

## INDUSTRY 4.0



# SmartX Brains Solutions Parcel Video Evidence Solution

**SMARTX**

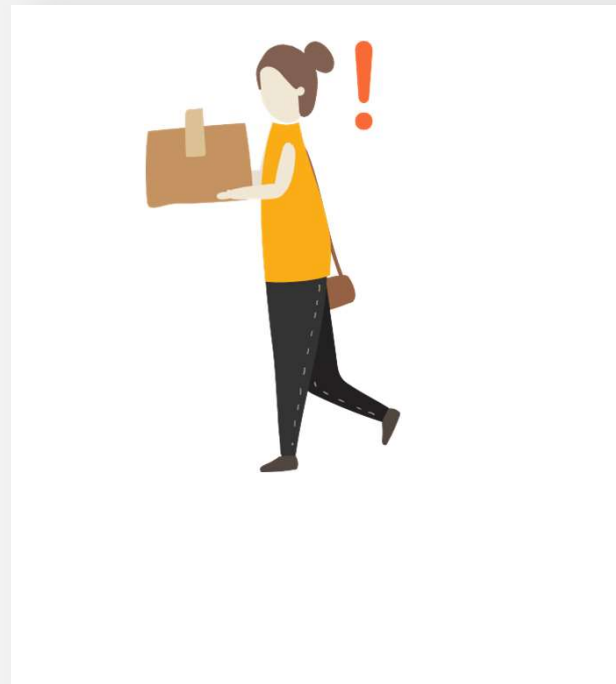
# THE PAIN POINTS OF E-COMMERCE AND LOGISTICS BUSINESS

In E-commerce and Logistics business, the main factors may cause a claim are:

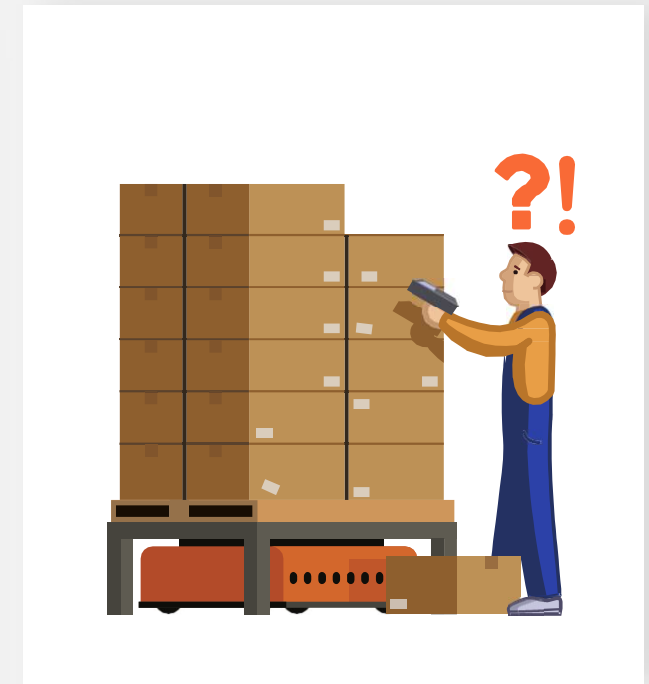
- 1) Parcel lost
- 2) Goods are damaged
- 3) Quantity of the goods is less.



Parcel Lost



Parcel Damaged



Quantity is Less

## THE PAIN POINTS OF EXISTING SYSTEM

In order to solve the dispute of the issue, E-commerce retailers need to find out the fact or evidence of the issues. But in the existing system, there are a lots of limitations:



No Video Recording  
for all dealing process



No Video Tracking  
cross facilities



Low Operation Efficiency  
in searching evidence

# LETS TALK ABOUT SOLUTION

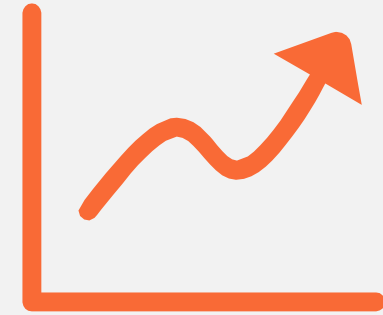


## High Resolution

Deploy high resolution camera in all the parcel dealing process. Keep recording for all the dealing process.

