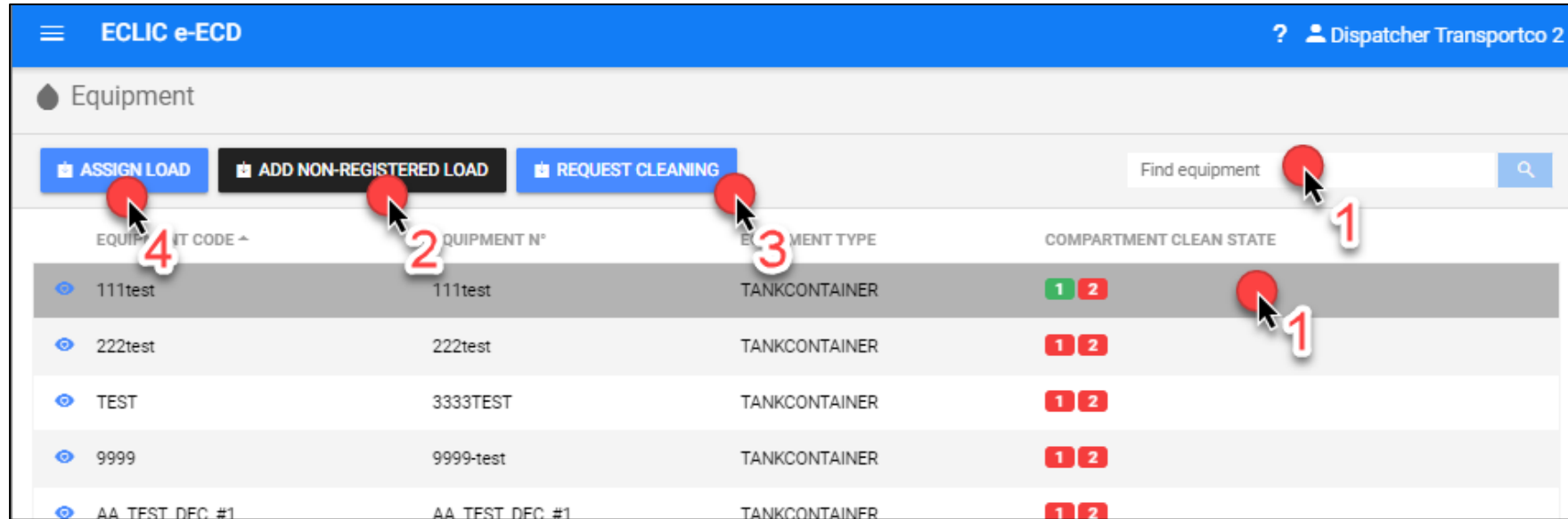


Instruction carriers detail for dispatcher

Overview



There are 4 main actions to do. These 4 main actions are explained in detail step by step in the following pages of this document.

1. Find equipment

Search your equipment by the search bar and select your equipment. You can also view the details of your equipment with the 'eye' icon at the left. This is self explanatory and is shown above ().

2. Add non-registered load

Check if the previous load was registered on the platform. If the previous load was not registered, you need to add a non-registered load. This must be done before you go cleaning or before you plan the next load of your equipment.

3. Request cleaning

You can request a cleaning for your equipment by sending an eECO (electronic EFTCO Cleaning Order) to a specific cleaning company. This cleaning request button is only used if you do not know yet what the next load will be!

4. Assign load

Plan the next load of your equipment. In this step you can select with what e-document the equipment will be loaded (ePPL or eECD). Doing this step will make the equipment and e-doc visible for the loader.

2. Add non-registered load

1. Select the compartment

In the left column you see all equipment info. Select the correct compartment in which the previous load was loaded.

