Product:

The state of innovation – current and future development

Product vision:

The future of innovation

Richard White
Founder and CEO

Mike Sverdlov
Chief Technology Officer,
US Development

CargoWise Neo is a global integrated platform for the consumers of logistics services

Freight forwarders
and logistics providers

cargowise one

Global cargo market

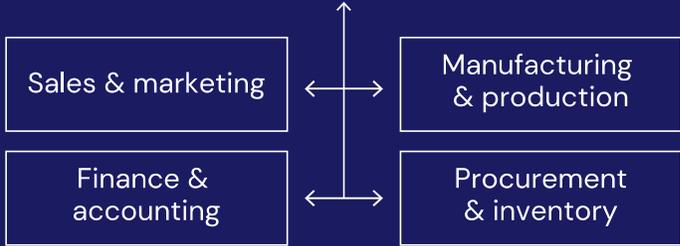BCOs direct to
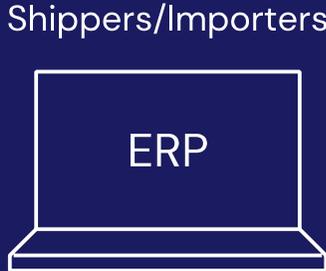a carrier or carriers

cargowise neo

Designed to digitise, automate
and extend the market into this area

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CargoWise Neo is the connector between logistics providers, importers, exporters and freight users

Providers of logistics services

Forwarders

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Carriers

Contracts

Rates

Schedules

Orders

Bookings

Milestones

Invoicing

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Standardised web portal based on GLOW platform

Consumers of logistics services

Shippers/Importers

ERP

Sales & marketing

Finance & accounting

Manufacturing & production

Procurement & inventory

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CargoWise Neo leverages CargoWise technology, our network foundation and global data sets
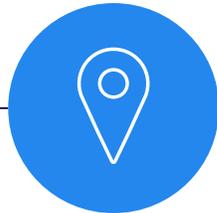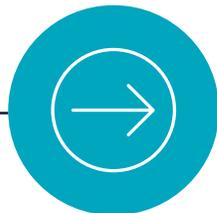
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Beta phase testing

Dashboard – track jobs at a glance

– Shows the most recent jobs
– Combines forwarding shipments, declarations, purchase orders, and other job types
– Movement progress indicator
– Drill down to see tracking history

Integrated tracking

– Integrated with freight tracking for the near real-time view of sea and air shipments
– Available for shipments, declarations, containers, and purchase orders
– Overall shipment location map and other modes on the roadmap
– Includes container-centric view with events coming via global container tracking

Streamlined bookings and quotes

– Wizard user interface with pre-populated defaults and quick access buttons
– Book by packing, mode and from recent consignments
– Integrated with CargoWise One auto-rating
– Rate shopping functionality on the roadmap

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Product development:

The state of innovation and development

Brett Shearer
Chief Technology Officer

Igor Malin
Data Scientist

Angela Gadaev
Product Portfolio Manager,
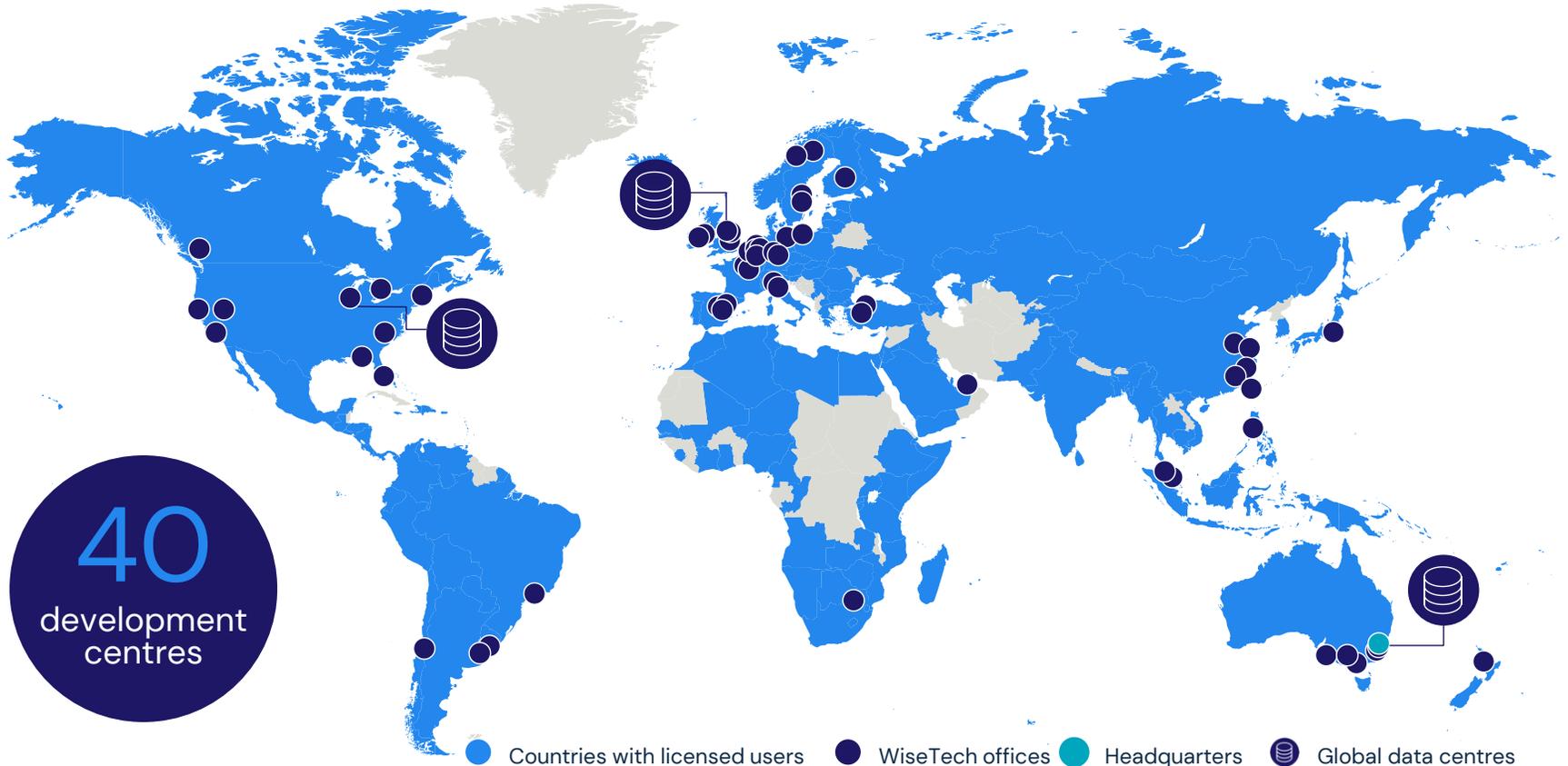International Logistics

Glenn Lawson
Customs Product Manager

Stephen Dascoli
International Ecommerce
Product Manager

We invest relentlessly in product development and are united in our vision to create the operating system for global logistics

40 development centres

51% employees focus on product development

1,100 product upgrades and enhancements in FY20

>861,000 unit tests executed every 45 minutes

4.6+ million development hours as of FY20

Countries with licensed users ● WiseTech offices ● Headquarters ⊜ Global data centres

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Our innovation pathway ensures rapid application development at high quality with efficient resource use

We look for the root cause of our customers' problem and solve for that pain point.

