

PUSH POSSIBLE™

MANHATTAN SCALE™

EXECUTIVE OVERVIEW

2020

EXECUTIVE OVERVIEW

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Manhattan SCALE™

Executive Overview

Introduction

At Manhattan Associates, we've taken a different approach with Manhattan SCALE. It is the right solution for the right job; a perfect blend of features, functions and technology for organizations looking to solve their growing supply chain execution challenges. In a marketplace that can change on a dime, you must be prepared to adapt at a moment's notice. Manhattan SCALE is the perfect balance of value, performance, and experience, to ensure your organization is ready for whatever challenges the day holds.

Manhattan SCALE's core design strategy is centered on two central themes – ease of use and a lower total cost of ownership.

Built to run on Microsoft® Windows and Azure technologies, Manhattan SCALE is specifically designed to help companies deploy powerful supply chain solutions with sophisticated logistics capabilities to affordably achieve their goals. Manhattan SCALE offers rapid deployment, an intuitive interface, a highly configurable environment with hassle-free upgrades, and a minimized effort to deploy and configure. Your business will see big benefits without the complexities of a big system. Organizations focused on supply chain execution now have a solution specifically architected to maximize speed-to-value by reducing IT complexity and deployment. One that is sized to fit and ready to run.

Let's explore some of the key functional areas and concepts within Manhattan SCALE that make this possible.

The Manhattan SCALE Experience

Manhattan SCALE utilizes a responsive, touch-enabled interface designed to go wherever you go, with no change in experience or functionality. As more organizations invest into tablet hardware devices running Windows 10, iOS or Android, it is becoming more common for associates to have a 2-in-1 tablet device docked on their desktop for traditional keyboard and mouse interaction, and still expect a touch experience when taking their device out to the warehouse. Manhattan SCALE user experience gives fulfillment teams that “take your desktop with you” ability without sacrificing screen real estate or functionality.

Runs Anywhere

Manhattan SCALE can be deployed natively in a multi-tenant cloud environment, which means you always have the latest updates and features and none of the expenses of scaling hardware or staffing IT support teams. Manhattan SCALE in the cloud offers a full functioning Warehouse Management solution via subscription. However, for those that prefer to control their IT environments or have regulatory or industry restrictions to data or private information, Manhattan SCALE is also available on-premise as well with all the same features, functions and performance as the cloud version.

Intuitive and Responsive

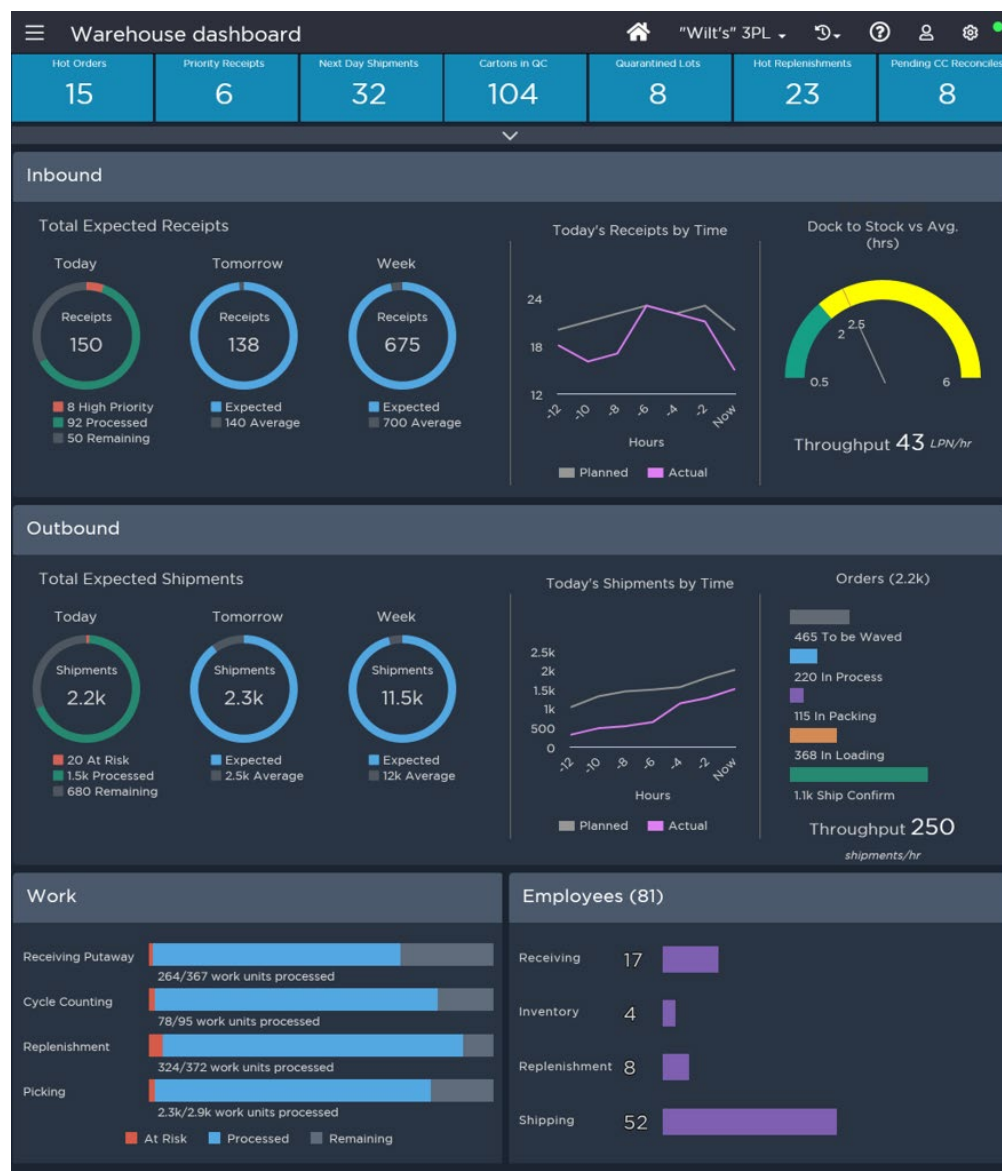
Regardless of how Manhattan SCALE is consumed, the immersive and simple user experience is engineered with a common look and feel that will be familiar to most users. The interface is clean, uncluttered and intuitive, making Manhattan SCALE easy to learn, which reduces training times and increases adoption rates.

