



Crown Compass

**Navigate to solutions,
navigate to success**

Measured distinction
crown-logistics.com

CROWN 
LOGISTICS

All-In-One Logistics Navigation

In the dynamic world of e-commerce and retailing, success is defined by the ability to navigate a complex web of logistics operations with precision and foresight. Inspired by the timeless brilliance of a compass, **CrownCompass** seamlessly integrates data streams from across our expansive transportation, warehousing, and distribution network, providing customers with unparalleled visibility and transparency. As steadfast as a compass pointing towards the true north, **CrownCompass** will be their timeless navigational tool, steering their business towards the direction of success.

Key Benefits

Integration & Customization

Integrate effortlessly with existing systems

Plug & Go

Be up and running within 5 days

Real-time Visibility

Track shipments with complete transparency

Hybrid Solution

Serve both B2B and B2C shipment seamlessly

Sustainable Logistics

Minimize your environmental footprint



Warehouse Management System (WMS)

WMS implemented by **CrownCompass** is a software solution that provides end-to-end visibility into our entire inventory and manages the supply chain fulfillment operations from our distribution centers to store shelves. It can provide effective warehouse management which makes the operation faster and allows the warehouse to be used at full capacity. **WMS** is a critical component of **CrownCompass**' logistics operations which drives efficiency, productivity and performance across our warehouse and distribution network.

Fulfillment & Refulfillment Service



End-to-end Visibility



Drive Efficiency & Productivity

Improve picking accuracy up to **99.9%** ⁽¹⁾

Shrinkage rate **0.0028%** ⁽²⁾



Sources:

(1) Crown KPI 2023

(2) Crown Stock Take Result

Transportation Management System (TMS)

TMS implemented by **CrownCompass** helps maximize truck capacity by consolidating shipments and optimizing load planning. This reduces the number of trucks required, which leads to fewer miles driven and lower emissions per delivery. It has also had a measurable impact on our order fulfillment, with the cost to process each customer order being reduced by 43% through the streamlined transportation management. **TMS** has become a critical component of our logistics technology stack, driving efficiencies and cost savings across **CrownCompass'** supply chain and distribution network.

Route Optimization



Reliable Delivery



Reduce Carbon Emission

43%
Reduction in
cost to process
each order⁽¹⁾

99%
On-time
delivery⁽²⁾



Sources:

(1) Chief Supply Chain Officer Survey conducted by Aberdeen Group

(2) Crown KPI 2023

Order Management System (OMS)

CrownCompass is implementing an **OMS** to streamline and automate its purchasing and fulfillment processes.

OMS assists us to achieve 100% order completion. It organizes and automates key order lifecycle steps, manages inventory, triggers fulfillment, and handles returns. By optimizing order management, **CrownCompass** is committed to enhancing fulfillment speed and reliability while optimizing operational efficiency throughout its supply chain.

Automatize Order Process



Reliable Fulfillment



Greater Operational Efficiency

100%
Order completion rate ⁽¹⁾



Sources:

(1) Crown KPI 2023



Billing Management System (BMS)

CrownCompass is implementing a robust **BMS** to streamline and optimize our invoicing and payment processing capabilities. By leveraging the power of a modern **BMS**, we aim to drive greater efficiency and accuracy across our billing operations. It assists our clients in achieving a 90% reduction in operational hours spent on billing process. The system also delivers tangible improvements to the customer experience. This streamlining of the billing process translates to faster invoice generation, more efficient payment collection and enhanced transparency for our customers.

Streamline Billing Process



Effective Credit Control



Improve Cash Flow

90%

Reduction in operational hours⁽¹⁾

0%

Wrong billing, delay and dispute⁽²⁾

Sources:

(1) BILL's 2023 Accounting Firm Automation Opportunity Report

(2) Internal Billing Monitoring Record



Tracking Portal

CrownCompass has implemented a robust Tracking Portal. This powerful system enables us to monitor the movement and status of our products, orders, and shipments in real-time. It also provides us and our customers with transparency. By leveraging our portal, we ensure that no order or shipment falls through the cracks. This system can provide confidence to customers by allowing them to track the delivery process and expected delivery time.

Real-time Monitoring



Shipment Transparency



Flawless & Reliable Delivery

Achieve
83% in
customer
satisfaction⁽¹⁾

Sources:

(1) Crown Logistics Customer Satisfaction Survey





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