# FAQ

UMOJA TRANSPORTATION MANAGEMENT AND
TRACK & TRACE

DECEMBER 2019

https://umoja.un.org/scm

# FAQ


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# GENERAL INFORMATION

## 1. What is Umoja Extension 2?

Umoja Extension 2 (UE2) is a portfolio of different modules and solutions that together constitute 41% of all Umoja processes. UE2 consists of remaining modules and functionalities that are part of the original Umoja vision, deployed in phases since 2014 as: Umoja Foundation; Umoja Extension, as well as various improvements, upgrades and enhancements.
UE2 will enable enhanced planning for and the reporting on the utilization of resources; facilitate the management of donor relations; support resource mobilization efforts; streamline the management of implementing partners and of conferences and events; integrate end-to-end processes for reimbursing and paying troop and police contributing countries and greatly enhance the organization's supply chain capabilities. The implementation of UE2 will also expand and diversify the Umoja user base as donors, vendors, implementing partners and Member States will eventually also be able to conduct transactions within Umoja.

There are currently six ongoing projects under UE2:

- Strategic Planning, Budgeting and Performance Management
- Implementing Partner Management
- Fundraising and Donor Relationship Management
- **Supply Chain Management**
- Conference and Event Management
- Uniformed Capabilities Management

➢ The **Transportation Management,** Material Master Transformation and the Demand Planning / Supply Network Planning Projects are part of the **UE2 Supply Chain Management portfolio of projects**.

## 2. What is UE2 Supply Chain Management (SCM) portfolio of projects?

The UE2 Supply Chain Management portfolio consists of the following projects:

1. Demand Planning & Supply Network Planning
2. Transportation Management and Track & Trace
3. Material Master Transformation

Supply chain management comprises planning the demand for goods, determining the source of supply and managing and tracking the transportation of goods. The SCM solutions will provide integrated, data-driven and systematic planning, decision making, tracking and monitoring and reporting processes. Together these will optimize the use of resources globally, driving effectiveness and efficiency. The development and deployment of Supply Chain Management UE2 solutions accompany a substantial shift in mindsets and alignment between existing, new and restructured

business processes. As such, new processes and system linkages have been created that cross the traditional operational silos, such as between logistics and contingent owned equipment transportation management or between demand planning and budget formulation.

Apart from the Transportation Management and T&T Project, which will be explained in detail in this document, the UE2 SCM stream comprises of two additional Projects:

**Demand Planning and Supply Network Planning Project (DP & SNP)**
Demand planning addresses advanced planning capabilities to produce operational forecasts of acquisition plans for materials and services, by aggregating requirements across the entities. It entails statistical demand forecasting based on historical consumption trends adjusted for different scenarios, and factoring in uncommon demand situations, such as elections and humanitarian emergencies.
Supply planning includes planning for supplier networks, replenishment and safety stock. It enables the preparation of operational-level plans to source and deliver goods and services at the right time and at an optimized cost, considering aggregate demand forecasts, replenishment plan parameters, safety stock requirements and availability at different locations. It covers supply life cycle management, including transportation, export/import requirements and verification of shipping information.

**Material Master Transformation Project**
The purpose of the Material Master Transformation Project is to design the master data architecture in a way that supports the end-to-end supply chain process according to mission operational needs. To fulfill the SCM vision, the organization needs to mature its planning, forecasting, inventory management, and warehousing procurement processes in a comprehensive way. that links all data fields through a common master data structure and framework.

## 3. What benefits will the improved Umoja Supply Chain Management (SCM) functionalities bring to the organization?

Umoja supply chain management initiatives will facilitate management of donor relations, support resource mobilization efforts, streamline the engagement and management of implementing partners, improve the management of conferences and events, integrate end-to-end processes relating to payments to troop/police contributing countries, and modernize several aspects of supply chain management such as planning the demand for goods, optimizing supply/procurement decisions and better management and tracking of the transportation of goods.

Umoja supply chain management is anticipated to generate significant quantitative benefits starting in the first quarter of 2020, after Umoja Extension 2 supply chain management is stabilized. Cost saving benefits are estimated at $7.2 million in regular budget and $34.6 million in peacekeeping activities. The expected benefits from the overall UE2 – Phase 2 is estimated at $41.6 million.

## 4. What is Transportation Management and Track & Trace (TM T&T)?

The initial deployment of Transportation Management and Track & Trace took place in December 2018 and primarily focused on HQ operations.

The second deployment scheduled for December 2019 will extend the solution to other secretariat entities, and approximately 7,000 end users globally.

The Umoja Transportation Management and Track & Trace solution will facilitate and standardize UN-wide management of the demand, solicitation and acquisition of transportation services for UNOE vehicles, COE and troop movements. The solution will also facilitate inter and intra mission stock transfers. Track-and-Trace will provide real time transportation visibility, enabling end-to-end supply chain management. With the successful completion of this project, the Organization will be fulfilling one of its core objectives of having an enabled and managed end-to-end supply chain that significantly improves support to its global operations.

## 5. How will the solution be implemented?

Transportation Management and Track & Trace is divided into two distinct phases which will gradually introduce different functionalities across the organization.