The interface is broken down into screen types for dashboards, monitors, insights and functions. In addition the associate interface has been redesigned to leverage a modern mobile user experience, reducing on-boarding and training time and increasing productivity, quality and satisfaction. Each of these screen types provide specific information and actions to manage supply chain distribution.

Dashboards

The dashboard screen that acts as a home for Manhattan SCALE users, is highly visual to provide real-time information on the health of the facility. Configurable live tiles across the top of the can be unique to individual users and groups depending upon role and need.

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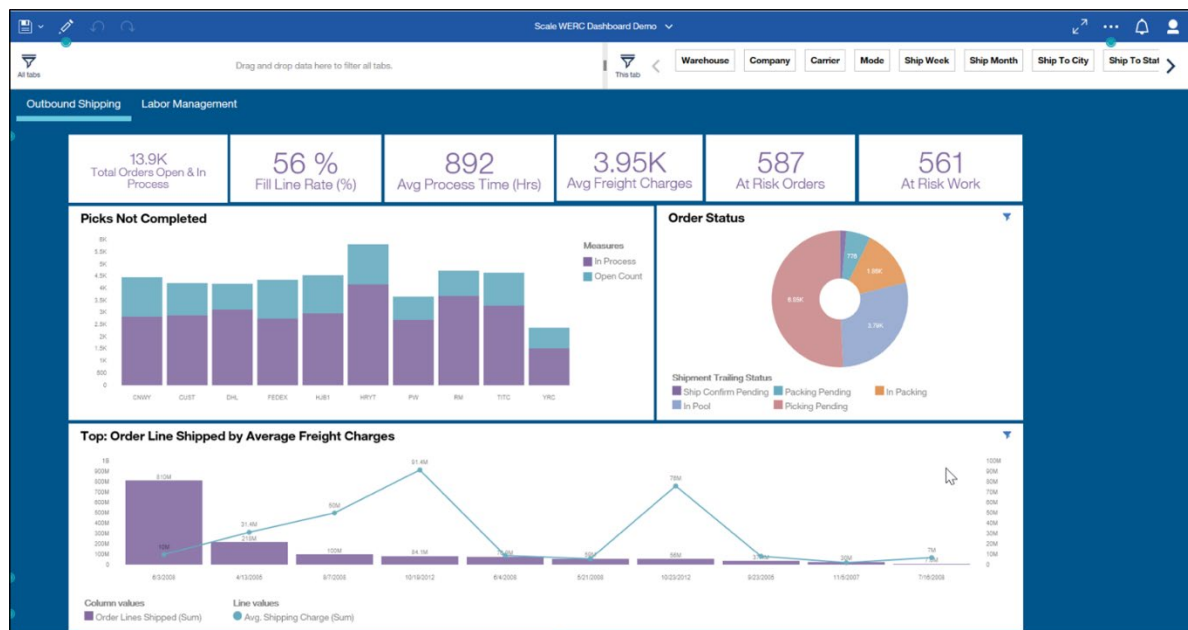


The dashboard is broken into 4 main areas, Inbound, Outbound, Work and Employees, providing a glance visibility into the current status of the entire distribution center. Questions, such as 'Am I on track for today's shipments?', 'Do I have enough people assigned to receiving?', or 'What's my order throughput?' are answered with immediate, actionable information across every sector of the warehouse.

