

A hand is shown placing a blue puzzle piece with a person icon into a larger puzzle grid of similar icons. The background is a light blue color with a pattern of faint, darker blue person icons. The puzzle pieces are arranged in a grid, and the hand is in the process of fitting a piece into a gap. The overall theme is business relationships and management.

Strengthening Business-to-Business Relationships via Supply Chain and Customer Relationship Management

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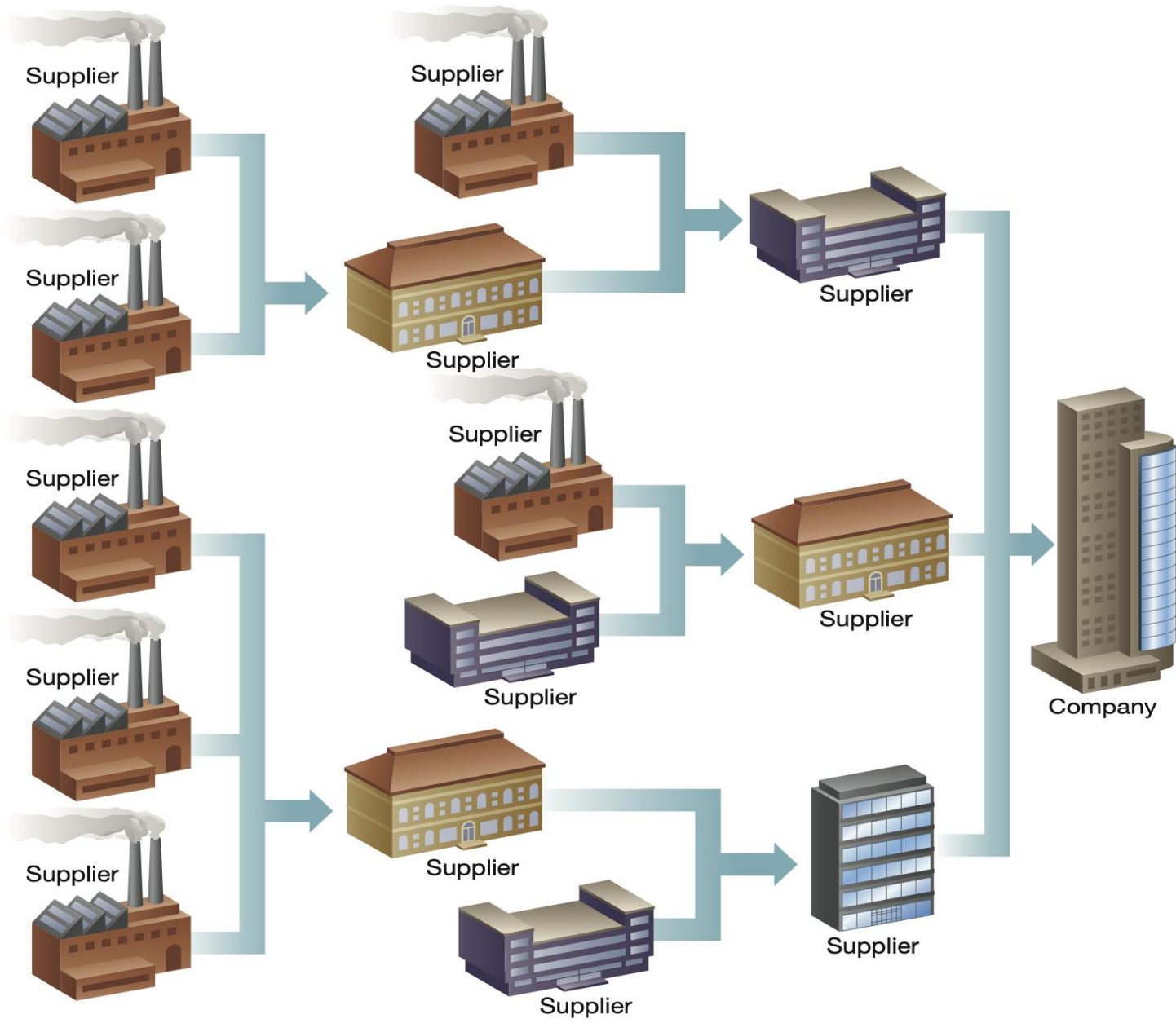
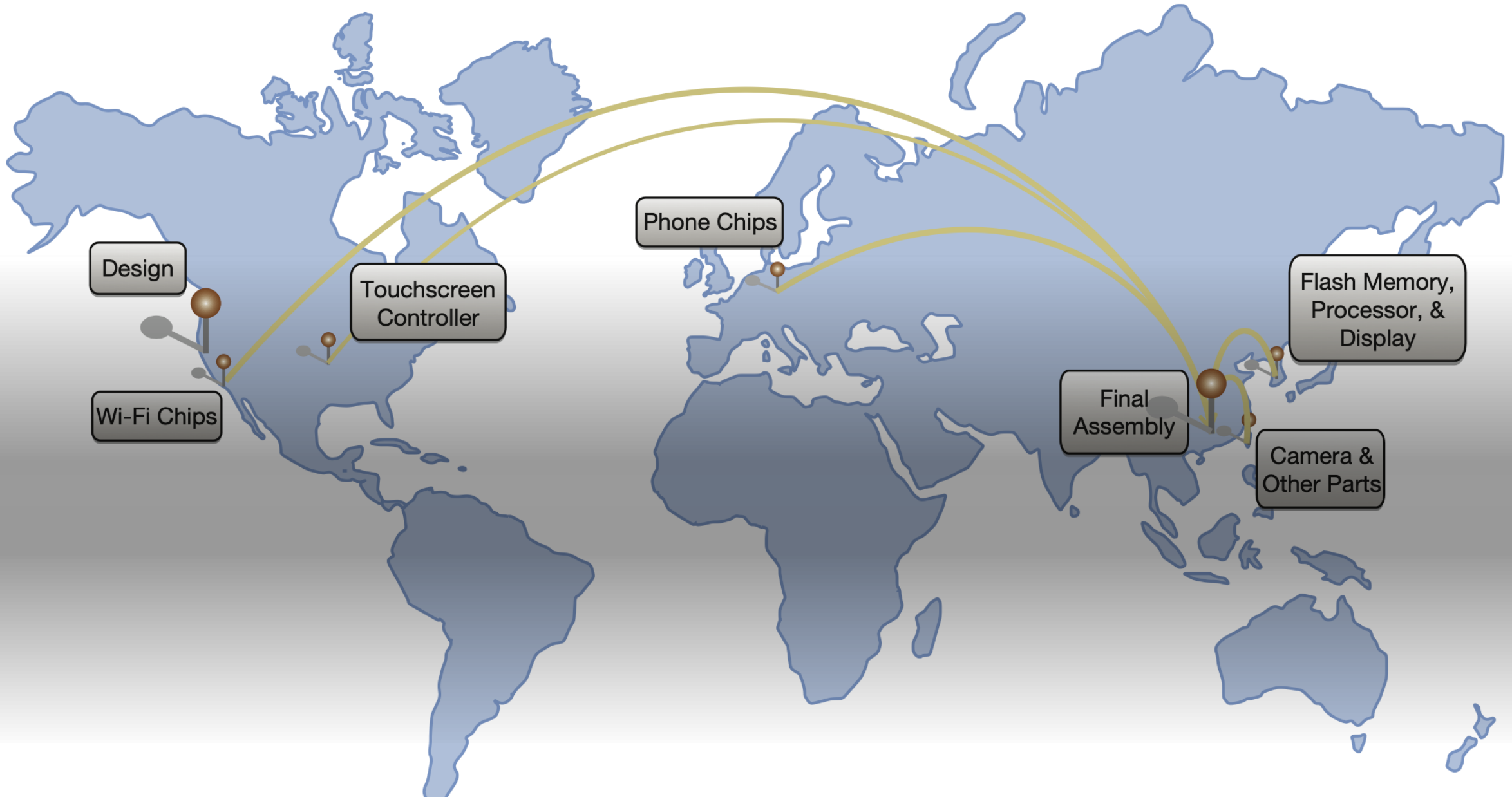