## Visual Parcel Tracking

Unified platform to manage all the Camera system in different facilities. Support to tracking the parcel transfer by video.



## Software base Video Download

Support to search evidence by order number, can get video clips in seconds. Will short the time of complaint dealing process greatly.

## End User Value:



Reduce man power and claim lost



Improve operation efficiency



Improve competition advantage

A worker in a grey cap and patterned shirt stands at a workstation in a warehouse. The workstation features a long white table with a grey top. On the table, there are two computer monitors, a barcode scanner, and various cables. The background shows high industrial shelving units filled with cardboard boxes. The scene is brightly lit by overhead fluorescent lights.

**SMARTX BRAINS SOLUTIONS  
PARCEL TRACKING SOLUTION**

# CAMERA BASE PARCEL TACKING SYSTEM LINKAGE WITH SCAN SYSTEM



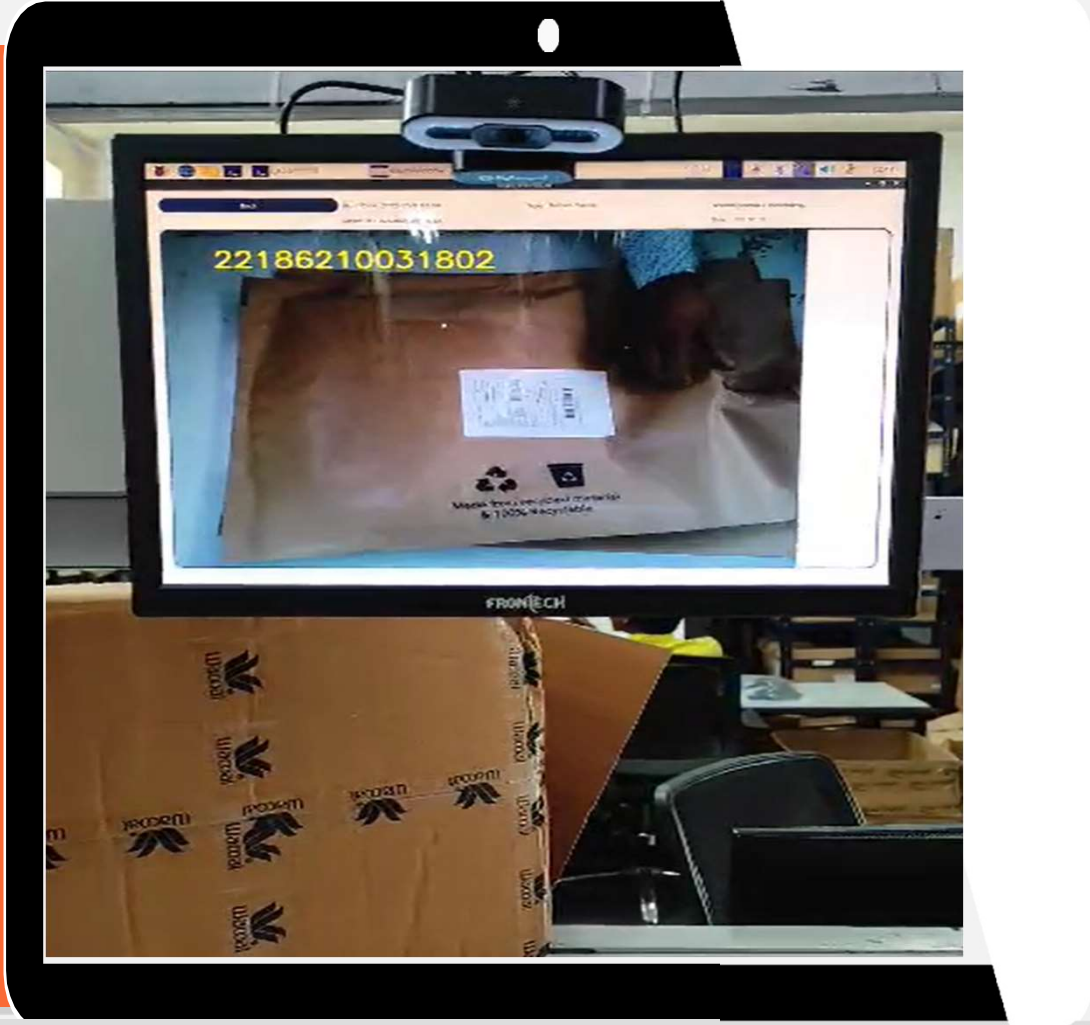
### HD Camera

Deploy high resolution cameras in all the parcel dealing process

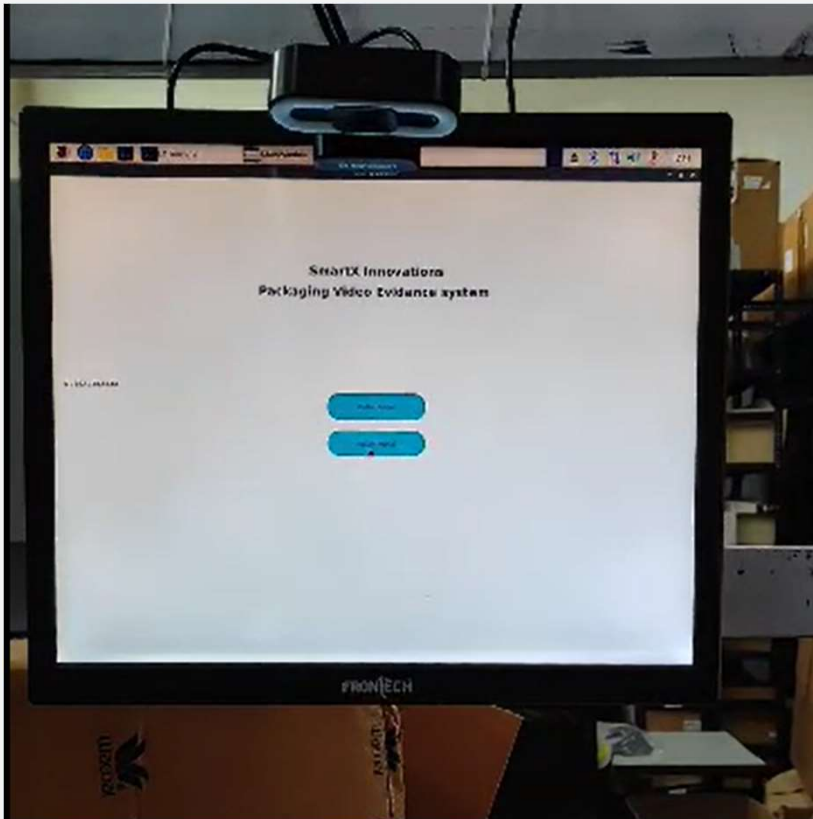


