

ZONE EMENA Transport Transformation



First THUB Implementation for IMS process and Inbound transportation

Frequently Asked Questions

Communication

1- When will you share names and contacts of people from HUB organization?

- Please check the **communication Matrix** shared in the email, please note that this is a live document that can be updated while full recruitment takes place.

2- Will you have a dedicated carrier manager?

- Yes, you will have your main contacts from procurement perspective that are shared in the **communication Matrix**
- In general, the procurement activities starting from strategic sourcing, contracting and negotiating will be managed by the Nestrade procurement division within the THUB, while the daily escalations and capacity shortfalls first entry point will be the logistics planning and execution team within the HUB. **(Please check Communication Matrix)**

3- Will we have monthly business & performance reviews as we currently have?

- Yes, business and performance reviews will be in place as to be scheduled post go live.

4- Will you arrange face-to-face meetings with carriers?

- Yes, we will arrange face-to-face meetings with carriers. Communication will follow post go live.

5- Are you the same team dealing with the next incoming tender ?

- Current ETT team will become part of the THUB however the procurement activities will be migrated to Nestrade Procurement division as to be managed by a new team located in the THUB. The next tender will be performed jointly with ETT colleagues, to ensure smooth transition.

6- Will the changes apply from first of April 2019?

- The planned Go Live is to start by on boarding two UK sending sites (Tutbury & Sudbury) and will onboard the remaining sites during the next couple of months. As per the deployment plan shared during the call and the deck, we will make sure to communicate in time the updates related to the outbound sites as they go-live.
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Operation

7- Will we be allowed to keep direct contact, arrange meetings with sending units?

- Post THUB go-live, your main point of contact for activities related to transport procurement, planning, execution, and payment will become the THUB. Please refer to the **communication matrix**. We will continue to update this and share as the team develops.

8- In daily operations we need some information asap - e.g. regarding slots... are you sure that after the changes communication process will not suffer, and thus the service you expect from us?

- For the daily operations, there is no major change, as you will continue to receive shipments via Transporeon as is today. Slots will continue to be managed by the market as of today. T-HUB is centralizing information and we are expecting you to continue with the same service level as of today.

9- Without Transporeon activities we are in close contact with DCs and sites... details of some loadings are agreed outside Transporeon - via phone or email.. i think that most of us can confirm it..so I afraid about communication process

- THUB will become your main contact in the future, especially for any contract related topics and for final decisions. However, for day-to-day issues close to the sites, you may continue discussing with the markets, but the service specialist team in the THUB should be able to support your needs. **(Please check Communication Matrix)**

10- If we have extra charges to be agree, such as cancellations or delays at sites do we only have the 2 days to get these agreed before the invoicing and PO number is sent on

- No, we will have a dispute management process instead. We intend not to block the freight invoices due to the extra charges. The freight charges and extra charges will be paid separately. However we do expect that you raise the related issue and create a dispute event with the THUB within the 2 days given

11- You say on Transporeon we can reject load offers is this correct as what we are involved in is automatically accepted

- Yes, in Transporeon you will have the possibility to accept or reject loads.

12- Is there going to be a spot market (other shipments than contract) with shipments to quote on Transporeon?

- Yes, this will be managed by the THUB, via the Route Guide Specialist.

Invoicing

13- What is the exact billing address and is the sending address the same? *Please check below snapshot*

14- What is the VAT Number? *Please check below snapshot*

Nestrad S.A.
Rue Entre-deux-Villes 12
Case postale 380
1814 La Tour-de-Peilz / Switzerland

Bank details:
UBS Sitzerland AG
Case Postale 2600, 1211 Carouge
Swift (BIC): UBSWCHZH80A

VAT N° CHE-116.281.710 TVA

Phone +41 21 924 51 11
Fax +41 21 924 57 62

Account in EUR	0240-C0252111.9	IBAN = CH56 0024 0240 C025 2111 9
Account in USD	0240-C0233684.0	IBAN = CH71 0024 0240 C023 3684 0
Account in GBP	0240-C0252111.6	IBAN = CH40 0024 0240 C025 2111 6
Account in CHF	0240-C0252111.0	IBAN = CH08 0024 0240 C025 2111 0

15- What is Nestrad Bank Details? *Please check below snapshot*

Upon your request, we have the pleasure to confirm the following UBS Business Current Account :

Account nr	0240-C0252111.0 (CHF)
IBAN	CH08 0024 0240 C025 2111 0
Account nr	0240-C0252111.9 (EUR)
IBAN	CH56 0024 0240 C025 2111 9
Account nr	0240-C0252111.6 (GBP)
IBAN	CH40 0024 0240 C025 2111 6
Account nr	0240-C0233684.0 (USD)
IBAN	CH71 0024 0240 C023 3684 0
SWIFT	UBSWCHZH80A

16- Tungsten Invoicing , is it still Valid if beig used by carriers?

- Our aim is for all transport carriers to move be invoicing Nestle via Tungsten, especially knowing that some of the carriers have invested in the solution to invoice the markets.
 - For Current Tungsten users , they will need to update the Tungsten account number to **CH-VAT to AAA199666942** instead of the Markets Account Numbers, All suppliers already live on Tungssten should easily be able to find Nestrad and request connection.
 - If the carriers are not using Tungsten , then they follow the normal process and share the invoices via the generic email Application.SwitzerlandBPOScanningHub@nestle.com
- 17- Will you send pre invoice for orders of previous 2 weeks based on what it has been load or unload?**
- We will send invoices based on what has actually been loaded.

Please check the attachment named **NESTRAD INVOICING RULES FOR TRANSPORT**, this should cover the main guidance in regards to the invoicing process , in addition to the above clarification.