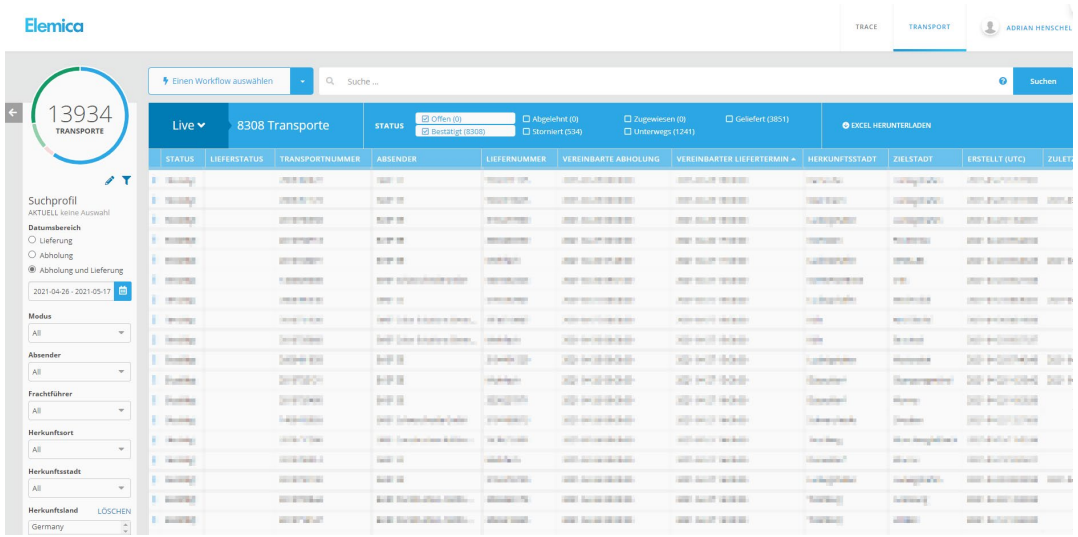
Carrier Information - ELEMICA TRANSPORT Portal

Carrier Connectivity for Truck Outbound Transportation in the EMEA region

Ludwigshafen am Rhein, 02/22/2022



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1 – What is ELEMICA TRANSPORT?

What is TRANSPORT?

- TRANSPORT is a web portal provided by ELEMICA
- It is used by carriers to:
  - Receive shipment orders from BASF
  - Manually inform BASF about delays and provide new ETAs
  - Provide carrier feedback about the status of delivery to BASF
  - Assign drivers to shipments for live-tracking with ELEMICA TRACE

Why is TRANSPORT necessary?

- TRANSPORT ensures a smooth and automated communication between BASF and carriers
- The usage reduces manual communication and errors
- Shipment orders in TRANSPORT represent the official legal shipment ordering from BASF to the carrier
- The usage of a connectivity platform is part of every carrier contract and therefore mandatory

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2 – Getting access and logging in

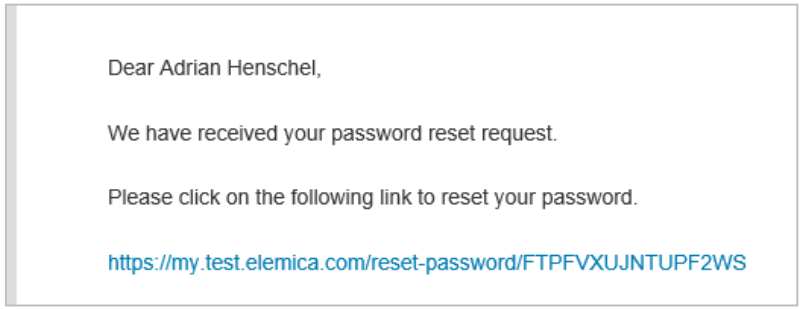
Access for new carriers

- If you are a new carrier to BASF or have not used this portal for BASF before, ask your operational contact at BASF for connectivity and provide this information:
  - Personalized company e-mail addresses of colleagues that need accounts
  - Your organization's DUNS number ("Data Universal Numbering System")

New accounts for existing carriers

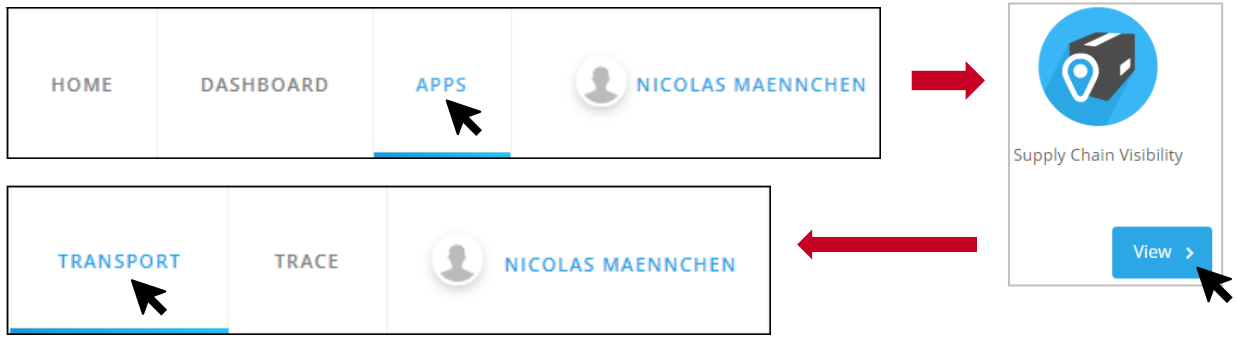
- If you are already working with ELEMICA but need new accounts or have difficulties logging in
  - Please send an e-mail with your request to support@elemica.com
  - ELEMICA can create new accounts for you or unblock existing accounts
  - Therefore, ELEMICA may need the DUNS number of your organization or example accounts respective shipments

1 Click on the link that you received from ELEMICA



2 Choose a password and confirm - You are now in the ELEMICA network

3 Select "Apps" → "Supply Chain Visibility" → "TRANSPORT"



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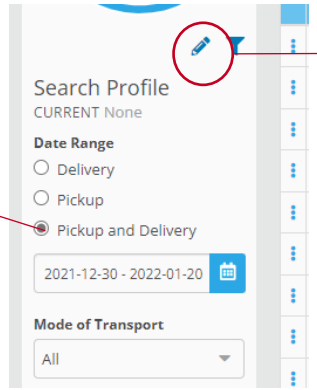
3 – Navigating in TRANSPORT

Search Profile

- The search profile on the left side of TRANSPORT offers you to search for specific dates, modes of transport, shippers, countries, etc.
- If you are often using the same parameters, you can save these as a filter profile

1

Select Date Range or other search criteria



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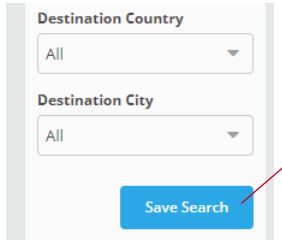
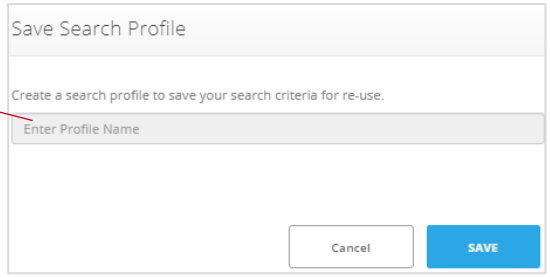


2

Scroll down and select “Save Search”

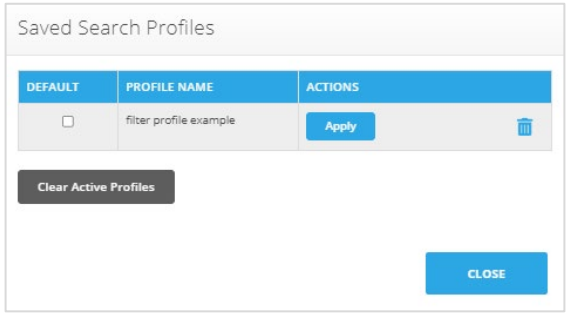
3

Name your newly created profile and then select “Save”



4

Access to all your Saved Search Profiles



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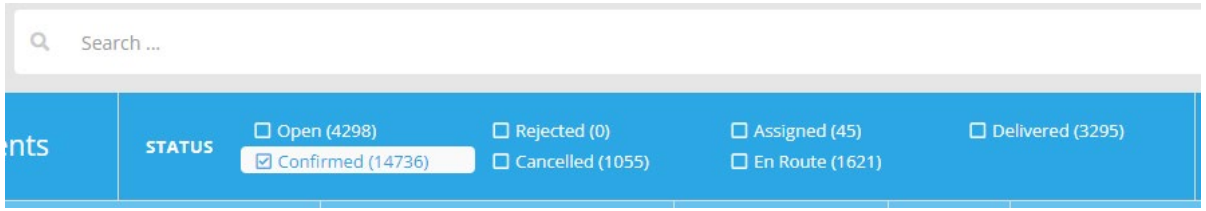
3 – Navigating in TRANSPORT

Search Engine and Status Bar

- The Search Engine allows you to search for BASF references (Shipment, Delivery, Customer Order, Container ID, …)

- The Status Bar allows you to filter shipments by their status.
  All active shipments transmitted by BASF are already “Confirmed” by default.
  - *Confirmed* → An active shipment transmitted to you by BASF - Please handle this shipment and provide the necessary information
  - *Cancelled* → Shipment cancelled by BASF
  - *Delivered* → The Shipment reached the final destination location; you may still have to provide the delivery feedback to reach a fully complete system technical completion of the shipment (see chapter 5.2)
  - *Assigned* → You have assigned this shipment to a driver (for TRACE only)
  - *En Route* → This shipment is currently being live-tracked (for TRACE only)



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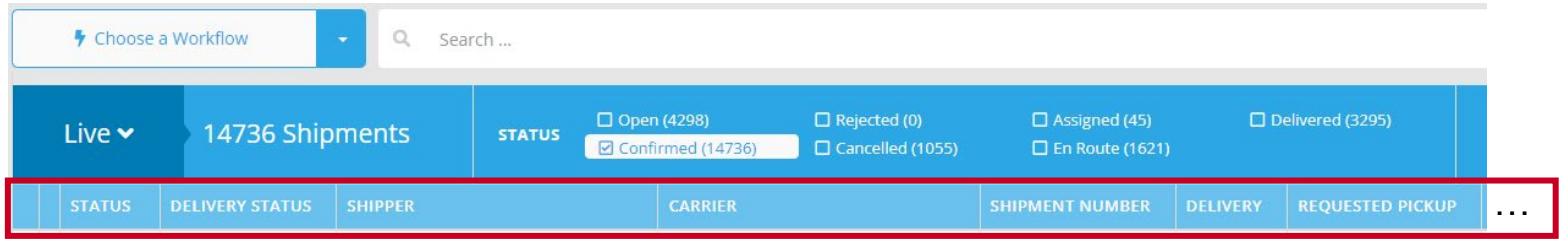
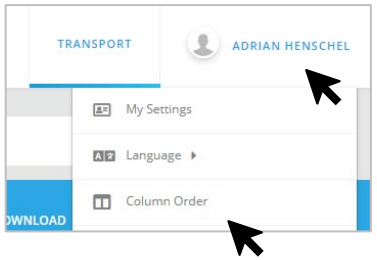
3 – Navigating in TRANSPORT