PAVE | Productivity Acceleration Visualisation Engine

- Manage global development teams

- Eliminate high defect rates

- Reconfigure global development activities with speed and agility

GLOW | Global Logistics On the Web

- Reduce the need for coding by software developers

- Product managers can also build software

- Can be deployed to any device or operating system

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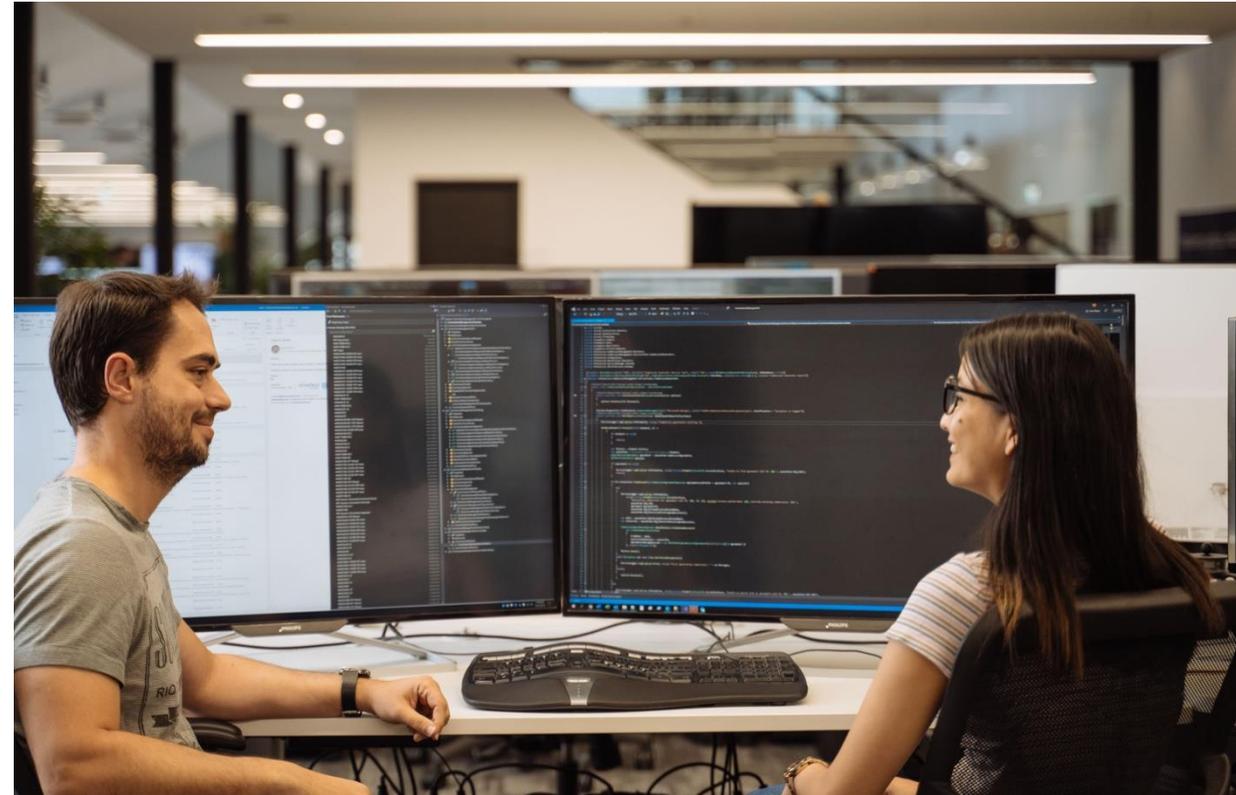
The challenge

Logistics providers cannot make accurate decisions
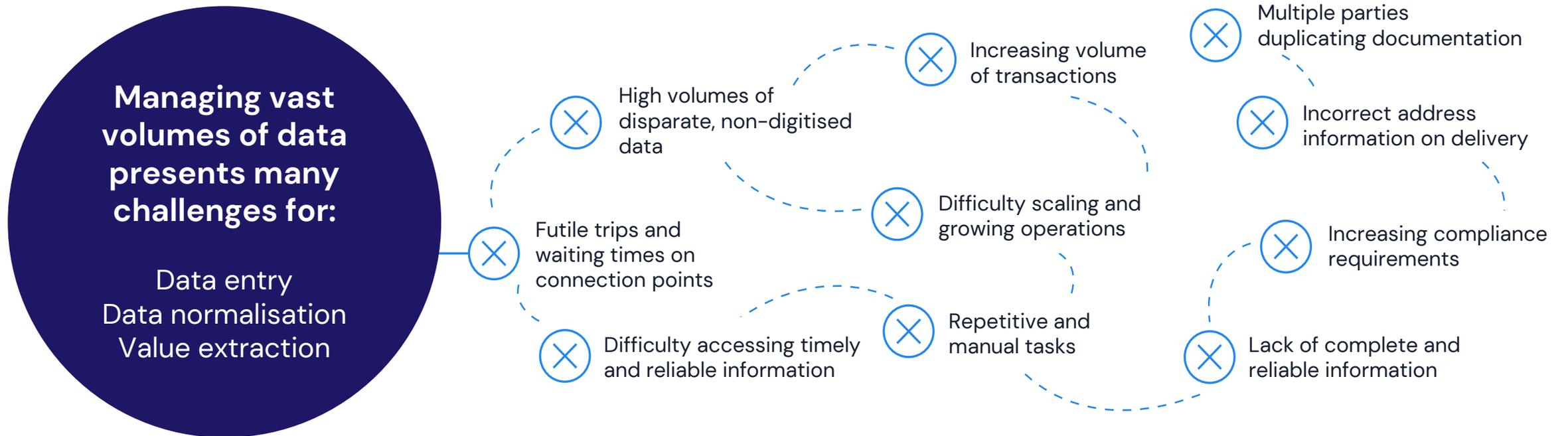with incorrect or incomplete data

