



Supply Chain Event Management

Documentation for Carriers



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1 Introduction

Why Supply Chain Event Management?

Borealis together with its Business partners is linking up logistic activities for the purpose of enhancing its event management in order to reach pro-active End-to-End visibility, provide tools for decision support and improve its pro-active control of activities.

The purpose of this documentation:

Transwide is a Software-as-a-service application, it is not built specifically for Borealis - it is also used by other shippers/companies. The Transwide user manuals can be found on <https://data.transwide.com/twhelp>, logging in with your user ID and password.

This documentation for carriers is therefore created in addition to the Transwide manuals, in order to clarify for Borealis Logistic Service Providers the Borealis specific technical settings in the Transwide system as well as the operational requirements in connection with Supply Chain Event Management.

2 Transwide “Notification parameter” settings for Borealis

Before starting any activities in Transwide for Borealis business practices, it requires you as Carriers to set following preferred “notification” parameters in Transwide system.

Borealis will require the carrier to handle the new call-off within 4hrs. After 2hrs the carrier will get a notification e-mail as reminder.

If Borealis cancels a call-off, the carrier will be informed in Transwide, but we also require the carrier to set the notification parameter so that it is received as well through e-mail notification (replacing current Borealis output documents)

This notification reminds that a delivery confirmation has not yet taken place. Borealis will follow-up the delivery conformation setting and in case of non-compliance automatically penalize the carrier with an ECTA code DO-H-RO-N-D-CN-09 DELIVERY DOCUMENTS NOT OK 5days after planned ETA at delivery.

The go-life date to book time slots in Transwide is 23/01/2011 i.e. all loadings taking place on 23th January 2012 or later have to be slot booked in Transwide and no longer in the Borealis SAP system.

The Notification parameters have to be set specifically for Borealis.

3 Use of Transwide for Borealis

In this paragraph, Borealis is describing its specific requirements.

- How to deal with new call offs
- How to deal with updates of call-offs
- Slot booking in Transwide
- Informing about ETA (estimated time of arrival)
- Delivery confirmation

IMPORTANT :

- Use of Transwide is 100% mandatory as default communication tool towards Borealis.
- Borealis shipments can appear as multiple call-offs in Transwide (e.g. multiple deliveries, multiple loading locations..), Borealis insists, that all call-offs belonging to the same shipment (first 8 digits of the call-off) are handled in the same way.

3.1 New Call-offs

Once a Call-off at Borealis is created, the carrier will receive a Transwide e-mail notification (Transwide setting CONEW – see paragraph 2) and this call-off will be visible in Transwide. Borealis requests new call-offs to be handled by the carrier within 2 hrs, and therefore after 2hrs the carrier will receive a Transwide reminder e-mail (Transwide setting CONAC – see paragraph 2).

After 4 hrs Borealis reserves the right to award the service to another provider and penalize the carrier in its Carrier Performance Rating System (CPRS).

All new call-offs will have following information: (main screen)

Delivery date; is also set as the latest possible loading day.

In the detailed Transwide view, you can see the loading window (earliest loading day). This loading window will be wider, when batch allocation has been done (see par.3.2 triggering update).

The important date is the delivery date for the carrier, and this date should be kept. The carrier can choose to load some when in the period from earliest possible pick-up date (in below example 27.09.2011) and delivery date at customer (in below example 28.09.2011).

Operational Details	History Details	Carrier assignat.
PICK-UP		
Terms:	Borealis Polymers N.V Borealis Polymers N.V Industrieweg 148 3583 Beringen Belgium	
Date:	27.09.2011 >>> 28.09.2011 23:59	

The carrier can react in 3 ways:

3.1.1 New Call-off Accept

In this case the carrier accepts the call-off and will perform the service against the requested delivery date.

According to Borealis this is a contractual obligation and is only up for discussion in case of non-contractual agreements (too short lead time; legal circumstances; ... - see paragraph 3.1.2 Request of alternative delivery date)).

Loading date is an indication based upon route calculations at Borealis for internal planning purposes and will require TW Slot booking at a later point in time (see paragraph 3.3). Once call-off is accepted, it cannot be cancelled by the carrier through Transwide and cancellation will have an impact on the Carrier Performance Rating System.

For the functional-description to confirm a call-off, we refer to the Transwide user manuals and demo you have received.