Information Columns

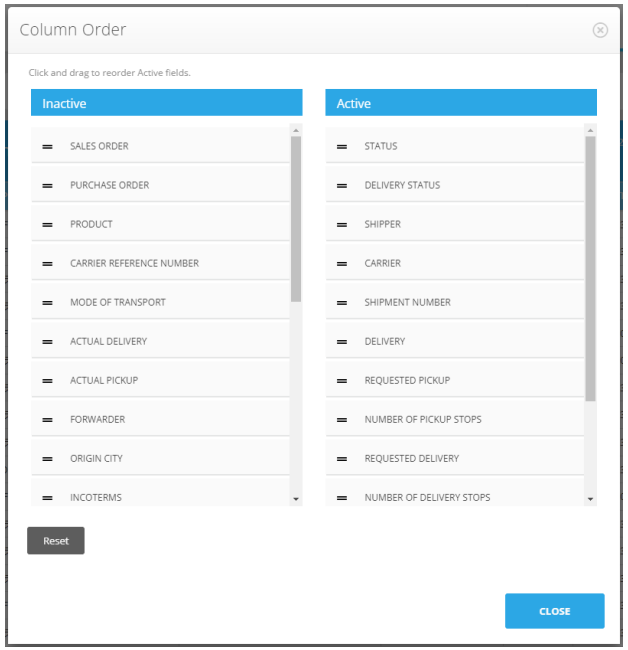
- In the columns in the center of the portal, information about all your shipments is displayed
- You can choose which columns are displayed and in which order they are displayed
- A detailed explanation of all important columns can be found in Chapter 7
- Explanation of most important columns:
  - *Created (UTC)* → When did BASF create this shipment
  - *Last Shipper Modified (UTC)* → When did BASF last make changes to the shipment
  - *Last Modified (UTC)* → When did anyone, either BASF or carrier, make a change in the shipment



1. To change the display of single columns or to change the order of the columns, select your name and then "Column Order"



2. Drag-and-drop columns between "Inactive" and "Active" to select your preferred columns order



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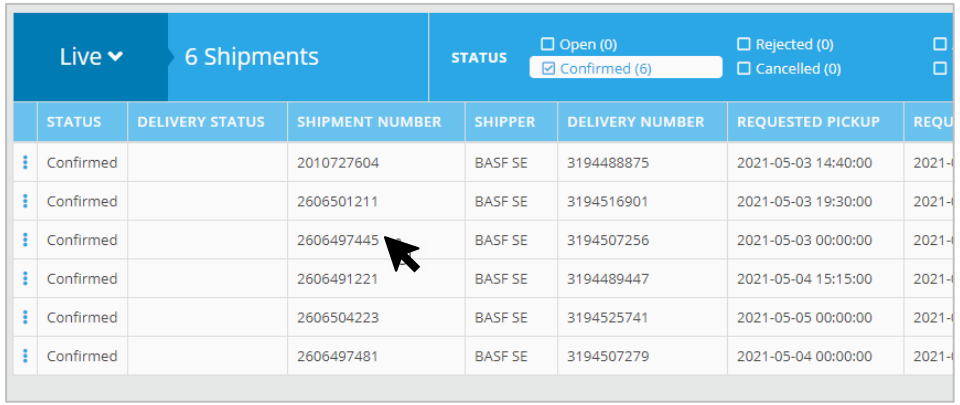
4 – Searching for shipments and getting shipment information

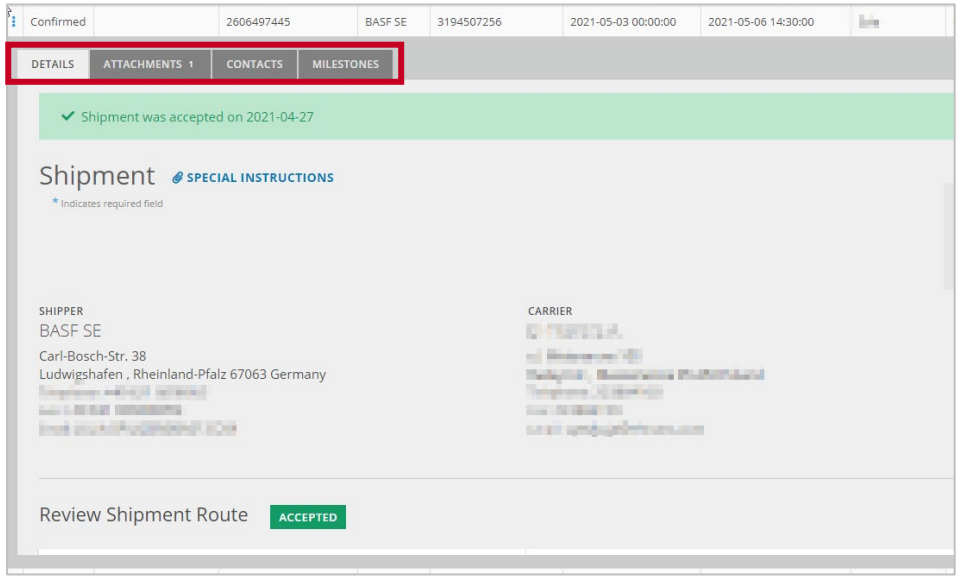
1. Select a shipment by clicking on it in the overview



2. The shipment opens and you can look at the shipment information

   All necessary information can be found in the tabs “Details”, “Attachments” and “Contacts”

   In “Milestones” tab the mandatory information to BASF must be added by adding notifications



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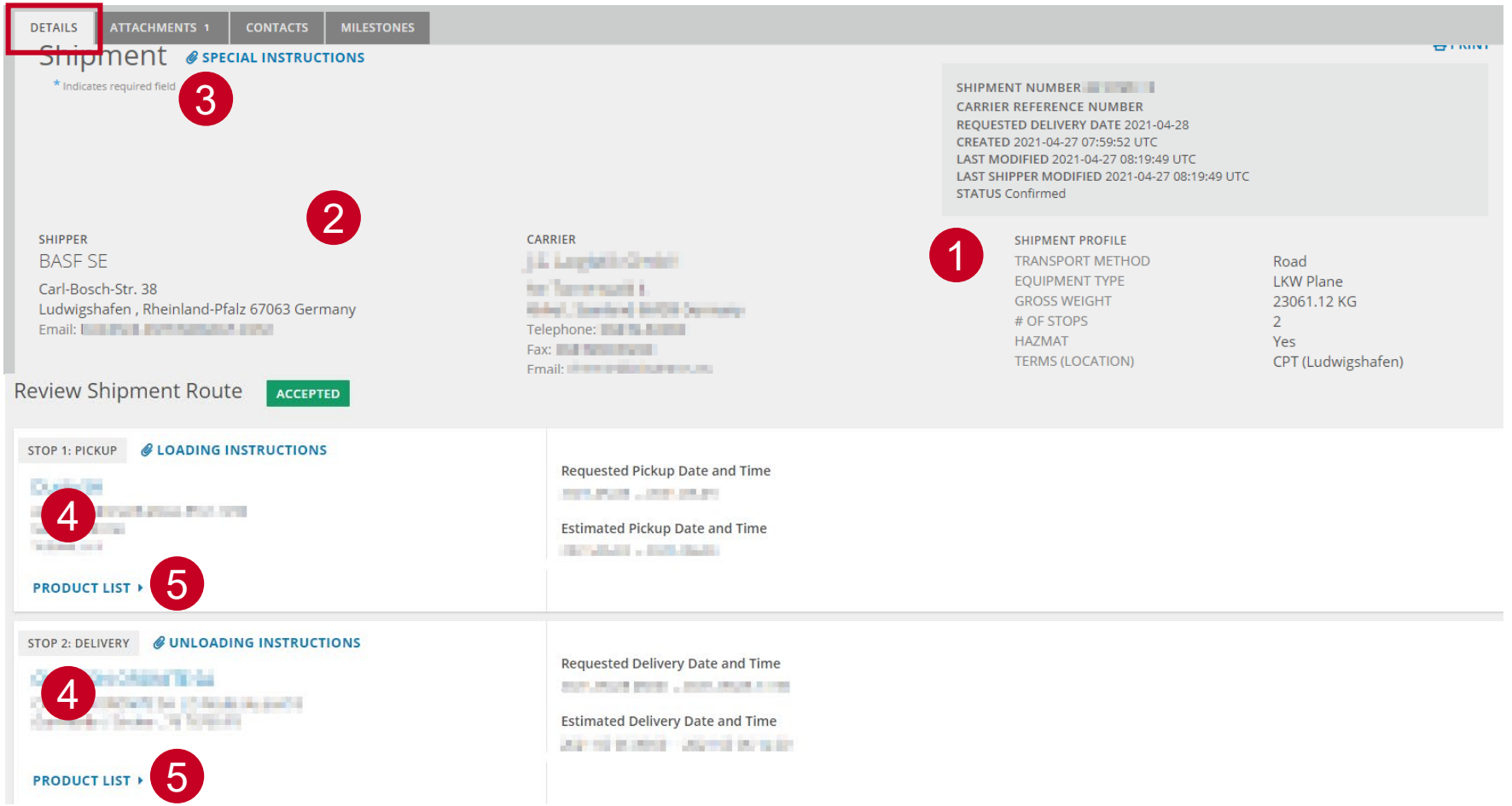
4 – Searching for shipments and getting shipment information

Details Tab

- Here you can find all necessary shipment information

1. Basic shipment data and profile
2. Information about shipper and carrier
3. Special instructions that concern the shipment, such as general instructions, stops and needed equipment
4. Specific information to each stop such as loading / unloading points, opening times, …
5. Product information, such as boiling-, flash-, and melting points, smell, ADR information, as well as additional reference numbers (delivery, sales and purchase no.)



