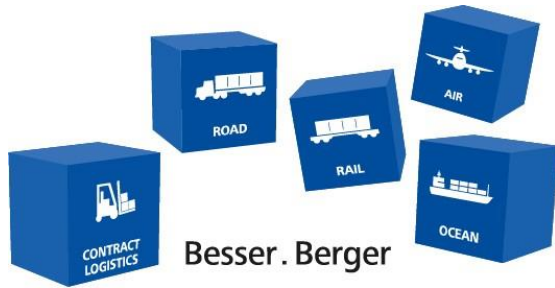


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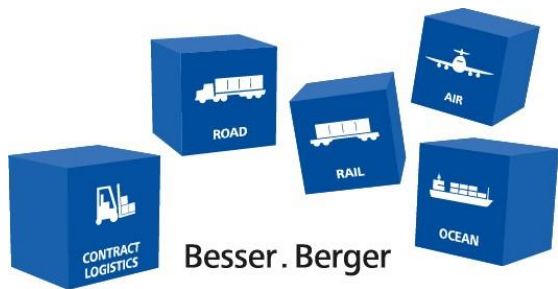
1.) Brief introduction into the Qualitymanagementapp

The Qualitymanagementapp from www.universalsolutions.eu is a tool intending to make the operative process more comfortable for building common reports meeting the high criteria for a standardized flow of documents which carry the information in demand. The tool is easy to use, aiming to act as an intuitive subject on mobiles, handhelds and tablets to raise the efficiency and the autonomy of building reports in a complex environment to monitor quality related concerns in real time.

The backend structure to build reports from scratch and adapt those reports, is also built in the means of high efficiency with an user friendly interface to utilize the administrator for adhoc changes which take effect immediately on the device in use at the next refresh.

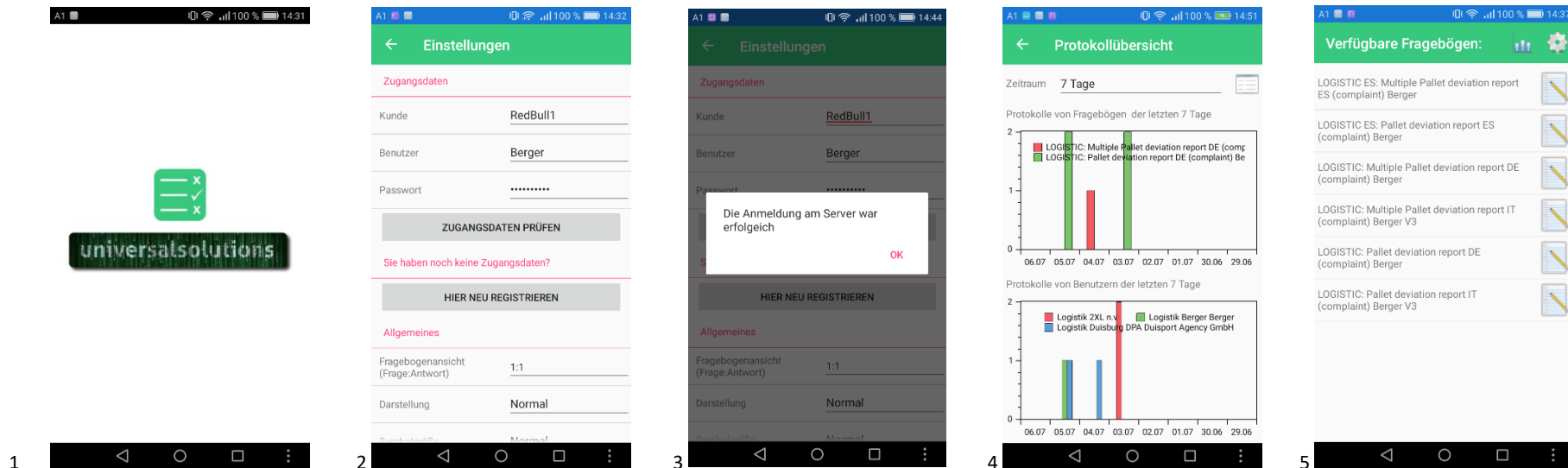
2.) Installing the Qualitymanagementapp on Android and iOS

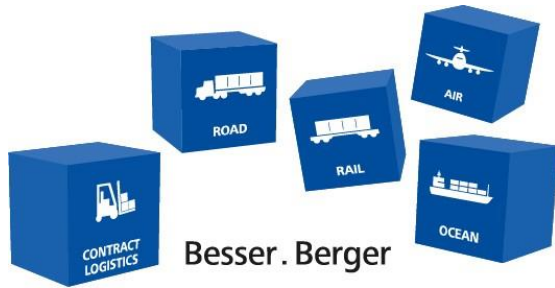
- 1.) For Android based devices, please navigate to the link in the [Google Play Store](https://play.google.com/store/apps/details?id=com.universalsolutions.eu) and install the app, it is free of charge
- 2.) For iOS based devices, please navigate to the link at [itunes](https://itunes.apple.com/app/id1234567890) and install the app, it is free of charge



3.) Login with provided credentials in the app

- 1.) Open the app
- 2.) On first start up, you will be asked for the login credentials which will be provided by you from Berger Logistik. Enter the credentials and tap on „ZUGANGSDATEN PRÜFEN“. In case your device is using another language then German, the language in the app will fall back to English.
- 3.) If your login credentials are correct you will be notified with the message „Die Anmeldung am Server war erfolgreich“. Please tap on OK.
- 4.) You will be directed in the statistics area of the app
- 5.) In the top left corner, please tap on the arrow, you are now in the initial menu with the reports available in either english or your native language





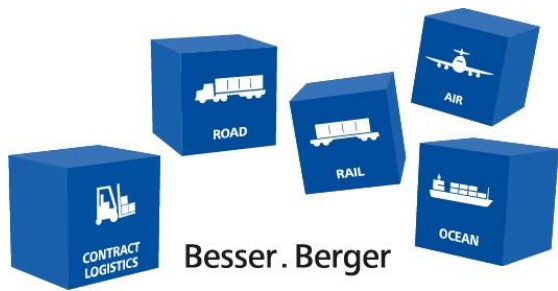
4.) Explanation of fields with the help of an example report

You will be provided with two different types of reports, single and multiple. As we have installed this reports to handle 1 damaged pallet per report, we have also installed a report for ≥ 3 pallets per report up to 26 pallets. Find in down below the locigal structure for the naming of the reports. Be advised that all fields carrying a star (*) in the front, are mandatory.