**Managing vast
volumes of data
presents many
challenges for:**

Data entry
Data normalisation
Value extraction

High volumes of
disparate, non–digitised
data

Increasing volume
of transactions

Multiple parties
duplicating documentation

Futile trips and
waiting times on
connection points

Difficulty scaling and
growing operations

Incorrect address
information on delivery

Difficulty accessing timely
and reliable information

Repetitive and
manual tasks

Increasing compliance
requirements

Lack of complete and
reliable information

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Our solution

Data availability, speed, accuracy and quality for all parties involved

Data entry

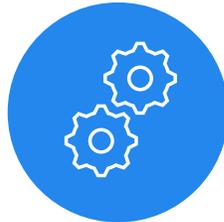**1** Eliminate

Manual data entry

Incorrect data

Paper-based documentation

Data normalisation

2 Automate

Data validation

Deduplication of data

Data cleansing

Value extraction

3 Optimise

Shipment movement

Customs clearance

Process automation

✓ **Search and relevancy**

✓ **Decision support**

✓ **Data analytics and industry insights**

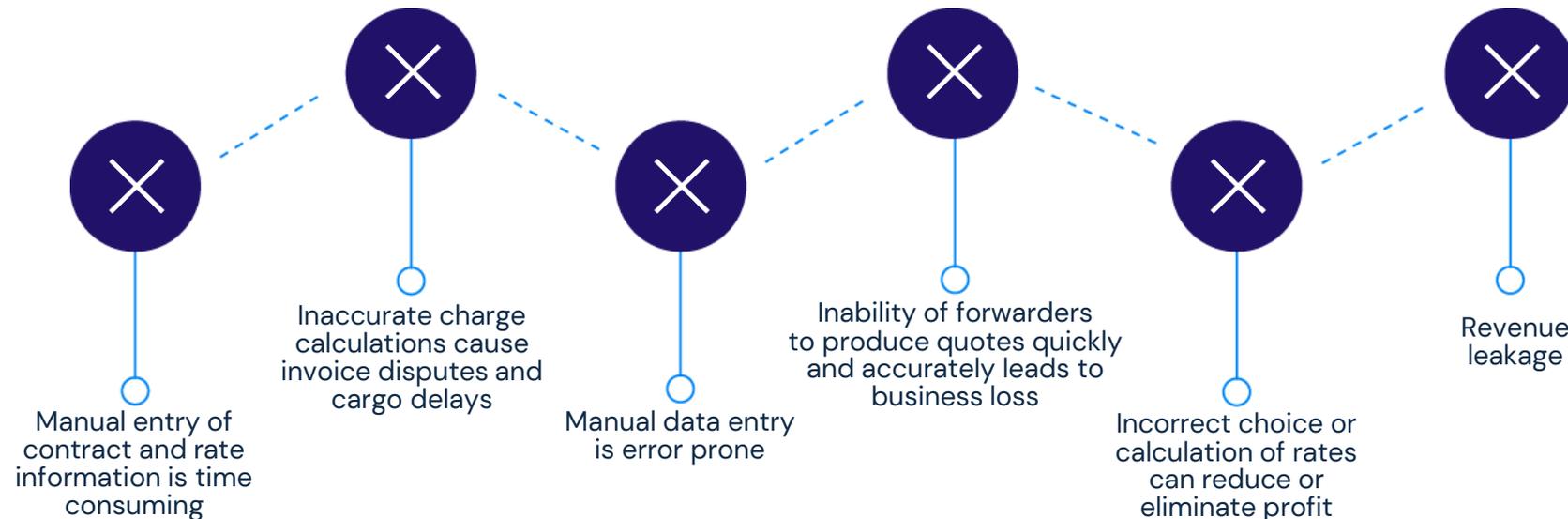✓ **Predictive modelling**

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The challenge

Manually searching for rates, tariffs and other charges is time consuming, error prone and costly

CHALLENGES

– Costs are collected and compared from hundreds of service providers and carriers

– Price lists are complex and not standardised

– 1,000+ potential surcharges and discounts

– Surcharges and discounts frequently change

– Manual distribution methods to customers

– Rapidly growing spot market

– Different basis for charges (per weight, per day, per shipment, pivot rate, etc.)