Supply Chain Intelligence

Manhattan Supply Chain Intelligence (SCI) is a center of warehouse business intelligence based upon IBM Cognos. Manhattan SCI includes configurable dashboards, and creation of analytic views, events and historical reports.

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Monitors

Monitoring screens are available to provide deeper, real-time information within major facility functions such as receiving, customer shipments, inventory, work monitoring and labor monitoring.



The inventory monitoring screen shown here, like many within Manhattan SCALE, also includes a Pane on the right side of the screen that contains Live Tiles. Selecting either the graph components or items in the surrounding Panes will take the user to a filtered Insights screen of those specific real-time details.

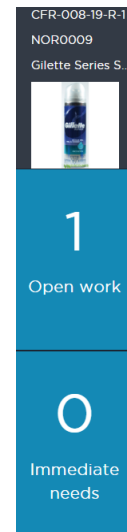
EXECUTIVE OVERVIEW

Panes and Live Tiles

Various screens within Manhattan SCALE contain a Pane that houses specific details such as volumes, descriptions, images, etc. Within the Pane is a collection of Live Tiles. These live tiles display real time information for each component. In the example to the right, the selected location (CFR-008-19-R-1) contains Gillette Series Shave Gel and there is 1 corresponding work unit associated with this location. There are zero immediate needs for this location.

Tapping a Live Tile takes you directly to the appropriate Insight screen. Tapping the open work Live Tile to the right will take you to the work Insight screen pre-filtered to show the 1 open work record for the location.

All Live Tiles work in this same manner, creating an intuitive and easy way to navigate throughout the system without needing to access the menu system of Manhattan SCALE.



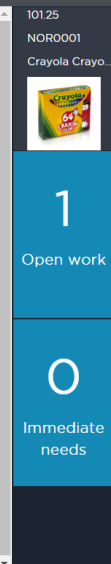
Insights

Every Insight screen is configured with specific elements, filter options, list views, and actions along with a Pane housing Live Tiles.

| Inventory insight | | | | | | | | | |
|-------------------|------------|--|---------|-----------------------|-------|------------------|----|----|--|
| Items 261 | | Locations 3.7k | | License plates 163 | | Lots 84 | | | |
| Location | Item | Description | Company | AV | OH | Inventory status | AL | IT | |
| 100.15 | NOR0006 | Tide Laundry Detergent 81 oz. (UM no di... | | 100 | 100 | Available | 0 | 0 | |
| 100.18 | LOT0002 | Spam Luncheon Meat | | 2 | 2 | Available | 0 | 0 | |
| 100.35 | LOT0010 | Visine Tears 1 oz. (no UMs) | | 3 | 3 | Available | 0 | 0 | |
| 100.36 | LOT0010 | Visine Tears 1 oz. (no UMs) | | 3 | 3 | Available | 0 | 0 | |
| 101.01 | BOMLOT0001 | Cold Care Kit | | 1 | 1 | Available | 0 | 0 | |
| 101.25 | NOR0001 | Crayola Crayons 64 ct. with Built in Shar... | | 1 | 0 | Available | 0 | 1 | |
| ABC-515 | CMPSER01 | Serial item | | 2 | 2 | Available | 0 | 0 | |
| ABC-515 | SER0001 | Game Boy Advance - 2004 Edition | | 2 | 2 | Available | 0 | 0 | |
| -bmanjunath | NOR0003 | Bounce Fabric Softener Sheets - 80 ct. | | 0 | 1 | Available | 1 | 0 | |
| CCC-159 | CMP8899 | normal item | | 15 | 15 | Available | 0 | 0 | |
| CFR-001-01-L-1 | BOM0001 | 3' x 2' Pine Coffee Table | | 0 | 1 | Available | 1 | 0 | |
| CFR-001-01-L-2 | CAT0001 | Olde Kentucky Whole Boneless Ham 8-1... | | 997 | 1,002 | Available | 5 | 0 | |
| CFR-001-01-L-3 | CMP0003 | Pine Table Top - 2' x 15' | | 9 | 9 | Available | 0 | 0 | |

1 - 100 of 3877 records

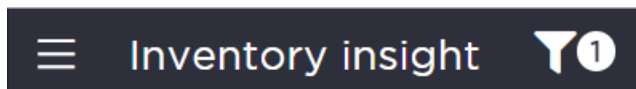
Prev 1 of 39 Next



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Filter Options

Searching for data on an Insight screen is quick and simple. The display options on each Insight screen are the same. The upper left corner contains the main menu, the name of the screen, and the filter option.



A quick glance at the filter icon indicates how many filters have been applied to the screen. Selecting the filter icon exposes a filter pane.

Filter panes all work the same way, but the detailed content is specific for each functional area. There are two “accordions” of filters here, Basic and Advanced. Tapping on either portion of the screen expands or contracts each section.