**Phase 1 - December 2018**: This deployment phase focused on all COE movements, including equipment and troops, and acquisition of UNOE vehicles. The deployment impacted the following UNHQ sections:

- Movement Control (MOVECON)
- Service Transport (ST)
- Procurement Division (PD)

* ***Onboarding of external parties/ users commenced during this release with the introduction of the Carrier Collaboration Portal (CCP).***

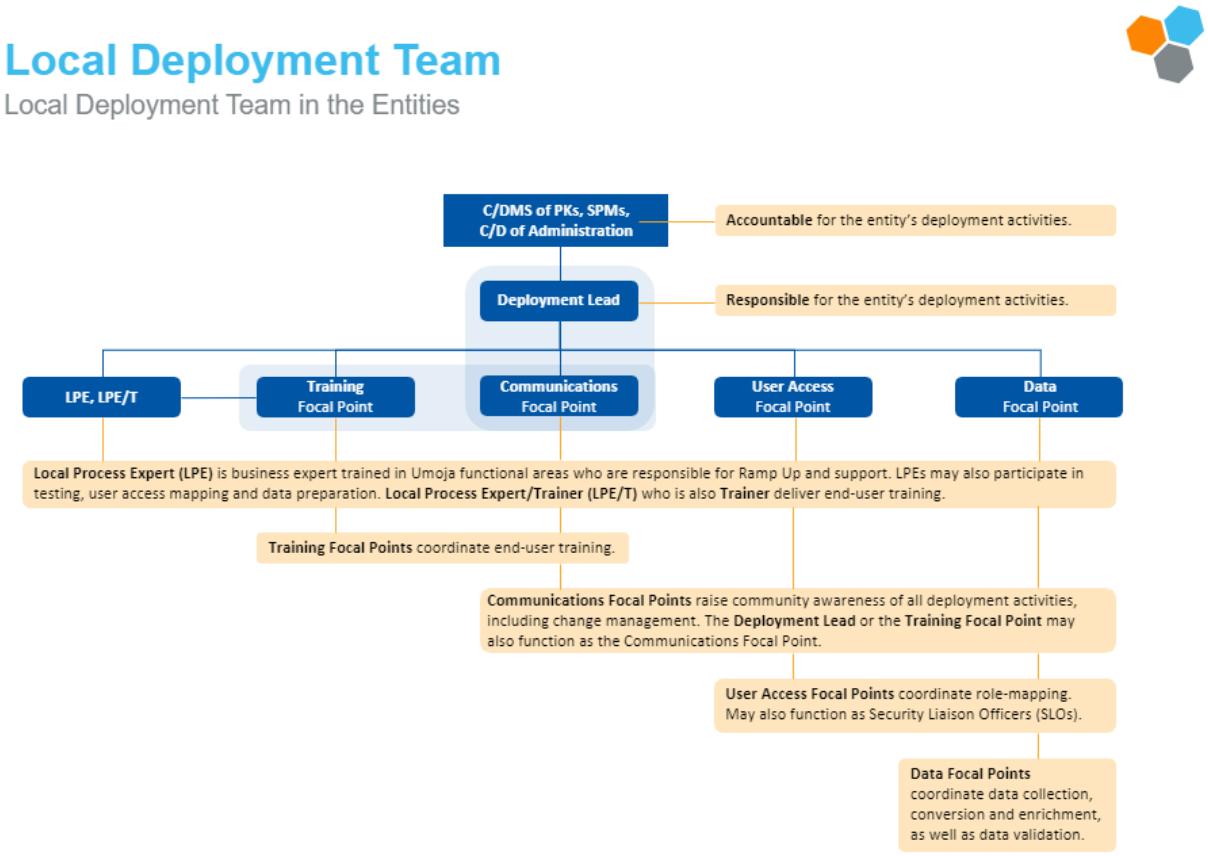
**Phase 2 - December 2019**: This deployment phase will focus on freight procurement processes in TM, including tendering and settlement of freight as well as Inter/Intra Mission Transfers (STO)s.

Phase 2 of the Project will implement the full-fledged solution to all other entities, based on the readiness of their master data, as well as the availability of training, and change management.

## 6. How will Transportation Management and Track & Trace be deployed at my entity?

The (UCS) Umoja Coordination Service (LD/OSCM/DOS) has been engaging with entities to establish Local Deployment Teams comprising of Deployment Leads, Local Process Experts/ Trainers (LPE/Ts) and Communications, Training, UAM and Data focal points. The local deployment teams will be working extensively with the UCS Deployment Coordination Team to ensure entities are ready for the deployment and that they have all the required information, guidance and support required to be able

to use the system effectively. The Local Deployment Teams act as the first line of support for an entity's end users and have a very important role to play in the deployment of the solution. Please see chart below for more details.




## 7. When will TM T&T functionalities go live?

| PHASE 1<br>December 2018 | PHASE 2<br>December 2019 |
|---|---|
| Transport Plan replication and cost estimation (COE and UNOE-vehicles) | Transport Plan replication and cost estimation (all other UNOE/ goods & services) |
| Transport Management and Track-and-Trace of Freight Orders (COE and UNOE-vehicles) | Transport Management and Track-and-Trace of freight orders (all other UNOE) |
| Integration with goods vendors and freight forwarders (external parties) through either the Electronic data interchange (EDI) or the Carrier Collaboration Portal (CCP) | Inter/Intra Mission Transfers (STO) and Outbound Transportation Planning & Optimization |

| | |
|---|---|
| In-Bound Transportation Coordination (COE and UNOE) | DP/SNP Integration<br>T/PCC RAPS Integration |
| Geographic Information System (GIS) Integration | Freight Procurement / Charge Management & Tendering on TM |
| | BI Analytics |
| | |

## 8. What are some key benefits of TM - T&T?

- **One Seamless Solution**

It centralizes freight management activities (including orders, deliveries, and invoicing) in Umoja, uniting transportation/logistics planning and execution between the UN and external partners (i.e. shippers, logistics service providers, and freight forwarders). This means that Logistics and Procurement teams will have increased visibility and control over their supply chain journey starting with strategic freight management, order management, transportation planning, booking, and tendering, all the way through freight execution costing, settlement, analytics, and reporting.