SINGLE REPORT					
LOGISTICS	Pallet deviation report	DE	(complaint)	Berger	V3
↑	↑	↑	↑	↑	↑
self-explanatory	Report per pallet	Language of the report in ISO	self-explanatory	Logistics Partner from our customer	If displayed, version of the report

MULTIPLE REPORT					
LOGISTICS	Multiple pallet deviation report	DE	(complaint)	Berger	V3
↑	↑	↑	↑	↑	↑
self-explanatory	Report for ≥ 3 pallets up to 26 pallets	Language of the report in ISO	self-explanatory	Logistics Partner from our customer	If displayed, version of the report

- 1.) Open the app
- 2.) Select a single pallet report by taping on the right notepad symbol. Let us choose „**LOGISTIC: Pallet deviation report DE (complaint) Berger**“
- 3.) First tap on **mandatory** „Destination country *“. You will have multiple DC displayed in alphabetical order. Choose the right Destination corresponding to the ISO code. Let us choose „**AU**“ for Australia.
- 4.) Tap on „**Standort (Location)**“ and choose your Location. We will choose „**Wien**“. Date and Time can be ignored, hence these are taken directly from the system, if needed, you can edit them manually.
- 5.) Tap in the field „**Kontrolle durchgeführt von**“ and enter the employee or shift foreman, who is editing this report. We will enter „**shift1**“. As you noticed, indicated in red, this is a mandatory field.
- 6.) Scroll down, until you see the field „**Auftragsnummer (Delivery Note Number)**“. Enter here only the **PLP** order number, not the MLP order number. We will enter „**08423889977**“. As you noticed, indicated in red, this is a mandatory field.
- 7.) You will see boxed numbers, don't be confused, scroll to the boxed number 13. On the left you will notice a question mark coloured green. Tap on it, you will be displayed with three loading schemes. These loading schemes display a loading in a railway wagon. If you know which pallet is issued, which we need for the CIM20, please go back and tap on the boxed number of the concerned pallet, we hope this is self-explanatory. We will not choose a boxed numbers, hence we suspect the transport mode as truck.
- 8.) Scroll down, until the boxed numbers disappear. You will come to the field „**Paletten Etikett Foto (Picture PalletLabel)**“. Tap on the camera symbol, and take a picture of the SSCC label, so the numbers and Barcodes are visible. Accept the picture by taping on the tick. After returning from the camera mode, you will recognize a green tick on the right side of the camera symbol. As you noticed, indicated in red, this is a mandatory field.



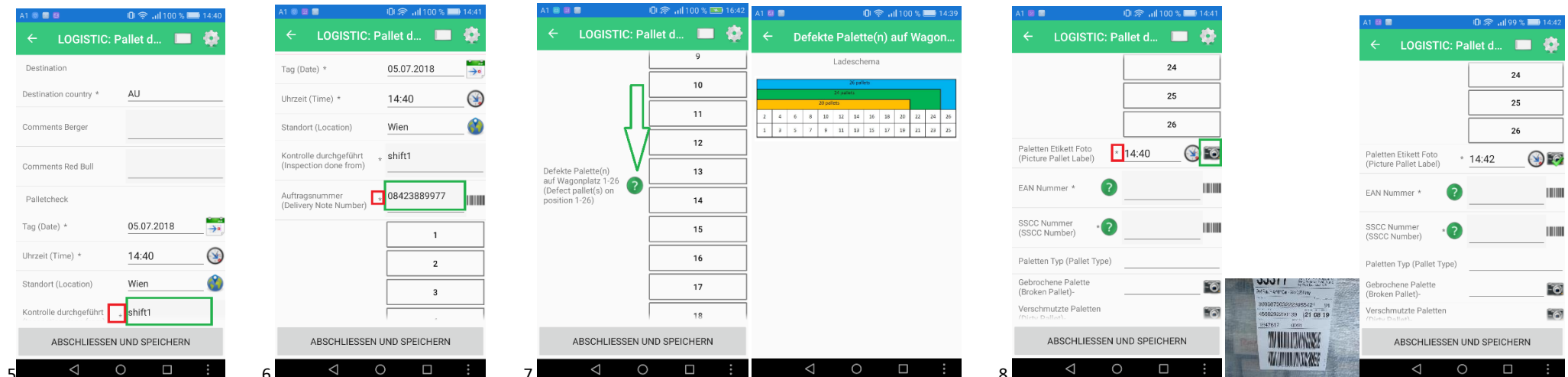
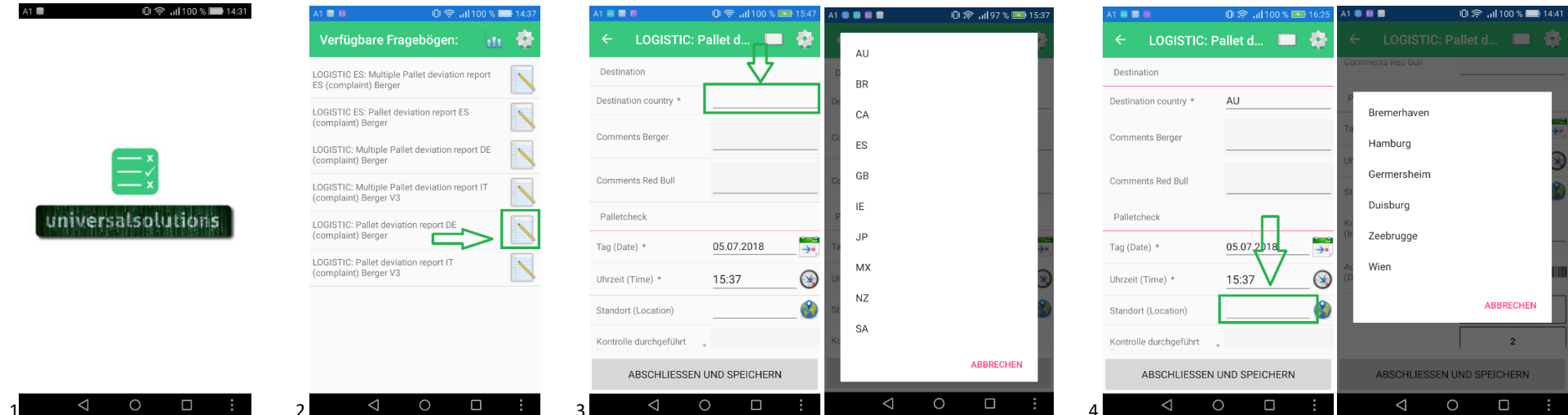
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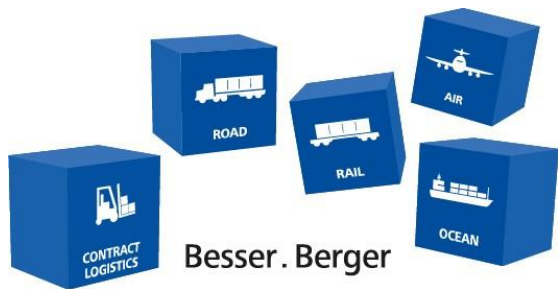
User Guide Qualitymanagementapp Red Bull