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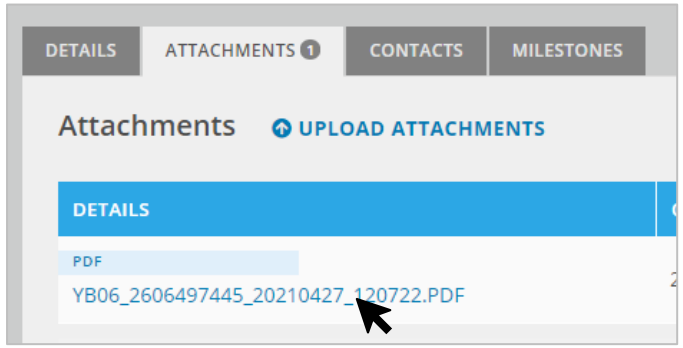
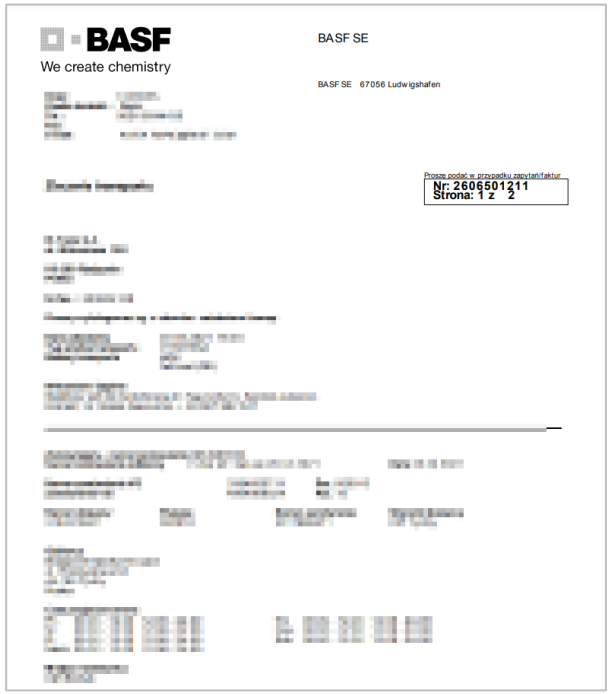
4 – Searching for shipments and getting shipment information

Attachments Tab

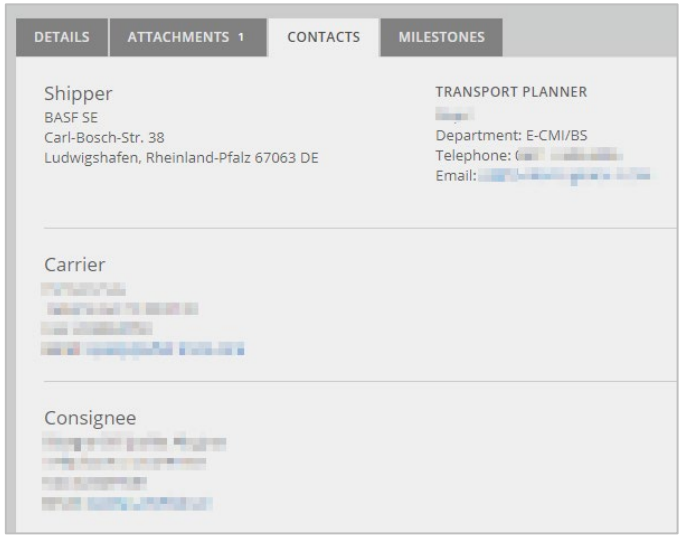
- Here you can download the traditional BASF forwarding order PDF





Contacts Tab

- The contacts tab includes contact information, such as shipper, transport planner, carrier and consignees



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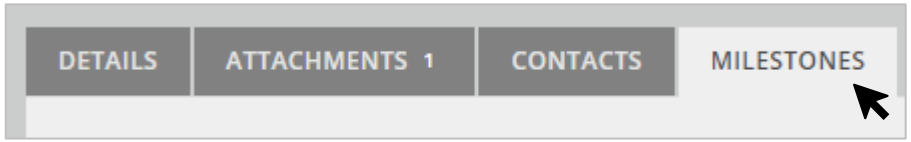
5 – Providing necessary information to BASF

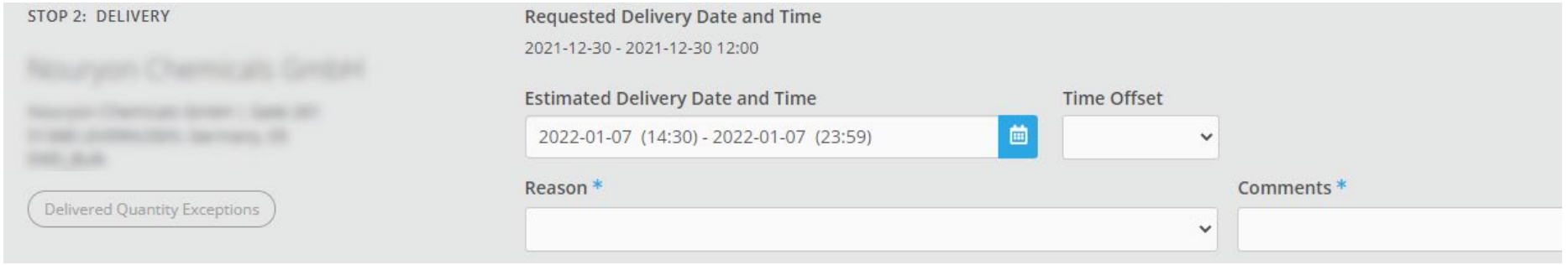
5.1 New ETA notification

- Once you know, that you will be late or early for pick-up or delivery, **BASF expects that you share this information with us immediately**
- This **does not replace the final delivery notification** and is, of course, only necessary for shipments with a deviation from the original delivery / loading date
- This replaces the previous “Arrival time at risk” message, that had to be sent from the former portal solution
- You can do this in TRANSPORT in the “Milestones” tab

1. Select the “Milestones” tab



2. Scroll down to the stop that you would like to report a new estimated date and time for. Thereby, you can enter a point in time or a timeframe. *Afterwards*, choose a reason and enter a comment. Concluding, click on FINISH AND SUBMIT



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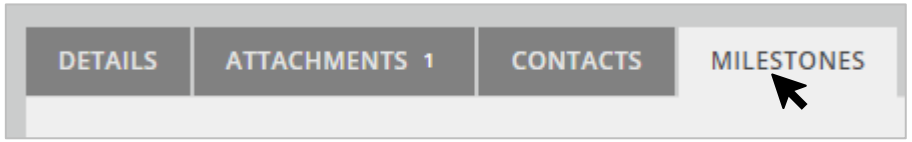
5 – Providing necessary information to BASF

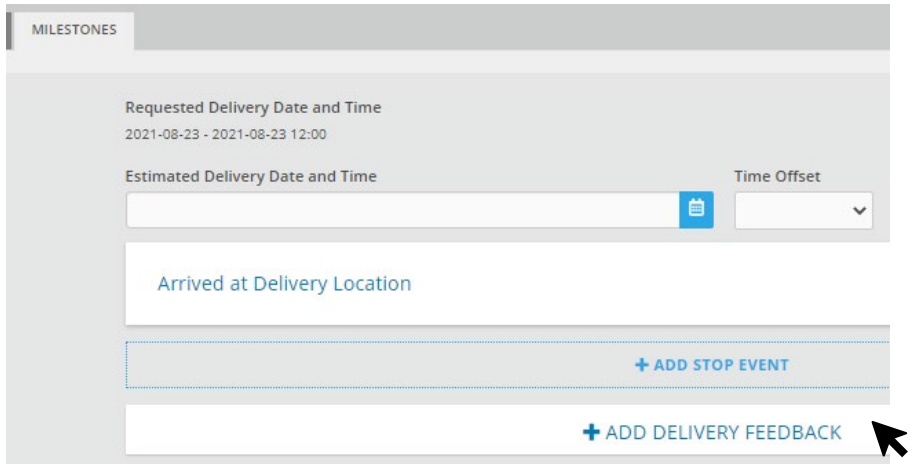
5.2 Delivery Feedback

- For every BASF-delivery, BASF expects a “Delivery Feedback” on the day of delivery until 6 p.m. CET at the latest
- This must be done within TRANSPORT in the “Milestones” tab

1 Select the “Milestones” tab



2 Scroll down to the delivery stop(s) and select “+ ADD DELIVERY FEEDBACK”



Process continued

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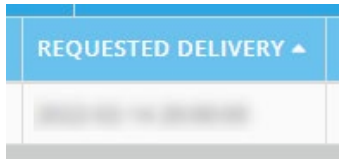
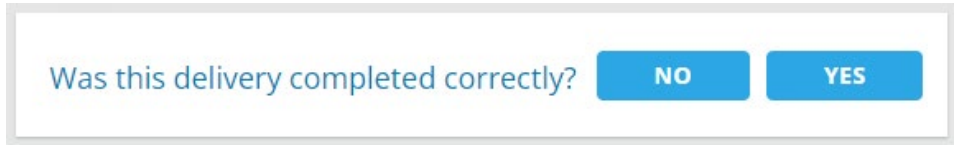
5 – Providing necessary information to BASF

5.2 Delivery Feedback

3 You can find the delivery day requested by BASF in the overview column “Requested Delivery”:



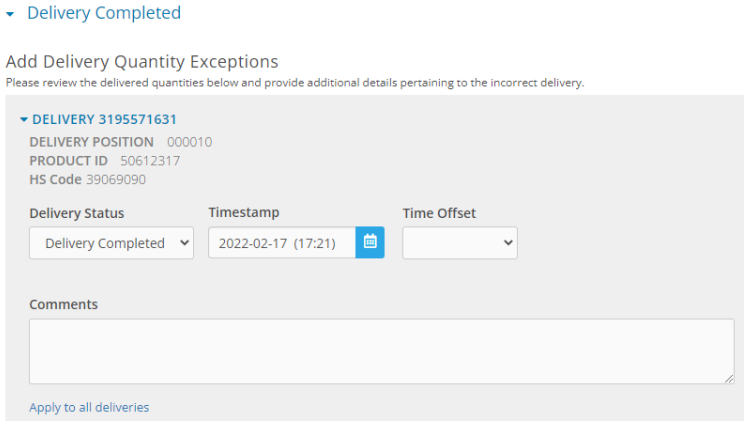
If you have delivered this delivery *on the day mentioned in TRANSPORT*, select “YES”. If not, select “NO”.



