GRAVITY GUIDE FOR SUPPLIERS

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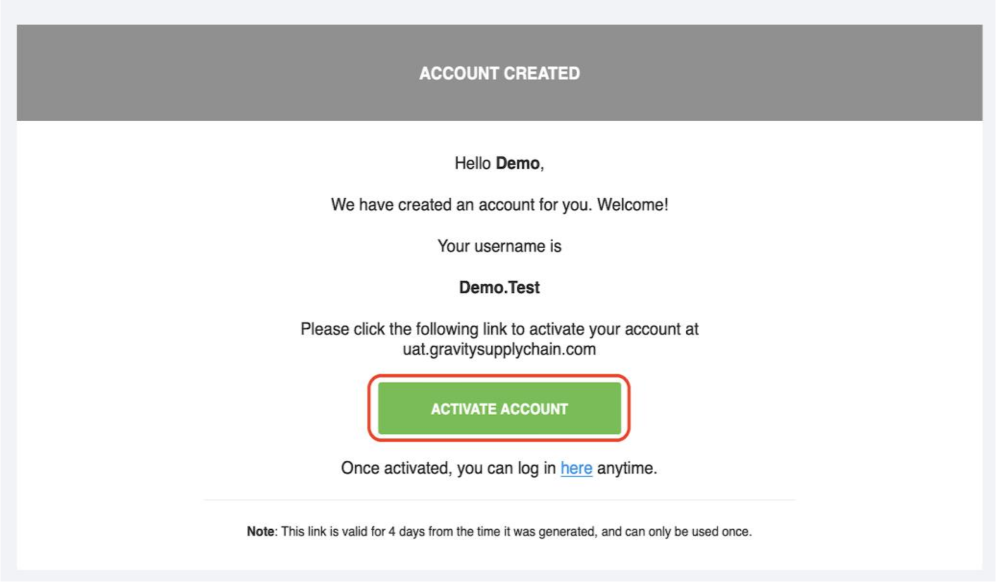
Accessing Gravity Platform

As part of the onboarding process, you will receive an activation email within your inbox. This will contain the URL, your username, and a link to create your password. It is important that your login is unique to you and is not to be shared with others.

1. You will receive an email within your Inbox inviting you to activate your account and set your password. Please be sure to check your junk/spam folder if the email does not appear within your inbox.
2. Click ‘Activate Account’.
3. You will be directed to the Gravity URL and asked to create your password.
4. Enter your username and password in their respective fields on the left-hand side of the screen. Once username and password have been entered click the ‘Sign In’ button to gain access.

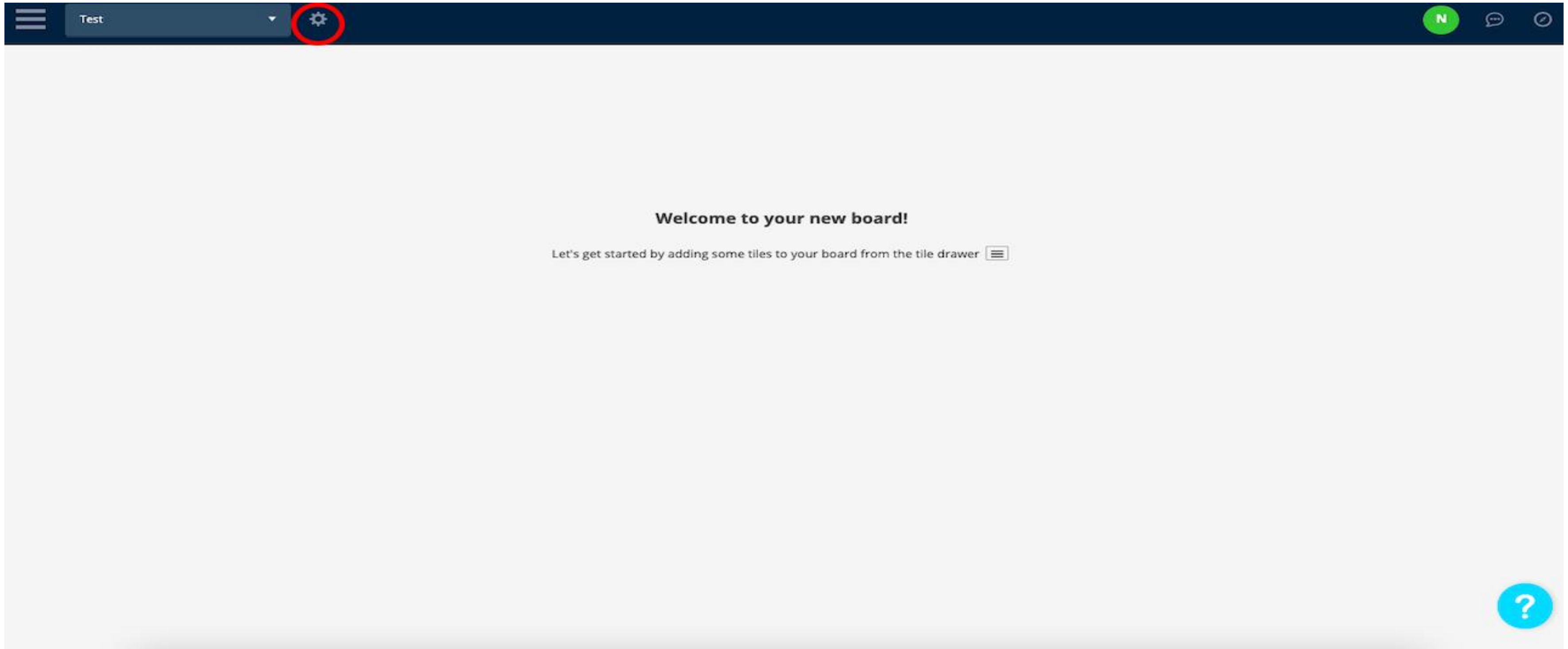


Creating Board

A Board refers to the configurable view of functionality that is presented on the homepage to the user at one time.

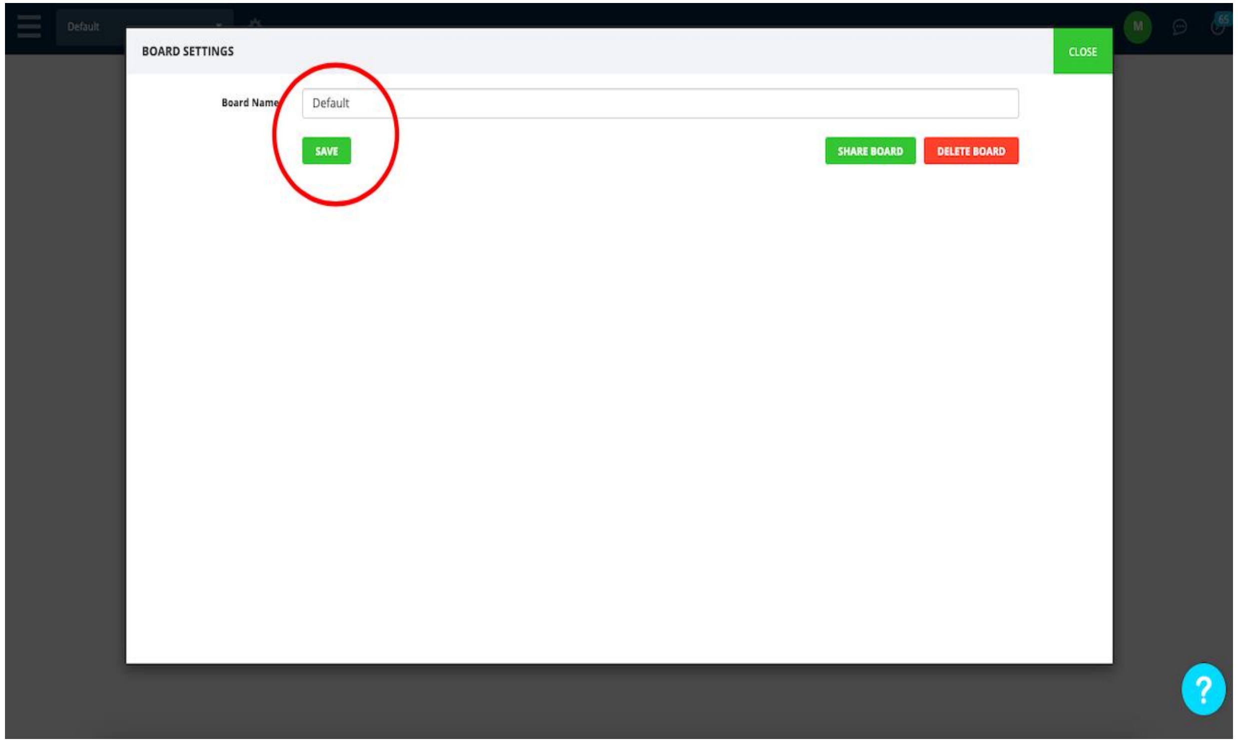
<u>Configuring your Board:</u>

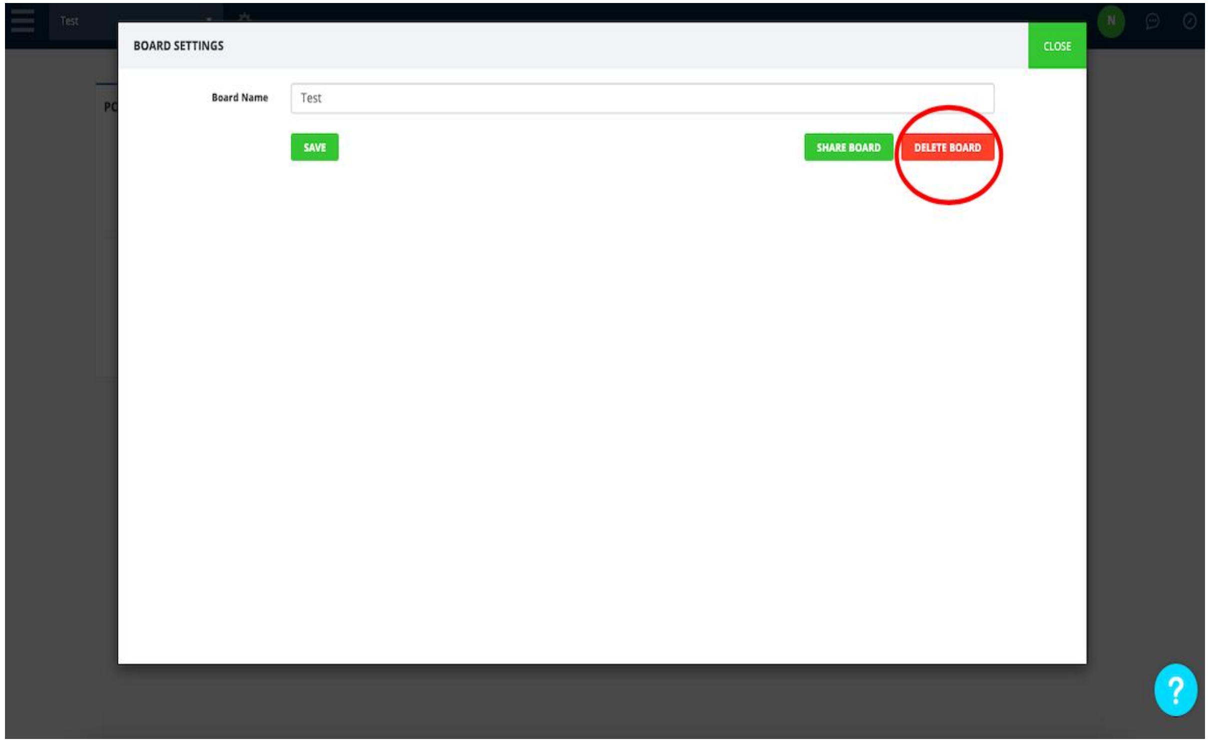
1. When you first log into the platform, you will see a blank white screen with the message ‘Welcome to your new Board!’.
2. Select the gear icon on the top left-hand side of the screen