Version 1.1

13.07.2018

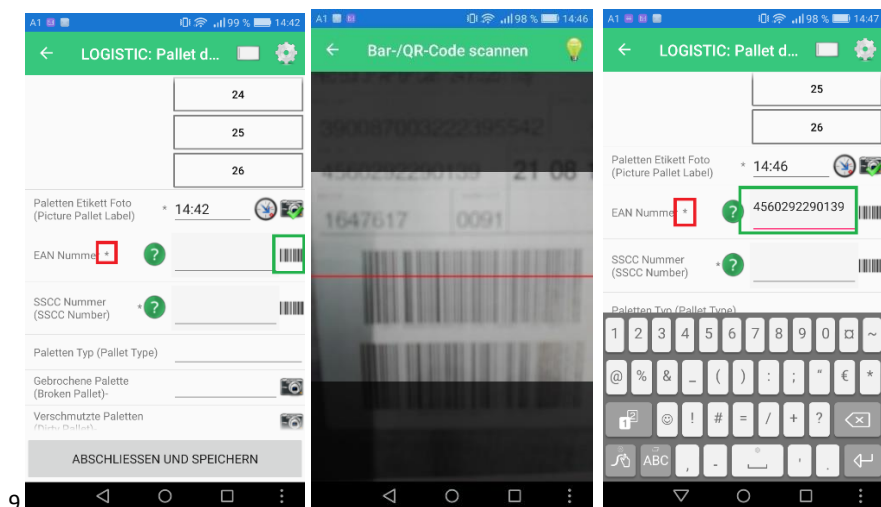
Page 5



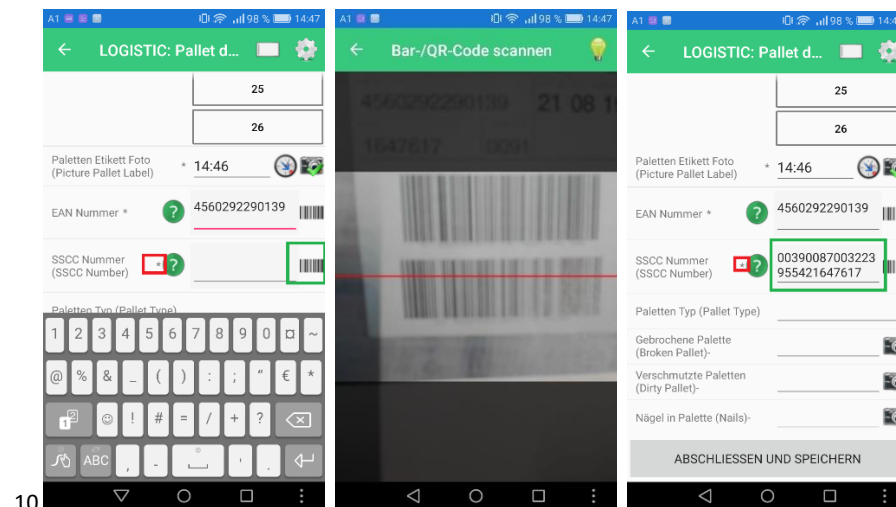


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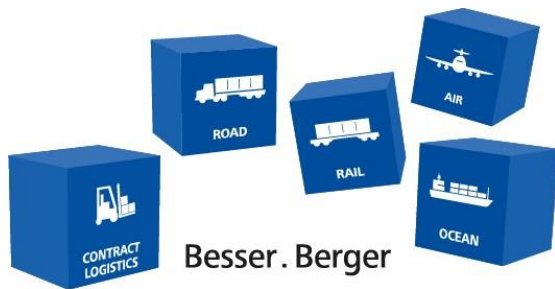
- 9.) Next field is „EAN Nummer“. On the SSCC label you noticed two barcodes. The upper one corresponds to the EAN code, the lower one to the SSCC number. Tap on the barcode symbol on the right, a barcodereader will open. Hold the red line in the middle of the barcode, as soon as the barcode is recognized, the app will return to the report screen and display the scanned number. Check the number with the barcode, both should match each other. As you noticed, indicated in red, this is a mandatory field. **In addition, a multiple report, has 26 EAN numbers visible for each pallet to scan.**
- 10.) Next field is „SSCC Nummer (SSCC Number)“. Please scan the lower barcode of the SSCC label as already done with the EAN Nummer. Proceed and check as in point 4.9.) **In addition, a multiple report, has 26 SSCC numbers visible for each pallet to scan.**