Users enter filter data to narrow down the number of records shown on the functional Insight screen. Filters may also be saved as favorites so commonly used filters do not need to be repeatedly established.

List Views and Actions

The list view on the Insight screen contains all the records meeting the filter criteria. Once a filter is accepted, the system immediately displays all matching records into the list view.

EXECUTIVE OVERVIEW

Inventory insight

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In the image above, the list view shows all locations that contain item “NOR0009”. The right hand Pane reacts to whatever is selected in the list view showing the item’s stored image as well as real-time metrics around open work and immediate needs.

The upper right portion of the window contains the Actions. Tapping the Action dropdown reveals all Actions that may be taken against inventory records. Actions the user is authorized to perform are accessible, unauthorized Actions are not.

| Edit |
|-------------------------|
| Adjust |
| Create count |
| Edit attributes |
| Delete attributes |
| Edit overrides |
| Delete overrides |
| Finished item breakdown |
| Status change |
| Transfer |
| Manual replenishment |
| Mark for replenishment |
| Freeze lot |

Modern Mobility

Warehouse Mobile

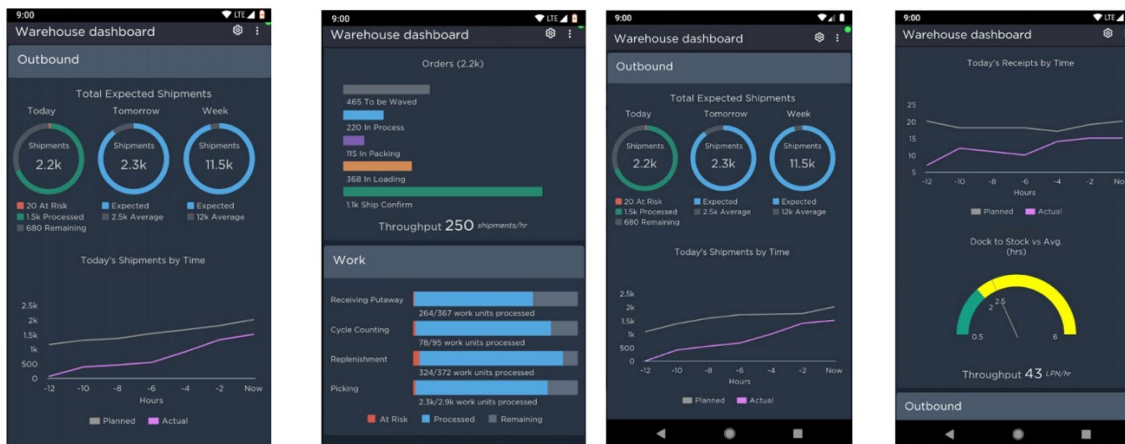
Scale offers a new paradigm for associate handheld mobile devices. This new functionality, called Warehouse Mobile, modernizes the associate handheld experience on Android devices. It is a look and feel that is familiar to users of smart devices. Leveraging a modern consumer-oriented user experience, Scale provides an intuitive, easy to use tool for associates on the floor. Warehouse Mobile reduces the time to train and on-board new associates and provides a more efficient workflow for associates to perform their job. This results in higher productivity, quality and satisfaction.

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SCALE Mobile

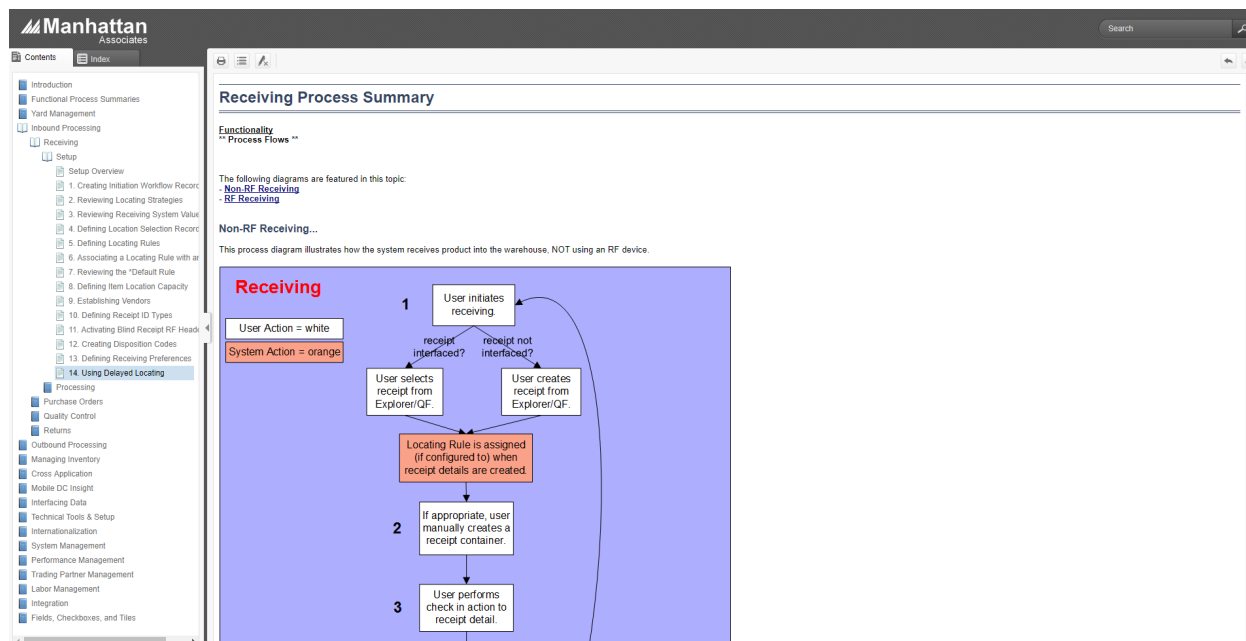
To allow managers to view high level warehouse information from anywhere, SCALE offers a Scale Mobile User Interface for access to key operational information, a phone app for Android and iOS. This app takes warehouse dashboard information and makes it available on the phone. Managers can see what's coming up for the week and progress in receiving, shipping, work execution, and labor. The dashboard can be personalized with statistics of interest to each user. The app is available via Google Play and the Apple App Store.



