



News & Views

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Another Perspective On ICL

MBUSA's Steve Gedeon and Tishana Cabico at Hansen-Adkins give their perspective on ICL. Steve is on Page 3 and Tishana on Page 4



Steve is on hiatus for this edition, but will return in our next issue with his top wine picks!

Toyota Canada to Utilize ICL's Invoice Audit Solution

Toyota Canada, Inc. (TCI) announced it will replace its existing transportation invoicing process with ICL's MatrixSCM invoice audit system. ICL's audit modules will be integrated into TCI's Vehicle Logistics Management System (VLMS). Once completed, the system will audit invoices submitted by TCI's vehicle transportation and processing partners, and provide TCI's management team detailed, up-to-the-minute cost information across their entire outbound supply chain.



Pictured: A 2011 Lexus CT 200h Premium

"We are pleased by TCI's decision to expand the capabilities of VLMS to include invoice audit," said ICL's President Pat Donahoe. "Having worked closely with TCI to develop and implement VLMS, we have a deep understanding of their processes and requirements. Adding the audit capability is a natural extension to the tremendous capabilities of VLMS, and will add significant value to the system."

Frank Agrusa, ICL's Project Development Manger, will be responsible for coordinating this project with TCI. Frank stated, "The Canadian market has

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ICL Information

Customers Include

- American Suzuki Motors
- Mercedes-Benz USA
- Promax Automotive (Isuzu)
- Mazda North American Operations
- Mitsubishi Motor Sales of America
- Mitsubishi Motors Canada
- Toyota Canada
- Volkswagen of America
- Volkswagen Canada

Contact Information

Phone: (877) ICL-TRAK
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 Email: sales@iclsystems.com
 Web: www.iclsystems.com

Updates and Alerts, Sent Straight to Your Email



MatrixSCM and ILMS customers now have the option to receive select reports and alerts via email. Instead of logging into the system to download key reports, the system can “push” these reports to your inbox automatically.

The list of reports currently available includes:

- Rail Shipment Exception Report
- Ramp Inventory Summary Report
- Railcar Unload Delay Days Report
- Railcar Bad Equipment Report

The system allows you to determine which users should receive these reports, including vendors. You can also determine how frequently updates are generated, such as every four hours, once per day, etc.

Mercedes-Benz has also developed a new daily email report, the Daily Railcar Shipment Report. This report provides a summary of the previous day’s shipment activity, by Origin and Destination, including total railcars shipped and total VIN count. As the email option gains popularity, expect to see additional reports made available in the near future. If you are interested in receiving these or other reports via email, please contact your ICL account representative.

ICL Customer Group established on **LinkedIn**

The ICL Customer User Group provides a forum for ICL and our customers to share ideas, news, and other information regarding ICL's MatrixSCM and ILMS automotive supply chain management solutions.

Do you have a question or suggestion regarding the system? Do you want to share advice or tips with other users? Looking for the latest ICL news or upcoming events? If so, this is the group for you.

We will be establishing a second group specifically for transportation companies and other service providers; stay tuned for more information!

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some unique operating and regulatory characteristics that must be incorporated within the invoicing process. However, one of the key advantages ICL brings to this project is our years of operational experience working with Canadian OEMs and their suppliers.”

Work on this project is already underway. The initial phase will enter user acceptance testing sometime in the third quarter of 2011. Additional details will be provided to TCI’s logistics partners as the project moves forward.



TCI's Canadian headquarters complex

How Important is ICL Data? For Mercedes-Benz It Is Mission-Critical



How important is the data our transportation partners send to ICL? For Mercedes-Benz, that data is business critical. With thousands of vehicles in the pipeline every day, moving on both rail and truck, it would be very difficult and time-consuming to track down a particular vehicle by contacting each service provider. With ICL collecting and processing this data for us, and making it available to us in several different formats,

we are able to manage customer expectations and provide real-time information at the click of a mouse.

While we use the MatrixSCM system to satisfy many different business needs, the most important use unquestionably is our ability to provide real-time ETA information to our customers. Updated ETA information is passed from ICL directly into the internal systems MBUSA uses to communicate with our dealer network. A dealer can simply use the system to submit a VIN number and immediately receive up-to-date ETA information on any inbound vehicles.