- **Collaboration**

It improves our capacity to communicate and exchange information with external partners. TPTM supports electronic system interfaces; therefore, goods vendors and freight forwarders can independently upload documents and share relevant shipment updates that will sync directly with Umoja. That means greater communication transparency, less phones calls and emails.

- **Full Visibility and Updates**

It enables users to Track-and-Trace, i.e. monitor their shipments in real time, at any time and to stay informed throughout the transportation lifecycle. Track-and-Trace includes complete shipment history as well as detailed in-transit comments and standardized status updates (i.e. 'awaiting collection', 'in transit', and 'delivered'). Staff will receive real-time alerts (via email or text message) from partners about the status and/or movement of deliveries, including delays or unexpected events.

- **Templates**

It generates system templates that will streamline contract creation and Statement of Work (SOW) processes. The templates will auto-populate with existing freight information in Umoja, or, electronically pull data from Advanced Shipping Notification (ASN) forms completed by external partners.

- **Network Intelligence**

It gradually gets smarter! TPTM has an automated planning function that considers constraints and real-time location information and utilizes robust data to optimize freight scheduling and tendering. TPTM preserves manual and/or dynamic map-based information from previous orders to re-plan faster and cheaper routes of delivery for the future. This enhances centralized

planning as we will know when/where to consolidate domestic or international shipments, and how to forecast for shipments that require single or multiple modes of transportation.

- TM KEY BENEFITS INFOGRAPHIC

## 9. What are the benefits associated to the Geographic Information System (GIS) integration?

GIS will allow for distances and durations to be automatically calculated based on electronic mapping between two points within a transportation route. This will help planners chose the fastest routes/lanes when planning for transportation as well as efficient budget management. GIS integration will enable the system to provide multiple routes estimated for cost by the system, allowing intelligence building when soliciting freight forwarding services. The data is expected to be facilitated by map-based planning and visualization, as well as GIS system features, improving accuracy of distance time and duration in addition to cost calculation.

## 10. How will external partners be able to access the system?

Vendors and freight forwarders will initially be accessing the system through the Carrier Collaboration Portal (CCP). With the finalization of the Electronic Data Interchange (EDI), they will have an option of using either, depending on their internal capacity.

Once a UN user assigns a freight order, the vendor/ freight forwarder will be able to access the EDI/CCP and view relevant information, report events, and submit documentation related to the order assigned to them.

The CCP has been created to allow equal access to all external partners who may not have the technological infrastructure to use/support the EDI. UN users will not need to access the CCP or the EDI - as anything submitted via the CCP/ EDI flows directly into Umoja.

## 11. What is Electronic Data Interchange (EDI)?

The Electronic Data Interchange is a computer-to-computer exchange of information in a standard electronic format between business entities. The EDI will feed required shipment relevant documentation and Track-and-Trace information from vendor/ freight forwarder into Umoja. Once a UN user assigns a freight order (FO), the vendor/ freight forwarder will be able to access the EDI and view relevant information, report events, and submit documentation related to the order assigned to them.

## 12. What is the Carrier Collaboration Portal (CCP)?

The Carrier Collaboration Portal (CCP) is a portal used for collecting data from external partners. As with the EDI, the CCP allows for external access of the TM system by goods vendors/freight forwarders. Once a UN user assigns a freight order, the vendor/ freight forwarder will be able to access the CCP and view relevant information, report events, and submit documentation related to

the order assigned to them. Since not all vendors have the capacity to implement EDI, the CCP - a simplified, web-based version of the system was created by the UN to ensure all partners can have access to TPTM.

### 13. Who will manage administration of EDI or CCP?

The Procurement Division will be engaging with all relevant external partners expected to use the EDI or the CCP. Training Material and guidance has been developed for the Vendors to allow for a smooth transition and use of the CCP.

## SOLUTION FEATURES

### 14. Will the new system increase complexity for end-users?

Assessment of change impact shows that the new system will introduce a range of new functionalities, features and linkages to other processes being done in Umoja. As such, users will need to adapt to using a more complex system with advanced capabilities and new process considerations. However, once users familiarize with the new functionalities and adapt to navigating the new system, and the external users such as vendors and freight forwarders start uploading critical information via EDI or CCP, the system will provide substantial benefits to all users. Aspects such as real time updates and alerts on shipments and reduction of manual documentation creation will not only provide for better oversight and more informed decisions but will dramatically speed up processes, reduce errors, manual work load and the duplication of tasks.

### 15. How will reporting be affected by the introduction of TM and T&T?

Transportation Management and Track-and-Trace will allow for more streamlined key performance indicator (KPI) reporting. For example, performance of vendors and freight forwarders may be tracked and measured to determine duration and efficiency of the acquisition process. Reporting requirements will be refined as the solution is further developed.

## USERS & ROLES

### 16. Will the implementation of TM and T&T entail creation of new Umoja process roles?

TM introduces 9 NEW Umoja enterprise roles:

- TS.01: TM Transportation Planner
- TS.02 : TM Manage Freight Order
- TS.03 : TM Display All
- TS.04 : TM Master Data Maintainer
- TS.05 : Collaboration Portal (for Good Vendors and Freight Forwarders)

- TS.06 : TMEM Production Support
- TS.07: TM STO Transportation Planner
- TS.08: TM STO Freight Procurement
- TS.09: TM STO Display All

In addition, the existing SRM Goods Requisitioner and the Inbound Coordinator roles will be slightly impacted. Specific training and guidance material will be provided for these end users.