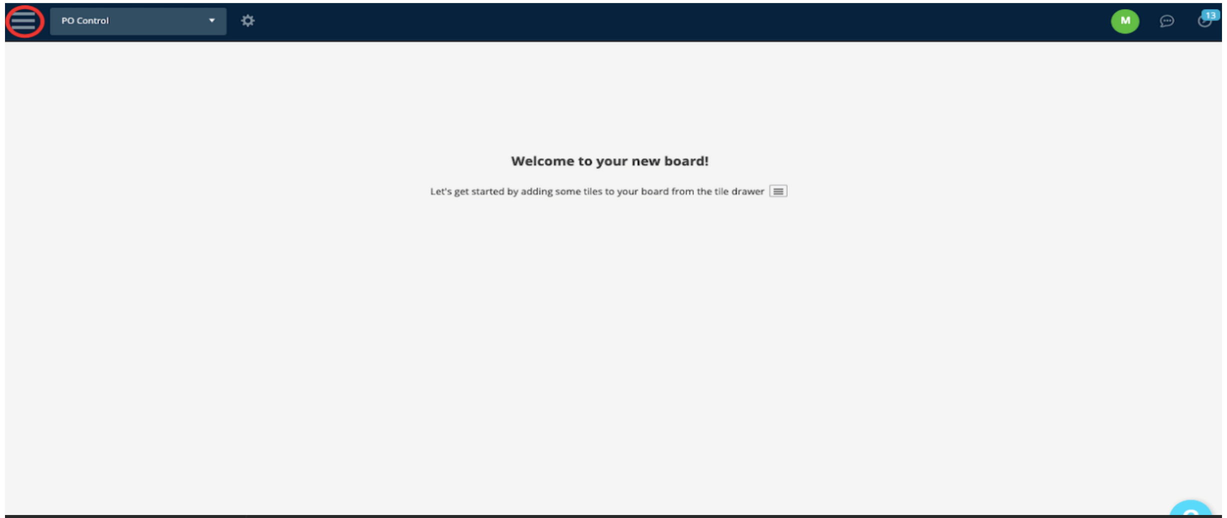
Creating Board

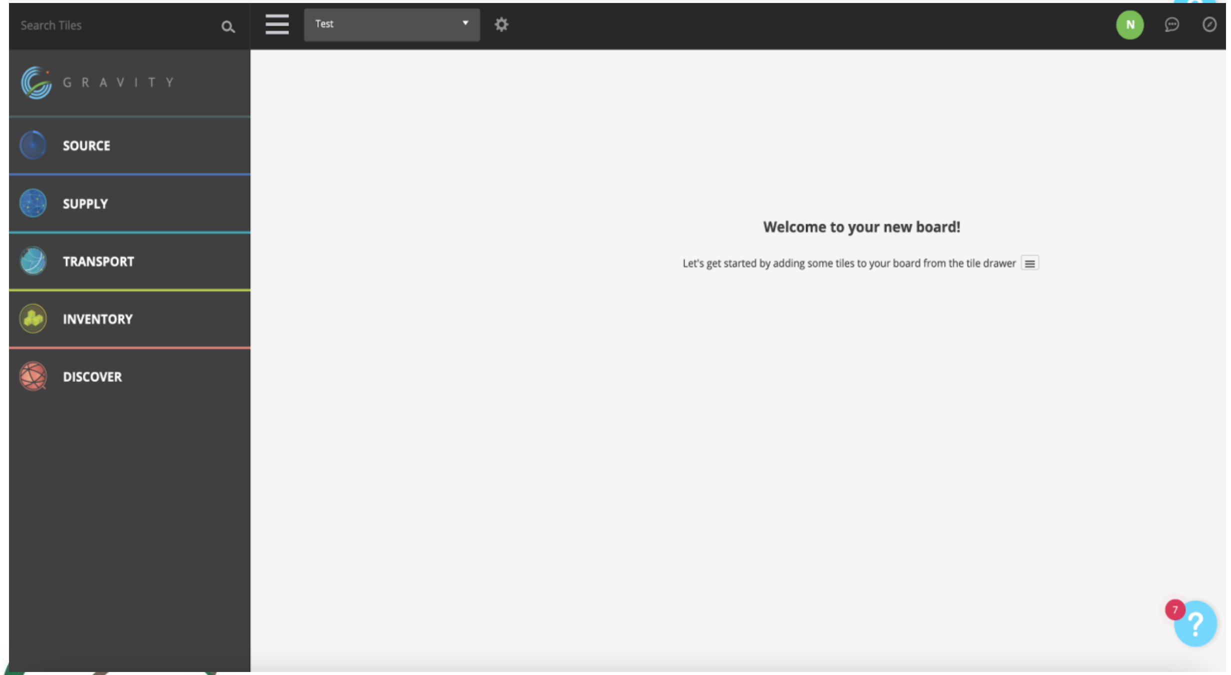
3. Editing your Board - Edit the name of your Board by entering it in the Board name field and selecting the 'Save' button below the field.
4. Deleting a Board – To delete a Board that you have created click 'Delete Board'.





Selecting Tiles





Adding Tiles to your Board - Once your Board is named and created, then you need to select which Tiles to add to your Board:

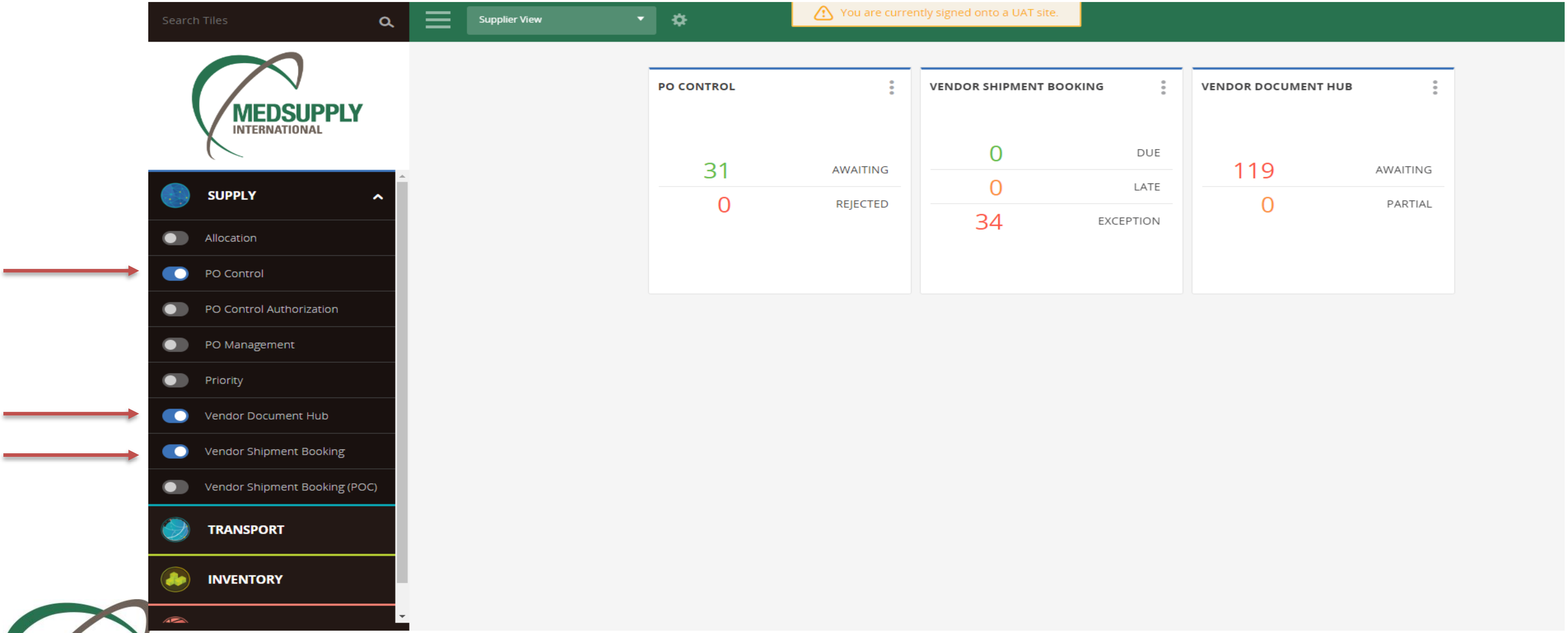
1. Select the 3-x line icon on the top left of the page.

2. The Tile Drawer will open displaying Gravity Apps. Supplier may use below set of Tiles:-
   - Supply – A set of Tiles capturing order activity to the point of vendor shipment booking.
   - Discover – A set of Tiles capturing visibility, analytics and insights.

Selecting Tiles

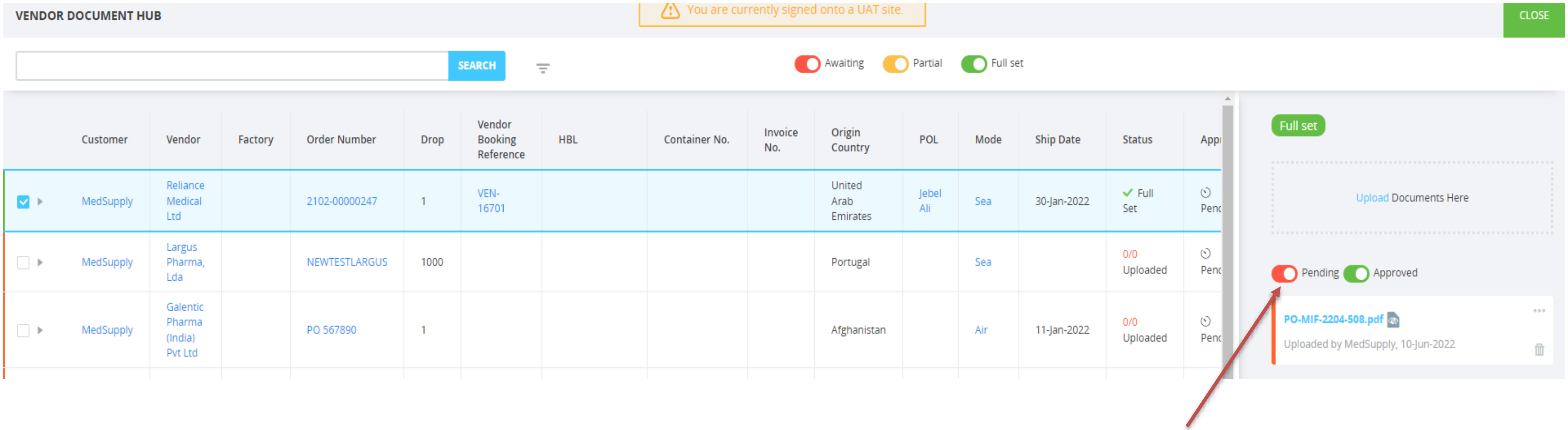
Open the Tile Drawer, select the Supply App and toggle the below 3 Mandatory tiles to your board
The user can also search for the Tile using the search function at the top of the Tile Drawer

1. PO Control
2. Vendor Shipment Booking
3. Vendor Document Hub



Downloading PDF Purchase Order

1. Prior accepting/rejecting the PO lines on the PO Control Tile, Vendor can retrieve the PDF Version of the Purchase Order from the Vendor Document Hub Tile
2. Click the “Vendor Document Hub” tile > click “search” > choose the relevant PO > download the PDF PO copy
3. Any additional documents such as Labels, Shipment guidelines etc can also be uploaded by MedSupply team and the Vendor can download the files from here