FIGURE 8.2
A typical supply network.



The Impact of Technology on Supply Chain Management

1. Shipment Tracking

Shipment tracking has improved dramatically with the increased availability of low-cost [GPS](#) devices giving shippers the ability to quickly and easily verify the location of their freight as well as check on delivery times and potential delays.



The Impact of Technology on Supply Chain Management

2. Transportation Management Systems (TMS) TMS systems are a great way for shippers to better organize and consolidate their inventory levels. Freight moments are one-easy-to-use computer systems; there are many TMS systems that provide document management for shipment documents and shipment management tools as well.

Transportation Management System



The Impact of Technology on Supply Chain Management

3. Data Analytics



The Impact of Technology on Supply Chain Management

- **4. Digital Access to Capacity**

Many shippers still rely on emails or phone calls to book loads within their carrier network. This often results in a disjointed and time-intensive approach to executing the shipment plan. Newer digitally-enabled logistics providers have changed the game by offering a fully digital platform to not only book loads but also provide comprehensive shipment analytics as well as tracking information effectively. This lets the shipper spend less time on basic tasks and can be easily automated and focused more on optimizing their supply chain with easily accessible data.



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Digital Payments

- incorporating accounting and supply chain cost recording into the TMS system or digital provider can easily let you track supply chain spend across shipment lanes and analyze cost levels down to the stock-keeping unit (SKU).