Important to know is that Borealis only requires the acceptance of the call-off. No other additional information is required.

NEW Call-offs Accepted Call-offs Other Call-offs Quote list twData

Welcome Profile twCallOff twSlot Logout

ADDITIONAL INFORMATION FOR CALL-OFF 0004570776/0082368951/62501750:

Carrier Reference :

Container Number(s) :

Subcontractor Name : - Other -

Additional Info* :

Tractor Plate : - Other -

Trailer Plate : - Other -

Driver's first and last name : - Other -

Seal Number(s) :

Equipment Info :

Additional Charges* : ☐ EUR

Note: Values marked with (*) will not be shown to the users of the pick-up and delivery companies

The shipper requested the following pick-up/delivery times:

Pick-up
From : 29.08.2011 at --:--
Till : 30.08.2011 at 23:59

Delivery
From : at
Till : 30.08.2011 at 23:59

IF NECESSARY, PLEASE GIVE MORE PRECISE PICK-UP DATE AND TIME :

twSlot booking at : Borealis Polymers N.V, Industrieweg 148, BE

IF NECESSARY, PLEASE GIVE MORE PRECISE DELIVERY DATE AND TIME :

From : --:--:--

Till : --:--:--

3.1.2 Request for alternative delivery date

In this case the carrier can perform the service, however only against an alternative delivery date

The alternative date request shall only be used for following cases:

- Lead-time is shorter than contractually agreed
- Legal circumstances
- Circumstances outside the control of the carrier

Borealis is stressing the fact that these cases should be exceptional.

In these cases the carrier shall not “accept” nor “reject” the call-off, instead request an alternative delivery date, in the following way:

Call-off Execution Details

Operational Details History Details Carrier assignat. View Execution Details

CO-Ref : 0004570776/0082368951/62501750 TTR : 1630355

PLANNING
Pickup: 30.08.2011 23:59
Delivery: 30.08.2011 23:59

EXECUTION PROCESS
At pick-up on
weight: information:
Shipped on
weight: information:
At delivery on
weight: information:

TIME OF ARRIVAL
ETA at pick-up: 30.08.2011 23:59 (Europe/Brussels)
ETA at delivery: 30.08.2011 23:59 (Europe/Lisbon)

Click on the “clock sign” (1) and enter the data as described further in the Transwide manual. This will lead to an e-mail notification to the shipment creator at Borealis, and the new proposed date by carrier will be seen as per below screen shot (2)

Note! The call-off has to stay as **NEW** with your requested new delivery date in red – **DO NOT accept !!!!**

New call-offs

Shipper Ref. Search Standard Filter

> Call-offs > New call-offs 1 - 2 out of 2 selected [Prev]

Planning Creation* Last modif.*	Action	Goods description Company name at pick-up Company name at delivery	Carrier Ref. Pick up date** Delivery date**	Shipper Ref. Shipper Name Last modified by	Execution TTR ETA at Delivery**
05.09.2011 06.09.2011		Borealis Polymers N.V. DDP Wolfsburg, Volkswagen AG	30.09.2011 30.09.2011	0004570924/0082369185/62501750 Borealis (Integration)	4913370 03.10.2011 08:00

Based this Borealis will then, depending on customer possibilities either:

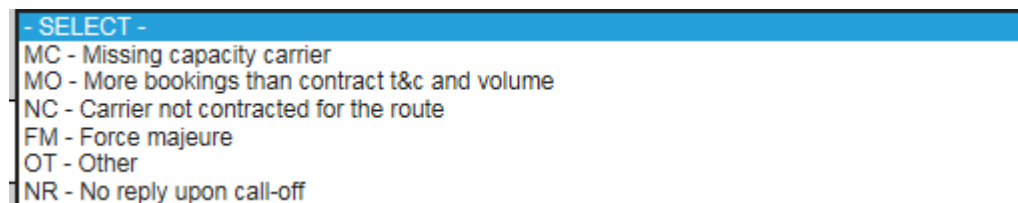
- Update the call-off with the requested delivery date (after which carrier can “accept” it). Carrier will see call-off as an update and carrier should accept this update.
- Not accept the new requested delivery date, an update will be sent to carrier stating this. Carrier can then decide to accept or reject the updated call-off.