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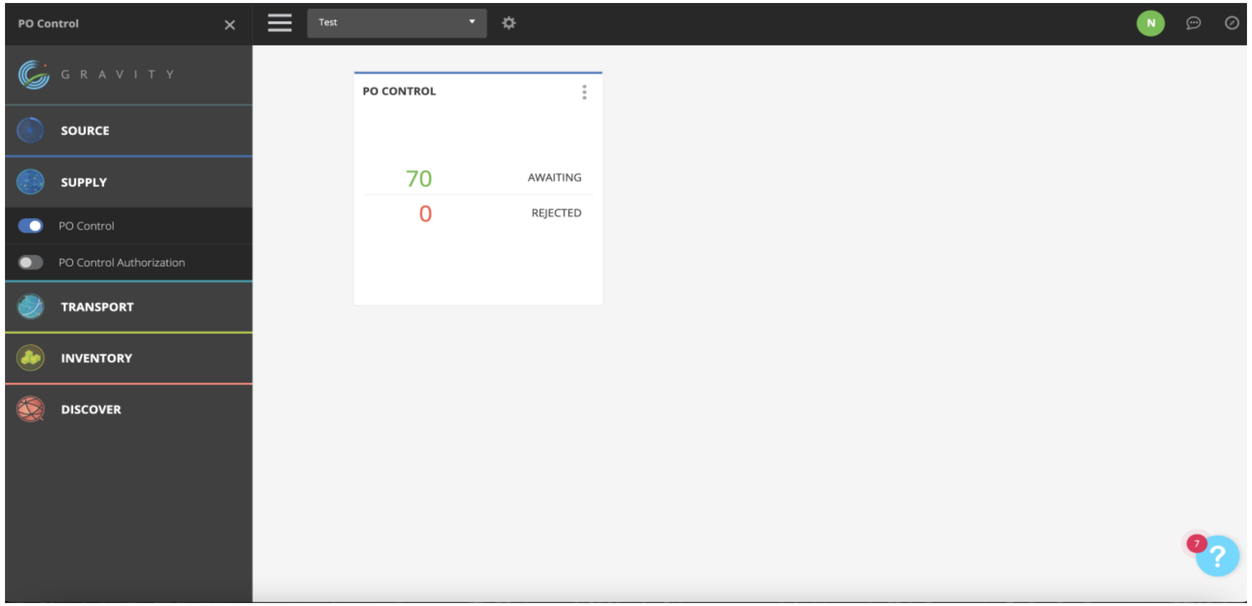
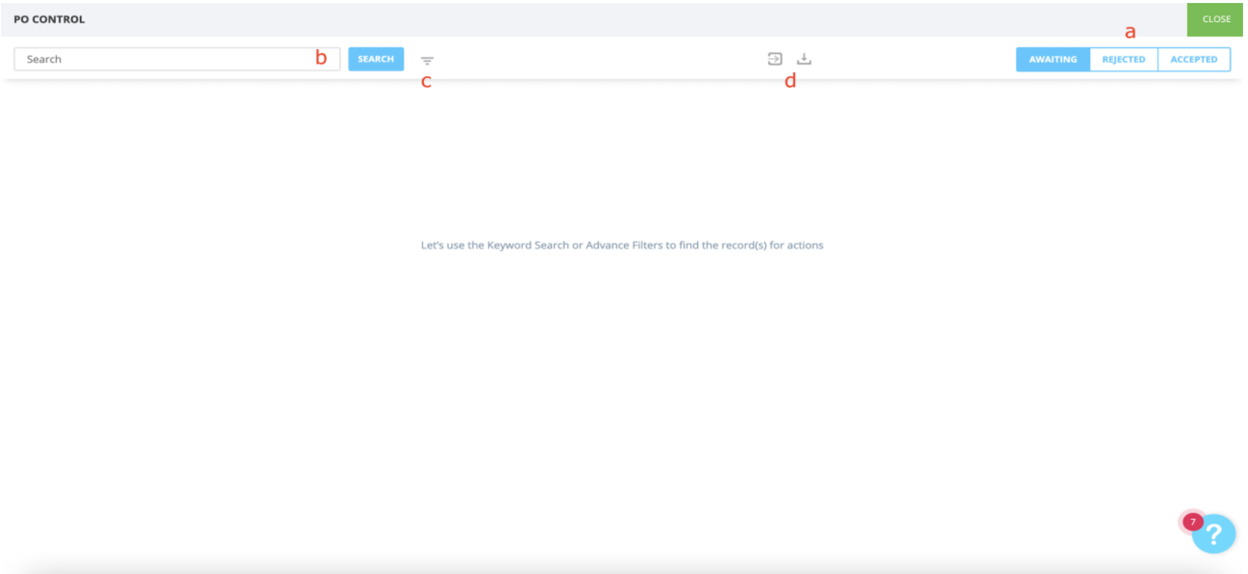
PO Control – Accepting or Rejecting PO



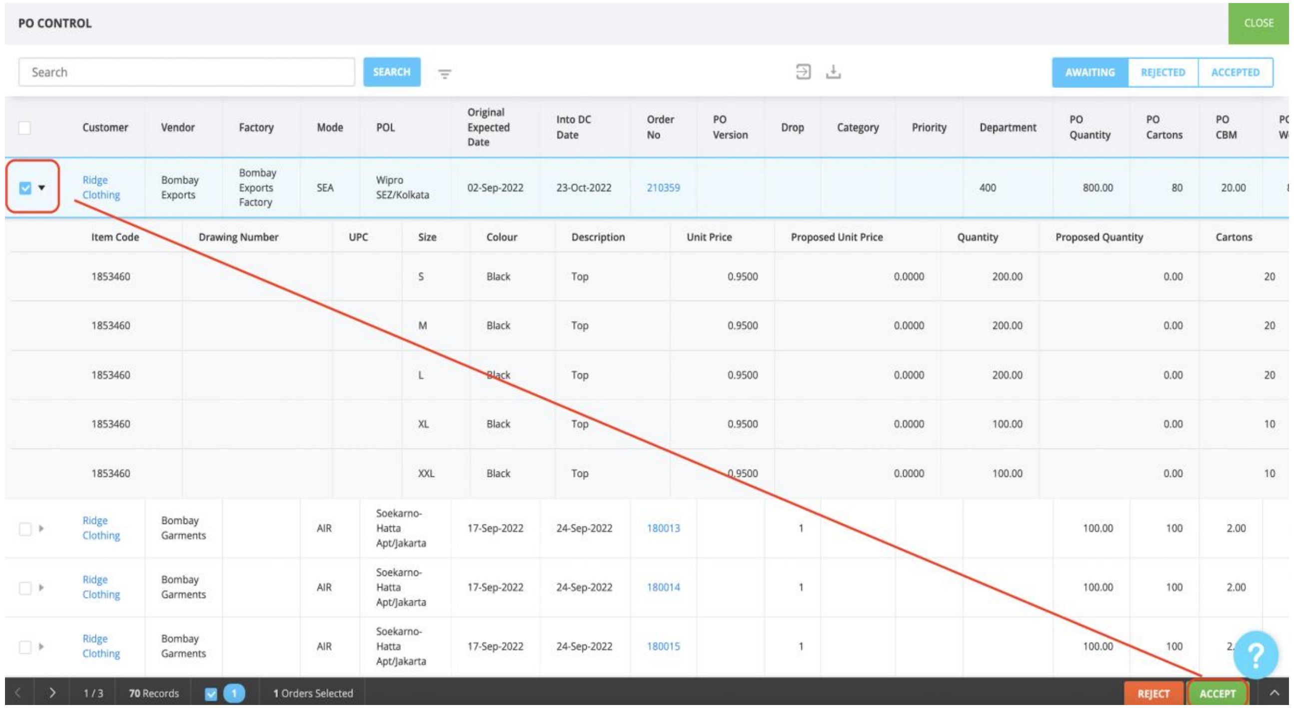


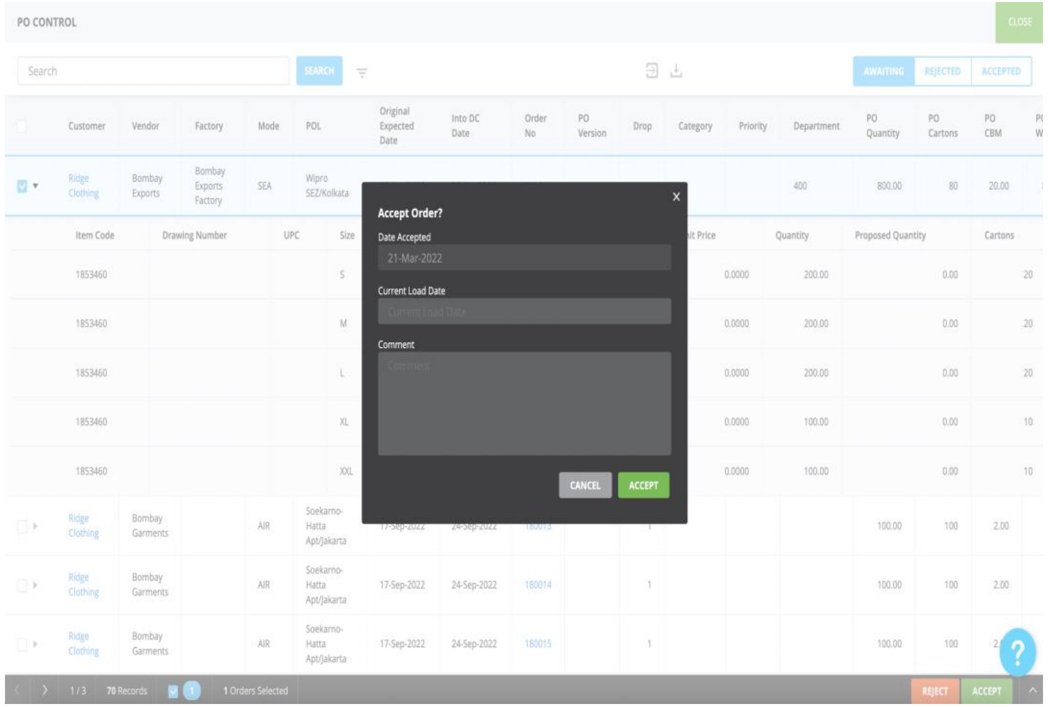
1. Accessing the Tile:
   a. Open the Tile Drawer, select the Supply App.
   b. Toggle the PO Control Tile, as shown below. The user can also search for the Tile using the search function at the top of the Tile Drawer.
   c. Click on the number portion of the Tile or the 3-dot icon on the top right of the Tile.

2. Once inside of the Tile, the user will see relevant data.
   a. There are 3 x tabs, ‘Awaiting’, ‘Rejected’ and ‘Accepted’, representing the various stages of collaboration within the Tile:
      - ‘Awaiting’ – Orders requiring action by the Vendor. Either Acceptance or rejection.
      - ‘Rejected’ – Orders that have been rejected by the Vendor/user.
      - ‘Accepted’ – Orders that have been accepted by the Vendor/user.
   b. You can search by order, customer or other data using the search bar at the top of the page. Or press ‘Search’ to return all data.
   c. You can filter by Customer, Vendor, Factory, Order Number, PO Version, POL, and Mode by selecting the icon to the right of the search bar. Enter in the desired fields then click ‘Search’.
   d. You can export the data contained within the Tile into CSV format by clicking on the export icon shown highlighted below.
   e. You can drill down into order/item-level detail by selecting the arrow to the left of the customer’s name.