Help System

A comprehensive, online help/tutorial system is always accessible within Manhattan SCALE. The help system not only provides answers to immediate questions, but also contains information on broader topics ranging from functional overviews and process diagrams to field and checkbox definitions.

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Everything the user needs is available digitally and on-demand within the help system.

Document Types

Manhattan SCALE is pre-configured with standard document types for all areas of warehouse operations. Examples include shipping labels, vendor labels, container putaway lists, shipment pick lists, bills of lading, packing lists, parcel manifests, truck manifests and cycle count sheets. Additional document types can be created via easy document configuration. New fields can be added to existing document templates easily to make document additions and changes a simple configuration exercise rather than a code change exercise.

Packing, Quality Control, Receiving Workbench

There are certain screens within Manhattan SCALE that are specifically designed for certain warehouse functions. These functions have unique requirements beyond standard Insight screens. Packing, quality control and even the receipt workbench are examples of unique functional areas.

EXECUTIVE OVERVIEW

Packing | sodtestaad | MN | ? | [User Icon]

S6 | Actions | **New** | [Refresh]


Container id: 00011465870000032337 | Container type: C10 | Item: | Weight: 0

[-] 1 [+] [Pack] [All] [New] [Print] [Close]

| Error | Item | Description | Company | Avail | Total | Weight | UM |
|-------|---------|-------------------------------------|---------|-------|-------|--------|----|
| | NOR0002 | Bounty Quilted Napkins 100 ct. pkg. | | 1 | 2 | 0.313 | EA |

1 - 1 of 1 records | Prev | 1 | Next

Last item packed
 NOR0002
 Bounty Quilted Napkins 100 ct. pkg.
 Quantity packed: 1



Status info

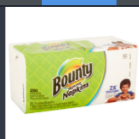
The packing area screen utilizes large, meaningful icons to direct user interaction. The icons are large enough to tap when in touch mode, yet not overly obtrusive and detract from ease of use.

These screens also contain an Action menu, just like the standard Insight screens, giving users access to additional functions where applicable.

The receipt workbench has a slightly different look and feel designed to make full-screen receiving and check-in simple and intuitive.

Receipt workbench | sodtestaad | MN | ? | [User Icon]

S5 | Actions | **New** | [Refresh]

Parent container id: | Item: | Company: | 

[Partial line] [Full line] [All lines] [Cancel all] [Locate all] [Unlocate all]

Lines

| Line | Item | Description | Total qty | Open qty | UM |
|------|---------|-------------------------------------|-----------|----------|----|
| ✓ 1 | NOR0002 | Bounty Quilted Napkins 100 ct. pkg. | 2 | 1 | EA |