For further information on TM roles, please refer to the TM Role Guide.

### 17. Who is responsible for provisioning my role?

Initial provisioning of roles to support the deployment and user access mapping will be facilitated by the Umoja Coordination Service (UCS) team in collaboration with local deployment teams within entities. Subsequently, maintenance (e.g. additions, removal and changes) of the enterprise roles will be supported in the same way as with the rest of Umoja user access provisioning process via Security Liaison Officers (SLOs). For more information please go to: iSeek

### 18. How do I request for user access after go-live?

Users will be able to acquire system access through iNeed. For more details please go to: iSeek

## TRAINING & USER SUPPORT

### 19. How will training be provided to TM users?

The initial training of Local Process Experts/ Trainers (LPE/Ts) will take place during the month of October 2019. LPE/T swill be provided with adequate training and 'Teach back' material to allow them to carry out end-user training within their entities during the month of November 2019.The cascade training methodology will more adequately cater to the globally dispersed and numerous audiences.

Following the User Access Mapping exercise in October 2019, relevant staff will be contacted by their Section Chiefs and or Local Deployment Focal Points for information regarding deployment and training.

In addition to the local training that will be conducted by the LPE/Ts, staff will have access to various other training material developed by the Umoja Coordination Service Training Team. These include:

- **End-to-end process presentations** (UNOE, COE, Troops, STO/STR)
- **"How to" generic tutorials** for specific functions within the TM system
- **Refresher Webinars** for specific processes such as: packing, submitting events, managing freight units, updating purchase orders etc
- **iLearn Training Courses** self-paced content
- **User Guides, Job Aids & Cheat Sheets**

To access available training material and other relevant reference documents, please go to the Umoja Website.

## 20. Will users need to be certified prior to being assigned user roles?

Yes. Following the training, users will be required to complete an assessment, following which they can be certified. Staff member who fail to complete the training cannot be provisioned with the relevant Umoja roles.

## 21. Who should I contact for further information and guidance?

For any further information kindly contact your Local Deployment Focal Point or Section Chief.

## 22. Where can I access training material?

All training material will be provided to trainees directly prior to the training. Additionally, staff will be kept informed of training requirements and schedules through their Local Deployment Focal points or Section Chiefs. All trainings will be recorded and made available post training to ensure users can refer to the material at their own convenience to refresh their knowledge. All material can be accessed via the Umoja website or the Umoja Coordination Service Training Team YouTube Channel.

## 23. Will training material be made available to staff to train at their own convenience?

Most material will be produced to allow for self-paced learning. Material such as cheat sheets and job aids will also be produced to ensure that users can refresh their knowledge and access simplified instructions on how to navigate the system and at their own convenience. All material can be accessed via the Umoja website or the Umoja Coordination Service Training Team YouTube Channel.

## 24. How will external partners be provided training?

Vendors will be provided with training material and other guidance as to ensure their smooth transition to the new system. All training material and guidance is available here: CCP

## 25. In case of troubleshooting, how do I obtain assistance?

Should you experience any problems while using the system, kindly follow the Umoja Support Model & contact the Umoja Support Centre: umojasupport@un.org

## UN OWNED EQUIPMENT (UNOE) & INTER AND INTRA MISSION TRANSFER

### PROCURE GOODS

#### 26. Can a Shopping Cart be created without Incoterm/s?

Yes. However, in the PO, incoterm information will be mandatory.

#### 27. How do updates performed in the *Inbound Delivery Document* after the FU and FO creation, reflect in TM?

For UNOE: updates in the Inbound Delivery document in ECC will impact the FU and DTR documents but not the FOs. If the FO has already been created, the system will display a yellow warning sign. Saving the Inbound Delivery will trigger the update in the FU. But if the FO is already in execution, it will not be updated, therefore, an unexpected event can be submitted

For COE: FOs can be manually updated; or an unexpected event can also be submitted, if execution has started.

#### 28. How many purchasing groups/ planner groups will be rolled out in this phase 2 deployment and who will have visibility?

MovCon in HQ will have visibility on all planner groups. All purchasing groups in one mission will be mapped to 1 planner group. There will be 1 freight purchasing group UNOE and 1 freight purchasing group STO.

#### 29. Will the integration of ECC with TM allow the update of gross Weight and Volume in TM if material master data is maintained?

Weight and volume are to be added during packing in ECC. There is no master data for Weight and Volume in TM.

#### 30. Dangerous goods declaration is done during which stage?

It is performed during the Packing stage in ECC.

#### 31. When performing packaging, what type of weight do you need to update? Gross or Net?

Gross weight includes packaging, and net weight excludes packaging. If the goods vendor sells us products in a box or a pallet, then the weight in HU should be entered including the weight of box/pallet if this is how it will be shipped. If the vendor sells the product without packaging such as vehicles, then

only the product weight would be added. If gross or net depends how it is shipped, the total in the system should equal the real/ complete weight that is shipped.

The packaging itself should have its own weight in ECC such as container etc. This weight gets automatically added from the material master to HU weight and does not need to be added. If a vehicle is shipped in a container, the weight of the vehicle should be entered and ECC pulls automatically the container weight and adds it to the HU.