2. Fill in the detail of the previous load

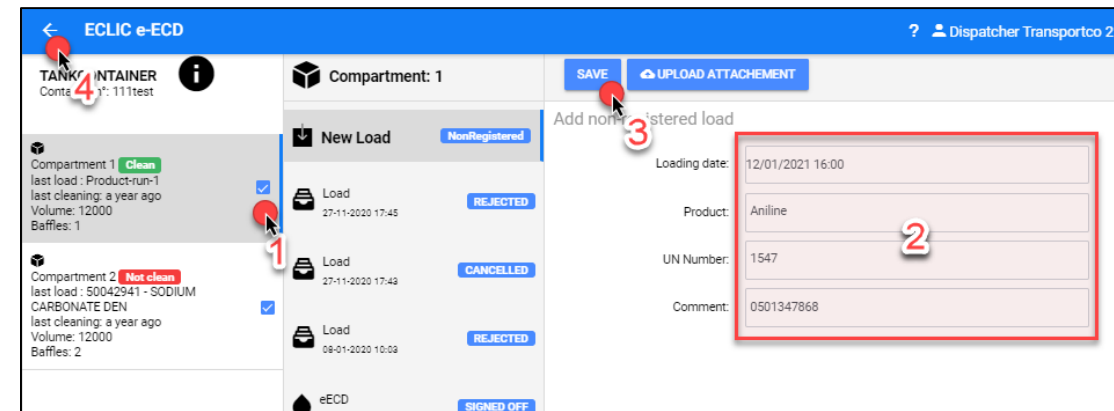
- ▶ Select loading date: must lie in the past and cannot be later than the last registered action on ECLIC
- ▶ Fill in product details: name and UN number
- ▶ Comment: fill in last transport number !!!

3. Save the previous load

Saving will add a non-registered load to the actions performed on your equipment (column in the middle in the screen).

4. Go back

Go back to plan your next action which is a cleaning order or the next load.



3. Request cleaning

1. Select the cleaning company and specific cleaning station

You must indicate to which company you want to send your cleaning request. You can also select which station if the cleaner has several locations.

2. Fill in the detail of cleaning request

You can fill in planning info, reference numbers, safety info and request specific cleaning codes.

3. Send the cleaning order (eECO)

Saving will send the eECO to the cleaning company and add a requested cleaning to your equipment. As of this moment the equipment becomes visible for the cleaner in order to plan and perform the cleaning.

(This is optional and does not need to be used when loading with an ePPL)

Electronic EFTCO cleaning order request - eECO

STEP 1: Mandatory: search a cleaner

Search: Select cleaner organization

Issue DATE: 28/01/2021 19:19

Customer nr ref

Estimated time of arrival

Estimated time of pickup

SAFETY INFO

Tank under pressure Nitrogen in tank Solid no pressure

Unaccompanied cleaning Polymer cleaning

Compartment 1

| EFTCO Code | ETCO Code Description |
|------------------------------|-------------------------|
| <input type="checkbox"/> E35 | Hot air drying |
| <input type="checkbox"/> E40 | Dip tube |
| <input type="checkbox"/> E50 | Hose cleaning |
| <input type="checkbox"/> E51 | Cleaning of hose box |
| <input type="checkbox"/> E55 | Cleaning of ancillaries |
| <input type="checkbox"/> E60 | Cleaning of airlines |
| <input type="checkbox"/> P26 | Kosher procedures |

| EFTCO Code | ETCO Code Description |
|------------------------------|-----------------------|
| <input type="checkbox"/> E65 | Pump cleaning |
| <input type="checkbox"/> E66 | Cleaning of filter |
| <input type="checkbox"/> E90 | Sealing |
| <input type="checkbox"/> E95 | Livery |
| <input type="checkbox"/> E62 | ATP measurement |
| <input type="checkbox"/> P01 | Cold water spin |

| EFTCO Code | ETCO Code Description |
|------------------------------|-----------------------------|
| <input type="checkbox"/> P27 | Halal procedure |
| <input type="checkbox"/> P30 | Drying |
| <input type="checkbox"/> P50 | Sanitisation with chemicals |
| <input type="checkbox"/> P51 | Sanitisation with steam |
| <input type="checkbox"/> T20 | pH neutral |
| <input type="checkbox"/> T90 | Vacuum test |

Cleaning agent request

Other cleaning request

SAVE AND SEND REQUEST BACK

4. Assign load

1. Select the compartment

Select the correct compartment in which you plan your next load.

2. Select integrated

This allows you to search in your transport orders and will auto-fill the load information.

3. Search & select transport order

Fill in BASF as 'Seller' and search for the transport order of BASF and select it.

4. Select which e-document (ePPL or eECD)

- ▶ 'Use existing eECD/eECO' (=create no e-document)
- ▶ 'Create ePPL' to load the equipment unclean
- ▶ 'Create eECO' to send a cleaning request to a cleaning company

5. Assign & go back

Saving will add the planned load to the actions performed on your equipment (column in the middle in the screen). As of this moment the equipment details and its corresponding e-doc (ePPL or eECD) becomes visible for the loader.