– Coding of charge types different per carrier and customer

– Extremely complex sell rates calculations, based on already complex costs, additional services and a portion of a shipment within consolidated cost

– Tight margins

RISKS

Manual entry of contract and rate information is time consuming

Inaccurate charge calculations cause invoice disputes and cargo delays

Manual data entry is error prone

Inability of forwarders to produce quotes quickly and accurately leads to business loss

Incorrect choice or calculation of rates can reduce or eliminate profit

Revenue leakage

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Our solution

A global rates engine to aggregate, standardise and normalise rates across providers and modes

Features available now:

- ✓ Global data set of buy and sell rates
- ✓ Auto-costing and auto-rating instantly search and apply buy and sell rates to shipments
- ✓ Real-time, automated rates with a direct electronic feed from carriers
- ✓ Configurable calculation strategies to build fast and accurate quotes
- ✓ Ability to immediately convert quotes into a set of client rates
- ✓ Single Sign-On to CargoSphere and Cargoguide

Features in development:

- ✓ Spot rates and instant bookings with ocean and air carriers
- ✓ Provide rate back to carrier with booking and shipping instruction
- ✓ Rate and capacity allocation management
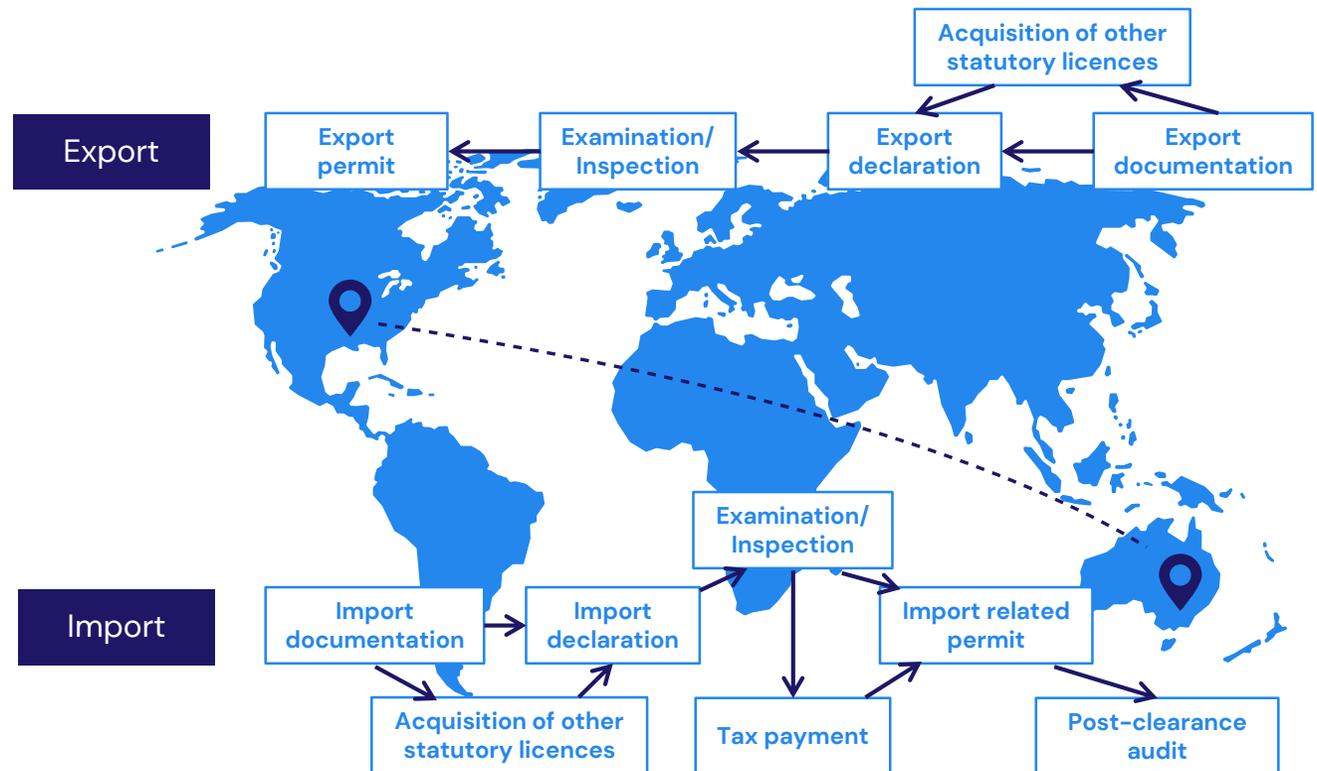- ✓ Profit and loss simulation
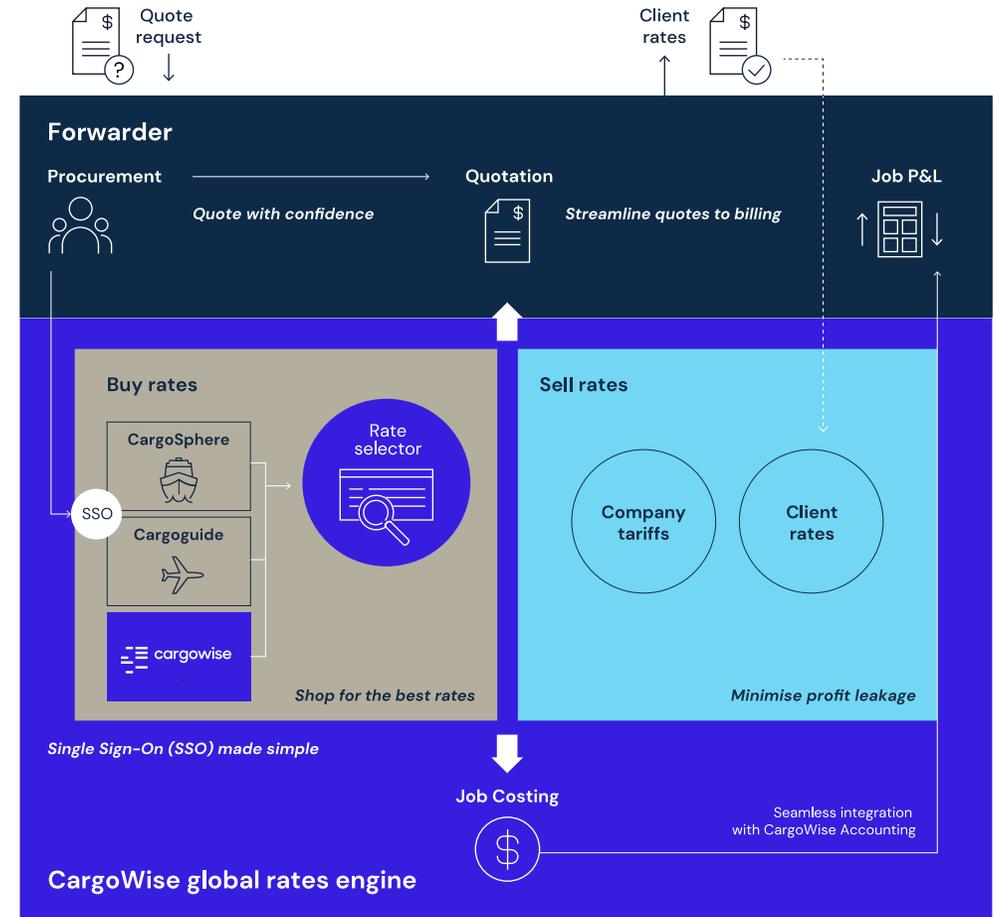
The challenge

Growing complexity in world trade continues to put pressure on global supply chains

The customs compliance landscape is difficult to navigate.

– Local law and regulations

– Licence requirements

– Local goods classification

– Free trade agreements

– Domestic policies

– Tariffs and duties

– Embargos, restricted parties and sanctions

– Customs entries and declarations

– Trade laws and foreign policy

Seamless import and export require vast amounts of documentation, involving multiple parties and message types.