### Barcode Scanning system

Order ID will be scanned and will linkage with CCTV system



## VISUAL PARCEL TRACKING STATION – SELECT MODE ORDER OR RETURN PARCEL

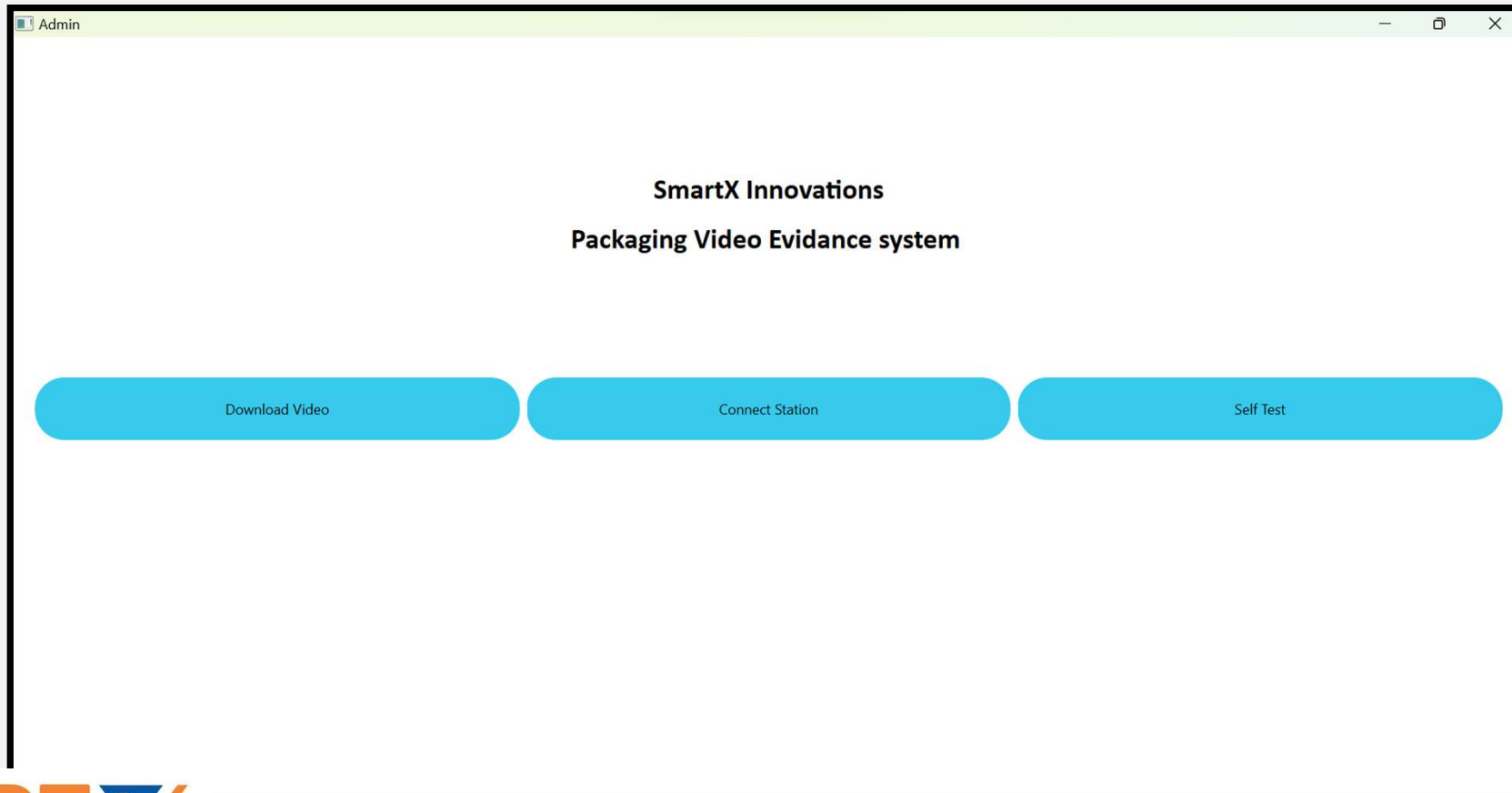


### SmartX Innovation Packaging Video Evidence System

Order Parcel

Return Parcel

# CUSTOM SOFTWARE TO DOWNLOAD VIDEO EVIDENCE





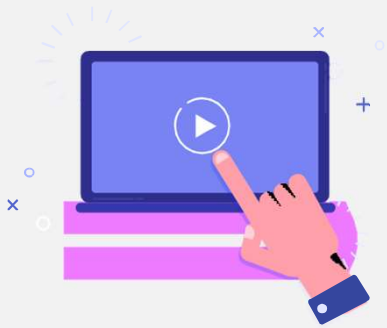
# HIGH OPERATION EFFICIENCY USING CUSTOM SOFTWARE



① Complaints come



② Contact with managers of every process



③ Check recording if it is available



④ How to prove the video is for this order?