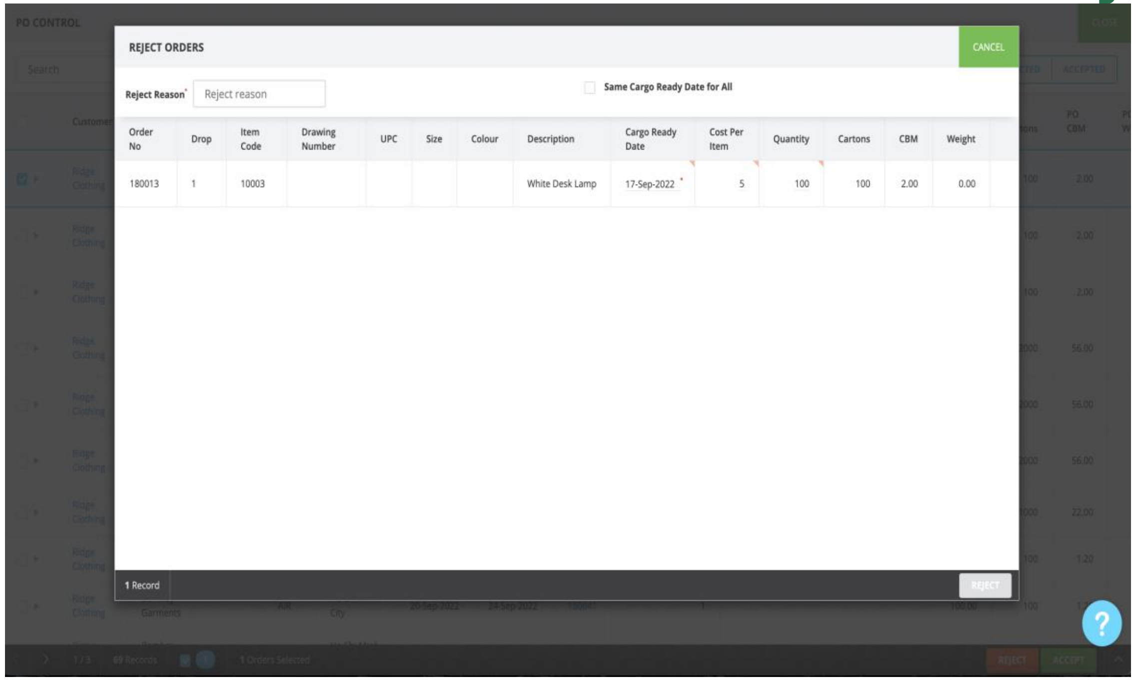
Accepting PO

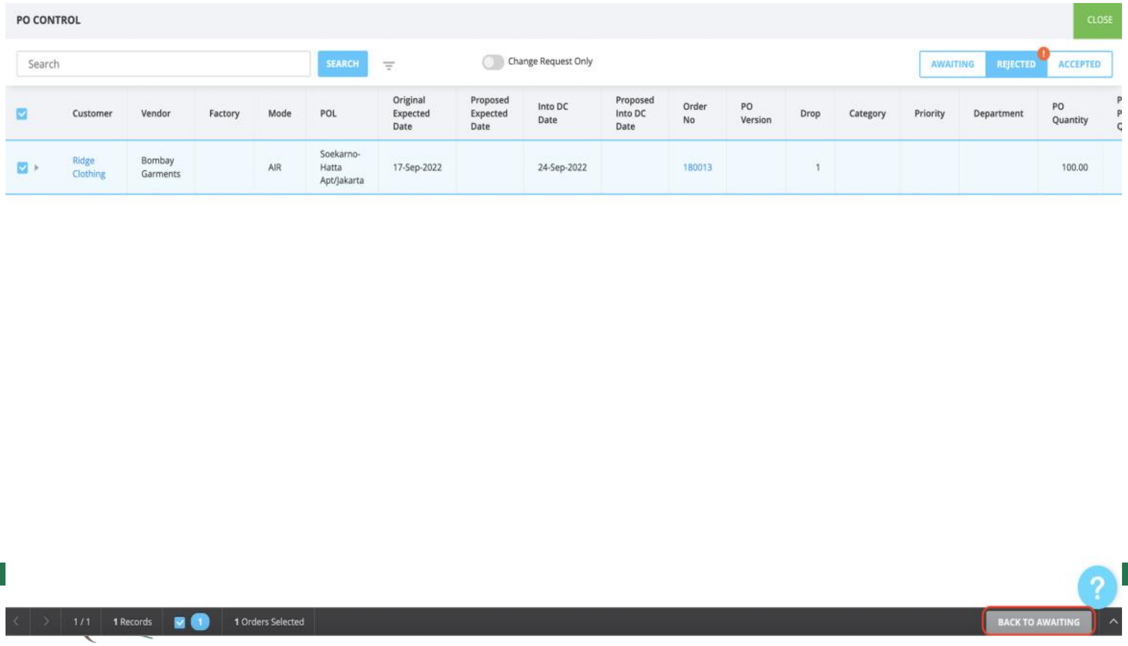
1. Accepting an order within the Tile:
   a. Within the ‘Awaiting’ tab, select the appropriate orders.
   b. Select the check box on the far left of the desired orders.
   c. Select ‘Accept’ in the bottom right-hand of the screen.
   d. Add the required information and comments, click ‘Accept’.
   e. The selected orders will move to the ‘Accepted’ tab. Under standard configuration, orders will now be visible within the Vendor Shipment Booking tab.





Rejecting PO





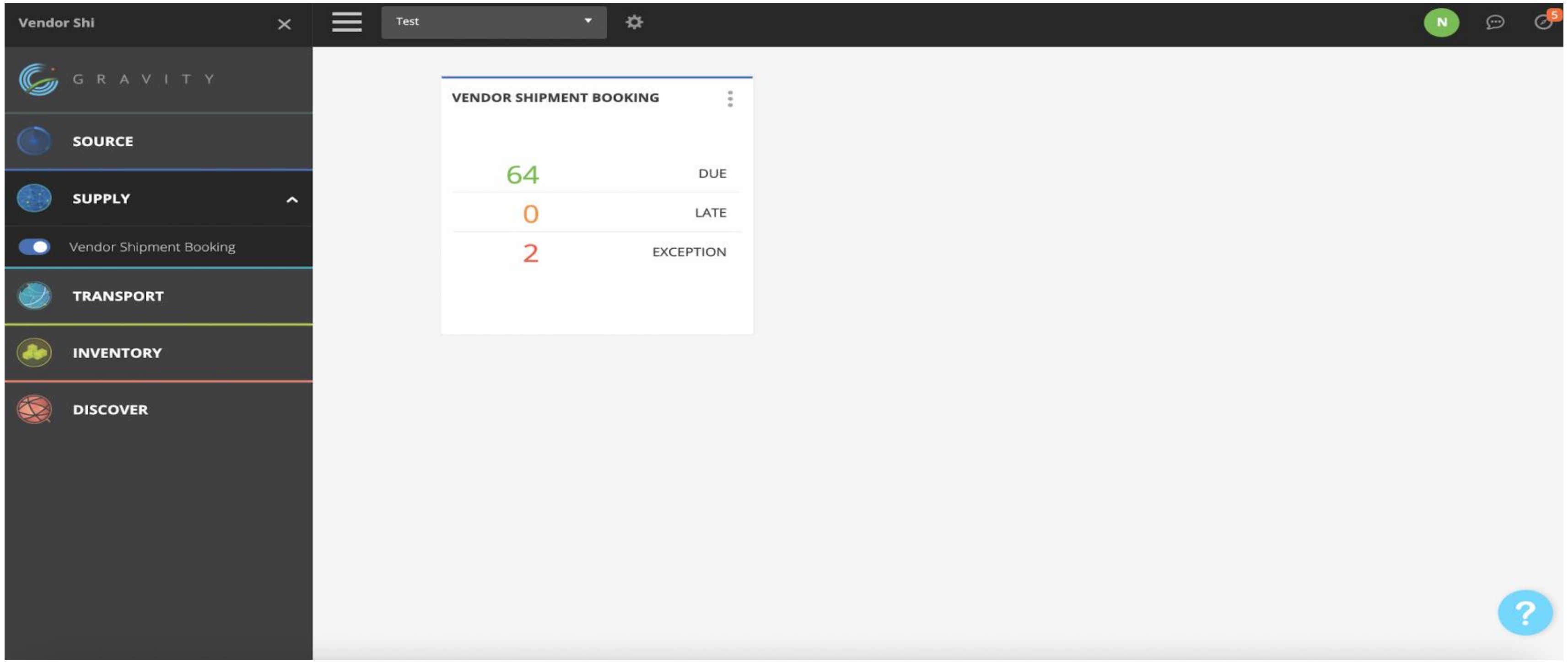
1. Moving a ‘Rejected’ order back to ‘Awaiting’ within the Tile:
    a. Within the ‘Rejected’ tab, select the appropriate orders, as detailed in the previous step.
    b. Select ‘Back to Awaiting’ within the bottom right-hand of the screen
    c. Select ‘Confirm’ and the order will return back to the ‘Awaiting’ tab

2. Rejecting an order within the Tile:
    a. Within the ‘Awaiting’ tab, select the appropriate orders, as detailed in the previous step.
    b. A New screen will populate, then select the correct Reason Code and add any other appropriate comments.
        - The user can also propose a new Cargo Ready Date, Cost per Item and Quantity when rejecting a PO.
        - Select ‘Reject’ once complete.
        - The selected orders will move to the ‘Rejected’ tab. Under standard configuration, orders will not be visible within the Vendor Shipment Booking tab, until they have been resolved

Vendor Shipment Booking

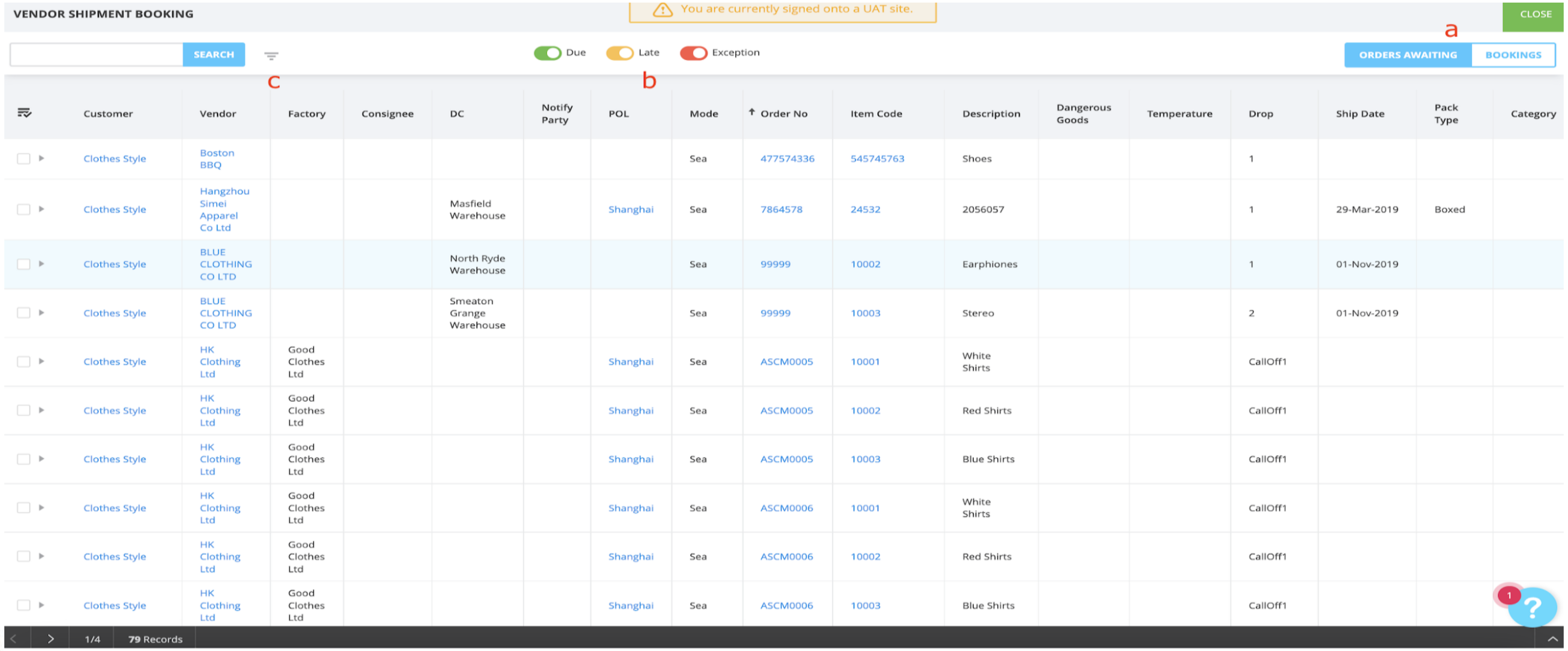
When the Vendor is ready to make a booking for an order then they will access the Vendor Shipment Booking Tile to update the good information such as weight, dimensions, cargo readiness date etc. The submission of a booking by the Vendor will then be received by the Forwarder, either through the user interface or through interface.

1. Accessing the Tile:
   a. Open the Tile Drawer, select the Supply App.
   b. Toggle the Vendor Shipment Booking Tile, as shown below. A user can search for the Tile using the search function.
   c. The front Tile displays a count of orders that require a Vendor Shipment Booking:
      i. **Due** – Number of (unique) orders where the Latest PO Ship Date is between 14-7 days.
      ii. **Late** – Number of (unique) orders where the Latest PO Ship Date is within 7-1 days.
      iii. **Exception** - Number of (unique) orders where the Latest PO Ship Date has already passed.
   d. Click on the number portion of the Tile or the 3-dot icon on the top right of the Tile.



Vendor Shipment Booking

2. Once inside of the Tile, the user will see relevant data.
   a. There are 2 x tabs, ‘Orders Awaiting’ and ‘Bookings’, representing the various stages of collaboration within the Tile:
      i. ‘Orders Awaiting’ – Orders to be booked by the user.
      ii. ‘Bookings’ – Orders that have been booked.
   b. You can sort orders by Due, Late, or Exception by toggling either of the options at the top of the screen.
   c. You can filter by Customer, Vendor, Factory, Consignee, POL, Mode, Order Number, Dangerous Goods, or Temperature by selecting the icon to the right of the search bar. Enter in the desired fields then click ‘Search’ or just click ‘Search’ to return all data.
   d. You can drill down into order/item/SKU details by selecting the arrow to the left of the customer name.
   e. If you select the check box (1 or multiple) on the right side, the ‘Create’ button will be on the bottom right of the screen, otherwise, the ‘Create’ button will be on the far-right side, on the same line of the order.