## 32. Is Packing mandatory?

In TM, logistics users doing the packing will get packing information from the vendor and perform it in TM. This information is in the PO (IBD/OBD). It is important that the packing info matches with the info provided by the vendor. In TM, this information will be shown but not editable. If packing is not done, and the PID in ECC does not have correct weight, volume, dimensions, then the SOW will be wrong/incomplete, and we cannot get an accurate solicitation. Packing is crucial for TM.

**For UNOE scenarios**, users are required to replicate packing as per information provided from vendor in the inbound delivery.

**For STO scenarios**, packing in the outbound delivery reflects exactly how the sending entity has packed the materials to support SOW/ freight solicitation, and it reflects what has been done to ship goods from UN premises.

Packing is done by different ECC roles for each scenario. For **UNOE DAP scenarios**, there is no need to pack as this will all be done by the goods vendor and no solicitation for freight necessary.

Weight needs to include packaging materials as provided by vendor (UNOE scenario). Current packaging materials in ECC are not enriched with weight/dimensions. Inbound coordinators need to be aware that they have to mimic packing details provided by vendors (in absence of ASN). This is critical in the process and a new task for this ECC role.

## 33. What happens if I forget the packing? Can I re-do the process?

If you have started the execution, you cannot. However, if you created the FU without packing, and realize the SOW showed information incorrectly, yes you can go back.

If the packing is not done (non DAP cases); you will not have data for the solicitation; if PIDs are not maintained properly with weight/dimension in ECC, without solicitation the shipment shall not be in execution. Basically, supply chain processes must be done in proper sequence.

## 34. Is there only one profile for all FCAs?

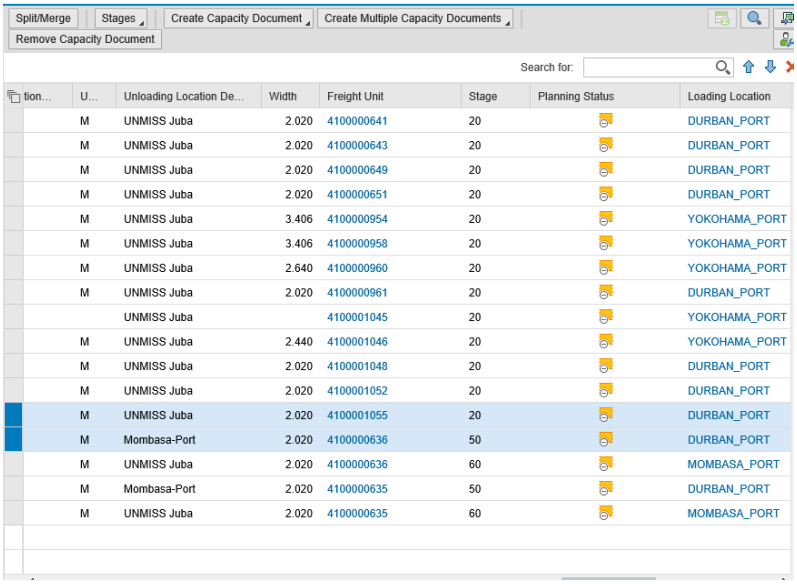
There is not one profile for each Incoterm. All STO requirements run under one profile.

For UNOE -> EXW, DAP and nonDAP/ nonEXW are all separate profiles.

FOB, DAT, etc.  belong to nonDAP/ nonEXW. There is not one profile for all FCA shipments cross-plants. The planner can see FUs that need to be planned according to his roles/responsibilities.

## 35. How can one combine several Freight Units using the same Source Location but with a different Destination Location?

From the TM Cockpit, select FUs and click on Transportation proposals. When doing the route accepting step, only one FU can be marked. Below (see snapshot below) both are marked. Repeat this for other FUs. Please pick routes that have the same origin, load port and discharge port. The FUs are now split as per chosen route, the system will be able to combine the parts that have same origins and destinations and will create separate on-carriages from discharge port to destination.