(Official BASF carrier performance measurement only considers the day of delivery)

3a

- If you selected **YES**, enter for each delivery the time at which delivery was completed – Thereby, you don´t need to fill “Time Offset”
- Entries with a complete similar content could easily be copied to all other deliveries within the same delivery stop, therefore, please click Apply to all deliveries
- Afterwards, click on the bottom right FINISH AND SUBMIT



Continue for option **NO**

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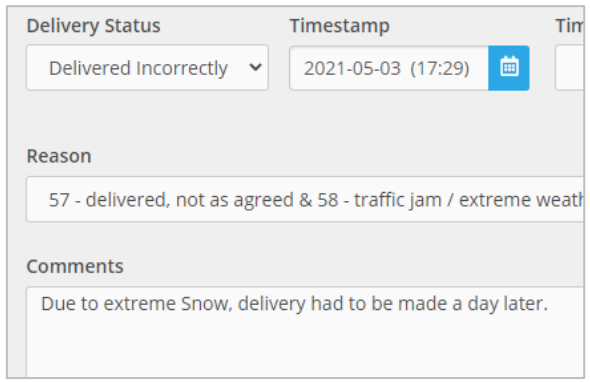
5 – Providing necessary information to BASF

3b

NO –
delivered, not as agreed

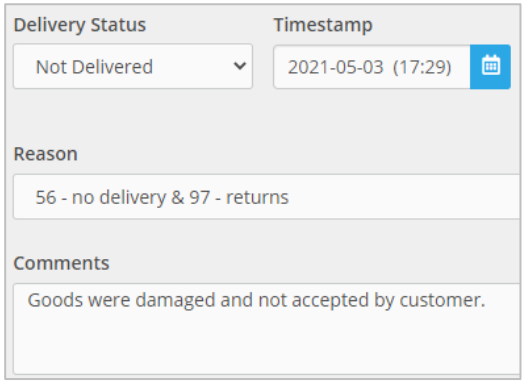
- Delivery Status = Delivered Incorrectly
- Timestamp = Date & Time at which delivery was made
- Reason = “57 - Delivered, not as agreed & …”
- Comments = Explain why delivery was made on a different date (only mandatory for some reasons)



3c

NO –
no delivery

- Delivery Status = Not Delivered
- Timestamp = Date & Time at which delivery could not be made
- Reason = “56 - No Delivery & …”
- Comments = Explain why delivery was not made



4

- You don´t need to fill “Time Offset”
- Entries with a complete similar content could easily be copied to all other deliveries *within the same delivery stop*, therefore, please click Apply to all deliveries
- Afterwards, click on the bottom right FINISH AND SUBMIT

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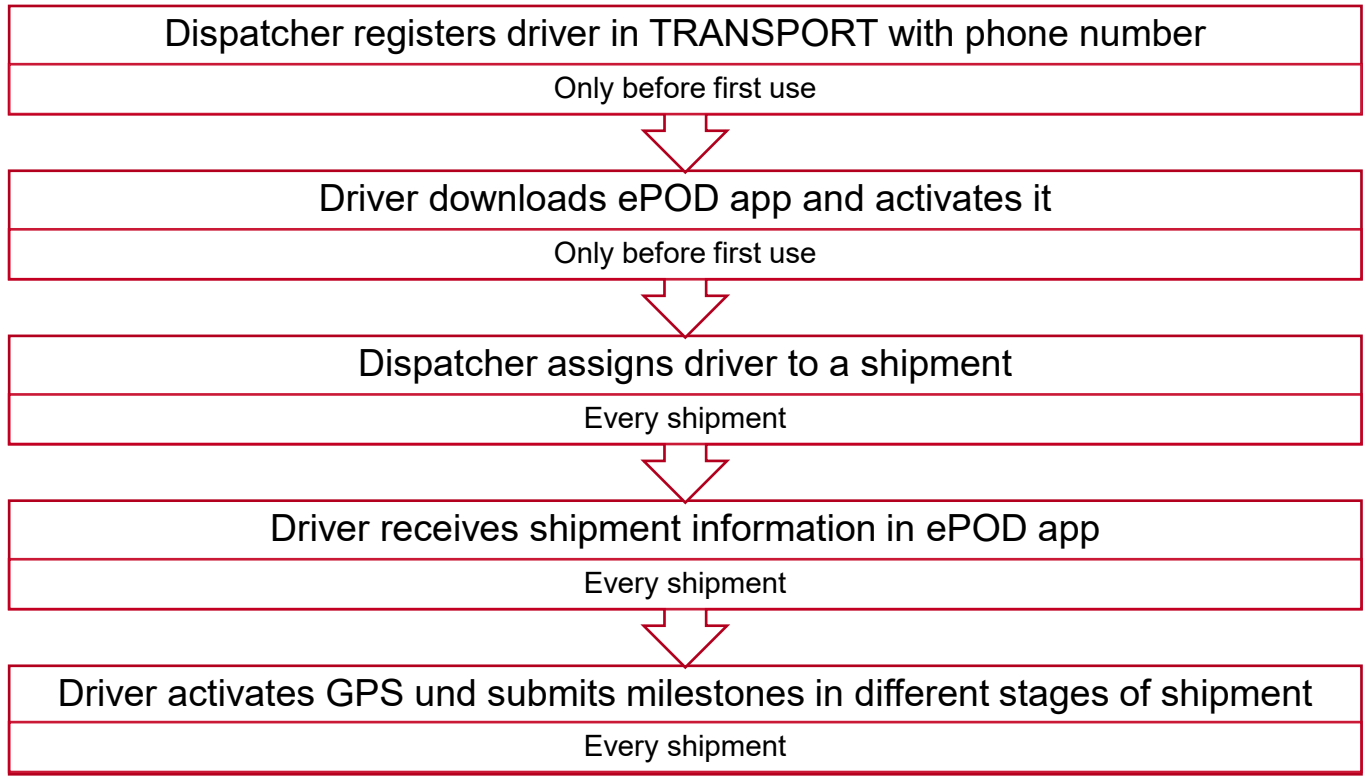
6 – Providing TRACE Information with TRANSPORT and ePOD App

What is TRACE Information?

- TRACE is a BASF initiative to make all surface shipments (incl. intermodal) visible
- This is possible through extended real-time shipment milestones and GPS tracking
- Information can be provided either via EDI or via TRANSPORT + ePOD
  - ▶ This guide provides information on how to provide TRACE data via ePOD

How does it work?



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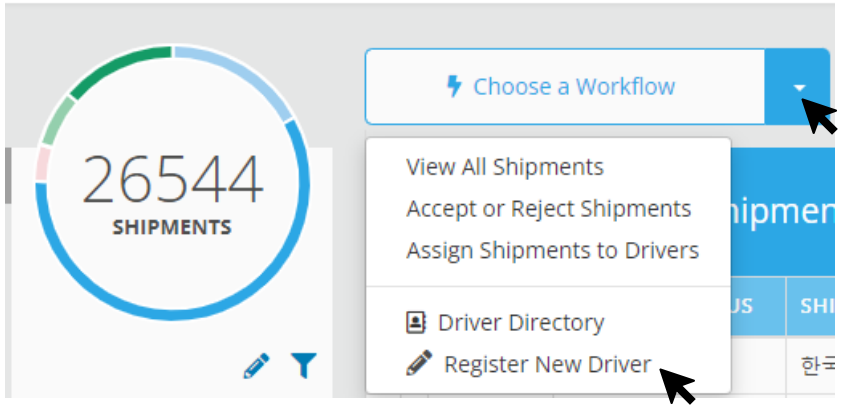
6 – Providing TRACE Information with TRANSPORT and ePOD App

Register a driver in the Driver Directory

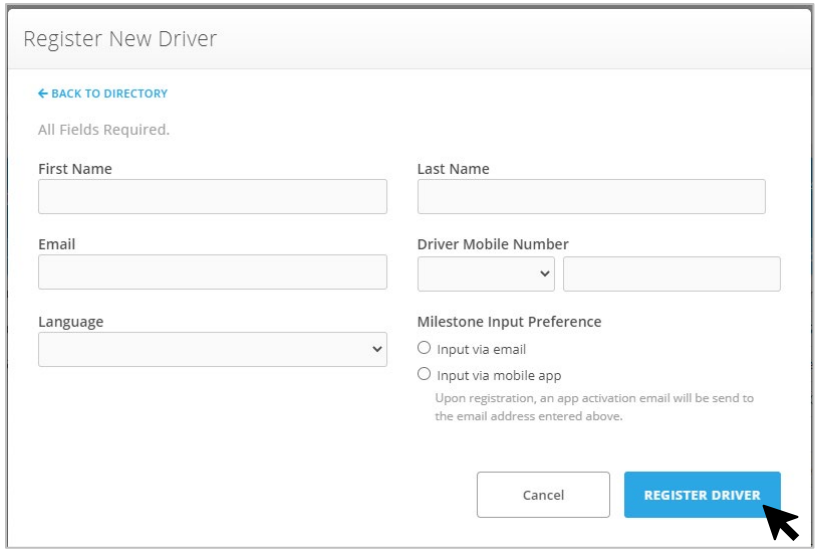
- Every driver that uses the ePOD App must be registered preferred with their mobile number alternatively with their e-mail address
- This only needs to be done once per driver

1 In TRANSPORT select “Choose a Workflow”



2 Select “Register New Driver”

3 Enter the driver’s name, phone number, language and select “Input via mobile app” and confirm with “Register Driver”



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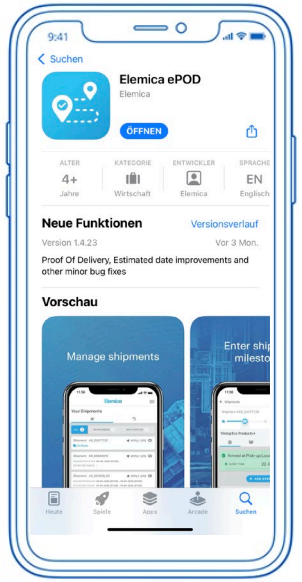
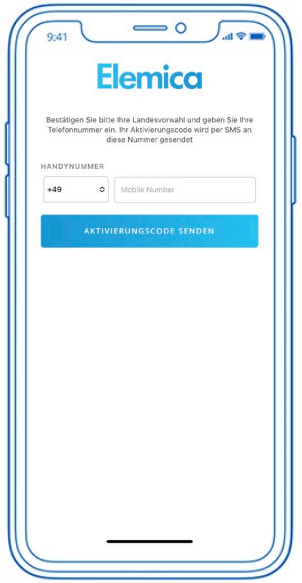
6 – Providing TRACE Information with TRANSPORT and ePOD App

Installing ePOD

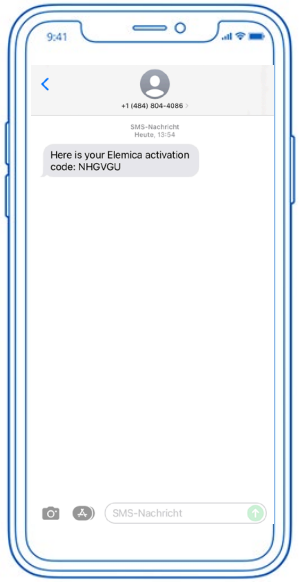
- Only before first use



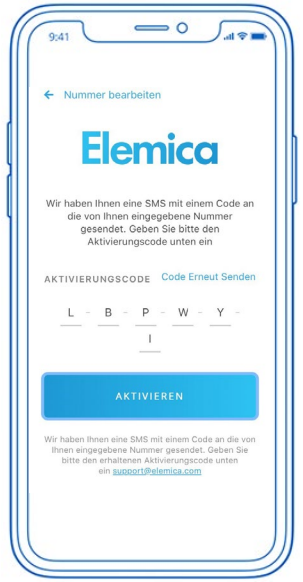
1 Look for „ELEMICA ePOD“ in the Apple App Store / Google Play Store