3.1.3 New Call-off Reject

A rejection of a call-off means that the carrier will not do the transport. In this case the carrier informs Borealis that he can/will NOT perform the service.

When doing so, the carrier will be required to specify the reason of rejection through means of a reason code and additional comment text (in ENGLISH only!).

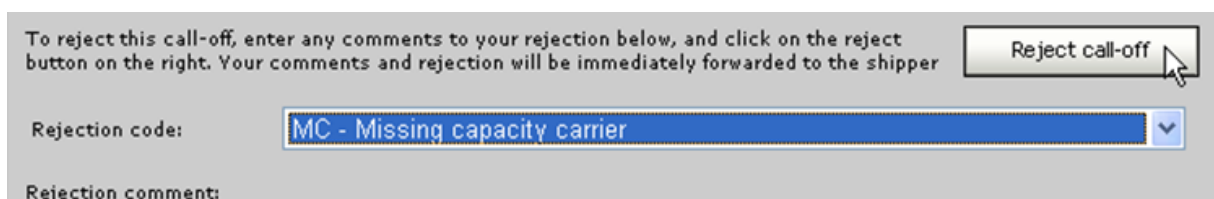
The following rejection codes are possible:



When the *code OT = other* has been used, the carrier is required to enter additional text (in ENGLISH).

This will lead to an e-mail notification to the shipment creator at Borealis

The below mentioned reason code MC will have an influence on the Carrier Performance Rating System of the carrier.



Note! Borealis has the right to overwrite the input of the carrier, in case the carrier has filled in the wrong code.

3.2 Call-off Update

Carrier will receive updates of the call-off for the following cases:

- Delivery date has been changed.
- Batch allocation has been done

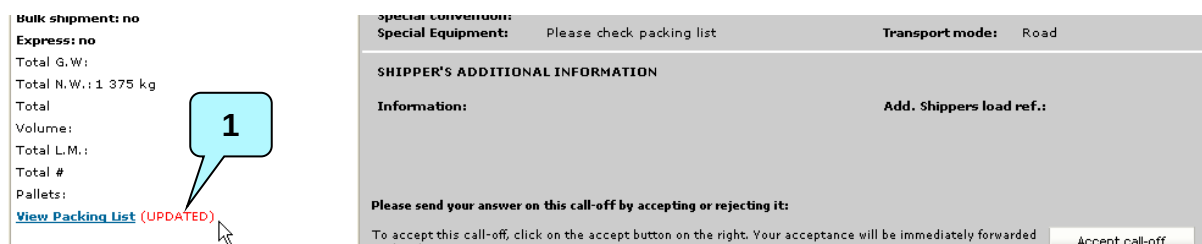
- The reason for an update is to extend the number of possible loading days for the carrier and thus give more flexibility towards the carrier.
- Loading location has been changed.
- Other relevant/important information for the carrier.

Below you will find the instructions for updates with no change of loading place and updates with change of loading location.

3.2.1 Update without change of loading location



The carrier will receive a Transwide e-mail notification (Transwide setting COUPD – see paragraph 2) of this update and the updated fields will be marked in red (1).



The Call-off updates have to be confirmed by the carrier.

3.2.2 Update for change of the loading location.

It might happen that Borealis decides to change the “location of pick-up” after the carrier has accepted the call-off.

- In the past the carrier received an updated transport booking directly from Borealis for that shipment/delivery, stating the new loading location.
- Now, in Transwide, the "old loading place" call-off is cancelled and a new one is created (with reference to the new place of loading).

The reason is that a call-off consists of 3 different numbers:

0004570984/0082369232/62501750

Shipment number	Delivery number	Plant and storage location number
4570984	82369232	62501750

Important! If one of these numbers changes, the original call-off will not exist anymore, and will be seen in Transwide as a cancellation, automatically set by the system.