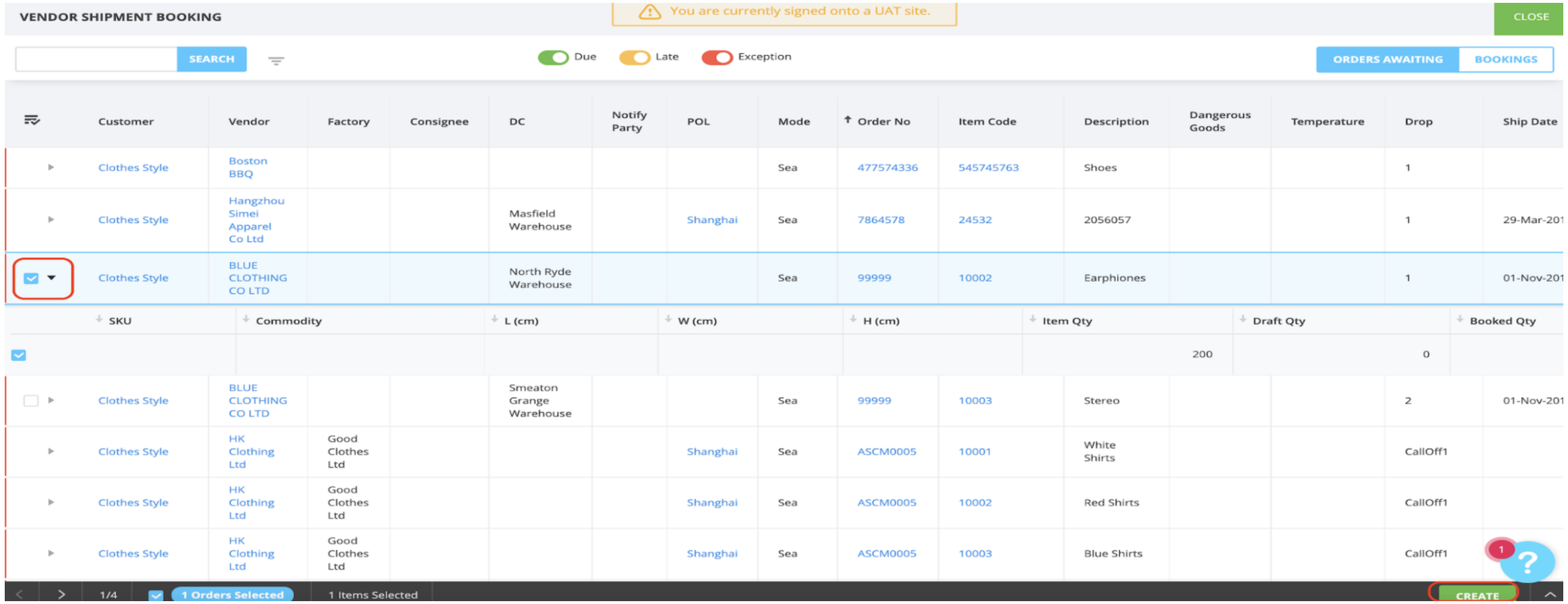
Customer	Vendor	Factory	Consignee	DC	Notify Party	POL	Mode	Order No	Item Code	Description	Dangerous Goods	Temperature	Drop	Ship Date	Pack Type	Category
Clothes Style	Boston BBQ						Sea	477574336	545745763	Shoes			1			
Clothes Style	Hangzhou Simei Apparel Co Ltd			Masfield Warehouse		Shanghai	Sea	7864578	24532	2056057			1	29-Mar-2019	Boxed	
Clothes Style	BLUE CLOTHING CO LTD			North Ryde Warehouse			Sea	99999	10002	Earphiones			1	01-Nov-2019		
Clothes Style	BLUE CLOTHING CO LTD			Smeaton Grange Warehouse			Sea	99999	10003	Stereo			2	01-Nov-2019		
Clothes Style	HK Clothing Ltd	Good Clothes Ltd				Shanghai	Sea	ASCM0005	10001	White Shirts			CallOff1			
Clothes Style	HK Clothing Ltd	Good Clothes Ltd				Shanghai	Sea	ASCM0005	10002	Red Shirts			CallOff1			
Clothes Style	HK Clothing Ltd	Good Clothes Ltd				Shanghai	Sea	ASCM0005	10003	Blue Shirts			CallOff1			
Clothes Style	HK Clothing Ltd	Good Clothes Ltd				Shanghai	Sea	ASCM0006	10001	White Shirts			CallOff1			
Clothes Style	HK Clothing Ltd	Good Clothes Ltd				Shanghai	Sea	ASCM0006	10002	Red Shirts			CallOff1			
Clothes Style	HK Clothing Ltd	Good Clothes Ltd				Shanghai	Sea	ASCM0006	10003	Blue Shirts			CallOff1			

Vendor Shipment Booking

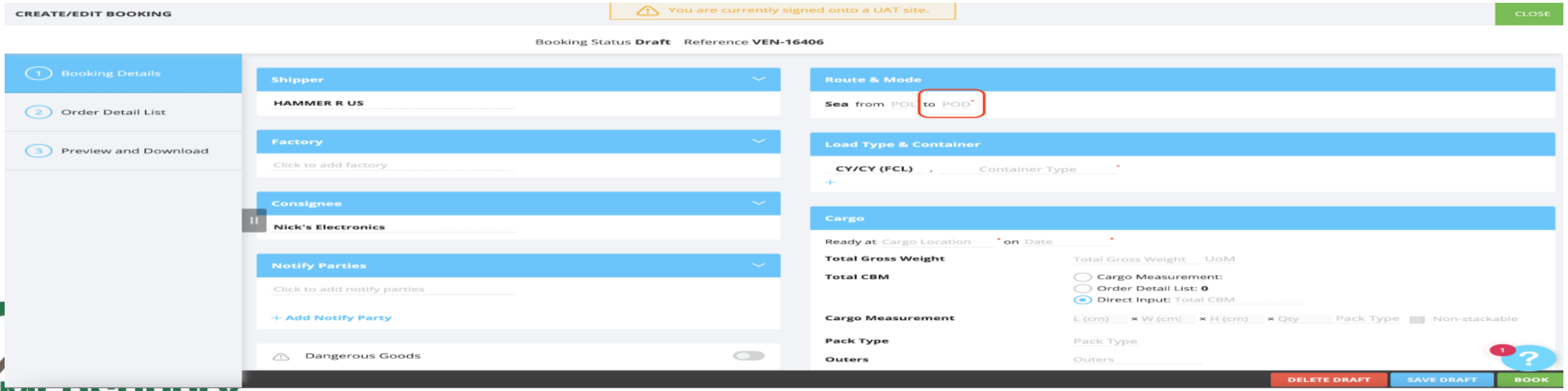
3. Creating a new Vendor Shipment Booking:

a. Select the required order to be booked. Click ‘Create’. The user can select multiple, part, and full order (by item & SKU)

b. Update all relevant information for your booking. Order data will automatically be brought though into the booking where relevant.



c. Mandatory fields are marked with a red marker as shown below however it is important that the Vendor keys in as much details as possible

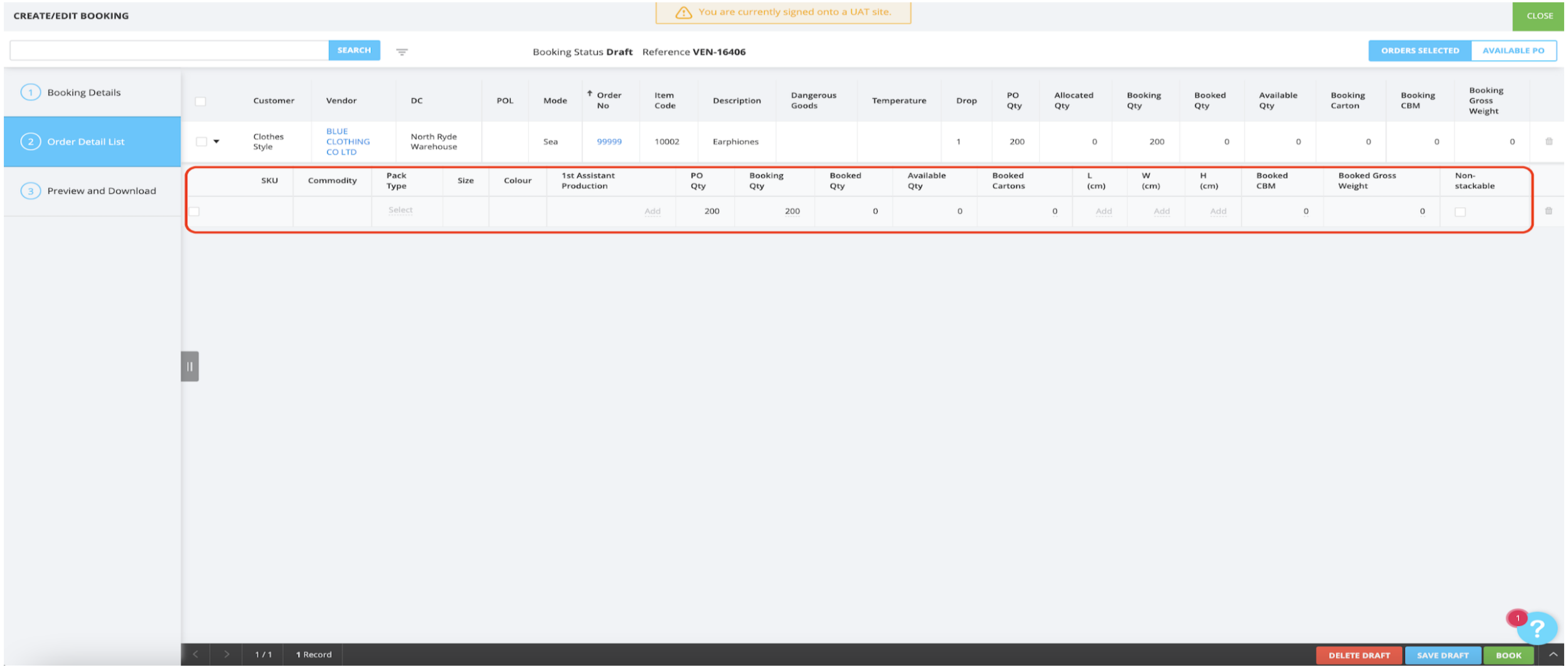


Important Tips :-

1) *Under Booking details section Vendor can add Pallet details, pallet dimensions, Batch details, Expiry details on the Remarks section. Any additional information can be mentioned in this section.*
2) *On the Order details list Vendor can choose package type as “carton” and enter carton qty and carton dimensions*
3) *Using the Preview and download section, Vendor can email Shipment order to MedSupply Representative directly once the booking is created*

Vendor Shipment Booking

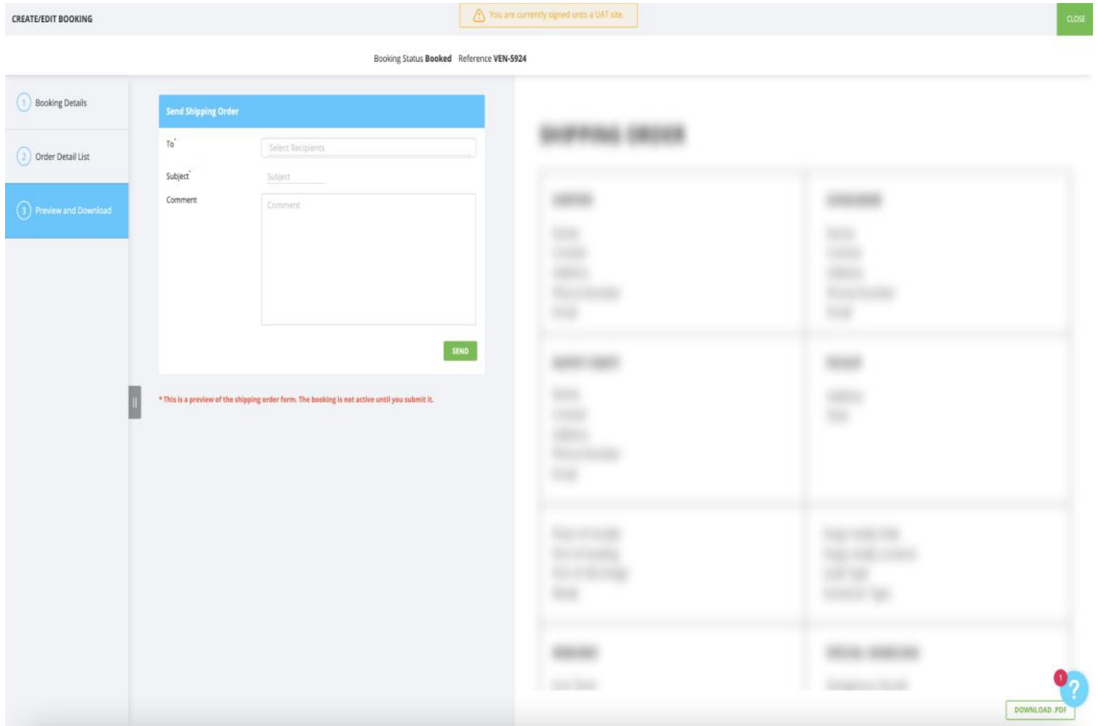
d. The ‘Booking Details’ tab captures header-level information for the booking.
e. The ‘Order Detail List’ tab captures specific order, item, SKU data. The Vendor can make SKU-level changes to the booking, as shown below. Balances/split-shipments are based upon the ‘Booked Qty’ and therefore anything not booked versus the ‘PO Qty’ will remain in the ‘Awaiting’ tab to be booked.