2 Enter the phone number that was entered in the driver directory



3 An activation code is sent to the driver’s phone via SMS



4 Enter the code in the app and confirm

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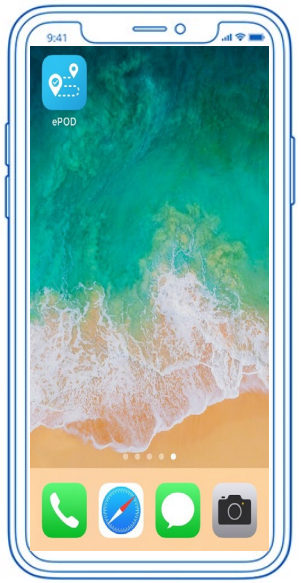
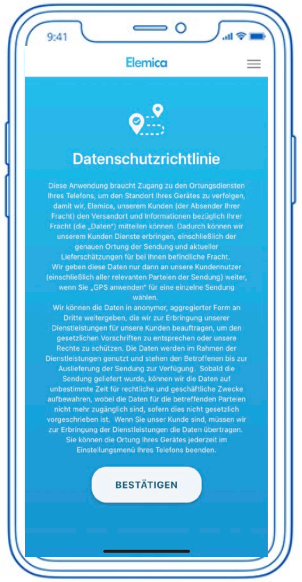
6 – Providing TRACE Information with TRANSPORT and ePOD App

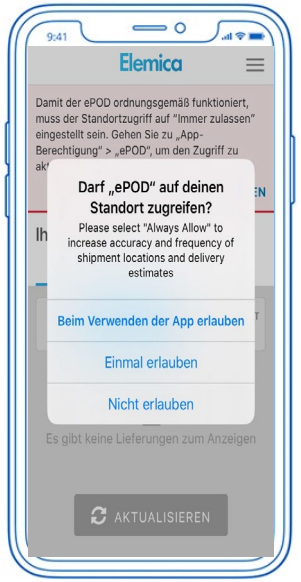
Using ePOD for the first time



5 The app is now installed on the phone and ready to use

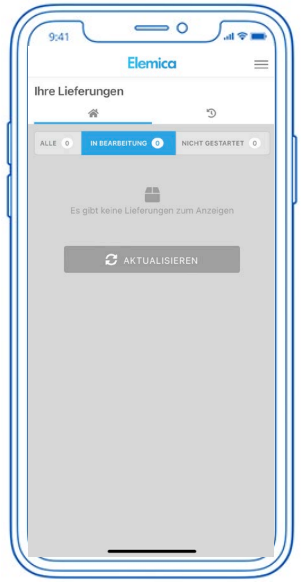


6 When opening the app for the first time, accept the terms and conditions



7 Choose “always allow” when asked for location preferences – this is the only way to make sure that GPS signals are transmitted regularly

The location will only be recorded when the driver selects to start tracking a specific shipment



8 The driver is now ready to receive shipments

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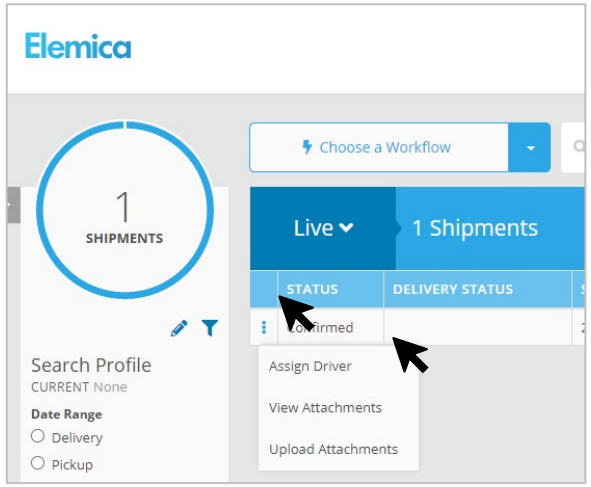
6 – Providing TRACE Information with TRANSPORT and ePOD App

Assigning a shipment to a driver

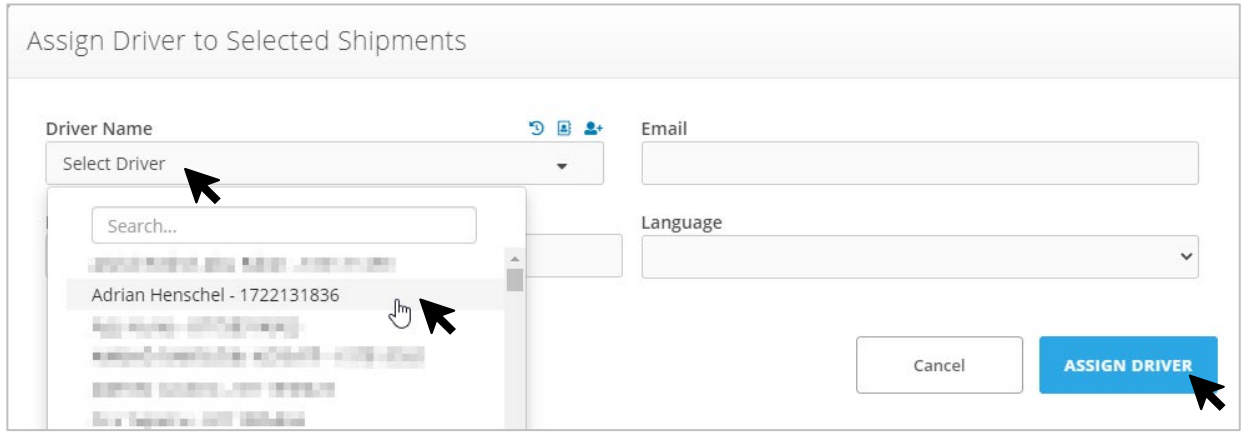
- To link a shipment to a driver, dispatchers need to select a registered driver from the driver's directory for each single shipment
- Shipments that are not yet assigned to a driver have the status “Confirmed”. Shipments that are assigned to a driver have the status “Assigned”

1 In TRANSPORT select the ⋮ symbol



2 Select “Assign Driver”

3 Select the driver from your list and choose “Assign Driver”



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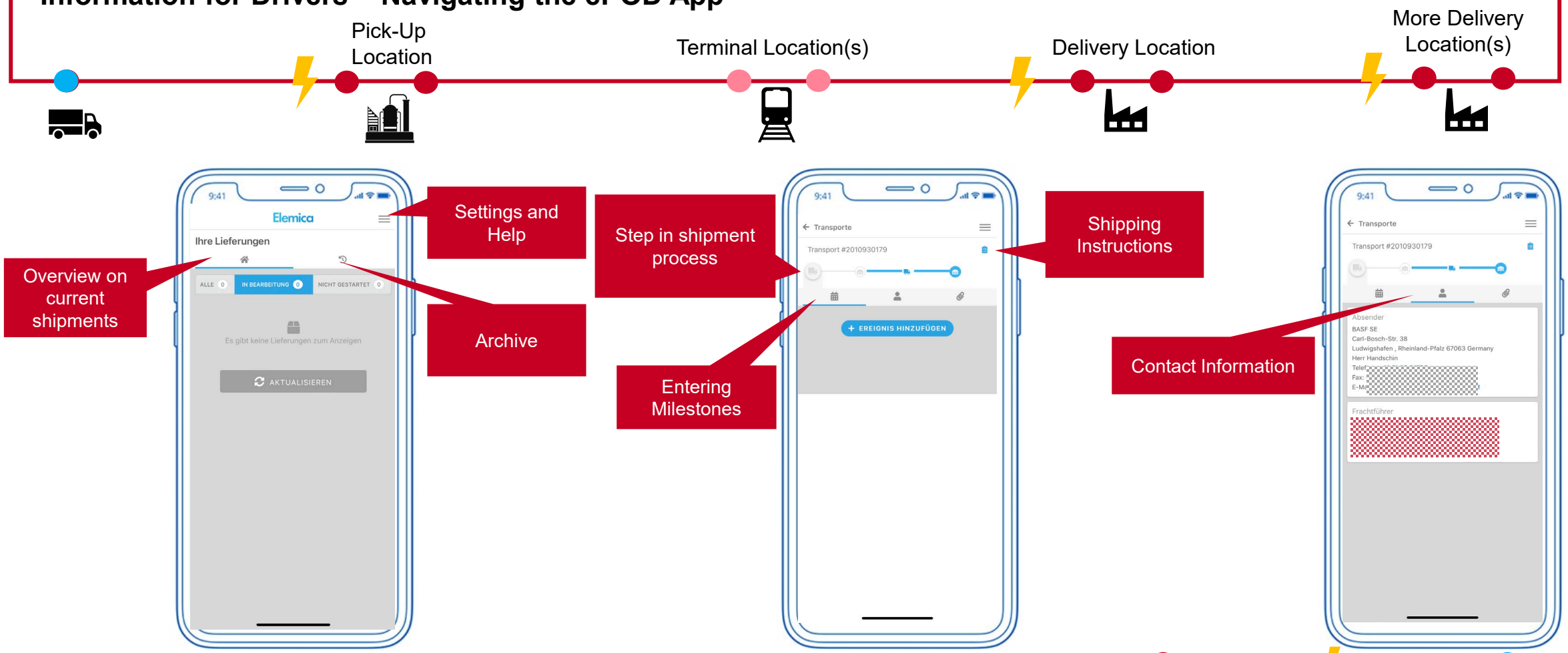
6 – Providing TRACE Information with TRANSPORT and ePOD App

Information for Drivers – Navigating the ePOD App



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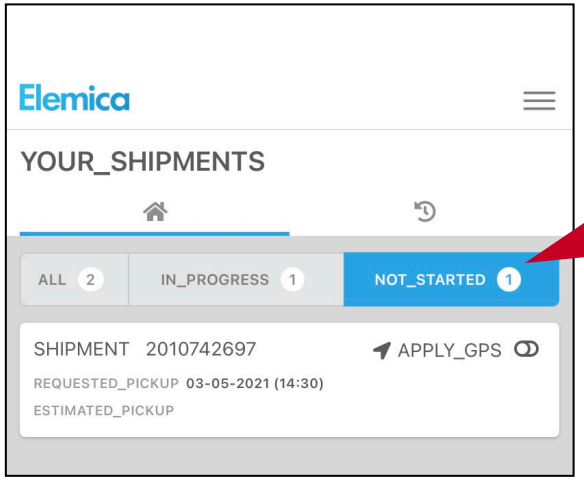
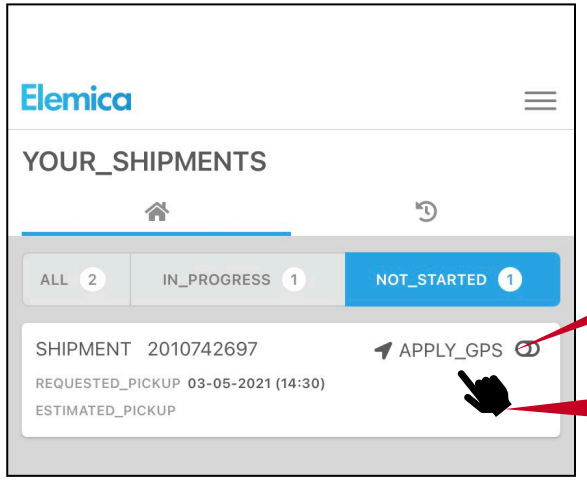
6 – Providing TRACE Information with TRANSPORT and ePOD App

