

# Advanced shipment notice self-service portal solution

Whitepaper | January 2025





## Executive summary

Maintaining an agile and transparent supply chain is crucial in today's competitive business landscape. This whitepaper focuses on how DC users can better facilitate requirements and resolve issues with advanced shipment notice (ASN) by using a self-service portal instead of reaching out to the support team. Minimizing the dependency on IT services will improve DC's ability to perform their day-to-day operations.

## Importance of ASN

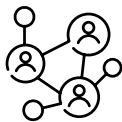
Advanced shipment notice, or ASN, is a document or electronic notification sent from the shipper to the receiver before the shipment departs.

ASN helps businesses achieve notable cost savings. With a clear view of incoming shipments, companies can optimize their warehousing and transportation operations, cut unnecessary holding costs and minimize supply chain delays. This streamlined process not only improves operational efficiency but also boosts overall profitability.



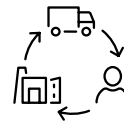
### Improved inventory management

ASN provides greater visibility into incoming shipments, helping to prevent overstocking or understocking of products and reducing the likelihood of stockouts or lost sales.



### Increased customer satisfaction

ASN enables DC users to provide more accurate delivery information and ensure the timely delivery of products.



### Enhanced communication

Suppliers can provide DC users with real-time updates on the status of their shipments, helping to build trust and improve relationships.

## Current challenges in fetching ASN information

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In the current business model, there are no upfront ASN notification services to the DC users. To receive notifications on the ASN, DC users need to raise incident tickets with the L2 service desk. The ticket follows its lifecycle and the information is sent to the DC users after the incident ticket is closed.

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With an incident ticket processing through its standard lifecycle, the DC users typically wait 8-10 hours to receive the requested information on ASN from the L2 Support desk.

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The additional time required needs to be factored into the DC user planning process to allocate human resources at the DC user's side to handle the incoming goods. These time delays and additional steps reduce productivity for DC users

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## Proposed solution

To overcome these challenges and improve the planning of incoming goods for DC users, the project team has developed a new self-service portal solution. The ASN self-service portal is a robust web application that provides an efficient and friendly interface. Users can quickly search their ASN numbers in the portal for real-time shipment information that will help them determine the space and manpower required to receive goods at the DCs. The ASN self-service portal connects several JAVA APIs from the warehouse management system to the user portal, where user-friendly interfaces (react screens) can process information and enable DC users to query and retrieve information in real-time.

In the portal, DC users can query/search and get the information directly from WMS and the other involved systems. This system will reduce time delays and remove the need to wait for the L2 incident management team to provide ASN information.

### Key features



#### Tracking journey milestones

The ASN self-service portal provides the 'Hubs ASN' information dynamically and is implemented as an extension of the existing platform and infrastructure.



#### Data collection and processing

Data is collected from WMS and is then processed and analyzed to provide real-time updates. Advanced algorithms can be used to predict potential issues and recommend corrective actions.

### Benefits

#### Enhanced transparency



By providing real-time visibility into the ASN process, businesses can better understand their ASN issues and make informed decisions.

#### Improved efficiency



Providing real-time visibility to ASN enables businesses to address issues promptly, reducing delays and improving overall efficiency.

#### Cost saving



Reducing delays in gathering ASN information through the ASN web portal in real-time minimizes delays and improves space management and overall DC productivity leading to real cost savings.

## Case Study

A large retailer in North America was facing challenges with ASNs. DC users were not able to process shipments properly when facing issues such as:



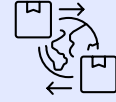
ASN load not attached



ASN is closed



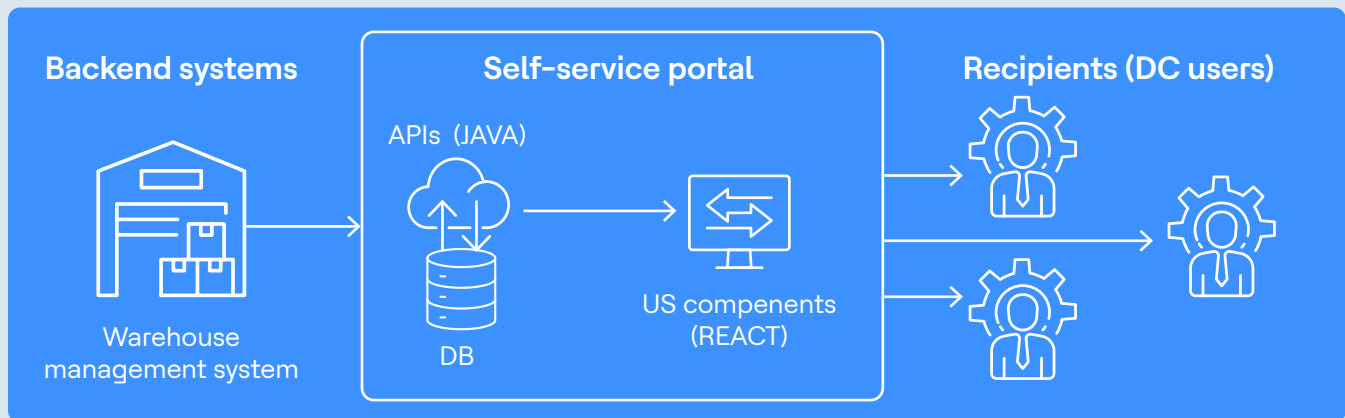
Receiving point not set for the load



ASN already received/put away

HCLTech designed and implemented an ASN self-service portal for the client. By using the self-service portal, DC users were able to resolve these issues by accessing the ASN status in real time, bypassing their reliance on IT for this key information.

### Solution block diagram:



## Screenshots from the self-service portal

Supply Chain Visibility

>> Where is my ASN

### Where is my ASN

DC

ASN Number \*

ASN Search

### Where is my ASN

DC

96000 - Scottsville Di...

ASN Number \*

13196225057944

ASN Search

ASN Number	Vendor Number	Inbound Order Number	Line Number	Item Number	Note
3196225057944	96000	1ZJ8V9	1	35098901	ASN is not attached to any load. Please attach an available load

### Where is my ASN

DC

96000 - Scottsville Di...

ASN Number \*

13153633947944

ASN Search

ASN Number	Vendor Number	Inbound Order Number	Line Number	Item Number	Note
13153633947944	96000	1Z1021	1	00865601	Load is closed. Please attach an available load

### Where is my ASN

DC

96000 - Scottsville Di...

ASN Number \*

13327860377944

ASN Search

ASN Number	Vendor Number	Inbound Order Number	Line Number	Item Number	Note
13327860377944	96000	1ZRLZ0	5	23130301	Please set a distinct HP for this load and then receive the ASN

## Summary

Retailers will improve their shipment productivity by utilizing an up-to-date self-service portal to track ASN information. Utilizing ASN allows an organization to manage its inventory better, increase customer satisfaction and enhance communications throughout the shipment process. HCLTech can help retailers implement this solution to improve shipment transparency, saving them both time and expense.

## Authors



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Uma is a proficient and capable manager with consulting and solutioning abilities in the retail domain application space including Transport Management Systems (TMS), Warehouse Management Systems (WMS) and Freight Order Management Systems (FOM). She is Techno-Functional and has implementation experience in the BY/JDA Transportation Management System for various customers and developing Integrations between SCM systems.



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Swetha is a certified AWS Cloud Practitioner and embedded systems developer with experience in Linux device driver development and application development using Full stack Java. She is currently leading a team of production support engineers focusing on Core business technologies like finance, HR and payroll and operations management.



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Vasavi Kataru is a senior quality enabler in retail domain with over 9 years of IT experience. She started her career in console gaming QA, and was credited in the post titles of several games. She has rich experience in the retail domain with applications such as Order Management Systems (OMS), Warehouse Management Systems (WMS), Point of Sale (POS) in both testing and production support.

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