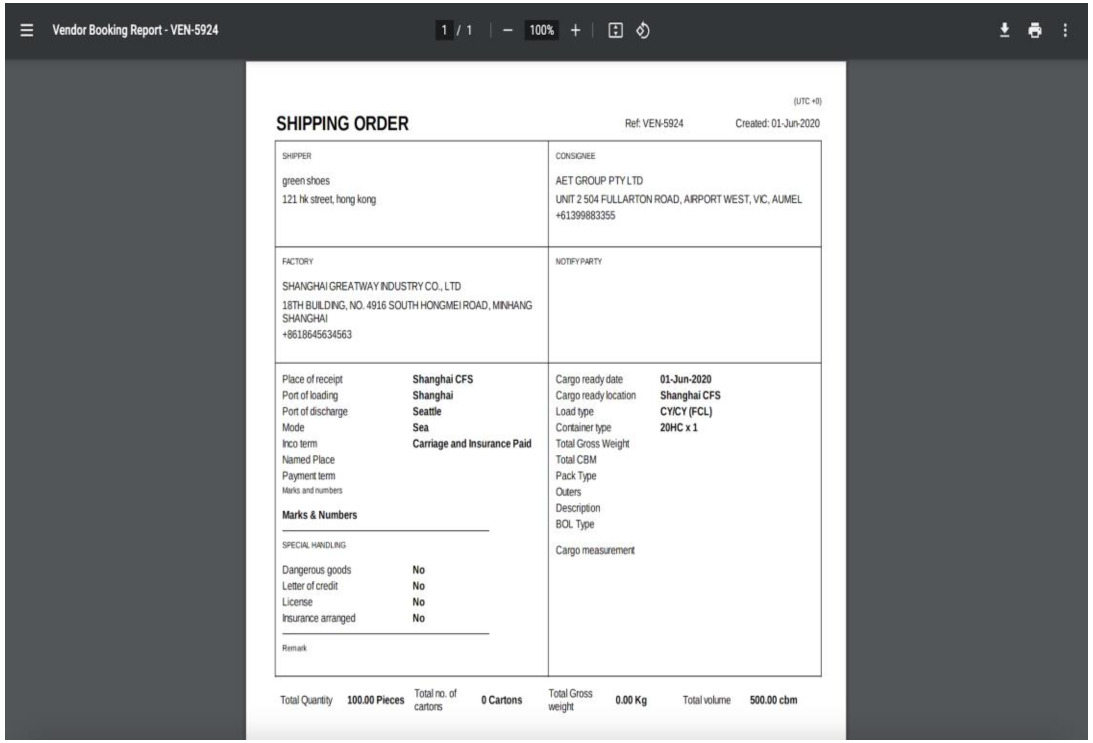


Vendor Shipment Booking

f. Once all required fields have been entered, then select either ‘Delete Draft’, ‘Save Draft’ or ‘Book’ in the bottom right-hand corner of the page:

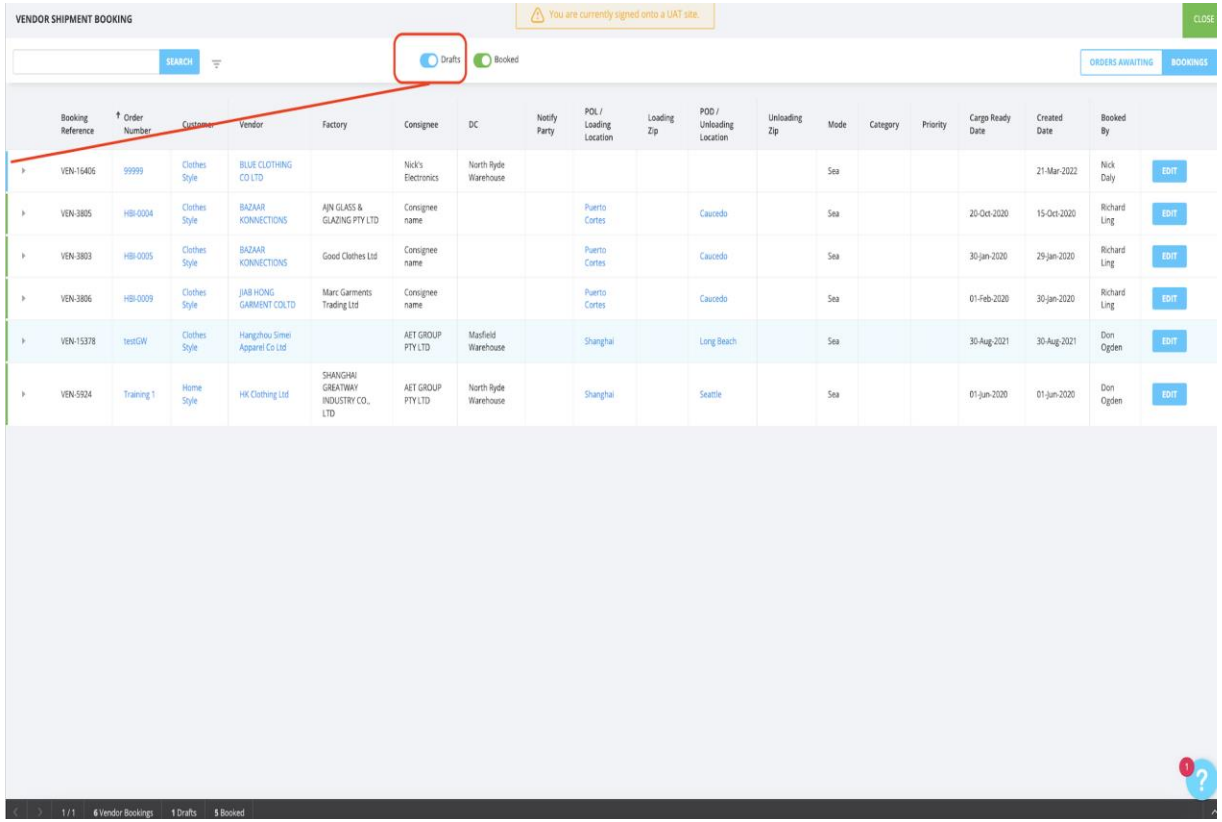
- Delete Draft’ will delete the entire booking and the order will remain within the ‘Awaiting’ tab.
- Save Draft’ will not submit the booking (i.e., Complete). However, the order will move to the ‘Bookings’ tab, but remain in draft status. The booking will therefore need to be completed at a later date, in order to progress.
- ‘Book’ will complete the Vendor Shipment Booking and move the order to the ‘Bookings’ tab. It will also become visible to the Forwarder within the 3PL Shipment Booking Tile. A Shipping Order will also be generated within the Tile and the ‘Preview and Download’ tab and can be downloaded or emailed to a chosen inbox. It is important to note that once booked, the order will move to the next stage of the workflow and the process for subsequent amendments should be agreed upon by all relevant parties.

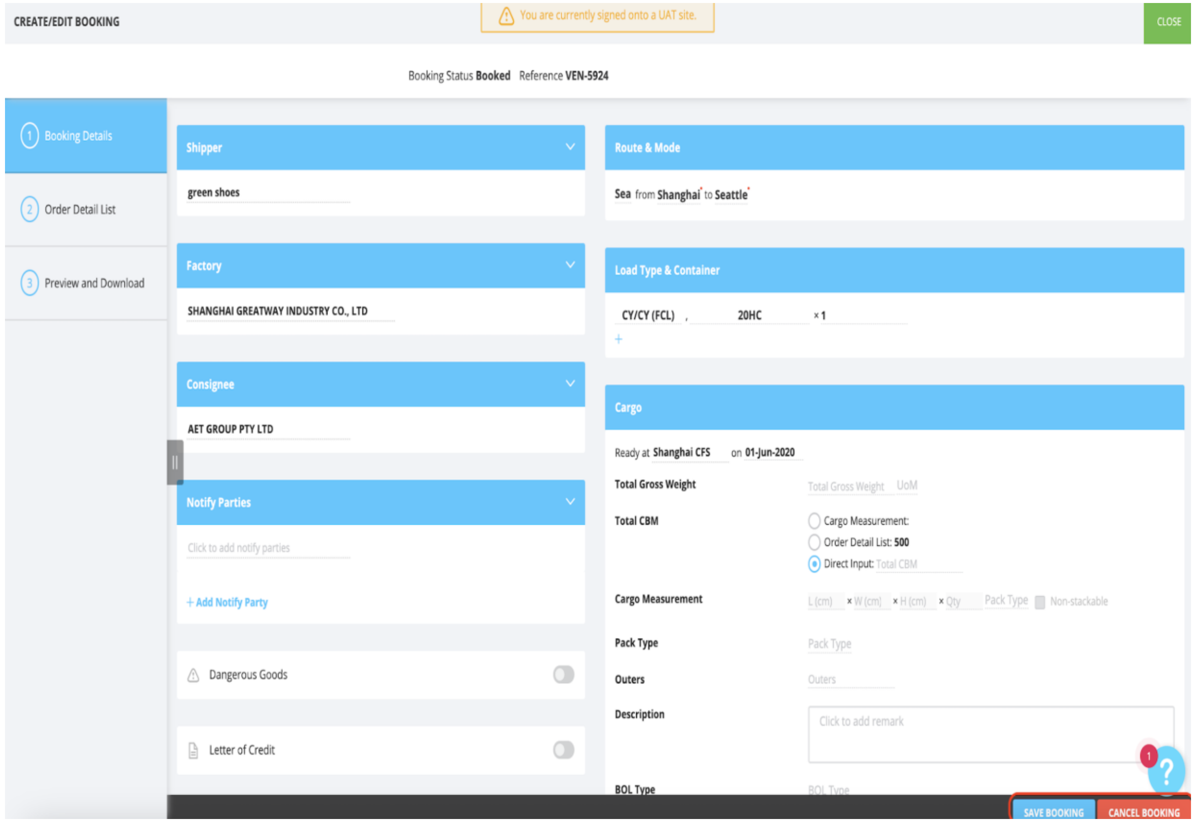




Vendor Shipment Booking

4. Editing or Cancelling a Vendor Shipment Booking:
   a. Orders booked or saved as drafts are no longer available in the Awaiting tab.
   b. Select the 'Bookings' tab in the top right of the page. You can sort list by Drafts or Bookings by selecting the toggles at the top of the screen. Search/Filter functionalities are also still available to assist.
   c. Select the order that you wish to Edit/Cancel and click 'Edit'
   d. To edit an existing booking, make the required changes and the click 'Save Draft' or 'Save Booking'
   e. To cancel the Vendor Shipment Booking and send back to the Awaiting tab, then select 'Cancel Draft' or 'Cancel Booking' within the Edit screen.