Export

- Acquisition of other statutory licences
- Export permit
- Examination/ Inspection
- Export declaration
- Export documentation

Import

- Import documentation
- Import declaration
- Examination/ Inspection
- Import related permit
- Acquisition of other statutory licences
- Tax payment
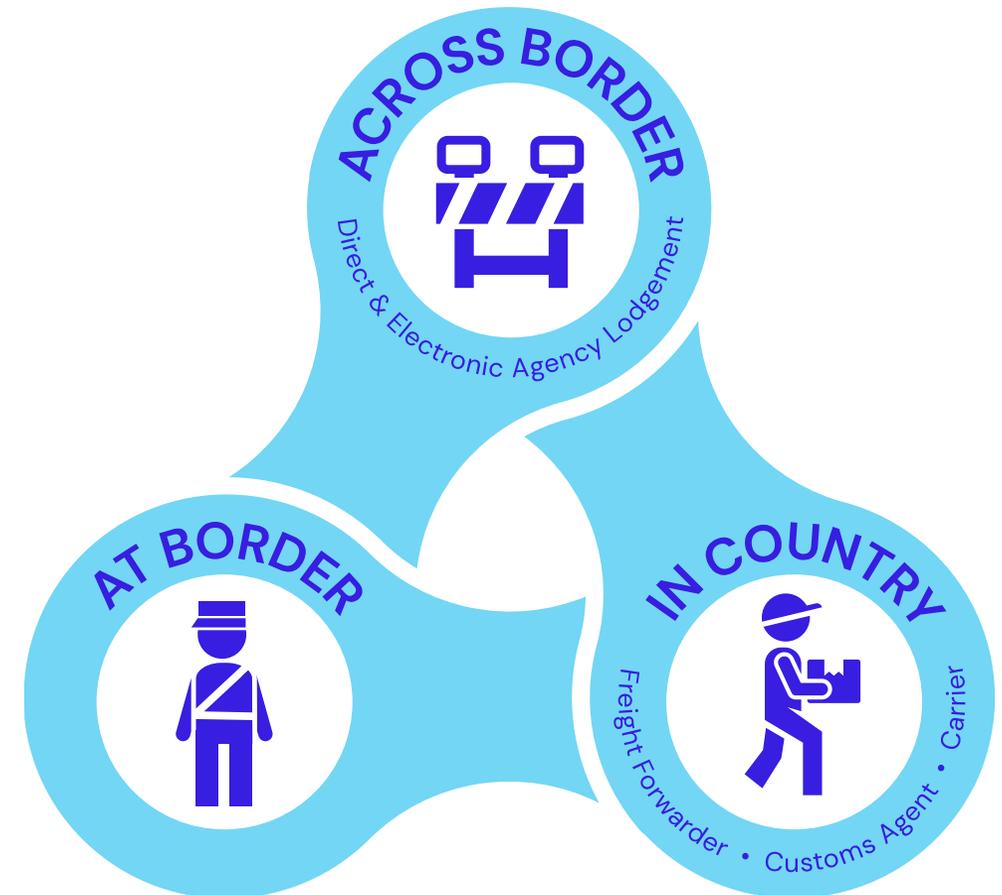- Post-clearance audit

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Our solution

One system to create, manage and clear import and export customs declarations in 30 countries

- **Mitigate regulatory risk**, reduce spend and streamline import clearances

- **Simplify export processes**, safeguard against regulatory exposure and avoid hidden costs

- **Automate data entry** and transfer to drive accuracy and productivity while minimising delays and disruptions

- **Correctly classify goods** and meet regulatory requirements with comprehensive customs reference material

We are building the world's integrated customs platform, designed to cover ~90% of manufactured trade flows.

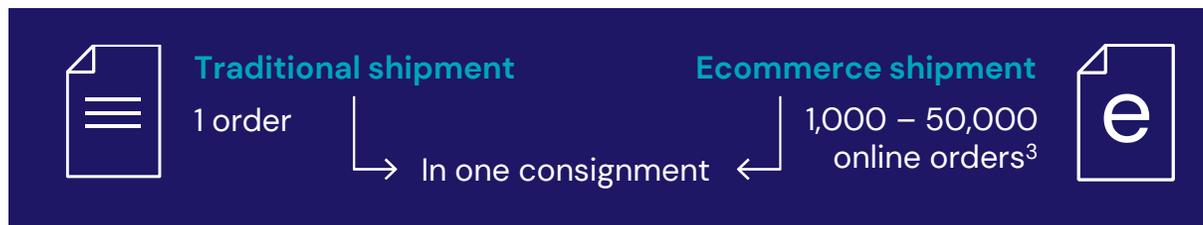With each cross-border acquisition, we integrate and fully embed it into CargoWise.