9

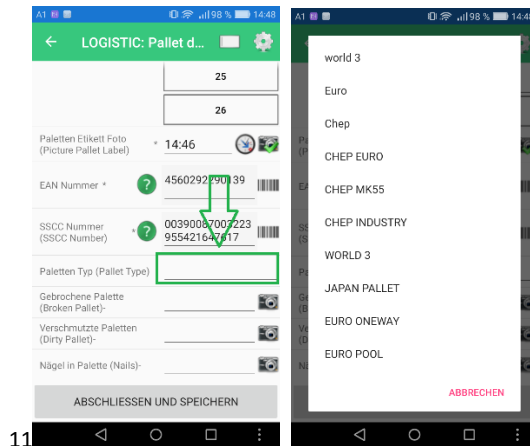


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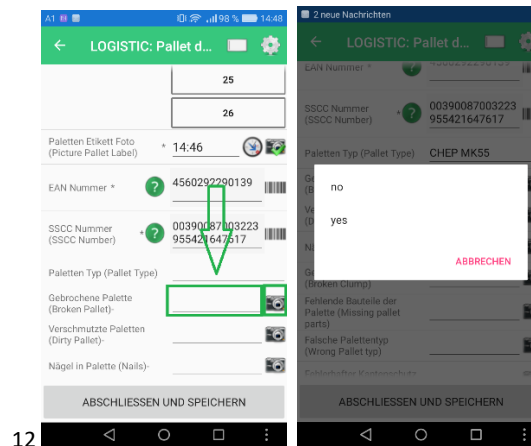


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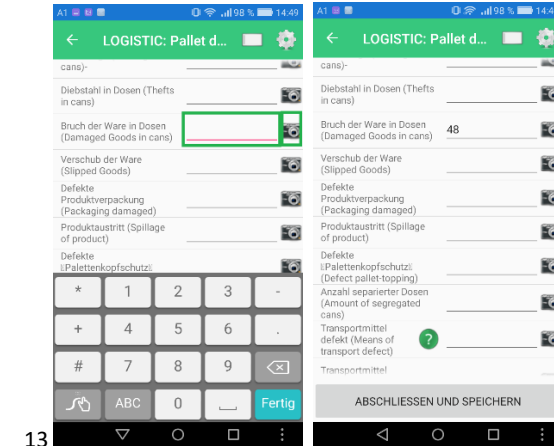
- 11.) Next we have to choose the „**Paletten Typ (Pallet Type)**“. This is the type of pallet which transports the goods in respect. Tap on it and select the corresponding pallet type. We will choose „**CHEP MK55**“.
- 12.) The fields to the bottom are now trying to display the possible/most occurring damages. If you tap on the field you will notice only two possibilities, yes or no. If the damage is in the region of the field displayed, check yes and use the camera option to capture an accurate picture of the damage, this is seen as vital. We will do this at the field „**Gebrochene Palette (Broken Pallet)**“, choose yes and make a picture of the damage.
- 13.) Let us assume you have a broken pallet, the possibility that goods are damaged is high. Scroll down until you find the field „**Bruch der Ware in Dosen (Damaged Goods in cans)**“. Tap on it and a numerical field will open. We assume that two full trays are broken with 24 cans each, so we enter 48. After that, please again, use the camera function and make a high quality picture, this is vital.



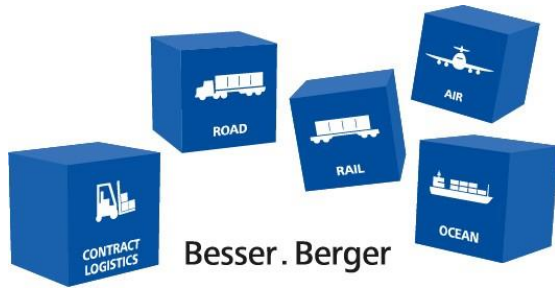
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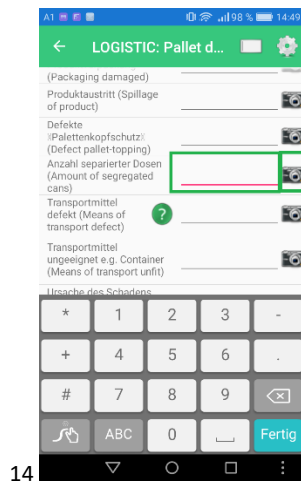
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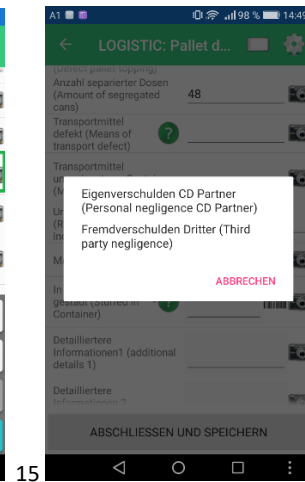
13