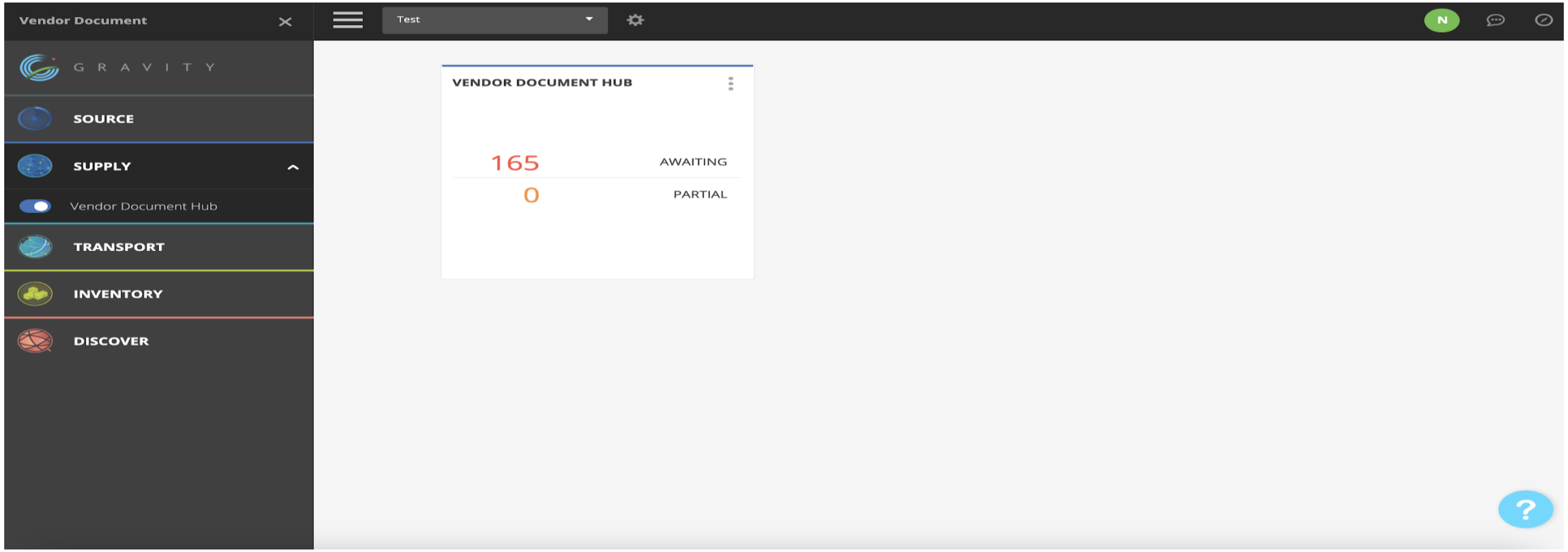




Vendor Document Hub

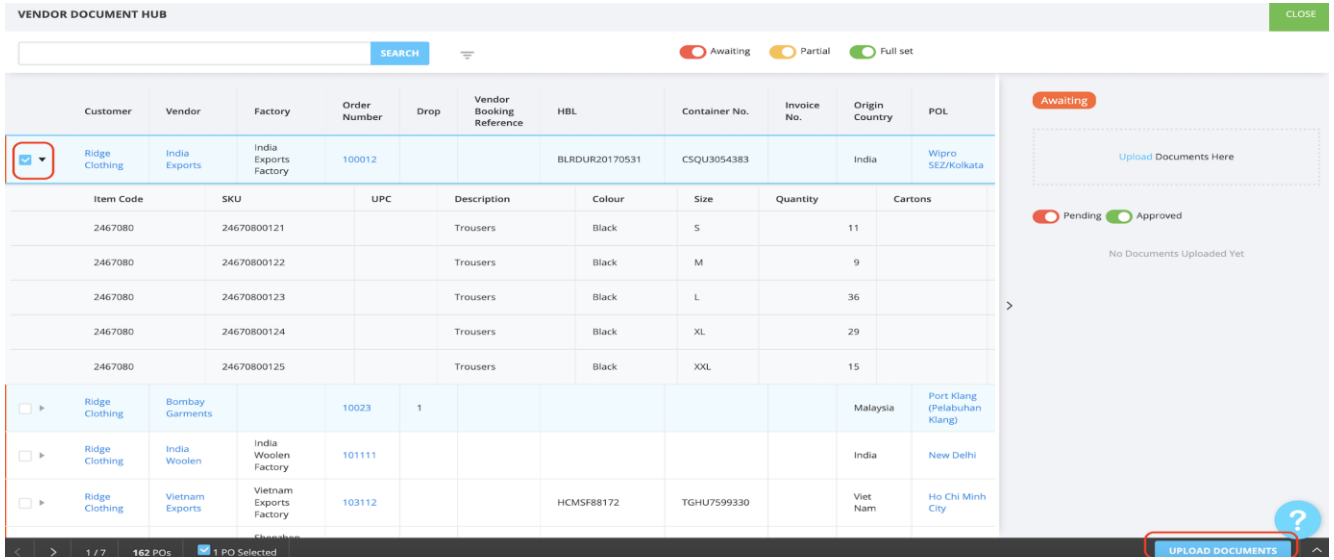
The Vendor Document Hub Tile is available for users to upload/create shipping documentation to share with other users.

1. Accessing the Tile:
    a. Open the Tile Drawer, select the Supply App and toggle the Vendor Document Hub Tile, as shown below. The user can search for the Tile using the search function.
    b. The front Tile displays a count of orders within the Tile:
        i. **Awaiting** – Number of (unique) orders where no documents have been uploaded/created.
        ii. **Partial** – Number of (unique) orders where partial documents have been uploaded/created.
    c. Click on the numbers portion of the Tile or use the 3-dot icon in the top right of the Tile.

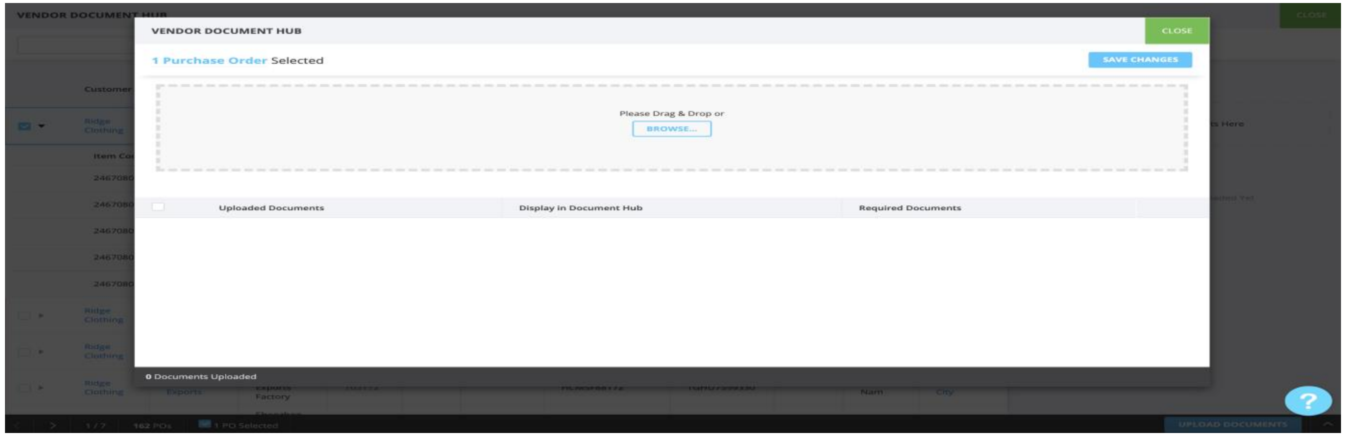


Vendor Document Hub

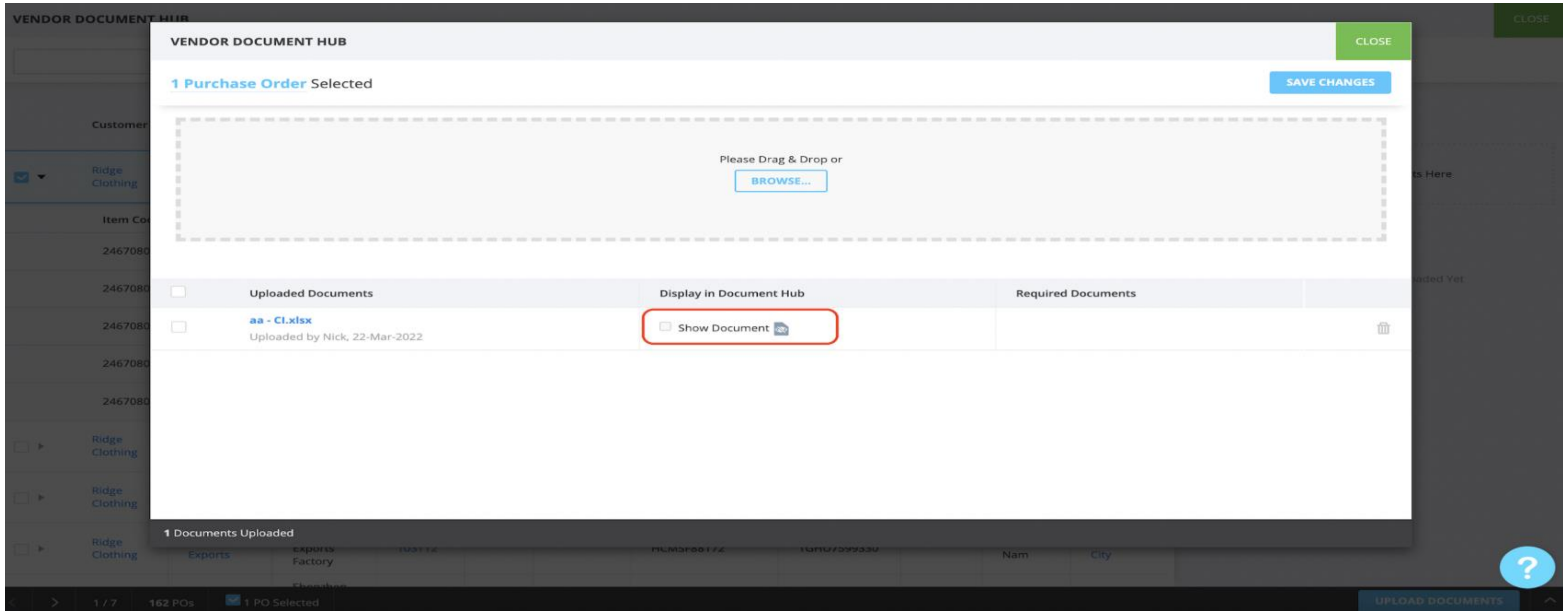
2. To upload documents within the Tile:
   a. Select the order to upload against and click 'Upload Documents'



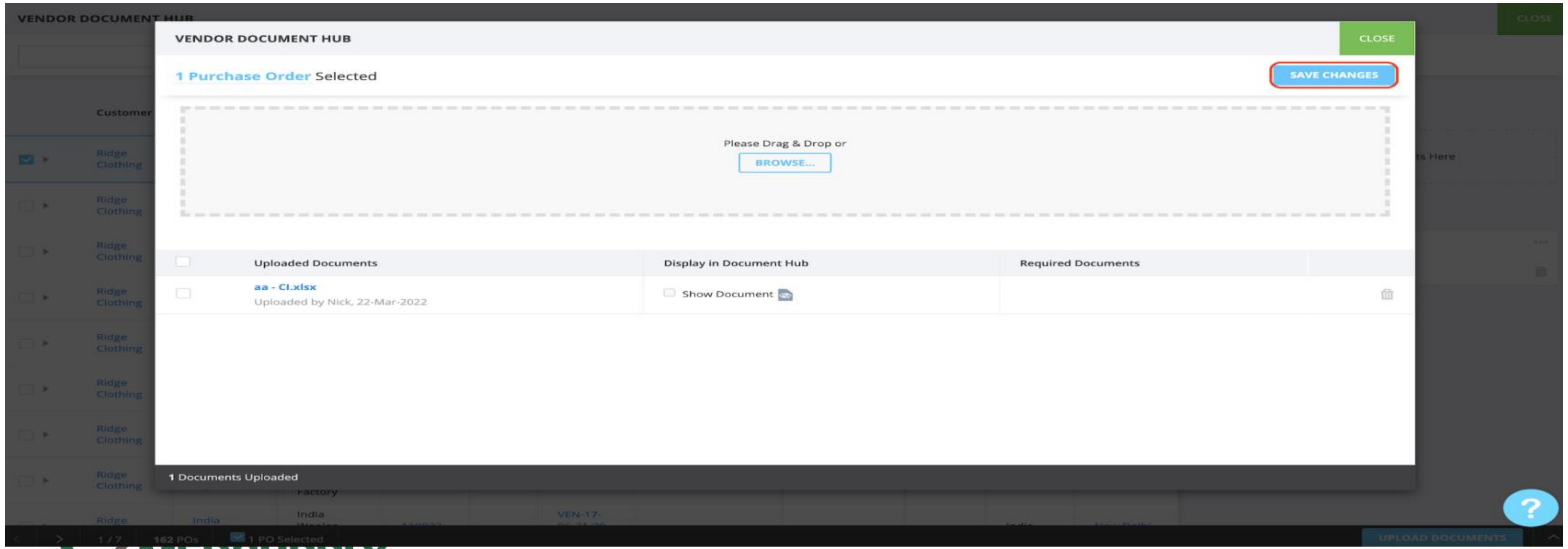
b. Browse or 'drag and drop' the required documents. Upload into the platform.