1 - 1 of 1 records | Prev | 1 | Next

Containers

← Print Actions

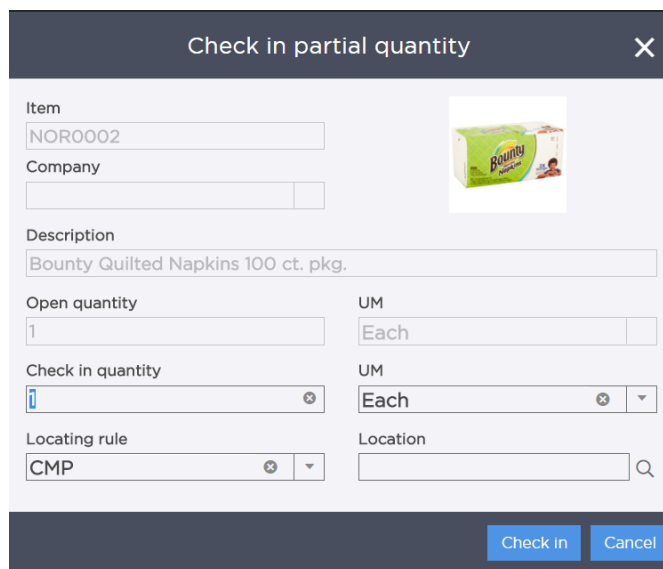
| LP | Status | Type | Child | Item | Description | Qty | UM | Destination |
|-------|----------------|------|-------|---------|-------------------------------------|-----|----|-------------|
| 17307 | Locate Pending | | | NOR0002 | Bounty Quilted Napkins 100 ct. pkg. | 1 | EA | CMP |

1 - 1 of 1 records | Prev | 1 | Next

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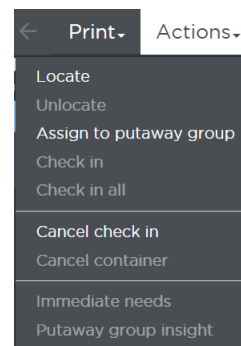
Receipt lines and corresponding containers are stacked vertically in the same workspace. Each area may be selected to expand or contract as desired. As receipt lines are selected, any images associated with the line will display to make it simple to distinguish between products.

Users again interact with the screen using large format buttons. As product is checked in, additional interactions can be configured, depending on options selected. For instance, for the “Partial Line” option, the system displays a dialog box so partial line check-in processing may take place.



As lines are checked in, the containers are created in the receipt workbench screen. Individual containers may be selected/tapped from this section and have actions performed against them by interacting with the Action menu.

There is an option to print documents/labels for the container as well.



Receiving

Manhattan SCALE supports several types of receiving “touch points”. Traditional data interfaces like purchase orders, ASNs (including container-level information) and return authorizations are fully supported. Receipts can also be entered directly into the system through an Internet browser. Using receiving screens to view and sort data helps users look at information in a variety of ways, while the system summarizes key information like total number of receipts, lines and units across the top of the window.

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Receipt insight

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Putaway

The putaway process is a natural extension of the receiving process. Manhattan SCALE can support both paper based and/or mobile options depending upon preference. It also provides configurable locating and putaway rules that can be tailored to any environment. Also included are pre-supplied best practice rules and strategies that let the data drive system behavior as opposed to “hard coding” configuration options.

Mobile processing has become the key enabler for real-time activity tracking and control in all warehouse management systems. Users scan license plates or bar-coded labels generated by the system to initiate the put-away process and then re-directed to the next most important task to complete in the work queue. Additionally, the system can be configured to require scanning license plate IDs, items, locations or use location check digits to verify putaway accuracy and increase inventory accuracy.

Manhattan SCALE also supports paper-based environments to help organizations get up and running quickly. The system can enable a move to mobile processing later, or even segment mobile use to specified sections of the distribution center.

Inventory Control

Defining inventory locations within Manhattan SCALE is fast, straightforward and yet, very powerful, with support for any combination of fixed and random locations. Users configure locations with varied sizes, cubes, weight capacities, etc. and can see real-time warehouse utilization in a variety of views.

EXECUTIVE OVERVIEW

Inventory insight

2

Home

sdtestaad

MN

Grid

Actions

| Items | | Locations | | License plates | | Lots | | |
|-------------------------------------|--------|----------------|---------|--|---------------------|-------|-------|------------------|
| 101 | | 3.5k | | 105 | | 0 | | |
| Icon | Frozen | Location | Item | Description | Company | AV | OH | Inventory status |
| <input type="checkbox"/> | | 001/PD/AA | NOR0112 | Crayola Crayons 64 ct. with Built in Shar... | 01-Measured Success | 6 | 6 | Available |
| <input type="checkbox"/> | | 100.01 | NOR0006 | Tide Laundry Detergent 81 oz. (UM no di... | | 119 | 19 | Available |
| <input type="checkbox"/> | | 100.02 | NOR0006 | Tide Laundry Detergent 81 oz. (UM no di... | | 2 | 2 | Available |
| <input checked="" type="checkbox"/> | | 100.04 | NOR0001 | Crayola Crayons 64 ct. with Built in Shar... | | 129 | 127 | Available |
| <input type="checkbox"/> | | 100.05 | NOR0007 | Herbal Essence Shampoo (UM no dims) | | 12 | 12 | Available |
| <input type="checkbox"/> | | 100.08 | NOR0001 | Crayola Crayons 64 ct. with Built in Shar... | | 1 | 0 | Available |
| <input type="checkbox"/> | | 100.36 | NOR0001 | Crayola Crayons 64 ct. with Built in Shar... | | 6 | 3 | Available |
| <input type="checkbox"/> | | CFR-001-01-L-3 | NOR0001 | Crayola Crayons 64 ct. with Built in Shar... | | 1,084 | 1,112 | Available |
| <input type="checkbox"/> | | CFR-001-01-L-4 | NOR0002 | Bounty Quilted Napkins 100 ct. pkg. | | 13 | 3 | Available |
| <input type="checkbox"/> | | CFR-001-01-L-4 | NOR0003 | Bounce Fabric Softener Sheets - 80 ct. | | 6 | 6 | Available |
| <input type="checkbox"/> | | CFR-001-01-R-1 | NOR0001 | Crayola Crayons 64 ct. with Built in Shar... | | 9 | 0 | Available |
| <input type="checkbox"/> | | CFR-001-02-L-1 | NOR0001 | Crayola Crayons 64 ct. with Built in Shar... | | 1 | 522 | Available |