ETA information is what's important to the customer, but what's happening behind the scenes in the supply chain is what matters to the logistics department. A visit to the ICL website at the beginning of each day provides our department everything we need to know about the status of the supply chain. We can quickly focus on problems that may result in delays, and with that information we can be pro-active and alert specific dealers.

Managing customer expectations is easy when you have the information and it is one-stop shopping with ICL. Accuracy and timeliness of data reporting to ICL is absolutely crucial to Mercedes-Benz and our customers. Thank you to ICL for transforming the data into useful information, and many thanks to the vendors that keep the data (and vehicles) flowing!

Steve Gedeon
Supervisor, Traffic Operations
Mercedes-Benz USA, LLC

Editor's Note: This was originally printed in the January edition of ICL Fast Track, our quarterly technical newsletter. However, we liked Steve's comments so much, we thought we would share it with our News & Views readers, too!

ICL News Briefs

Remembering Joseph Kurp

Joe Kurp, the Northeast regional manager for Mercedes-Benz and former General Manager of the Logistics & Distribution Department passed away on January 18. Joe was a true gentleman, and will be greatly missed. Our condolences go out to his family and the MBUSA team.

Five Year Anniversaries!

It seems like yesterday, but Jennifer Gamble and Reza Nasri are both celebrating their fifth year with ICL. Their

contributions to ICL are numerous and significant, and we cannot thank Jennifer and Reza enough for their hard work these past five years. Congratulations to you both!

Welcome Back, Jon and Jahnavi!

We are please to welcome Jon Anastasakis and Jahnavi Kondragunta back to ICL. Jon returns to his Project Manager role, while Jahnavi will be working on new development projects, including the TCI invoice audit project. It is great to have you both back!

Join us at the Finished Vehicle Logistics North America



The second annual Finished Vehicle Logistics North America conference will be held on May 17-19 at the Newport Beach Marriott Hotel and Spa in Newport Beach, California. ICL is a proud sponsor of this tremendous event, which brings together senior logistics executives from across the automotive industry to discuss the issues that affect all of us involved in the finished vehicle supply chain. If you are interested in attending, details can be found on the conference website at www.fvlnorthamerica.com. We hope to see you there!

Tishana Cabico Shares Her Thoughts on Life on the “Other Side”

Editor's Note: Former ICL employee Tishana Cabico, who now works for Hansen & Adkins Auto Transport, recently shared her thoughts on ICL from the perspective of a carrier in our Fast Track technical newsletter. Thanks for the kind words, Tishana!

“Now that I am an employee of an auto carrier, I’ve come to truly appreciate the work and care that ICL and its employees put into ensuring that their customers and vendors are receiving the best possible service.”

As an auto carrier, ICL gives us access to a website that provides information on every move that we are handling for specific auto manufacturers. We use this website daily to obtain information from tracking our units, to confirming file transmission, obtaining rate information, determining mileage, and fuel surcharges. In addition, ICL’s website help us to manage our audit holds and invoices, even obtain check information, so we know that we can expect payment shortly. It is a very helpful tool in many different ways.

The personal customer care and ease of functionality make ICL and excellent source of communication between us and our customers.”

Tishana Cabico

Hansen & Adkins Auto Transport

ICL Information

Connected Vendors Include:

Active Transport
Aim/Auto Com
Allied Automotive Group
Amports
ATC Logistics
ATSI
ATT
Auto Warehousing
Axis Logistics
Baird
BNSF
Car Fre
Car Transport
Cassens
Canadian National
Canadian Pacific/Illinois Central
Champion

CJ & M
CSX
Diversified Transport
FAPS
FEC
Ferro Mex
Fleet Car
GAPS
Grace
Hansen / Adkins
Hansens Forwarding
Harvey Auto
IHB
International Auto Processing
Jack Cooper
Jack Key
Laberge
MidTexas International

MOL Lines
MWCC
Norfolk Southern
Northside
NYK Lines
Pasha
PVP
Selland
Swift
Sunbelt
Supreme
Tokio Marine / SGS
Tri-Star
Turning Basin
Union Pacific
United Road
Waggoners

ICL Services

- Asset Tracking and Visibility Tools
- Automated Invoice Audit Solutions
- Inventory Management Tools
- Business Intelligence
- Electronic Communications
- Web Based Reporting
- Consulting
- Wireless Applications
- Remarketing Support