

Supply Chain Operations

Global Supply Chain



INTERNATIONAL  PAPER

AgTC Shipper Panel

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Our Vision: To improve people's lives, the planet and our company's performance by transforming renewable resources into products people depend on every day

Packaging products that protect and promote goods, enable worldwide commerce and keep consumers safe.



Pulp for diapers, tissue and other personal hygiene products that promote health and wellness.

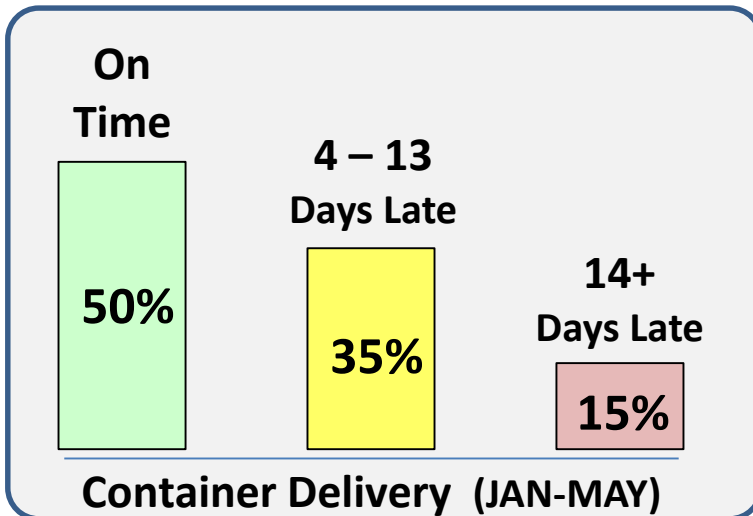


Papers that facilitate education and communication.



IT STARTS WITH ACCURATE ETA'S AT THE TIME OF BOOKING

- Origin bottlenecks; more than 10% depart over 3 days late
 - Pressure mounts for dray drivers to manage container volumes against early return dates
 - Operational costs rise with inefficiency
- Transship bottlenecks; lacking visibility and prioritization



Monthly Exception Management:

50%: 12,500 TEU

35%: 8,750 TEU

15%: 3,750 TEU

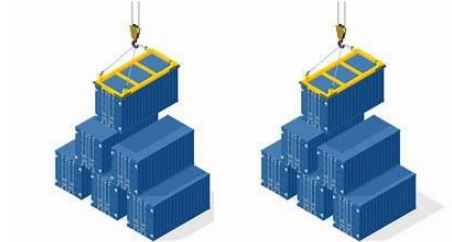
+/- 75 Potential Customer Impacts Per Month

Note: Container & order counts are estimates meant for demonstration only

SITUATION: CUSTOMER ORDER - 14 CONTAINERS 01/30 ETA



- **Confirmed Booking ETA: 01/22**
- **Scheduled for Production**
- **Original ETD: 12/19**
- **Actual ETD: 12/25**
- **Carrier Split: 9 Containers Sail**



- **Transship#1: 30 days**
- **Transship#2: 17 days**



- **Arrived POD:
03/06**

**50 days after confirmed
booking ETA**

Impacts:

- Service to our customer
- Time IP: 12+ employees, 150+ emails involved in this issue
- External time to carrier: 8+ employees, unknown number of emails

What Can International Paper do?

- Evaluate End-to-End Supply Chain
 - Investments in visibility capability
 - Order lifecycle analysis & customer alignment
 - Inventory strategy
 - Relationship strategy; who wants IP to succeed?

What can our Partners do?

- Provide the basics, well
 - Reasonable flexibility; don't punish the shipper and customer
 - Care about the cargo, not just the revenue
 - Communicate, be proactive – manage the booking end-to-end