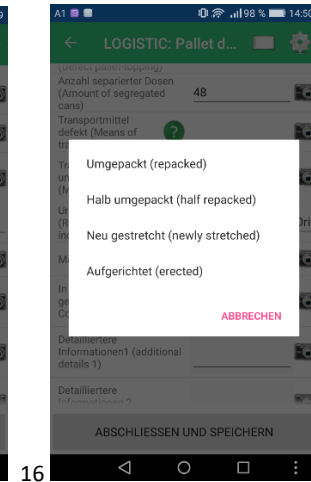
- 14.) Upon these broken trays and cans we have to segregate these cans at the end of the container. Tap on the field „Anzahl separierter Dosen (Amount of segregated cans)“ to count the amount.
- 15.) Let us scroll down to the field „Ursache des Schadens (Rootcause of the incident/issue)“. If you tap on it you will get to possible answers. **Personal negligence and Third party negligence.** Personal means, that you caused the issue, Third party means the goods were already impaired at arrival. We will pick „Fremdverschulden Dritter (Third party negligence)“
- 16.) Scroll down to the field „Maßnahme (Action)“. Tap on it, you will have four self-explanatory fields. We will choose „Umgepackt (repacked)“ and again make a high quality picture of the repacked pallet.
- 17.) The next we need to know is the container in which the goods will be loaded. Tap on the field „In container gestaut (Stuffed in Container)“, type the alphanumeric code for the container number and make a high quality picture of the loaded container. As you noticed, indicated in red, this is a mandatory field.
- 18.) You will notice 7 additional fields named „Detaillierte Informationen1 (additional details 1)“ to 7. These fields are intended to act as either an additional information or if there is an impairment, which is not listed in the above repertory. We will use the first additional field and write in one sentence what happend „truck had a collision with the ramp end of the loading bay“ and make a picture of it.



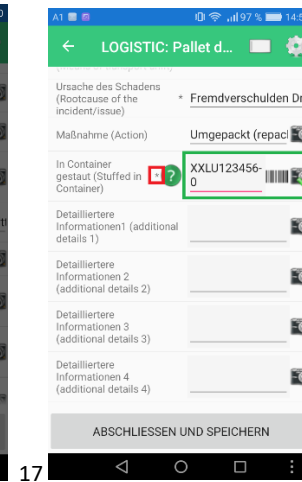
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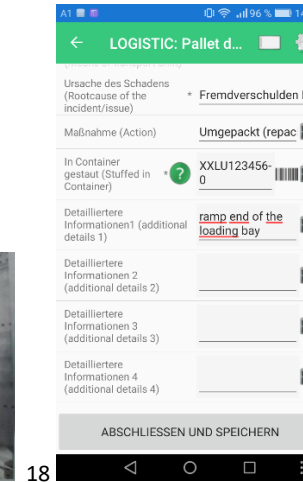
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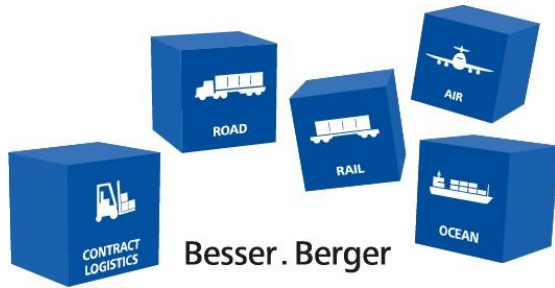


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18



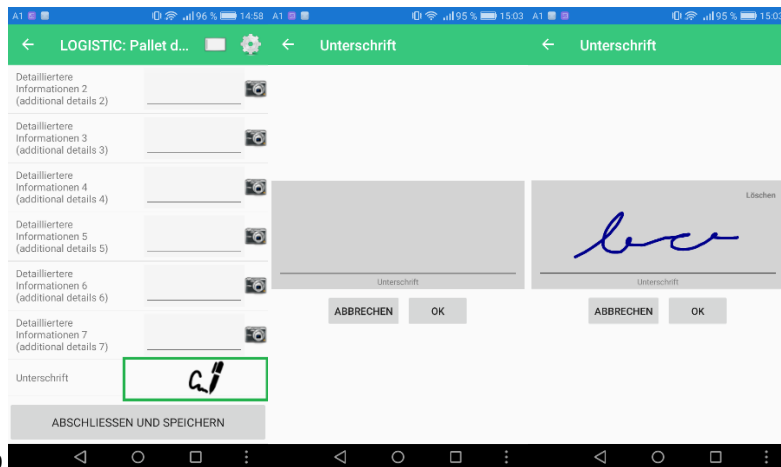


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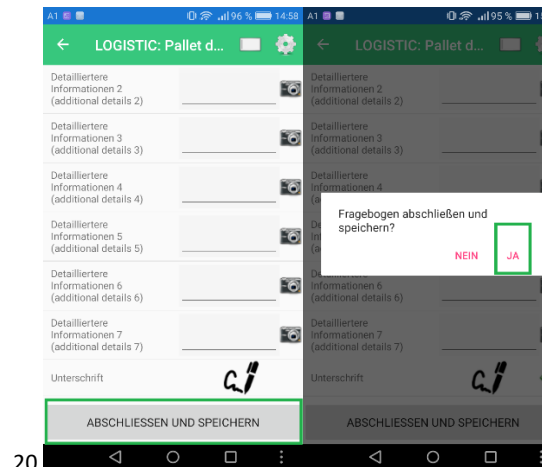
19.) Please scroll down to the field „**Unterschrift**“. This field is meant for signing. Tap on it, and use a finger for signing and confirm with OK.

20.) The last field named „**ABSCHLIESSEN UND SPEICHERN**“ completes and send the report. If we entered everything correctly, we will only have to confirm with „**JA**“ and the report is finished and sent.

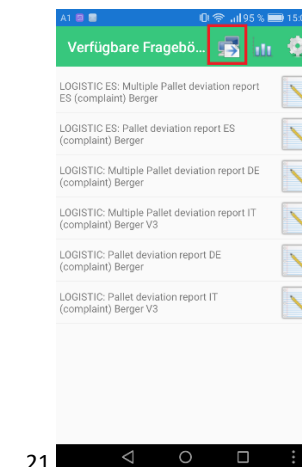
21.) The app will return will return to the mainsection and you will notice a sending symbol in the upper right corner. After this dissapears, the report is sent out to the corresponding mailing list.



