Frequently Asked Questions about ShipGenie and the ShipGenie Solution

1. What is the ShipGenie solution?

ShipGenie is an integrated shipping, transportation and logistics software system developed by ShipGenie Inc. ShipGenie allows you to achieve unprecedented scalability, flexibility, and productivity gains in your shipping, transportation and logistics operations.

Shipment processing on ShipGenie requires minimal data entry by the user. The only data that needs to be entered by the user is the appropriate package ID and weight. Package weight can be entered automatically through the use of integration with an appropriate commercial shipping scale. All other necessary data is automatically extracted from in-house ERP (e.g., Oracle 11i, Siebel) and CRM systems. Upon entry and confirmation of the appropriate information, ShipGenie automatically optimizes shipment costs and generates all required shipment information and documentation.

To process a shipment request, ShipGenie automatically extracts information in real-time from in-house ERP and CRM systems (e.g., Oracle 11i, Siebel), from the appropriate carrier information systems (e.g., FedEx, Airborne, UPS, DHL, etc.), and other systems (such as export compliance systems operated by Open Harbor).

ShipGenie provides standard features that are not available or require a high level of customization within the ERP system or other enterprise applications, such as rate shopping, shipment consolidation, scale interface, customer e-mail notifications, and the generation of various labels and documents that are needed by carriers, by domestic and international customs organizations, and by customer personnel who are involved in the ordering, tracking and receipt of product shipments.

2. What strategic alliances does ShipGenie have with leading software/hardware providers?

Open Harbor Corporation
ShipGenie has a formal strategic alliance with Open Harbor Corporation to provide the ShipGenie export compliance engine. This engine, which is accessed by the ShipGenie application through an API, is updated daily by Open Harbor to ensure that the most-up-to-date product compliance regulations and restricted party lists are available for screening international shipments.

Oracle Corporation
ShipGenie is a member of the Oracle Partner Network. This provides early access to new releases and preferred access to support and product management resources within Oracle Corporation. This minimizes the time required for customers using ShipGenie to take advantage of enhanced database technology.

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3. What product features distinguish ShipGenie from its main competitors?

- ShipGenie maximizes your ROI on Oracle 11i.
- ShipGenie is a true enterprise application. ShipGenie is installed and maintained centrally, but used globally through Web-enabled technology.
- ShipGenie includes real-time API access to multiple carriers for rate shopping and up-to-date shipment status.
- ShipGenie includes an integrated export compliance adapter.
- ShipGenie is designed to interface with multiple enterprise applications (ERP, CRM, Contract Manufacturer Systems, etc.).
- ShipGenie was built from the ground up using current and scalable technology: J2EE architecture, XML, Web Services, SOAP, etc.
- ShipGenie provides automatic shipment notification e-mails and the customer Web portal, where customers can log-in using a public Internet connection to view the delivery status of each of their shipments. These features enhance customer satisfaction by providing customers with immediate visibility of the shipping process.

4. What are the minimum requirements for the network (bandwidth)?

Network requirements are broken down by the segment of the network:

- 100Mb between app server, database, ERP, router, etc.
- 10Mb on each LAN.
- 1Mb Internet/VPN/WAN connection.

5. Can customers add their own fields to enhance functionality?

Flex fields can be added to suit the customer's specific business needs.

6. What types of interfaces are available and how do they work?

ShipGenie provides interfaces to Oracle Applications 10.3 and 11i ERP, and SAP R/3. Also provided is a generic interface for enterprise applications that can be customized to meet customer needs such as Siebel, PeopleSoft, JD Edwards, WMS, contract manufacturer systems, etc.

The ShipGenie-Oracle 11i interface gathers necessary data from Oracle tables before processing the shipment. As the package is shipped, the ShipGenie application uses the Oracle 11i standard Ship Confirm API to update the ERP with shipping data such as tracking number, freight charge, and other pertinent data and then kicks off the ship confirm in Oracle.

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7. Does the software support EDI/XML messaging and how?

ShipGenie Supports XML, Web Services, and SOAP messages directly. EDI can be used with ShipGenie through a conversion tool.

8. Is the ShipGenie software Web-enabled?

ShipGenie software is Web-enabled and a Web client can be used. This is the primary design for client use with ShipGenie. architecture, XML, Web Services, SOAP, etc

9. Does the ShipGenie product provide a data import feature to meet ad-hoc requirements?

The ShipGenie interface is set up per customer requirements to import as much data as is needed for the specific business rules of the customer. Data lists or structures can be imported to existing tables or Flex fields within ShipGenie. However due to the close integration between ShipGenie and the ERP and CRM systems, it benefits the customer to keep such data structures in the corporate ERP or CRM systems and import data as needed through the interface to reduce the amount of data maintenance and

synchronization across systems

10. What is the average disc space used by the application?

The application uses approximately 20MB.

11. What is the average disc space used by the database?

The disk space used in the database is purely dependent on the number of shipments stored. For example, 1 million shipments may take approximately 20GB in the Oracle database.

12. Can the software be run/installed in modules?

ShipGenie is developed to be modular. This was done to facilitate the scalability of the application as well as provide flexibility for IT support.

13. Is there the ability to have user defined reports?

ShipGenie provides the Report Engine as a standard tool. Users can easily create reports based on any data stored in the ShipGenie database using the report tool. The UI includes filtering and formatting options that are set to customize the data as well as the look of the report to meet the user's needs.

14. What are the minimum requirements for the server and client (memory, HD, processor, screen)?

The ShipGenie application as a Java WebApp can run on the following:

- Sun Microsystems Ultra or Enterprise systems under Solaris.
- Intel Pentium systems under Linux, FreeBSD or Windows.

The minimum requirements for the ShipGenie client can be any Pentium processor-based PC running Internet Explorer 6.0 or higher. Since ShipGenie is Web-based, the client specifications are minimal.

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Standard ShipGenie System Requirements:

	Sun -based		Intel-based	
	Minimum	**Recommended**	**Minimum**	**Recommended**
ShipGenie Server	Sun Microsystems Ultra Solaris 8.0 Java 1.4.1 1 GB RAM 40 GB HDD	Sun Microsystems Enterprise System Solaris 8.0 Java 1.4.1 2 GB RAM 100 GB HDD (depending on transaction volume)	Intel Pentium System Windows 2000 with Service Pack 1 or higher, or Linux (contact ShipGenie for details) Java 1.4.1 Pentium 4.2.0 GHz 1 GB RAM 40 GB HDD	Intel Pentium System Windows Server 2003, or Linux (contact ShipGenie for details) Java 1.4.1 Xeon 3.0 GHz 2 GB RAM 100 GB HDD (depending on transaction volume)
Application Server (Software)	Apache Tomcat 4.1.24	Apache Tomcat 4.1.24, WebSphere, WebLogic, or Oracle 9iAS	Apache Tomcat 4.1.24	Apache Tomcat 4.1.24, WebSphere, WebLogic, or Oracle 9iAS
Database	Embedded Oracle 9i	Oracle 9i	Embedded Oracle 9i	Oracle 9i

	Minimum	**Recommended**
ShipGenie Client	Intel Pentium System Windows 2000 with service pack 1 or higher Pentium III 350 MHZ 256 MB RAM 2 GB HDD Video Adapter : 256 color IE 6.0	Sun Microsystems Enterprise System Windows 2000 with service pack 1 or higher Pentium 4 1.2 GHz 512 MB RAM 10 GB HDD Video Adapter : True color IE 6.0

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