ACROSS BORDER
Direct & Electronic Agency Lodgement

AT BORDER

IN COUNTRY
Freight Forwarder • Customs Agent • Carrier

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The challenge

The rise of ecommerce has significantly increased the demand for logistics services
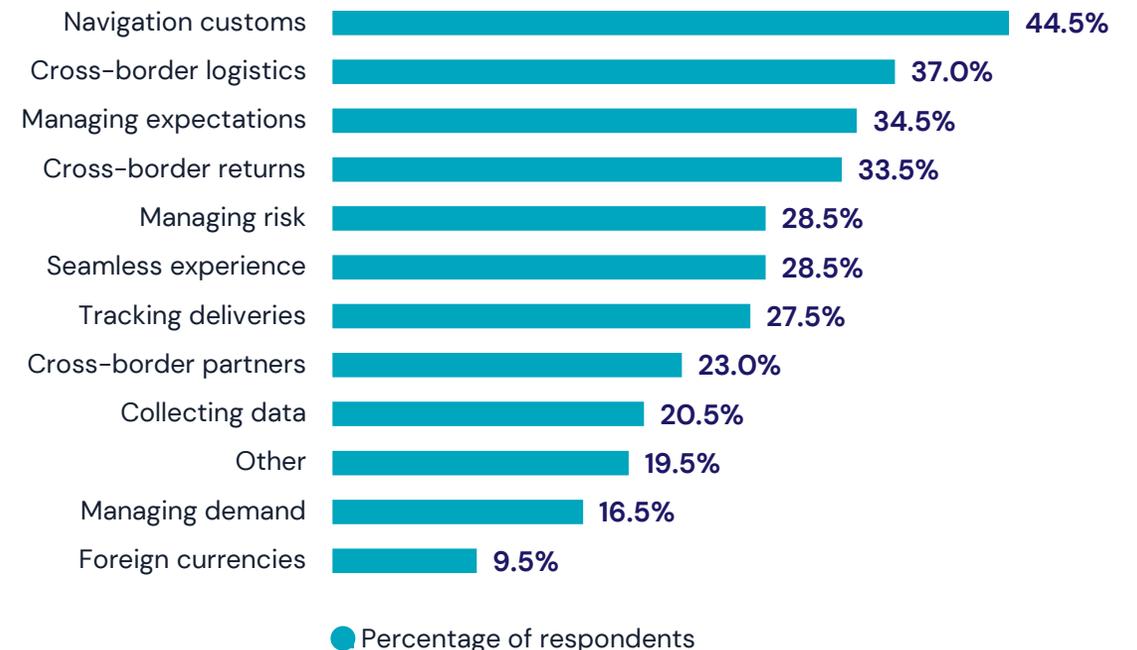
The B2B ecommerce market is growing

1.92bn

People purchased goods or services online in 2019[1]

US$3.5tn

Worth of eretail sales made in 2019[1]

95%

Of all purchases to be conducted via ecommerce by 2040[2]

Ecommerce shipments are managing unprecedented volumes

Traditional shipment

1 order

→ In one consignment ←

Ecommerce shipment

1,000 – 50,000 online orders[3]

e

International ecommerce is critical to growth

What challenges do you face with your cross-border ecommerce (other than cost)?[1]

Challenge	Percentage
Navigation customs	44.5%
Cross-border logistics	37.0%
Managing expectations	34.5%
Cross-border returns	33.5%
Managing risk	28.5%
Seamless experience	28.5%
Tracking deliveries	27.5%
Cross-border partners	23.0%
Collecting data	20.5%
Other	19.5%
Managing demand	16.5%
Foreign currencies	9.5%

● Percentage of respondents

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    Source: 1. Statista 2. Nasdaq 3. CargoWise system data

Our solution

A single platform for the entire international ecommerce fulfilment supply chain

An integrated information flow from origin to destination

- Manage customs declarations
- Automate orders, consignments and shipper manifests
- Manage international consignments
- Comply with global customs declaration rules
- Electronic information exchange
- Deep CargoWise integrations
  - shipping
  - customs
  - international freight forwarding, parcel
  - final mile delivery
  - full track and trace
- Web enabled via GLOW
- View key milestones as they occur

Multi-carrier shipment processing at origin port → Consolidation → Cross-border customs clearance → Injection into carrier network → Last mile delivery and returns

cargowise Ecommerce

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