In this example Borealis decided not to load at Storage location 1000 but at Storage location 1004 of plant 6001 and both have a different address:

- Plant 6001 – Storage location 1000 : Havendorpweg 1 KAAI 1227 ; 9122 Kallo ; BE
- Plant 6001 – Storage location 1004 : Hazopweg 5 Kaai 1218 ; 9130 Kallo-Beveren ; BE

In Transwide this will result in a cancellation (1) and the new Pending call-off update (2) has to be confirmed by the carrier:

Planning Creation* Last modif.*	Goods description Company name at pick-up Company name at delivery	Shipper Ref. Pick up date** Delivery date**	Shipper Name Carrier Name Last modified by	Execution TTR ETA at Delivery**	Action
☐ Pending 23.09.2011 23.09.2011	 RDC Katoen Natie Bulk Terminal DDP Glenrothes fife, Brand-Rex (Glenrothes)	0004774633/0082698012/30011004 04.10.2011 04.10.2011	Borealis (Integration) H.J. Van Bentum Trailer Service BV	☐ ☐ ☐ 5761453 04.10.2011 23:59	
☐ Cancelled 23.09.2011 23.09.2011	 RDC Katoen Natie Bulk Terminal DDP Glenrothes fife, Brand-Rex (Glenrothes)	0004774633/0082698012/30011000 04.10.2011 04.10.2011	Borealis (Integration) H.J. Van Bentum Trailer Service BV Borealis (via Integration)	☐ ☐ ☐ 3677962 04.10.2011 23:59	

3.3 Timeslot booking for loading at Borealis

3.3.1 Transition phase

The slot-booking by carriers (accessing Borealis SAP over VPN connection) will remain active until all carriers are on boarded onto Transwide.

For this reason the Transwide e-mail notifications (setting COSLN & CONOSL – see paragraph 1) can be deactivated until Borealis decides to switch this functionality to Transwide. The go-life date will be 23/01/2012, i.e. all loadings as of this date have to be slot-booked in Transwide and no longer in SAP over the VPN connection.

3.3.2 Use of Slot booking within TW

For all loadings as of 23.01.2012 slot booking via Transwide is required for all slot enabled locations (i.e. all Borealis main plants and some outside storage locations).

The deadline for slot booking for next day loadings are as follow :

Location	Time
Stenungsund	16:00h day before loading
Porvoo	16:00h day before loading
Beringen	16:30h day before loading
Kallo	16:30h day before loading
Zwijndrecht	16:30h day before loading
Scwhechat	16:30h day before loading
Burghausen	09:00h day of loading
Monza	13:00h day before loading

If slot booking is required for a location this is indicated by a little green square in the call-off list in Transwide:

Shipper Ref. Pick up date** Delivery date**
0004818807/0082767981/6
23.01.2012 23.01.2012

If a carrier is “not booking a timeslot” or if the carrier will “arrive outside the booked timeslot (with a margin of +/- 1hr)” this will be reflected in its Carrier Performance Rating System by means of ECTA codes (see also paragraph 2.5) :

- “not booking a timeslot” : DT-H-RO-N-B-CN-05
- “arrive outside the booked timeslot (with a margin of +/- 1hr)” : DT-H-RO-N-L-CN-12

Through Transwide e-mail notification (mandatory setting CORES – see paragraph 2) the carrier will be informed about this (and any other) “incident”. Incident is Transwide terminology and any recorded incident will be visible in the Transwide system.

- In Main overview (1)



HL508FB BAG Standard 25/13...	0503104137	□□□□ 1
Borealis Polymers N.V. (Beringen) Borealis OSL KTN 1227	09.08.2011 09.08.2011	Borealis AG 9728261 09.08.2011 23:59

- In detailed view (2):

Call-off Execution Details



Operational Details	History Details	Carrier assignat.	View Execution Details
CO-Ref : 0004570740/0082368903/62501750 TTR : 3370522			
PLANNING Pickup: 24.08.2011 23:59 Delivery: 24.08.2011 23:59	EXECUTION PROCESS At pick-up on 11.08.2011 12:13 (Europe/Brussels) weight: information: Shipped on 11.08.2011 13:05 (Europe/Brussels) weight: information:	TIME OF ARRIVAL ETA at pick-up: 24.08.2011 23:59 (Europe/Brussels) ETA at delivery:	NEW INCIDENTS: - Recorded by Borealis (via Integration) of Borealis AG HQ on 11.08.2011 at 13:05 (Europe/Brussels) : L-SH-H-29 WAS SMOKING ON SITE CN - Recorded by Borealis Dummy Carrier Test 1 of Borealis Dummy Carrier on 11.08.2011 at 13:09 (Europe/Brussels) : MAJOR T-EQ-H-01 truck damaged in road accident

For the functional-description of the timeslot booking (TWSlot), we refer to the Transwide user manuals, however with following important remarks:

Important remarks

- When trying to move an already booked time slot, the carriers may not use the button "update". Instead you need to "Cancel booking" (3) and then book a new time slot.