1 - 100 of 3534 records

Prev1of 36Next

100.04
NOR0001
Crayola Crayo...

1
Open work

0
Immediate needs

Manhattan SCALE tracks all inventory down to a detailed location level. Items can be assigned multiple cross-references (ex. UPC codes) to help in product identification. The system supports unlimited units of measure (ex. each, case, pallet, inner pack, bag, box) with conversions to provide significant flexibility and instant familiarity during initial configuration. Status changes, transfers from one location to another, and adjustments to inventory are supported via mobile devices or full screen workstations.

Cycle Counting

Manhattan SCALE provides comprehensive cycle counting to increase inventory accuracy. User defined cycle count plans can be created in addition to activity-driven counts based on warehouse activities, such as short picks at a location. Detailed statistics ensure instantaneous access to cycle count progress, open counts, percent complete, error rates, and more. Cycle counting can be executed via mobile, paper based or mixed modes, depending on warehouse requirements.

Replenishment

Manhattan SCALE provides a replenishment module for inventory movement as part of a wave or as an independent request. Demand-based criteria and/or min/max levels are evaluated as part of the replenishment process. Like locating rules, replenishment takes advantage of pre-defined strategies and rules to control product movement. If mobile is being used, replenishment tasks can be interleaved with other tasks that are critical to maximizing user productivity and efficiency.

Wave Planning

Wave planning analyzes and groups outbound orders together into batches for release to the warehouse floor. Users view orders that are eligible for processing in the planned shipment Insight screen, so users can view orders that have been downloaded from the host, entered via the Internet or created internally in Manhattan SCALE. Order views within the Insight screen are simple, yet powerful. Waves can be

EXECUTIVE OVERVIEW

executed manually, automatically or as part of a pre-defined release schedule, to provide total control over how and when orders are processed in the distribution center.

Planned shipment insight

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📊

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Actions

| Shipments | | | Lines | | | Units | |
|---------------------------------------|------|------|--------------|-------------------------|---------|-----------------|---------------------|
| 370 | | | 30.2k | | | 377.5k | |
| | Icon | Wave | Shipment id | Customer name | Carrier | Carrier service | Scheduled ship date |
| <input type="checkbox"/> | 🚚⚠️ | 0 | AH0510.A | Big Lots Store 2 | UPS | Ground | 5/10/2005 |
| ▶ <input checked="" type="checkbox"/> | | 0 | AH0519.A | Big Lots Store 2 | UPS | Ground | 5/19/2005 |
| <input type="checkbox"/> | | 0 | AH0519.B | Big Lots Store 2 | UPS | Ground | 5/19/2005 |
| <input type="checkbox"/> | | 0 | AH0519.B | Big Lots Store 2 | UPS | Ground | 5/19/2005 |
| <input type="checkbox"/> | | 0 | AH0519.C | Big Lots Store 2 | UPS | Ground | 5/19/2005 |
| <input type="checkbox"/> | | 0 | AH0711.A | ABC Warehouse | | | 7/11/2005 |
| <input type="checkbox"/> | | 0 | AHM_TEST_022 | Customer: 001 | UPS | Ground | 9/8/2015 |
| <input type="checkbox"/> | ⚠️ | 0 | AHUPDATEC.B | Dena's Treasures | ABF | | 8/24/2005 |
| <input type="checkbox"/> | ⚠️ | 0 | AHUPDATENC.A | Best Buy | ABF | | 8/24/2005 |
| <input type="checkbox"/> | ⚠️ | 0 | ASHTEST1 | Customer: 005 | | | 8/24/2005 |
| <input type="checkbox"/> | ⚠️ | 0 | DJ_TST1 | Meijer's Foods, Store 3 | Yellow | | 7/29/2015 |
| <input type="checkbox"/> | | 0 | DJ_TST2 | Meijer's Foods, Store 3 | Yellow | | 7/29/2015 |
| <input type="checkbox"/> | | 0 | MMS-001 | Customer: 002 | Courier | | 6/7/2018 |

201 - 300 of 370 records

Prev

3

of 4Next

AH0519.A

Big Lots Store

In Pool

In Pool

2

Lines

The system will automatically determine how much to pick, and where to pick from, based on configurable rules that consider allocation strategies such as FIFO, LIFO, minimize location visits, maximize location space, location search hierarchies and units of measure. Everything is translated into work tasks to be completed by the workforce to fulfill the order.