| tion... | U... | Unloading Location De... | Width | Freight Unit | Stage | Planning Status | Loading Location |
|---|---|---|---|---|---|---|---|
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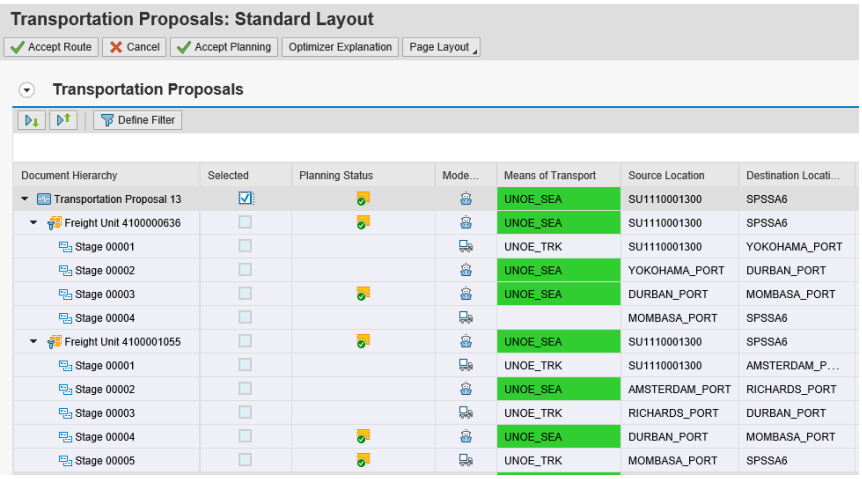
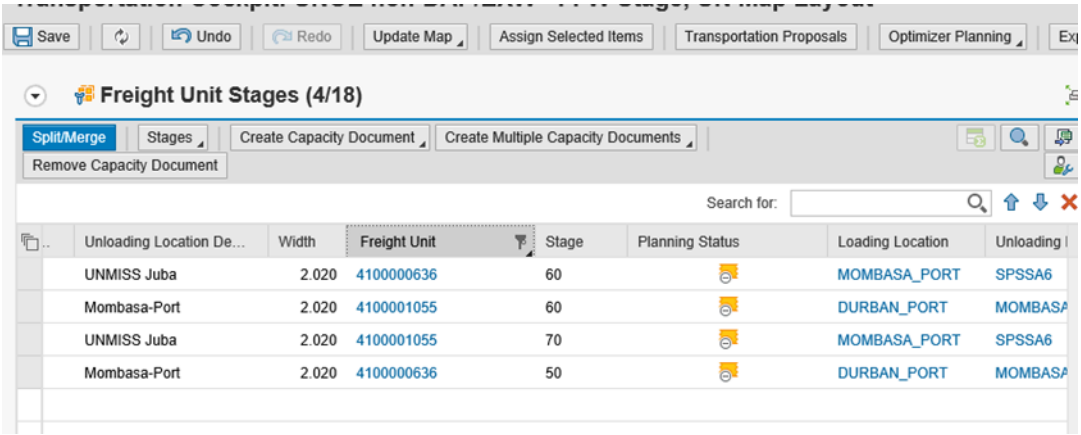
| | M | UNMISS Juba | 2.020 | 4100000643 | 20 | | DURBAN_PORT |
| | M | UNMISS Juba | 2.020 | 4100000649 | 20 | | DURBAN_PORT |
| | M | UNMISS Juba | 2.020 | 4100000651 | 20 | | DURBAN_PORT |
| | M | UNMISS Juba | 3.406 | 4100000954 | 20 | | YOKOHAMA_PORT |
| | M | UNMISS Juba | 3.406 | 4100000958 | 20 | | YOKOHAMA_PORT |
| | M | UNMISS Juba | 2.640 | 4100000960 | 20 | | YOKOHAMA_PORT |
| | M | UNMISS Juba | 2.020 | 4100000961 | 20 | | DURBAN_PORT |
| | | UNMISS Juba | | 4100001045 | 20 | | YOKOHAMA_PORT |
| | M | UNMISS Juba | 2.440 | 4100001046 | 20 | | YOKOHAMA_PORT |
| | M | UNMISS Juba | 2.020 | 4100001048 | 20 | | DURBAN_PORT |
| | M | UNMISS Juba | 2.020 | 4100001052 | 20 | | DURBAN_PORT |
| | M | UNMISS Juba | 2.020 | 4100001055 | 20 | | DURBAN_PORT |
| | M | Mombasa-Port | 2.020 | 4100000636 | 50 | | DURBAN_PORT |
| | M | UNMISS Juba | 2.020 | 4100000636 | 60 | | MOMBASA_PORT |
| | M | Mombasa-Port | 2.020 | 4100000635 | 50 | | DURBAN_PORT |
| | M | UNMISS Juba | 2.020 | 4100000635 | 60 | | MOMBASA_PORT |

Once proposals are displayed, select one proposal and click *Accept Route* (not Accept Planning).




FUs will be split into different legs:




36. Regarding the *7 days time window* configured in the system to allow combining several Freight Units in the same shipment (Freight Orders): does the system allow editing that window allowing TM Planners to combine Freight Units with a difference of more than 7 days on their *Earlier Requested Date*?

The 7 day window cannot be changed by the Transportation Planner, as it's configuration.

37. Will the system be able to generate other *Solicitation* documents like the *Technical Evaluation Template* and not only the SOW document?

The Technical Evaluation Template has been put on standby and will not be made available during this release.

### 38. Does the system track versions of documents such as a SOW?

TM does not track documents. It keeps the last copy uploaded in the ***Attachments tab*** in TM. A SOW should be edited offline and uploaded as a Word Doc in TM. To see the latest version of the SOW, check the Attachment tab.

### 39. Why do we have a SOW preview for a DAP scenario?

This is SAP configuration. This information could be used as basis for market surveys.

### 40. Why does the SOW for a DAP scenario show a Shipment PO document linked to the DTR?

This is SAP configuration.

### 41. Why would SOWs contain FO numbers if Freight Forwarders can change routes constantly?

SOWs contain the FOs that have been generated as a result of transportation planning. They represent the legs in a transportation route. The initial SOW generated in TM acts as a preliminary proposal that will be gathered as data in TM.

Usually the Freight Order numbers would not change if the route changes. PD adjusts routes according to the winning bid. Currently transshipment points cannot be added but loading/discharge port can be changed. If routes change after the FO is in execution an unexpected event *route change* needs to be submitted.

### 42. SOW does not reflect amended dates in FO. SOW only reflects amended Item Quantities and dates in SOW if edited in the FWO.

For UNOE you would change dates in Inbound Delivery doc. For COE/Troops dates from FWO are used in SOW. After solicitation, PD updates only new dates in FOs but not in FWOs or FUs.

### 43. Why are the actual charges not directly linked from SRM to TM? Why should they be manually added?

There is not direct link from SRM to TM. SRM provides lump sum of Cost and TM does so by FO/ leg.

### 44. Where can the total quantity of goods be viewed in TM (DTR, FU, FO)?

For UNOE, the total quantity of goods cannot be viewed in TM. For COE it is part of the upload file, a new formula was added.