PLANNING INFORMATION (by CARRIER) Time-slot at pick-up: 02.09.2011 10:00		 Update	Cancel booking
Planned Delivery :	From :	Till :	

- When booking a slot in Transwide, the initial date suggested by the system is equal to the delivery date (at the customer).
In the main screen this is visible as pickup date = delivery date

0004779394/0082705878/62501750/SELF
2.10.2011
2.10.2011

However, once you go into the call-off detailed view, you can see the time-window in which the loading slot can be selected.

Date: 10.10.2011 >>> 12.10.2011 23:59

Therefore, the carrier will normally have to scroll to an earlier date for slot booking at pick-up in order to meet the delivery date at the customer. After having selected the desired date, you have to press the button "Show" (4)

Thursday, 29.09.2011

  29 September 2011    

3.4 Rejection of call-off after acceptance

Starting end of March 2015, the carrier will be able to reject a call-off even after accepting the call-off. This will be possible until 1 day before the planned loading date.

We refer to paragraph 3.1.3 for more information on rejecting a call-off.

3.5 Arrival & departure at Borealis and its external warehouses

Arrival and departure will lead to updates of the call-off in Transwide. The carrier will be able to see this as status updates in the main screen (1):

  Borealis Polymers N.V. 24.08.2011  0004570740/0082368903/62501750 Borealis (Integration) 33%

And in the detailed screen (2):

Call-off Execution Details

Operational Details History Details Carrier assignat. View Execution Details

CO-Ref : [0004570740/0082368903/62501750](#) TTR : 3370522

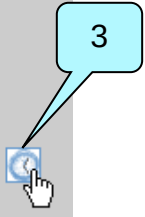
PLANNING	EXECUTION PROCESS	TIME OF ARRIVAL
Pickup: 24.08.2011 23:59	At pick-up on 11.08.2011 12:13 (Europe/Brussels) weight: information: Shipped on 11.08.2011 13:05 (Europe/Brussels) weight: information:	ETA at pick-up: 24.08.2011 23:59 (Europe/Brussels)

3.6 Informing Borealis of an upcoming/potential changed delivery (ETA)

The carrier is required to report unplanned events in Transwide which have an impact on the delivery date. For this, the “incident reporting” has to be used, see below (3).

Call-off Execution Details

Operational Details	History Details	Carrier assignat.	View Execution Details
CO-Ref : 0004570776/0082368951/62501750 TTR : 1630355			
PLANNING Pickup: 30.08.2011 23:59	EXECUTION PROCESS At pick-up on weight: information: Shipped on weight: information: At delivery on weight: information:	TIME OF ARRIVAL ETA at pick-up: 30.08.2011 23:59 (Europe/Brussels) ETA at delivery: 30.08.2011 23:59 (Europe/Lisbon)	



Carrier will report back the new delivery date (ETA).

This will lead to an e-mail notification to the shipment creator at Borealis, in parallel to integration into its SAP system, so that the customer can be informed by the Borealis Customer Service Organisation in a pro-active manner.

3.7 Delivery Confirmation

3.7.1 Requirement of delivery confirmation

The carrier will also be required to report over Transwide the “delivery confirmation” i.e. the actual arrival of the shipment at the booked delivery destination. This replaces the current on-time reports which carriers have sent monthly to Borealis. This will now need to be done through the timestamps (1)

The screenshot displays the 'Call-off Execution Details' page in the Transwide system. The page header includes the Transwide logo (a Wolters Kluwer business) and navigation links for 'New Call-offs', 'Accepted Call-offs', 'Other Call-offs', 'Quote list', and 'twData'. A secondary navigation bar contains 'Welcome', 'Profile', 'twCalloff', 'twSlot', and 'Logout'. The main content area is titled 'Call-off Execution Details' and features tabs for 'Operational Details', 'History Details', 'Carrier assignat.', and 'View Execution Details'. The 'Operational Details' tab is active, showing the following information:

- CO-Ref:** 0503104588
- TTR:** 8402074
- PLANNING:** Pickup: 02.09.2011
- EXECUTION PROCESS:**
 - At pick-up:** on (weight: information:)
 - Shipped:** on (weight: information:)
 - At delivery:** on (weight: information:)
 - Delivered:** on (weight: information:)
- TIME OF ARRIVAL:**
 - ETA at pick-up:** 02.09.2011 23:59 (Europe/Brussels)
 - ETA at delivery:** 02.09.2011 23:59 (Europe/Brussels)

A callout box labeled '1' points to the 'Delivered' status in the execution process.