The screenshot displays the ECLIC e-ECD interface for a 'TANKCONTAINER' (Container n°: 111test). The interface is divided into three main sections:

- Left Panel (Equipment Details):** Shows two compartments. Compartment 1 is selected, with details: last load: Product-run-1, last cleaning: a year ago, Volume: 12000, Baffles: 1. Compartment 2 is also listed with details: last load: 50042941 - SODIUM CARBONATE DEN, last cleaning: a year ago, Volume: 12000, Baffles: 2.
- Middle Panel (New Load):** A list of load entries with status tags: 'NONREGISTERED', 'REJECTED', 'CANCELLED', 'REJECTED', 'SIGNED OFF', and 'NONREGISTERED'.
- Right Panel (Assign load):** Contains the 'Assign load' form. It has two radio buttons: 'MANUAL' (selected) and 'INTEGRATED'. Below are search fields for 'BASF SE' and '050157597', a 'SEARCH ORDER' button, and a table of transport order details. The table has columns: 'LOADING DATE', 'CUSTOMER', 'LOADER', and 'PRODUCT'. The data row shows: '24/06/2020', 'BASF SE', 'BASF SE', and 'DI-ETHYLEENGLYKOL BULK'. Below the table is a section 'Requested accompanying electronic document' with three radio buttons: 'Use existing eECD, eECO' (selected), 'Create new ePPL - Proof previous load', and 'Create new eECO - Request a cleaning'.

4. Assign load (manual)

1. Select the compartment

Select the correct compartment in which you plan your next load.

2. Select manual

This requires you to fill all the load information manually. This is only used when integrated method does not work !!

3. Fill all the load information manually from your transport order

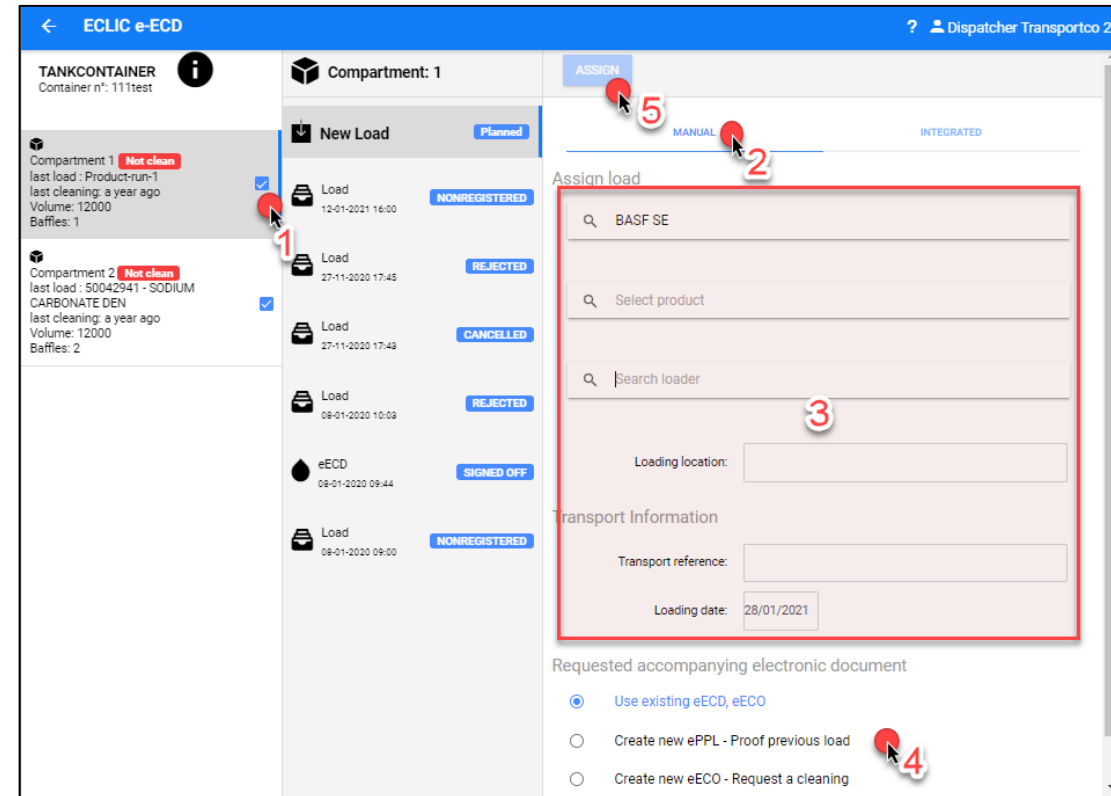
- ▶ Seller = "BASF SE"
- ▶ Product = select the BASF product
- ▶ Loader = select the loader ("BASF SE" or an external loader)
- ▶ Loading location = "BASF Antwerp"
- ▶ Transport reference = input transport order nr (no errors, mandatory!)
- ▶ Loading date = planned loading date

4. Select which e-document (ePPL or eECD)

- ▶ 'Use existing eECD/eECO' (=create no e-document)
- ▶ 'Create ePPL' to load the equipment unclean
- ▶ 'Create eECO' to send a cleaning request to a cleaning company

5. Assign & go back

Saving will add the planned load to the actions performed on your equipment (column in the middle in the screen).