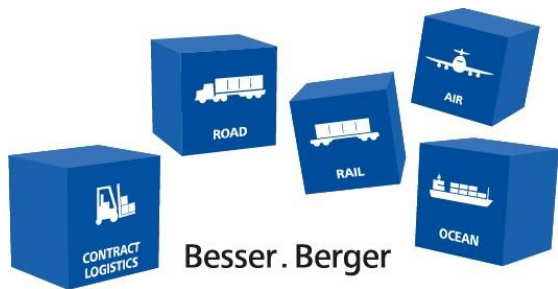
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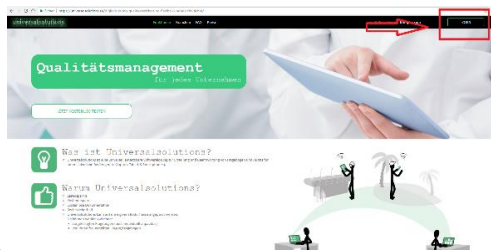


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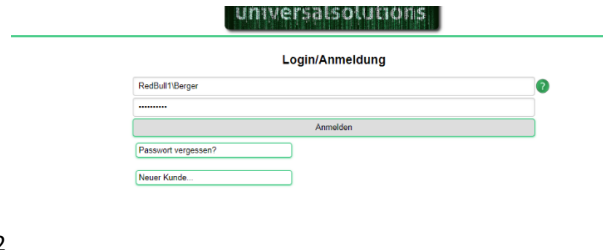
5.) Brief introduction into the webversion of www.universalsolutions.eu

The website is seen as an online tool to assist the administrative people in working with the same capabilities as in the mobile app. Some features are implemented in webversion for guidance, archive and editing a report.

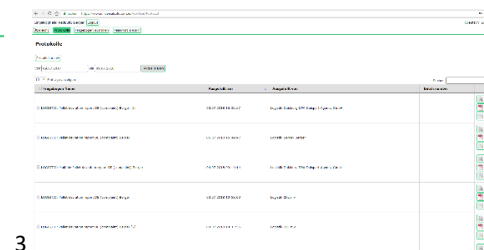
- 1.) Please navigate your browser to www.universalsolutions.eu and find in the top right corner the LOGIN
- 2.) Use the fields to enter the login credentials as provided by Berger Logistik GmbH. Please take notice, the modality to enter the credentials differs slightly from the app. In the app you have a vertical structure for entering, in the webversion you have to use a backslash „\“.
- 3.) Now you should see the landing page of your account.
- 4.) On the top right corner you can change the language to english.



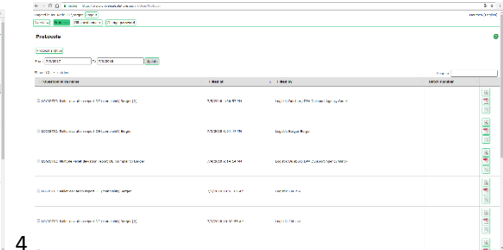
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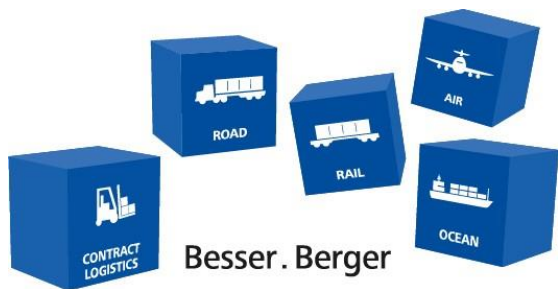
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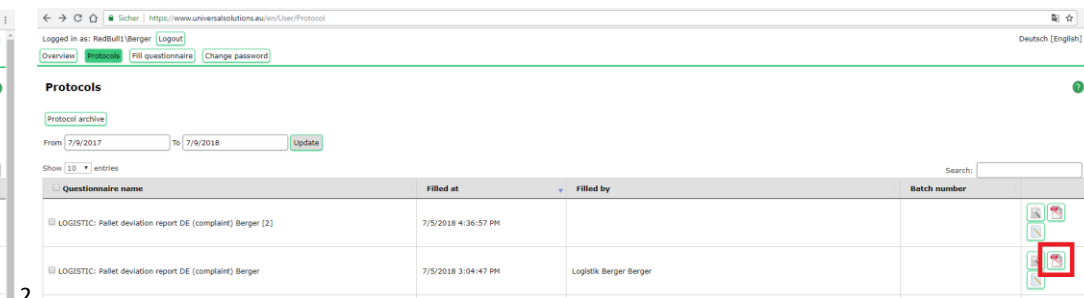
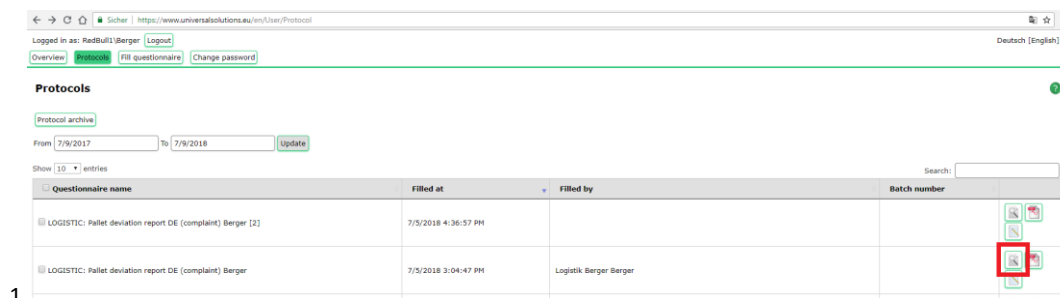


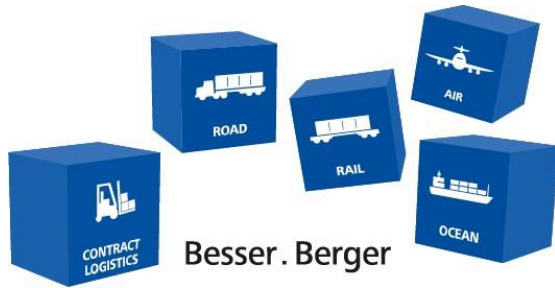
4



6.) How to take a look and download a report for archive purposes

- 1.) Let us choose the last report, we just created. Navigate to the report, and pick the notepad sign, the report will open and you can have a look at it. After viewing just hit the „BACK“ button in the top left corner, and you will come back to the landing page.
- 2.) Let us choose the same report again and navigate to the report sign, click on it, a new TAB will open in your browser and a PDF containing the report will be visible.