Following controls will be set in place:

- Transwide e-mail notifications (Transwide CODLW – see paragraph 2) reminding the carrier if 24 hrs after ETA at delivery a “delivery confirmation” has not yet been reported.
- Borealis will follow-up the delivery conformation setting. In case of non-compliance (5 days after planned ETA at delivery) the carrier will automatically receive the ECTA code DO-H-RO-N-D-CN-09. This will then be reflected in the Carrier Performance Rating System.

Remark

- Only timestamp “Delivered” is interfaced to Borealis – which is needed to be reported.
- When delivering to Borealis Distribution Centre or Depot, it might be that the delivery confirmation is already done. In this case the external warehouse already reported the “Delivered” status on behalf of the carrier and you do not have to take additional actions.

3.7.2 Incident reporting in case of late delivery

In case the actual delivery date differs from the requested delivery date, the carrier is required to add in addition of the delivery confirmation, the root cause.

This has to be done via the report “incidents”. Borealis **only** uses a selected set of ECTA codes in its analysis. Therefore **only** following codes are to be used:

The screenshot shows the 'REPORT INCIDENT' form with several dropdown menus and a list of ECTA codes. Callouts highlight specific codes:

- When ?**: Callout 'Always s “D”' points to the 'D - During delivery' option.
- What ?**: Callout 'Always s “DT”' points to the 'DT - Date & Time' option.
- Who ?**: Callout 'Depending of the root cause' points to the 'H - Haulier/carrier' option.
- Why ?**: Callout 'Always s “12”' points to the '12 - Incorrect/not conform' option.

The 'Why ?' list includes the following ECTA codes:

- 01 - Breakdown
- 02 - Cancellation
- 03 - Cleaning station
- 04 - Cleanliness/not fit
- 05 - Communications/inst
- 06 - Congestion in traffic
- 07 - Congestion of bays
- 08 - Crossover
- 09 - Documents missing/
- 10 - Equipment accident or function
- 11 - Force of nature
- 12 - Incorrect/not conform
- 13 - Lack of storage capacity
- 14 - Load securing
- 15 - Near miss
- 16 - Not available
- 17 - Packaging damaged
- 18 - Previous (un)loading point
- 19 - Product damaged/contaminated
- 20 - Public authorities
- 21 - Quantity
- 22 - Seal compromised
- 23 - Spill
- 24 - Strike
- 25 - Surveyor
- 26 - Temperature
- 27 - Terminal, rail, shipping line
- 28 - Theft/vandalism
- 29 - Unsafe condition

Note! Do **not** use other codes for Borealis reporting!

Here below an example of reporting the final delivery:

The screenshot shows the 'REPORT INCIDENTS' form with the following details:

- When ?**: D - During delivery
- What ?**: DT - Date & Time
- Who ?**: H - Haulier/carrier
- Why ?**: 12 - Incorrect/not conform
- UN REC-24**: [Empty field]
- Incident freetext**: Traffic jams
- Customer Complaint**: [Empty field]
- Major incident**: ☐
- Internal reservation***: ☐
- Add incident notice**: [Button]

*Internal reservations will not be shown to receiver

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Reporting of ECTA codes will take place from both Borealis & Carrier side, synchronised in both Borealis' SAP and Transwide system for common visibility. This input will also be the basis for the Borealis Performance Rating System.

In the Carrier Performance Rating System (CPRS) ECTA codes will be updated in the contracts as of February 2012 replacing the current appendix.

3.8 Checklist summary

- Assure the Borealis specific Transwide notifications settings are done
- Assure you are clear with the Accept/Reject concept
- Assure you are clear with the Call-off update concept
- Assure you are clear with the Slot booking concept
- Assure you are clear with the ETA concept and will set the delivery confirmation. For not on-time delivery deviations the set of ECTA codes shall be used