Information for Drivers – Starting a Shipment



If a shipment has been assigned to you, it can be found in “Not Started”



At least 2 hours before loading, select „Apply GPS“ for the shipment that you want to start

Then, click on the shipment to start providing milestones

Mandatory status
intermodal only
Deviation message
Current step

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6 – Providing TRACE Information with TRANSPORT and ePOD App

Information for Drivers – New ETA for Loading

Pick-Up Location

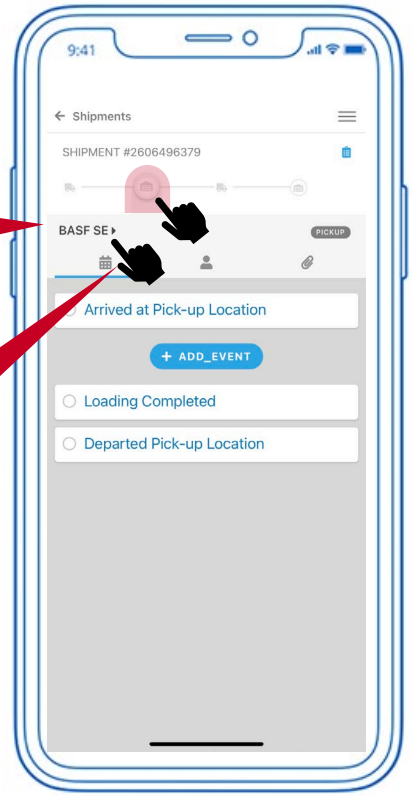
Terminal Location(s)

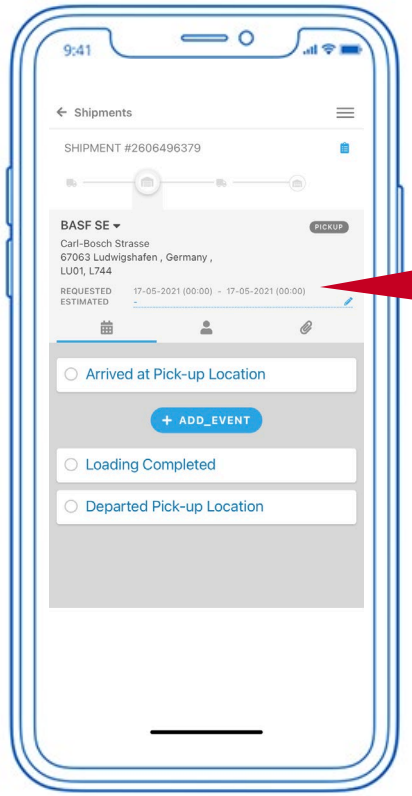
Delivery Location

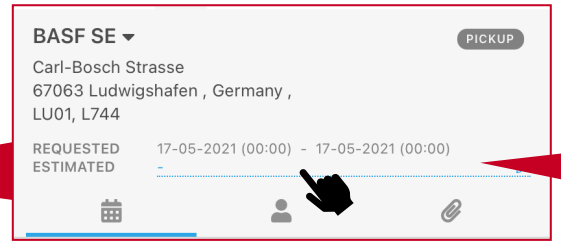
More Delivery Location(s)

If you notice you will be early or late for pick-up, you need to notify BASF by sending a new ETA*

Select the Loading location so that the information will expand







Enter a new expected time of arrival and click “Save”. This can be a timeframe or a point in time

Alert message in case of deviations of arrival time for pick-up and delivery **must be sent immediately**

Mandatory status
intermodal only
Deviation message
Current step

*This can be done either by the driver in ePOD app or by the dispatcher in TRANSPORT web portal

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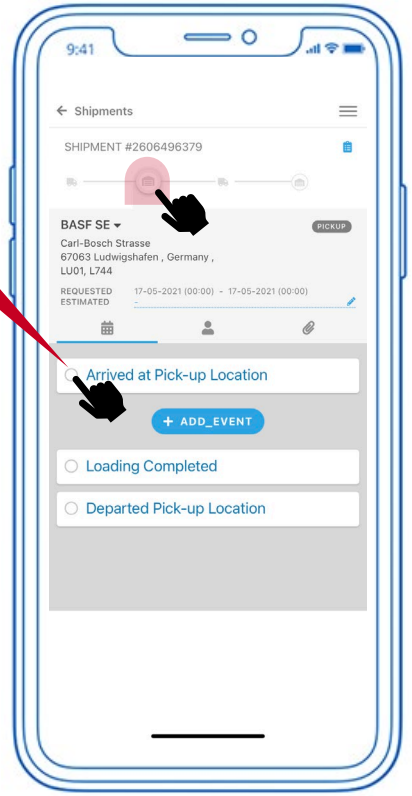
6 – Providing TRACE Information with TRANSPORT and ePOD App

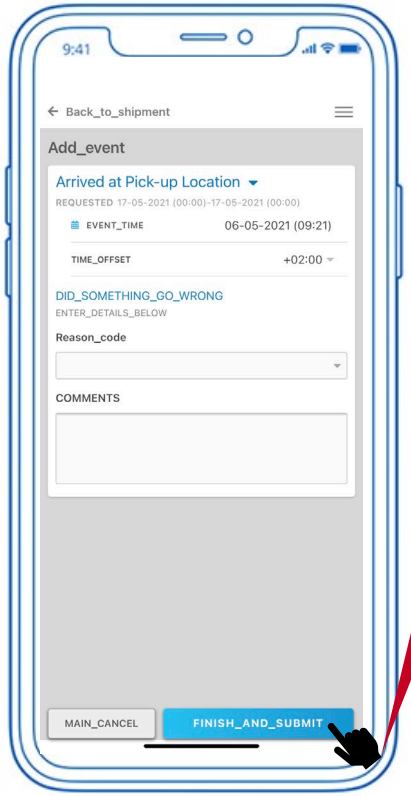
Information for Drivers – Setting Milestones at Pick-up Location

Pick-Up Location | Terminal Location(s) | Delivery Location | More Delivery Location(s)

1

Once you have arrived at the BASF gate, select “Arrived at Pick-up Location”





2

Select “Finish and Submit”

For the shipment milestones in ePOD, no reason or comment should be entered

Because the Milestones are submitted in real-time, no changes to the time must be made by the driver

Mandatory status
intermodal only
Deviation message
Current step

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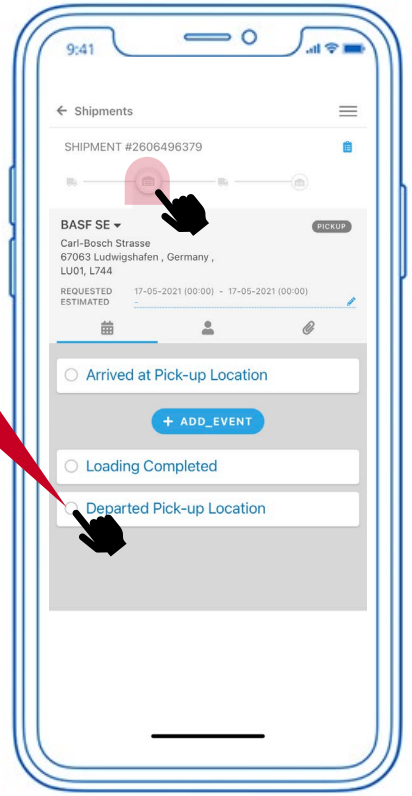
6 – Providing TRACE Information with TRANSPORT and ePOD App

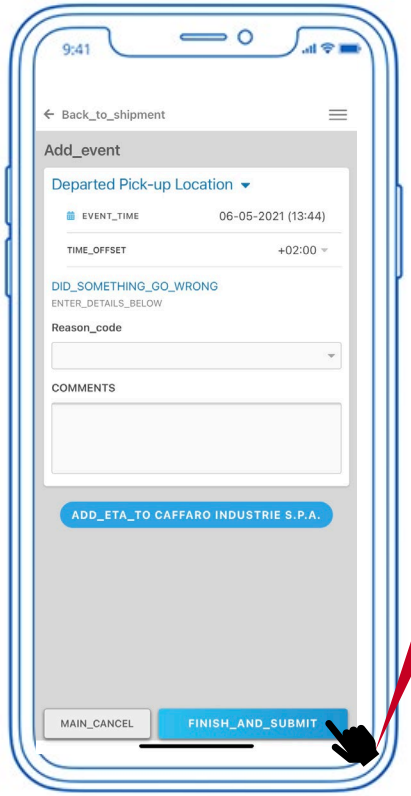
Information for Drivers – Setting Milestones at Pick-up Location

Repeat step 1 and 2 once you leave the BASF site and make your way to the customer.