5. Edit or cancel load

1. Edit the planned load

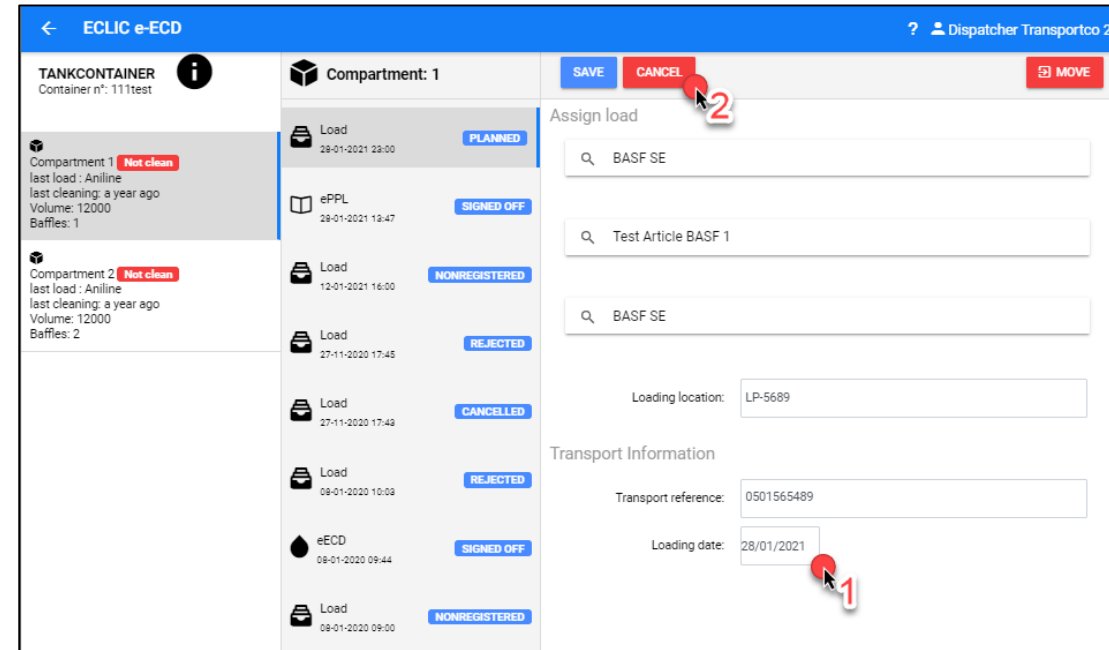
You can always edit any field of the planned load manually. Correct the loading date when this is needed:

- ▶ The transport order was changed
- ▶ You plan to come at another day
- ▶ ...

2. Cancel the planned load

It is needed to cancel your load in ECLIC when:

- ▶ The transport order was cancelled
- ▶ This load will be loaded with another equipment (cancel the load assigned to the incorrect equipment + assign the load to the correct equipment)
- ▶ ...



Issues

■ You cannot find the transport order in ECLIC

- ▶ Make sure you entered the correct transport reference
- ▶ Try to logout and login
- ▶ If still no success → use the manual method (slide 6) only in exceptional case and contact BASF that the transport order could not be found

■ BASF cannot see Load and the corresponding eECD/ePPL

- ▶ Make sure the 'assign load' was correct assign
 - Correct transport reference? → if not, edit in the planned load the transport reference
 - Correct equipment? → if not, cancel the planned load to the wrong equipment and assign to the correct equipment
- ▶ Make sure the eECD is in the correct status "signedoff" → if not, call cleaner to finish cleaning
- ▶ If you cannot do the above because ECLIC 'down' (i.e. general IT issue) → ask your cleaner that he mails the paperECD to BASF (hub-truck-bulk@basf.com) and invalidates the eECD when IT issues are solved

■ The wrong previous product is mentioned on the eECD

- ▶ If the eECD is already made → call the cleaner to 'cancel' or 'invalidate' the eECD and ask for a new eECD after you added the correct 'non-registered load'
- ▶ If the cleaning is not yet started → add the correct 'non-registered load'

■ The previous load from BASF was not registered on the platform

- ▶ Add a non-registered load and add in the comment field the transport reference of the previous load!



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