### 45. Are all rates for UNOE calculated in m3? Can rates also be calculated by Container or Handling Unit?

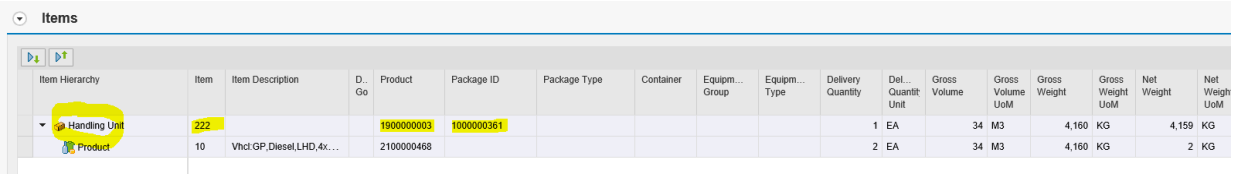
Yes they are. Other rate calculation methods are in place. TROOPS air and COE air costs are calculated by flight. Calculation methods are based on how the rates were established when collecting data. COE sea rates are in cbm.

## 46. What is the difference between *Accept Route* and *Accept Planning*? What happens to the route once accepted and saved?

Please refer to the answer to question 5.

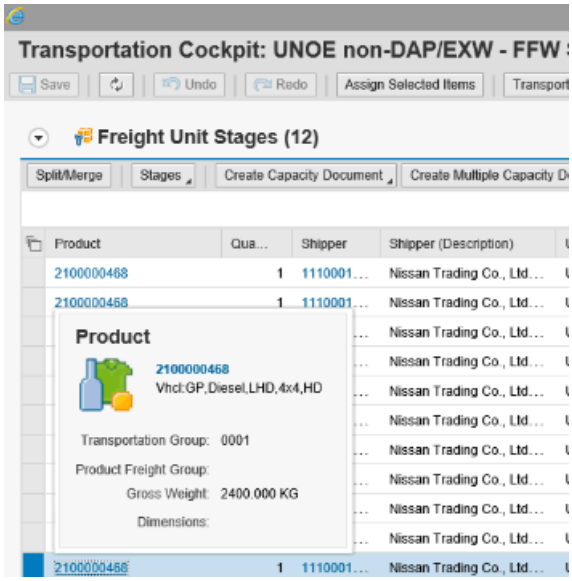
## 47. What does the numbering assigned to a Package in TM stand for? Does it represent anything?

The Package ID is the Handling Unit reference number created in ECC. The Product number is the PID for the package. The Handling Unit Item number is random. Please see below screen shot.




## 48. Transportation Cockpit: is there any way to help the TM planner identify incompatible goods that cannot be consolidated and shipped together such as cold chain, etc besides hovering the mouse on the PID number?

When combining FUs configuration elements are still to be added to TM. The TM system will not limit combinations based on types of goods transported. A table that indicates incompatible goods that cannot be combined, will be inserted, so warnings and hard stop errors will prevent wrongdoing in consolidating cargo.



### 49. When combining Freight Units in the Transportation Cockpit in TM (e.g 3 vehicles packed in 3 containers may need several trucks for transportation) does TM simply consider departure and arrival dates and not the number of vehicles required for transportation or does it also consider number of vehicles needed?

The system would not stop the user from overloading. TM focuses on the routes, not on the resources required to transport. That is left to the Freight Forwarders to decide.

### 50. Will TM Planners in the TM Cockpit have to consider packing details when combining FUs for UNOE and STO scenarios, or simply combine FUs with same *destination locations* that fall in the *7-day period*?

TM Planners will not have to consider packing details when combining FUs. A table that indicates incompatible goods that cannot be combined will be inserted, so that warnings and hard stop errors will prevent wrongdoing in consolidating cargo.

### 51. How complex will the Transportation Cockpit become for a TM Planner in terms of combining FUs, adding vehicles, calculating maximum capacity, considering goods transported, etc…?

For this release, the functionalities in the transportation Cockpit will be limited to combining FUs by dates and locations.

### 52. When Inbound delivery is changed after the DTR and FU are created, what happens? TM documents are deleted, updated or are they are simply archived?

**Case 1:** PO remains the same – If delivery date is amended in IBD, and no FFW FOs planned, the update will trigger TM and update documents. If there is a Vendor leg automatically planned already, the delivery date needs to be updated manually on that FO. Changes must happen before FO goes into execution status.

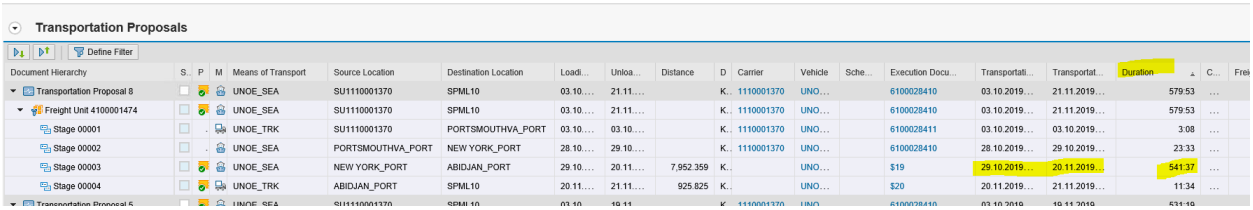
Any change in the inbound delivery (ECC) will update DTR/FU in TM, except if FO is already planned (it depends on the change, packing updates trigger to TM also if FO exists). Incoterm shouldn't be changed in IBD (ECC) as it happens today in some scenarios. Any change from the commercial side must be reflected in SRM.