Select “Departed Pick-up Location”

Sending the “Loading Completed” Milestone is **optional**





Select “Finish and Submit”

For the shipment milestones in ePOD, no reason or comment should be entered

Because the Milestones are submitted in real-time, no changes to the time must be made by the driver

Mandatory status
intermodal only
Deviation message
Current step

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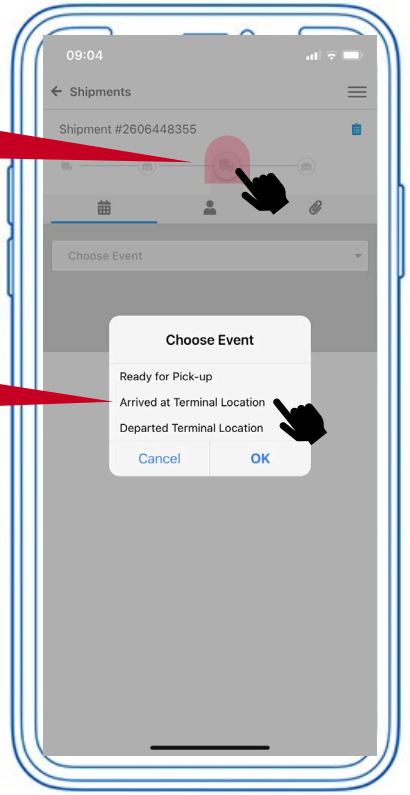
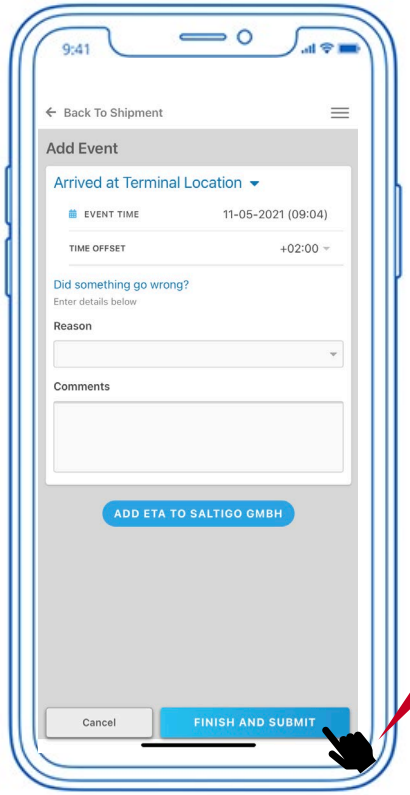
6 – Providing TRACE Information with TRANSPORT and ePOD App

Information for Drivers – Setting milestones at intermodal locations *(only relevant for intermodal shipments)*

If you drop the goods at an intermodal terminal, click on the “In Transit” Stage in the shipment and select “Add Event”

Select “Arrived at Terminal Location”





Select “Finish and Submit”

This only applies for intermodal shipments

The dispatcher can now assign the shipment to a new driver in TRANSPORT

Mandatory status
intermodal only
Deviation message
Current step

BASF
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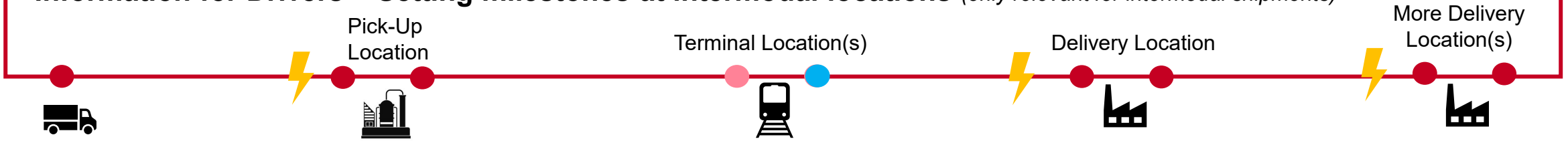
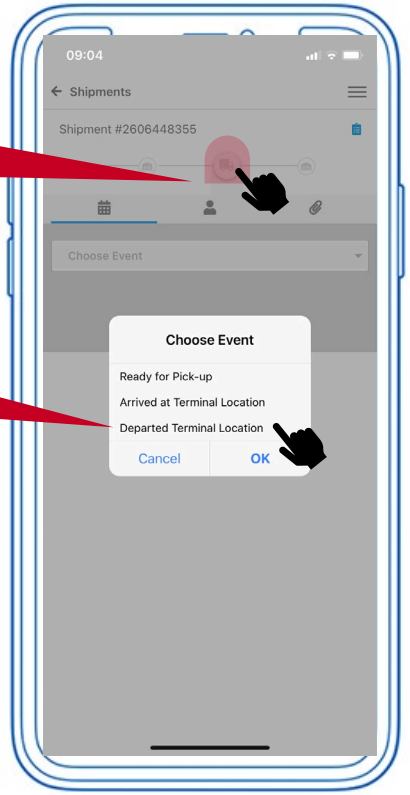
6 – Providing TRACE Information with TRANSPORT and ePOD App

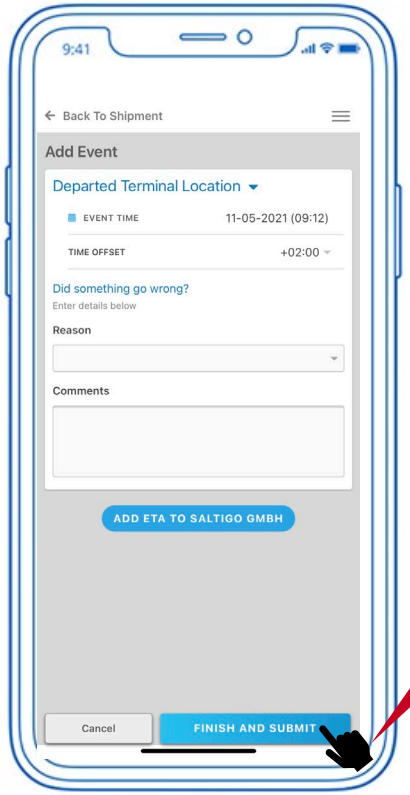
Information for Drivers – Setting milestones at intermodal locations *(only relevant for intermodal shipments)*



If you pick up the goods from an intermodal terminal, click on the “In Transit” Stage in the shipment and select “Add Event”

Select “Departed Terminal Location”





Select “Finish and Submit”

This only applies for intermodal shipments

Mandatory status
intermodal only
Deviation message
Current step

BASF
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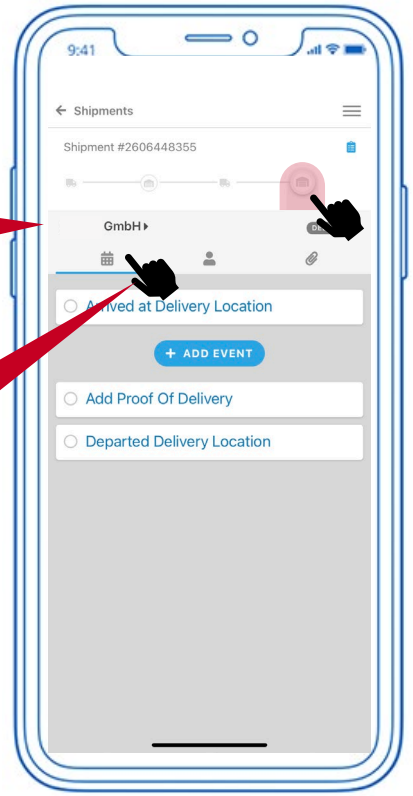
6 – Providing TRACE Information with TRANSPORT and ePOD App

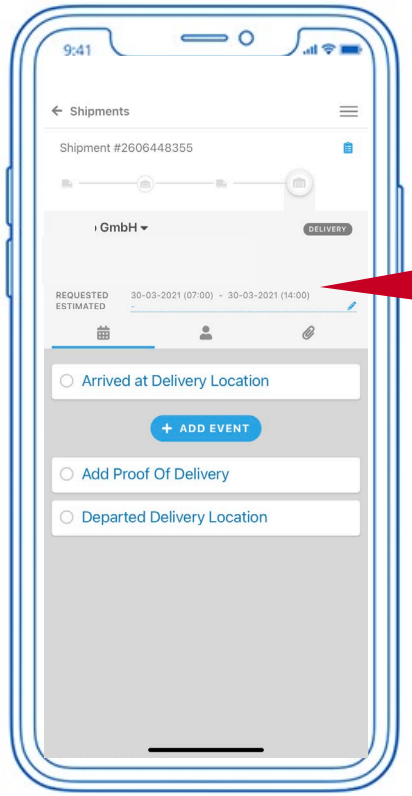
Information for Drivers – new ETA for Delivery

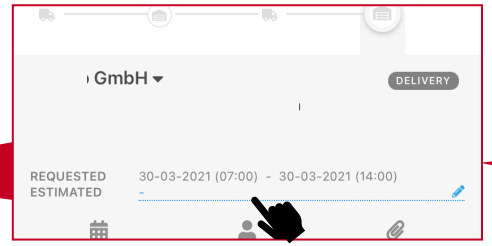
Pick-Up Location | Terminal Location(s) | Delivery Location | More Delivery Location(s)

If you notice you will be early or late for delivery, you need to notify BASF by sending a new ETA*

Select the delivery location so that the information will expand







Enter a new expected time of arrival and click “Save”. This can be a timeframe or a point in time

Alert message in case of deviations of arrival time for pick-up and delivery **must be sent immediately**

Mandatory status | intermodal only | Deviation message | Current step

*This can be done either by the driver in ePOD or by the dispatcher in TRANSPORT

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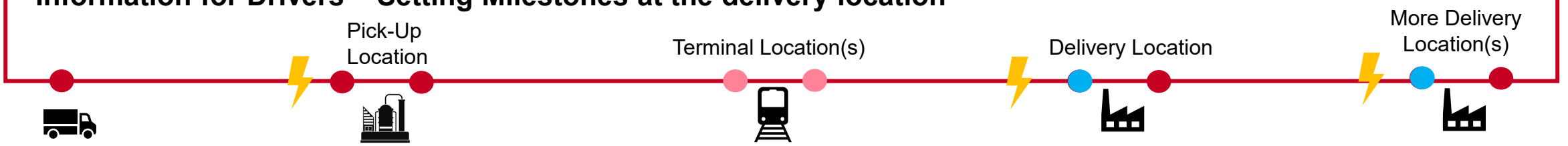
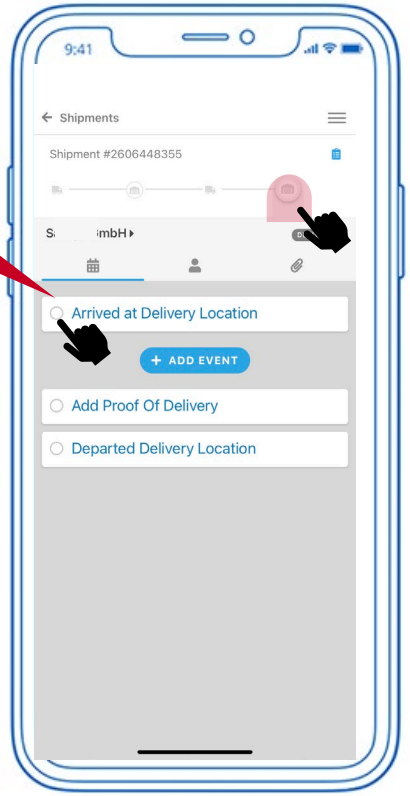
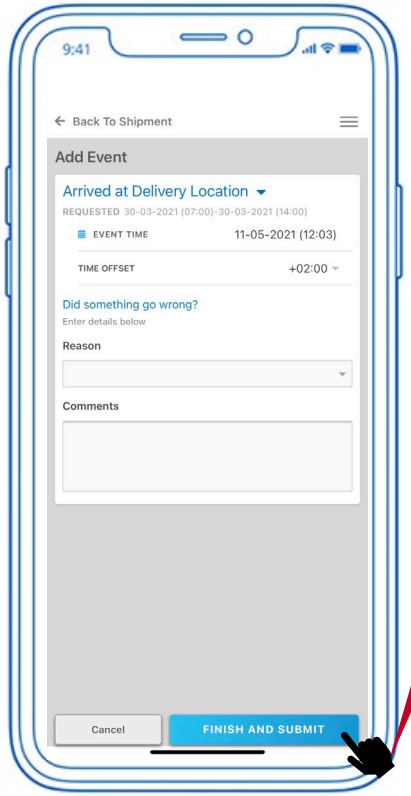
6 – Providing TRACE Information with TRANSPORT and ePOD App