Vendor Document Hub



c. Select whether the documents should be visible within the Document Hub (A Tile visible by the Forwarder and customer). It is important to note that only documents uploaded after completion of the Manifest within Gravity will become visible within the Document Hub.



d. Once all documents have been uploaded, then select ‘Save Changes’

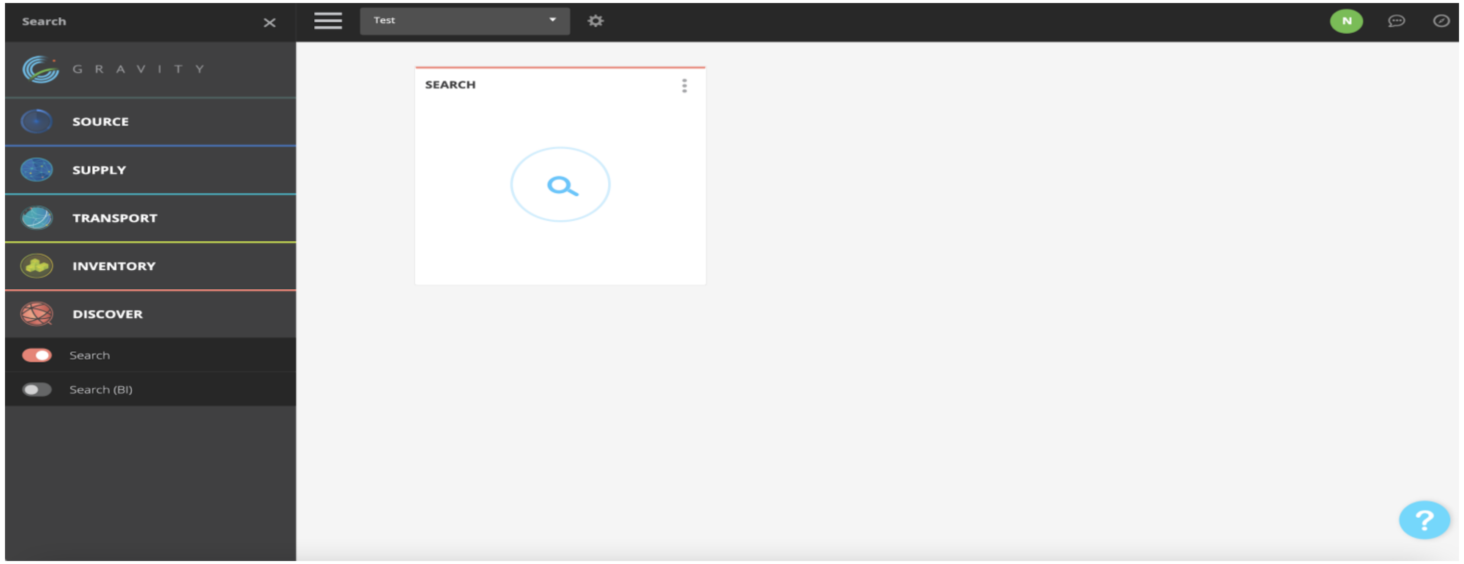
e. Documents should now be visible against the order within the Tile

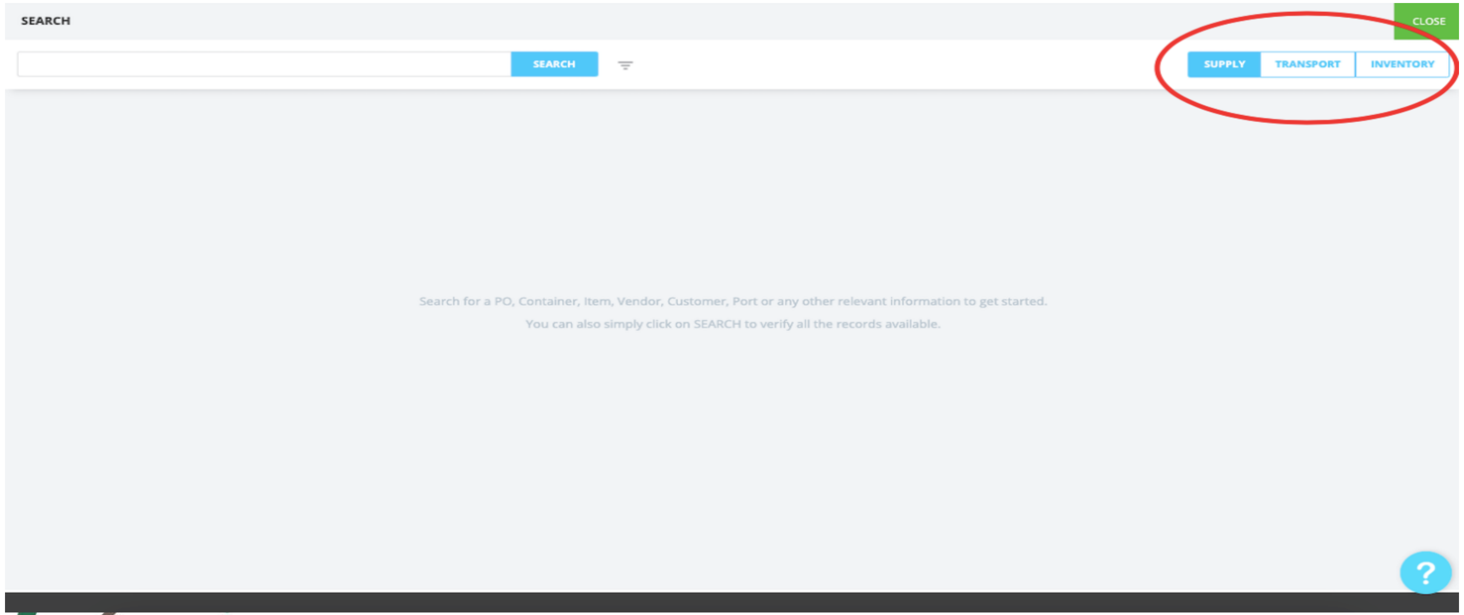
f. You can download the document by selecting the document name.

g. Documents can be deleted from view by selecting the trash can icon next to the document.

h. Documents can be approved by selecting the 3-dot icon against the document.

Search Functionality





The Search Tile allows a user to view all data in the platform in tabular format.

1. Accessing the Tile:

   a. From the Tile Drawer, select the Discover App, then select the Search Tile. Search resides in the Discover App or can be found using the search bar.

   b. Click anywhere on the Search Tile to open.

2. Filtering:

   a. When you first enter the Tile, you can choose to click ‘Search’, which will present all data, or filter by specifics.

   b. Tab view - You can filter the data based on the type of information required using the 3 filters Supply, Transport, and Inventory:

      - Supply – Data from PO creation to booking.
      - Transport – Data from shipment departure to shipment arrival.
      - Inventory – Data from shipment arrival to landside delivery

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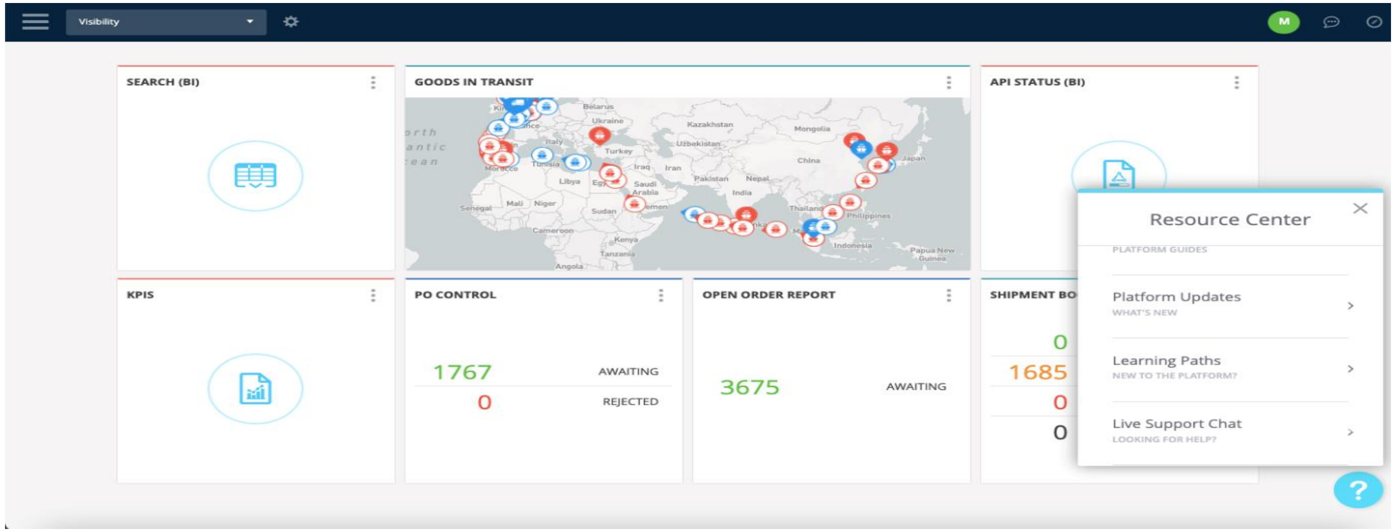
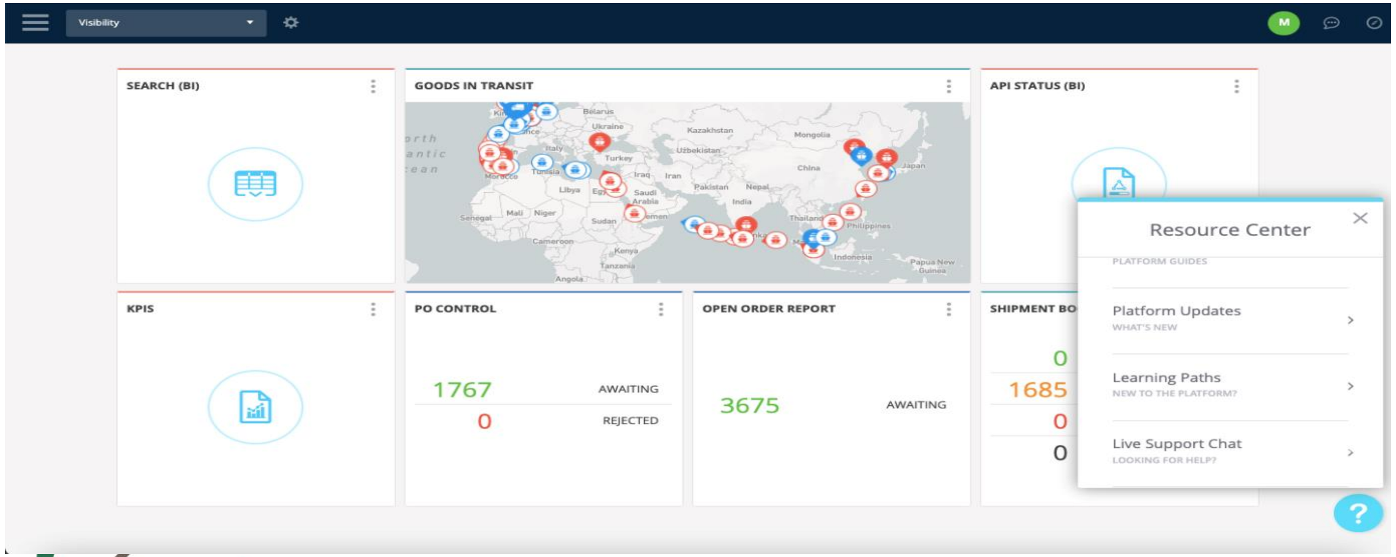
Resource Center



The Resource Center helps the user to navigate throughout the platform. The Resource Center contains the following support:

a. Live Support Chat – 1st line support to chat to the team if you require assistance.
b. Platform Updates – Weekly scheduled release notes.
c. Guide List – In-platform navigation to help you find your way around.



To access the Resource Center:

a. On the bottom right-hand corner of your screen, you can access the Resource Center by clicking on the question mark icon.
b. Select the resource with which you would like to progress accordingly.

For enquiries, please reach out to MedSupply Team.

Thank you!