**Case 2:** PO changed – For STO, If PO needs to be amended, all Freight Order documents in TM have to be deleted. Otherwise OBD cannot be deleted and PO cannot be amended. For Goods PO the change is triggered from SRM. The change on the PO does not automatically update the IBD. This needs to be done manually. Remember that TM documents cannot be deleted if the shipment is 'in execution' already. Note that Incoterm shouldn't be changed in IBD (ECC). Any change from the commercial side needs to be reflected in SRM.

Any change in the PO (SRM) will not update the IBD (ECC) automatically, existing FOs in TM might need to be deleted; depending on the change, this must be sequentially.

### 53. Duration attribute in proposal selection are days or hours?

It's in hours. See below:




This can also be cross-checked against the dates of the proposal. E.g 541 hours = 22 days = 29.10 to 20.11.

## PROCURE FREIGHT

### 54. Do Freight Orders have to be deleted and re-created or can they be edited?

The short answer is they can be edited. It depends on the state of the FO's Execution Status: if the FO's Execution Status is not *in Process*, meaning that events have not been submitted -> deleting and re-planning transportation is an option, but ideally should only be done if FO's have not been communicated to Freight Forwarders. Otherwise new FOs need to be communicated to PD and Freight Forwarders. If FO's Execution Status is *in Process*, only *charges* and *events* can be edited.

### 55. How do changes in FOs affect dates and routes in TM for FCA Handover Locations?

'Any Port' allows you to change Handover locations on the fly. Handover location and discharge port can be changed on FU level. Any changes once Freight PO has been agreed will be tracked as Unexpected Events.

### 56. After a Carrier is assigned, can TM FO Manager reverses and re-assigns a different Carrier to the FO?

The carrier must be changed always through solicitation process. PD should always have the authority and last word on changing carriers, but solicitation has to occur in order for this to be possible.

### 57. If Carrier abandons shipment after Carrier has been assigned in TM, can the FO still be updated with new Carrier and FPO details?

According to MovCon HQ, so far there was no shipment that was abandoned in the middle of a leg. Another freight forwarder could take over remaining legs after solicitation has been completed.

### 58. How do you add a new FO leg to an already assigned (F.PO and Carrier) FO?

Delete FO and re-plan. Transshipment points are not yet available and cannot be added.

### 59. How come changes in FU (dates) and FO (dates) do not link? One document change does not affect the others linked to it…

They don't link. No, there is no automatic update from FU to FO or the other way around. If changes in the FU and FO is in execution status, it should be reported as an event. Or delete the FO and re plan

### 60. The TM system does not analyze the date changes of the FOs? Once the dates of a particular Freight Order have been changed the FOs linked to it are not aligned.

If FOs are in execution, changes are to be submitted as unexpected events.

### 61. Will Incoterm location will be selected from a drop down list? What's the impact in price when *'Any port'* option is selected?

Yes. 'Any port' incoterm will not affect price. The Freight Forwarder will provide a location that will be used for handover.

### 62. Will there be a TM role that is able to change FU from planner groups, as Buyer Supervisor does with Shopping Carts in SRM?

MovCon in HQ will have visibility on all planner groups.

### 63. If you have multiple FO/ legs for your transportation, do you need to capture the cost of each freight?

Yes, cost is always captured per leg/FO and by means of transport.

## EXECUTION AND MONITORING

### 64. Can Legs be changed for *DAP Incoterm Scenarios* while events are being submitted?

Yes. Delete FO in TM. FU will appear in the Cockpit. Plan it manually. If already departed, FO cannot be deleted.

### 65. How are the dates and times for documents to be submitted in each *Expected Event* linked to the dates and times generated in the Transportation proposal?

Documents and Events are not linked in TM or CCP. There is no connection in the system, so nobody will receive an error. Event dates are based on the dates from the transportation proposal/FOs created. If PD adjusts dates due to solicitation in TM, they will be reflected on the CCP as well. Shipment documents have to be uploaded at latest 24h after departure.

### 66. Do events transfer from one Carrier to another Carrier in CCP, if a new Carrier is assigned?

If execution has started, you cannot change it. If it hasn't started, the ***Events*** will now be assigned to the new carrier.

### 67. Why are time zones different when reporting Events?

Time zones are linked to the locations (Departure, arrival) just like in boarding passes.

### 68. How do we know what events have been submitted through CCP or TM?

TM systems allow you to differentiate the system (TM or CCP) that was used for the submission of event. It is under execution tab

### 69. How do we reflect discrepancies in the Cargo tab for CCP?

This is not configured. This is to be done by R&I once the goods are physically received.

### 70. Can the Virtual Good Receipt and Goods Receipts be posted if the Freight Orders are in execution? What if goods are only partially received?

Yes, the virtual goods receipt and goods receipt can be posted if the freight orders are in execution already. If goods are only partially received and packed into one box/container, first the HU needs to be unpacked and repacked with the correct amount. The system will not allow to post GR for quantity 9 if 10 are in the HU/package.

## MASTER DATA

### 71. Who would update Master Data in TM with new locations? Is the role granted to a particular user, let's say in MovCon, or will it be done by the MDM team in Brindisi?

Master Data creation will be done centrally from MDM Team in Brindisi. Master data for internal BPs will be managed by the Umoja Coordination Service (UCS) team.

### 72. Besides the list of Ports (Air, Sea) can a list of Cities be added in the Upload List Template?

Yes, cities will be included.