Picking

Manhattan SCALE provides both mobile and/or paper-based picking support for maximum flexibility and faster implementations. Voice picking is also supported through the Vocollect Talkman device.

Similar to putaway, the solution provides rules for executing picking tasks. The configurable nature means a virtually unlimited number of execution strategies from discrete order picking to batch picking to cluster picking.

Manhattan SCALE provides explorers, quick finds and reports for outstanding tasks to expose task details, change priorities, hold tasks, and more to deliver an efficient, yet flexible, picking process.

Packing

Manhattan SCALE provides the ability to identify containers during the wave process, during picking or to pack into final shipping containers at a touch-enabled packing station. These capabilities can be combined to generate full case labels during the wave and loose/mixed carton labels at a packing station. Additionally, the system can be configured to include carton detail as well, if desired, which can be used to generate ASN data passed from the product to host systems in order to enhance collaboration between you and your customers.

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Packing

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S6

ActionsNew

Container id

00011465870000032337

Container type

C10

Item

Weight

0

−

1

+

Pack

All

New

Print

Close

Last item packed

NOR0002

Bounty Quilted Napkins 100 ct. pkg


Quantity packed

1

| Error | Item | Description | Company | Avail | Total | Weight | UM |
|-------|---------|-------------------------------------|---------|-------|-------|--------|----|
| | NOR0002 | Bounty Quilted Napkins 100 ct. pkg. | | 1 | 2 | 0.313 | EA |

1 - 1 of 1 records

Prev1Next



Status info

Value Added Services

In an effort to drive down storage and inventory costs, there is often a need to perform “post picking” transformation of product to account for customer demands. This can as simple as adding hangers to garments in a container, adding additional customer branded packaging, or simply placing collateral such as catalogs or brochures into the container. Manhattan SCALE can direct this activity within the natural flow of goods within the distribution center as a value-added service.

Vas insight: Container

sodtestaad MN

ActionsConfirm

select columns

☒ Confirmed

☐ Container ...

☐ Shipment id

☐ VAS activity

☐ Instructions

☐ Status

☐ QC required

| | | | | | |
|-------------------------------------|-----|-------|--------------|-------------------------|------------|
| <input checked="" type="checkbox"/> | A23 | UTC99 | CMP instruct | Put instructions in box | In Packing |
|-------------------------------------|-----|-------|--------------|-------------------------|------------|

1 - 1 of 1 records



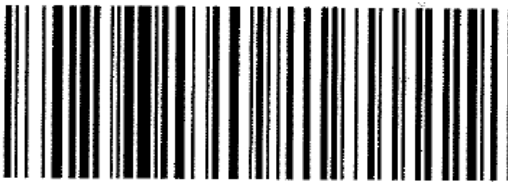
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Carrier Compliance

Manhattan SCALE supports the labeling requirements of all major US parcel carriers, including rating, manifesting and electronic manifest transmission. LTL rating with VICS compliant bill of lading is also

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supported. Using routing guide information, the system also provides the capability to route shipments based on pre-configured guidelines, ex. best way, least cost.

| | | | |
|--|--|-------|------|
| MINNEAPOLIS (611) 988-5588 1577 NEW BRITAIN AVENUE LOS ANGELES CA 90007 | | 1 LBS | 1 01 |
| SHIP WENDY'S TO: ATTN: SHANE 529 N CLIPPERT LANSING MI 48912 | | | |
|  | TX 787 9-05  | | |
| UPS GROUND TRACKING #: 1Z 123 456 03 3235 3731 | | | |
|  | | | |
| BILLING: P/P REF1: Z2 REF2: 00011465870000100920 | | | |

Labor Management

The labor management module tracks all activities performed within Manhattan SCALE, catalogs them, and displays them in a summarized form to provider managers with detailed visibility into the efficiency of their workforce. From the time it takes to perform a certain task to the actual cost of performing that activity, the Manhattan SCALE captures the data required to analyze and optimize distribution center operations.

Summary

Manhattan SCALE™ is the perfect solution for organizations that are growing, expanding to new geographies, or prefer working with the Microsoft Windows platform. At Manhattan Associates, our goal is to create solutions that can be true agents of change for our clients. Together we can Push Possible®.

For further information, please visit our corporate website at www.manh.com.