Information for Drivers – Setting Milestones at the delivery location



Once you have arrived at the consignee's gate, select "Arrived at Delivery Location"





Select "Finish and Submit"

For the shipment milestones in ePOD, no reason or comment should be entered

Because the Milestones are submitted in real-time, no changes to the time must be made by the driver

Mandatory status
intermodal only
Deviation message
Current step

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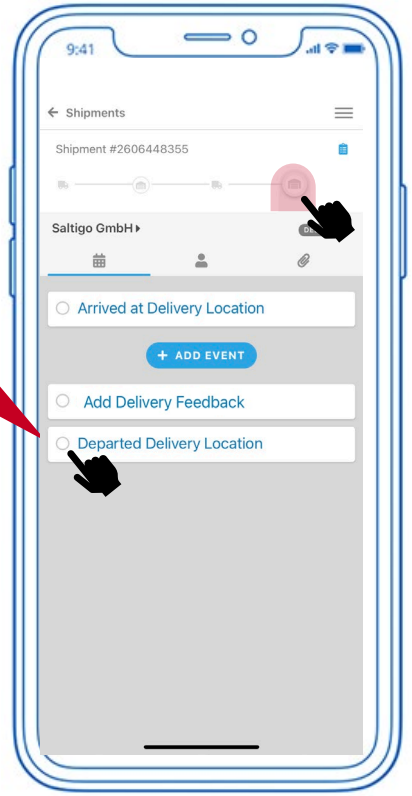
6 – Providing TRACE Information with TRANSPORT and ePOD App

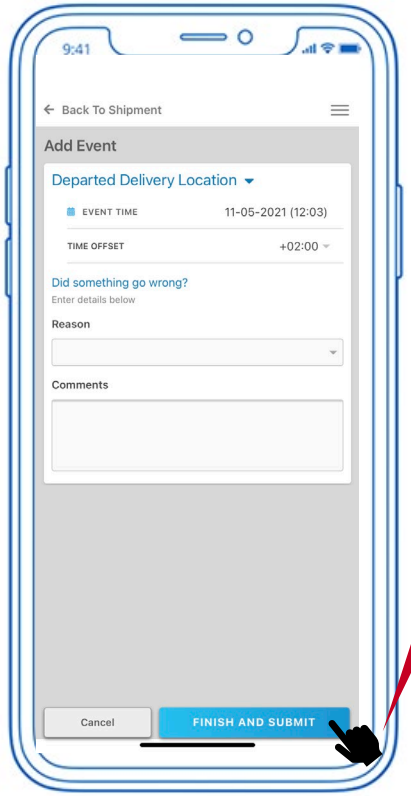
Information for Drivers – Setting Milestones at the delivery location

The same process should be repeated once you leave the customers site and make your way to the next customer / finish your shipment

Select “Departed Delivery Location”



The “Add Delivery Feedback” Information is usually provided by the dispatcher in TRANSPORT and must not be submitted by the driver



Select “Finish and Submit”

For the shipment milestones in ePOD, no reason or comment should be entered

Because the Milestones are submitted in real-time, no changes to the time must be made by the driver

Mandatory status
intermodal only
Deviation message
Current step

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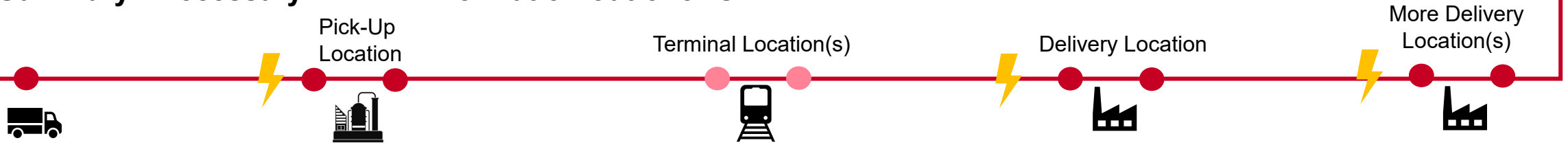
6 – Providing TRACE Information with TRANSPORT and ePOD App

Summary - Necessary TRACE Information out of ePOD



Milestone / ETA	When to do it?	What to do?
“Apply GPS”	When on the way to loading / two hours before loading	Click on “Apply GPS”
Estimated Pick-Up Date	When you know that the arrival will be earlier / later than requested	Click on the pick-up location and enter a new date or time
“Arrived at Pick-Up Location”	When arriving at the BASF gate	Select the milestone, click “Finish and Submit”
“Departed Pick-Up Location”	When leaving the BASF plant	Select the milestone, click “Finish and Submit”
(Intermodal only) “Arrived at Terminal Location”	When arriving at intermodal terminal A (Driver 1)	Select the milestone, click “Finish and Submit”
(Intermodal only) “Departed Terminal Location”	When leaving the intermodal terminal B (Driver 2)	Select the milestone, click “Finish and Submit”
Estimated Delivery Date	When you know that the arrival will be earlier / later than requested	Click on the delivery location and enter a new date or time
Arrived at Delivery Location	When arriving at the BASF customer’s gate	Select the milestone, click “Finish and Submit”
Departed Delivery Location	When leaving the BASF customer’s plant	Select the milestone, click “Finish and Submit”

Alert message in case of deviations of arrival time for pick-up and delivery **must be sent immediately**

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7 – Explanation of columns in TRANSPORT

Column	Explanation
Status	Handling status for the shipment (Confirmed, Cancelled, Assigned, En Route, Delivered)
Delivery Status	Status of delivery from a BASF point of view (Delivery Completed, Delivered Incorrectly, Not delivered)
Delivery	BASF reference for a delivery number in a shipment
Shipment Number	BASF reference for the entire shipment
Sales Order / Purchase Order	References for the orders number of BASF customers in a shipment
Requested Pickup / Delivery	Requested times to pick up and to deliver goods – Your estimated times indications and the carrier feedback that you provide to us must always be referring to these times
Actual Delivery	Actual time of delivery as provided from you in TRANSPORT
Origin / Destination City, Origin / Destination Country	Geographical locations for pickup and delivery
Origin / Destination Location	The ship-from and ship-to parties in a shipment
Created	When did BASF create this shipment
Last Shipper Modified	When did BASF last make a change to this shipment
Last Modified	When did anyone, BASF or the carrier, enter some information or make a change to this shipment

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8 – FAQ

Question	Answer
My ELEMICA password has expired. How can I get a new password?	Contact the ELEMICA support and request a new password (Page 4).
My ELEMICA account is blocked. How can I reactivate my account?	Contact the ELEMICA support and request for reactivation (Page 4).
How can I request access to ELEMICA for a new colleague?	Contact the ELEMICA support and request a new access (Page 4).
I have several applications in ELEMICA. How can I always get a specific application displayed by default after logging in?	You can determine which application is displayed by default after logging in by using the so-called “Application Order". First click on your name in the upper right corner, then select "Application Order" and then you can rearrange the order individually.
Can I use ELEMICA in another language?	ELEMICA is available in many languages. To change the language, first click on your name in the upper right corner and then select "Language“. Now you can select the desired language from a separate list.
I can´t see any shipments in TRANSPORT – why?	Be sure to click the “Confirmed” status in the status bar (Page 6). If your portal connection is new, it may take a few days for shipments to appear. If this does not change after a few days, please contact BASF.
How can I remove columns from my overview that I don't need?	You can remove unnecessary columns via drag and drop under the “Column Order” options (Page 7).
How can I add more columns to my overview?	You can add missing columns via drag and drop under the “Column Order” options (Page 7).
How can I sort columns in my overview differently?	You can sort columns individually via drag and drop under the “Column Order” options (Page 7).

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8 – FAQ

Question	Answer
How can I sort the results in the columns of the overview?	To sort results in the columns of the overview, e.g., according to the last transports submitted by BASF, you can click on the headline of the respective column at the top. Clicking the same headline again changes the order of sorting (ascending or descending).
Where can I find the BASF forwarding order as a PDF?	You can find the BASF forwarding order in the "Attachments" tab (Page 10). This document represents the official legally valid shipment ordering by BASF.
Do I really have to enter all the shipping data (e.g., "Carrier Reference Number" or "Vehicle Type") at the top of the "Milestones" tab?	No, you do not have to fill in these fields, but you are welcome to use them for yourself. Only important here when using the ePOD app is the field "Driver Name", via whose small icons in the upper right corner you can Register a New Driver for TRACE (Page 16) or select one from an existing Driver Directory (Page 19). Here you will also find the Driver History to check your previous assignment to the drivers.
Do I have to manually confirm all milestones in TRANSPORT each time?	No. As a dispatcher, you usually only have to enter new estimated dates for pick-up / delivery (Page 11) and use the “+ Add Delivery Feedback” function (Page 12 ff.). All other milestones are part of the real-time initiative “TRACE” and are entered by most of the carriers involved either via an EDI connection or with the ePOD driver app.
When entering an "Estimated Date and Time" (Chapter 5.1), I cannot save the entry via "Apply" – what do I have to do?	A time frame is always expected in this field. Please enter a time frame by either clicking again on the already defined start day in the list or by clicking on a later end day in the list. If you have followed this and the times of day are recorded correctly, you can now click "Apply".
I do not see the fields “Reason" and "Comments" when entering an "Estimated Date and Time" (Chapter 5.1) – what do I have to do?	These fields will only be displayed once you have selected a time frame as the new estimated date and time via "Apply".

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8 – FAQ

Question	Answer
What does “Time Offset” mean, and do I have to enter something there?	This field allows you to map different time zones. ELEMICA assumes that you always enter the local time of the stop when making an entry, so a separate entry of a time zone by you is not required. An incorrect manual entry by you can negatively affect the evaluation of your punctuality.
I have entered a carrier feedback incorrectly – how can I correct this?	You can enter a new carrier feedback in the "Milestones" tab under the respective delivery stop via the "Replace" button. The process starts again as described in Chapter 5.2.
How can I realize which carrier feedback is still missing?	In the overview, you can use the "Delivery Status" column to check whether you have entered all expected carrier feedback. If so, the corresponding field in this column is filled with an entry. If there is no entry in the corresponding field, at least one carrier confirmation of the respective shipment is still missing.
TRACE via ePOD app only: I have entered the contact details of my drivers in "Milestones" – why does my driver not receive anything?	The driver must first be registered in the Driver Directory (Page 16), and then assigned to a shipment through the directory (Page 19). Does the driver have a new phone number? In this case, you must repeat the registration with the current number.

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