7.) Editing a report with the help of the example report

You will need the editing function, when for example your operational people had a mistake in the cans damaged. Let us suppose your operational people filled in 48 cans in the corresponding field and actually there are 64 cans imperated. We just have to find the corresponding report, and edit the amount to 64 cans.

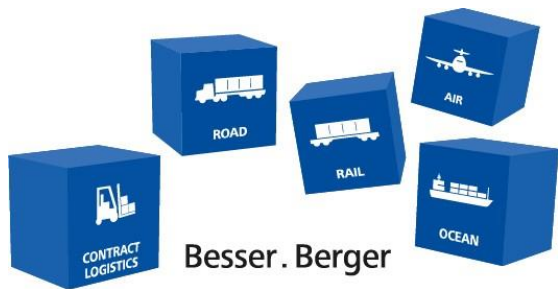
- 1.) Navigate to the right report and choose the editing option.
- 2.) The report opens in „EDIT“ mode scroll down until you find the fields „Bruch der Ware in Dosen (Damaged Goods in cans)“ and „Anzahl separierter Dosen (Amount of segregated cans)“. Enter in both 64 and click on „save changes“ in the bottom left.
- 3.) You will get back to the initial page and you will notice the report name carrying a „[1]“. If you edit the report a second time, the report will carry a „[2]“ and so on. If you have another look in the report, 64 cans are present

1

2

Bruch der Ware in Dosen (Damaged Goods in cans)	48	48
Verschub der Ware (Slipped Goods)		
Defekte Produktverpackung (Packaging damaged)		
Produktaustritt (Spillage of product)		
Defekte Palettenkopfschutz (Defect pallet-topping)		
Anzahl separierter Dosen (Amount of segregated cans)	48	48

3

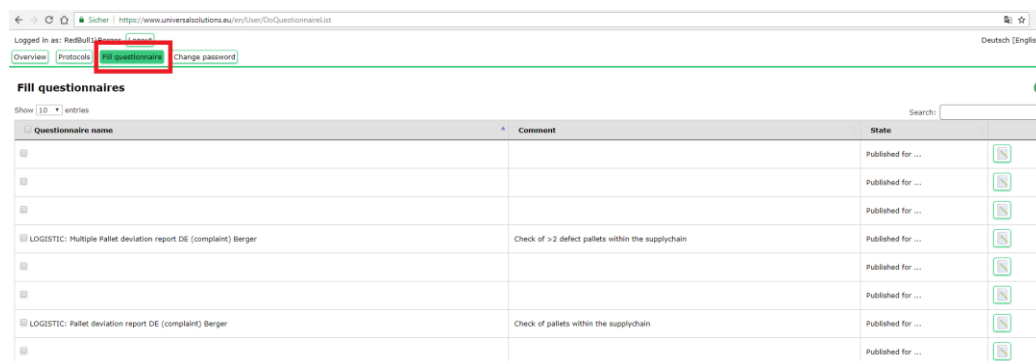


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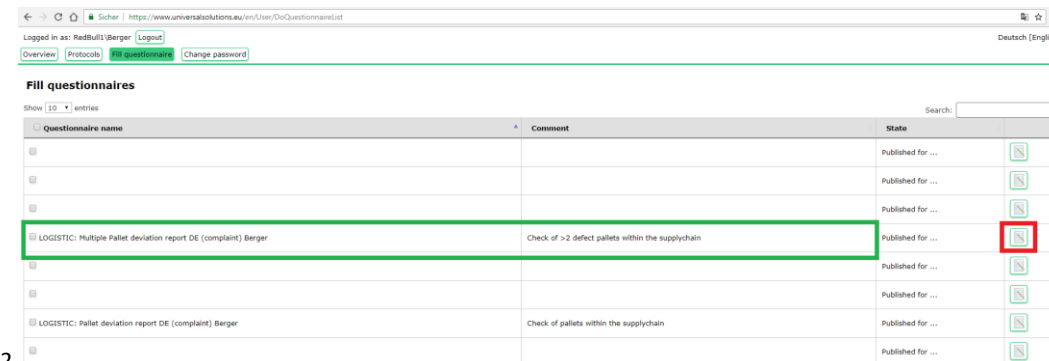
8.) Creating a report in the webversion

Creating a report in the webversion is seen as an optional backup solution if the used hardware has an outage, hence the primary process is to use the app for getting the accurate info on place and in time.

- 1.) Navigate to the top left field and find the option „Fill questionnaire“. Click on it, you will get into the selection of reports, as published in the app.
- 2.) Let us choose a Multiple Deviation report, for reporting ≥ 3 pallets. As in the app, click on the notepad symbol and a new report will open.
- 3.) If you scroll down, you will notice 26 times the field for EAN- and SSCC-number, this is the only difference to the report used for one pallet imperation.
- 4.) Fill in the mandatory fields that meet the criteria for filling out a report, if you have everything entered correctly, you should be able to save send the report and then see it in the protocols.



