Unit Price	Total
1.	D0001WU	N/PLATE SET	3	150.00	450.00
Part Adjustment Box:		0.00			
Total Claimed Amount				Hide Details	
Total Labour Amt Claimed	0.40		Total Material Amt Claimed	450.00	
5% Service Tax	0.02		GST	0.00	
Total Amt Claimed	450.42				
Date Received	15 November 2007		Date Last Submitted	15 November 2007	
Print					
Back to Warranty Claims Search					

Technical Architecture

Genpacx's technical architecture is designed to achieve maximum system stability, reliability and scalability, while enabling seamless integration between Genpacx with your organisation's legacy systems through our pre-defined APIs and Connectors.



Features and benefits include:

Performance: Set-up and designed according to your needs and requirements, Genpacx's technical infrastructure provides maximum system uptime and enables users to perform various transactions without causing performance degradation.

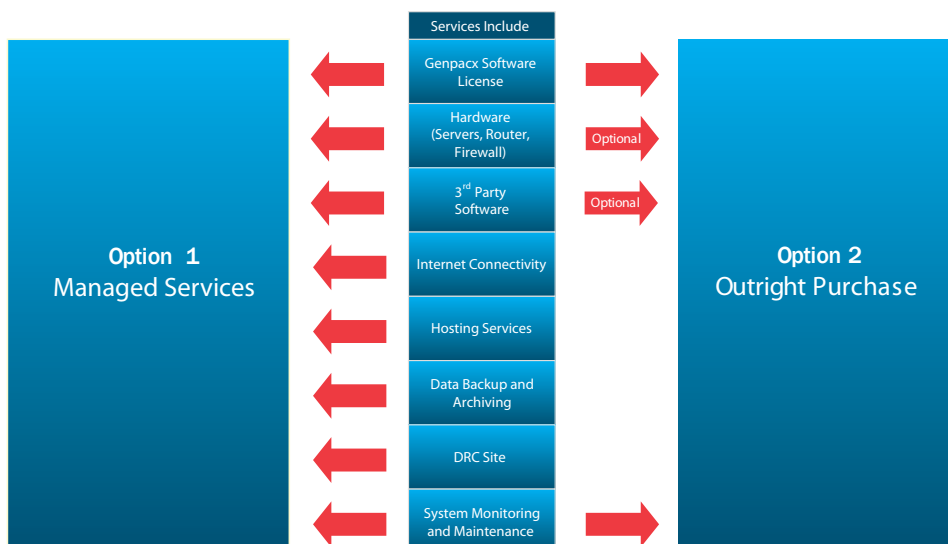
Scalability: With room for growth designed into the technical architecture, our application will be able to cope with increased demand through hardware upgrades to the CPU, RAM and the servers' hard disks. As your business requirements grow, additional server boxes may also be installed for clustering purposes to increase the system's capacity. This is made possible by the multi-tier approach adopted in the architecture.

Reliability: By utilising industry-standard hardware and software including solutions from Intel, Microsoft and JBoss, Genpacx's technical architecture provides a robust and reliable solution.

Secure: All system components are secured with industry-standard best practices including system hardening and security mechanisms, ensuring all data exchanged over the public internet are secure and encrypted.

Genpacx Implementation Model

Cuscapi offers two implementation options for Genpacx:

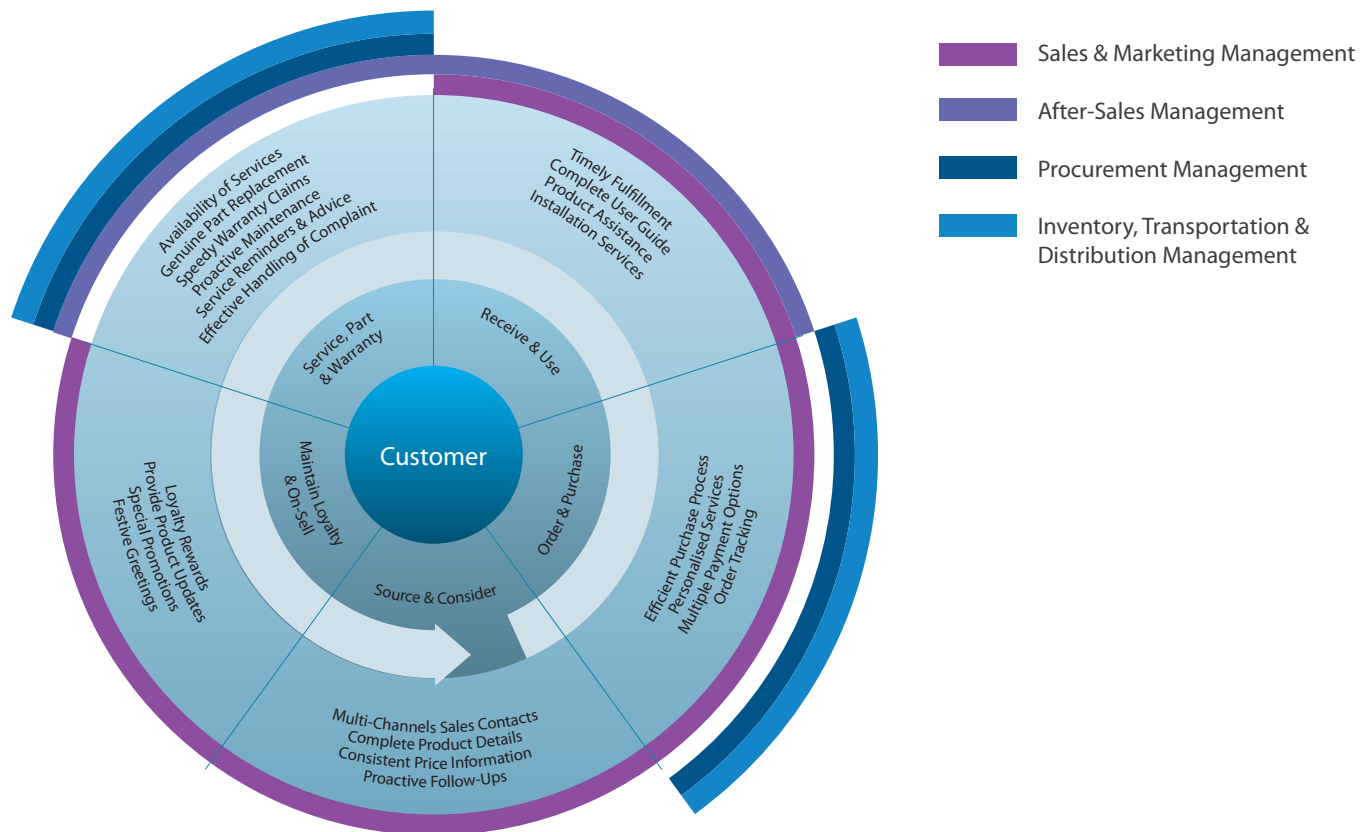


Integrated Approach

Genpacx Delivers

Genpacx blends innovative technology and business processes through a collaborative and interactive platform to provide you with the foundation for smooth business operations and increased productivity. Seamless and efficient, Genpacx consolidates, rationalises and automates your network of business contacts for improved operational excellence and cost efficiency. Our solution also increases distribution effectiveness by enhancing database management, back-end supply, minimising key variables, and focusing on delivery excellence.

Genpacx's integrated, seamless and secure infrastructure helps you improve customer satisfaction by increasing communication with customers, while equipping your staff with the know-how to better service your customers and meet their expectations. Deliver superior customer service by empowering your customers with value-added self-services and real-time sharing of information.



Genpacx helps organisations meet and fulfill customer expectations by providing the tools to anticipate and cater to customer needs at varying stages of service and interaction.

Encompassing four core business processes – Sales & Marketing Management; After-Sales Management; Procurement Management and Inventory, Transportation & Distribution Management – the Genpacx system empowers organisations, affiliates, distributors and customers with access to web-based, fully integrated, real-time information.

With modules configured to the needs of the end-user, Genpacx enables distributors and service centres to submit, track and process warranty claims; check availability of parts and prices; send service reminders; and improve overall customer relations through increased productivity. Customers, too, will benefit via loyalty programmes, while on-line access allows them to set appointments, check warranty statuses, or edit personal information.

Customisable, efficient and easy to use, Genpacx will give your organisation the edge it needs to put you ahead of competition.

Our edge, your advantage

Inspired by our core values of excellence, creativity, team spirit and zeal, we are committed to ensuring you achieve your business goals by maximising your customer capital, creating new value for your business and delivering excellence in all that we do. The possibilities for growth and success are endless, and we look forward to exploring them with you.

Cuscapi presence

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