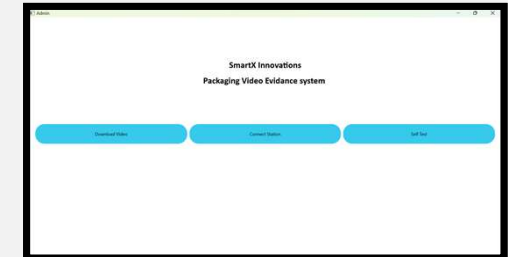
**NO standard SOP of evidence collection; It costs lots of time and human resource to deal with complaints.**

## Visual Tracking System SOP of Complaint settlement

Step 1:  
Complaints come, collect all the order IDs;

S N	Order IDs
1	2 1 0 8 2 1 6 7 7
2	2 1 0 8 2 1 7 6 9
3	2 1 0 8 2 2 1 9 7
4	2 1 0 8 2 7 9 2 7
5	2 1 1 0 6 2 7 6 9
6	2 6 9 6 9 5 0 9 0
7	2 6 9 7 7 1 1 4 2
8	2 7 0 4 5 5 8 7 6
9	2 7 0 4 5 6 1 1 0
1 0	2 7 0 4 5 6 2 7 0
1 1	2 7 0 4 5 6 3 4 4
1 2	2 7 0 4 6 5 9 0 6
1 3	2 7 0 4 6 6 0 3 4
1 4	2 7 0 4 6 6 1 8 0
1 5	2 7 0 4 6 6 1 8 0

Step 2:  
Searching relevant video clips according the order IDs, and download the video clips.



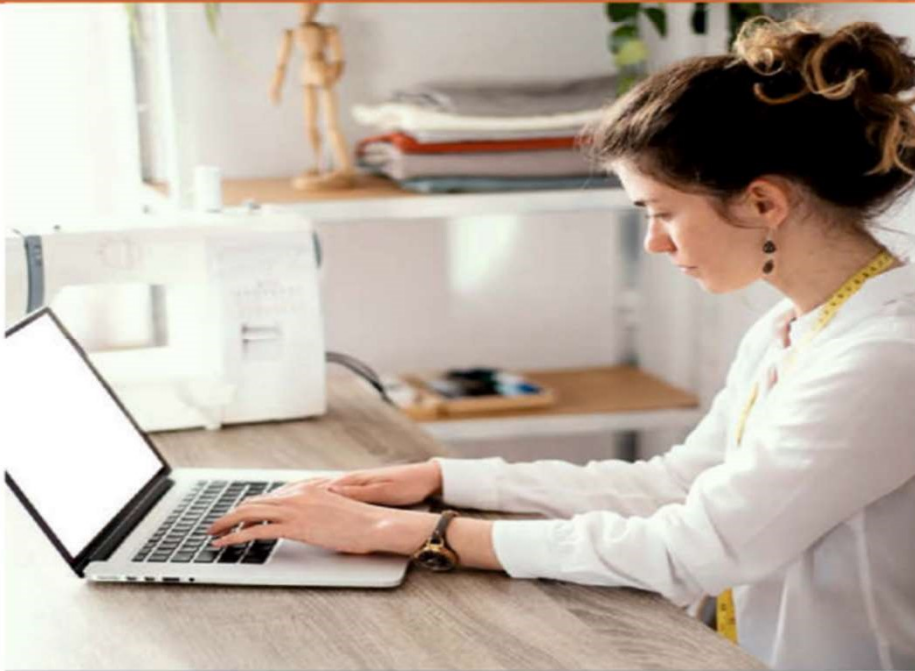
Step 3:  
Provide video evidences.

Name
210821677_20191130-201650_20191130-201759_1
210821769_20191130-201700_20191130-202059_1
210822197_20191130-202000_20191130-202359_1
210827927_20191130-202300_20191130-202759_1
211062769_20191116-163950_20191116-164010_1
269695090_20191122-131950_20191122-132010_1
269771142_20191122-161050_20191122-161110_1
270454854_20191122-140350_20191122-140410_1
270455876_20191122-140400_20191122-140759_1

**Standard SOP; 1 person, 3 steps; Multiple cases;**

# THANKS

SEE FAR, GO FURTHER



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