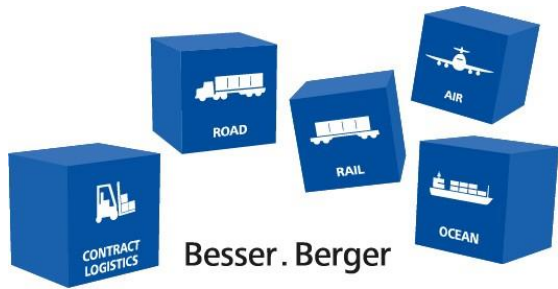
1



2



3



0001 Nummer (0001 Nummer) Nr. 10	
0002 Nummer (0002 Nummer) Nr. 10	
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0004 Nummer (0004 Nummer) Nr. 10	
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← → ↻ 🏠 Sicher | <https://www.universalsolutions.eu/en/User/Protocol>

Logged in as: RedBull1\Berger [Logout](#) Deutsch [English]

[Overview](#) [Protocols](#) [Fill questionnaire](#) [Change password](#)

Protocols

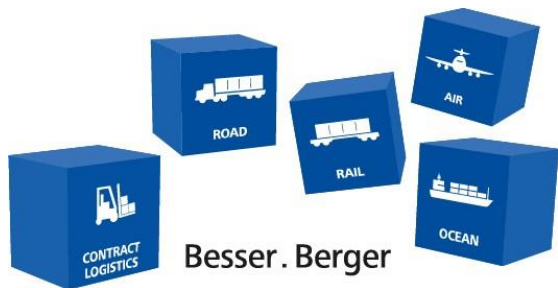
[Protocol archive](#)

From To [Update](#)

Show entries

Search:

☐ Questionnaire name	Filled at	Filled by	Batch number	
☐ LOGISTIC: Multiple Pallet deviation report DE (complaint) Berger	7/9/2018 2:46:44 PM	Logistik Berger Berger		

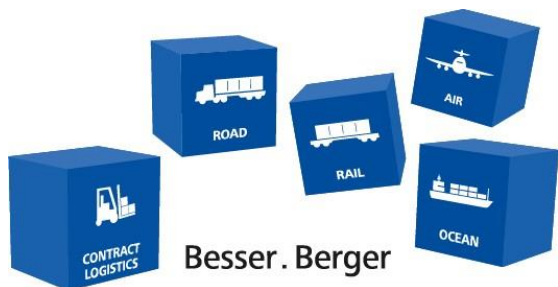


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9.) Legend for the description in the fields

Below find a description corresponding to the fields in the report

Destination country	Coutry to which the goods are transported with drop down list
Comments Berger	Comments for Admin Berger
Comments Red Bull	Comments for Admin Red Bull
Tag (Date)	Date of the day the report is opened
Uhrzeit (Time)	Time of the day the report is opened
Standort (Location)	Location of corss docking operations
Kontrolle durchgeführt (Inspection done from)	Person who made the inspection
Auftragsnummer (Delivery Note Number)	PLP Order Number
Defekte Palette(n) auf Wagonplatz 1-26 (Defect pallet(s) on position 1-26)	Mandatory for CIM20 report in rail deliveries
Paletten Etikett Foto (Picture Pallet Label)	Picture of the pallet label
EAN Nummer	Numerical arry for the EAN number
SSCC Nummer (SSCC Number)	Numerical arry for the SSCC number
Paletten Typ (Pallet Type)	Type of pallet with drop down list
Gebrochene Palette (Broken Pallet)-	Everything where a broken pallet is present
Verschmutzte Paletten (Dirty Pallet)-	Everything where a soiled pallet is present
Nägel in Palette (Nails)-	Everything where a nail is protruding the pallet
Gebrochener Klotz (Broken Clump)	Everything where a broken or shifted clump is present
Fehlende Bauteile der Palette (Missing pallet parts)	Everything where a part of the pallet is missing
Falsche Palettentyp (Wrong Pallet typ)	Everything where a wrong type of pallet is used. For example a MK55 insted of EURO pallet
Fehlerhafter Kantenschutz (Missing Edgeprotection)	Everything where the edgeprotection of the goods is missing
Folie beschädigt (Damaged Stretchfoil)-	Everything where the foiling has a whole larger than the size of a golfball



Nässe (Kondenswasser, Nässe von außen) - (Wetness from outside)	Everything where water or other liquids are or have been on the outside of the pallet
Fehlmenge (Missing in cans)-	Everything where goods are missing and the circumstances are not obviously linkable to a theft
Diebstahl in Dosen (Thefts in cans)	Everything where goods are missing and the circumstances obviously linkable to a theft
Bruch der Ware in Dosen (Damaged Goods in cans)	Everything where the goods are obviously damaged from the outside
Verschub der Ware (Slipped Goods)	Everything where the goods are shifted at arrival
Defekte Produktverpackung (Packaging damaged)	Everything where the direct product packaging is obviously damaged
Produktaustritt (Spillage of product)	Everything where the spillage of the product is obvious. Mostly linked to wetness in the near surrounding
Defekte "Palettenkopfschutz" (Defect pallet-topping)	Everything where the top protection of the pallet is damaged or shifted
Anzahl separierter Dosen (Amount of segregated cans)	Amount of cans to be segregated, mostly upon broken cans
Transportmittel defekt (Means of transport defect)	Everything where the technical circumstances of the inbound transport do not meet the criteria and damaged the goods
Transportmittel ungeeignet e.g. Container (Means of transport unfit)	Everything where the technical circumstances of the outbound transport do not meet the criteria and damage the goods
Ursache des Schadens (Rootcause of the incident/issue)	Who is responsible for the damage
Maßnahme (Action)	Action to be taken to restore the goods with a drop down list
In Container gestaut (Stuffed in Container)	The container where the goods are stuffed in
Detailliertere Informationen1 (additional details 1)	Additional detailed informationv which is not covered in the criteria above
Detailliertere Informationen 2 (additional details 2)	Additional detailed informationv which is not covered in the criteria above
Detailliertere Informationen 3 (additional details 3)	Additional detailed informationv which is not covered in the criteria above
Detailliertere Informationen 4 (additional details 4)	Additional detailed informationv which is not covered in the criteria above
Detailliertere Informationen 5 (additional details 5)	Additional detailed informationv which is not covered in the criteria above
Detailliertere Informationen 6 (additional details 6)	Additional detailed informationv which is not covered in the criteria above
Detailliertere Informationen 7 (additional details 7)	Additional detailed informationv which is not covered in the criteria above
Unterschrift	Signature of the person who created this report