

# MERAXIS

Trade. Create. Elevate.

# Forwarder Process

Meraxis – AX4-Portal

V3.0

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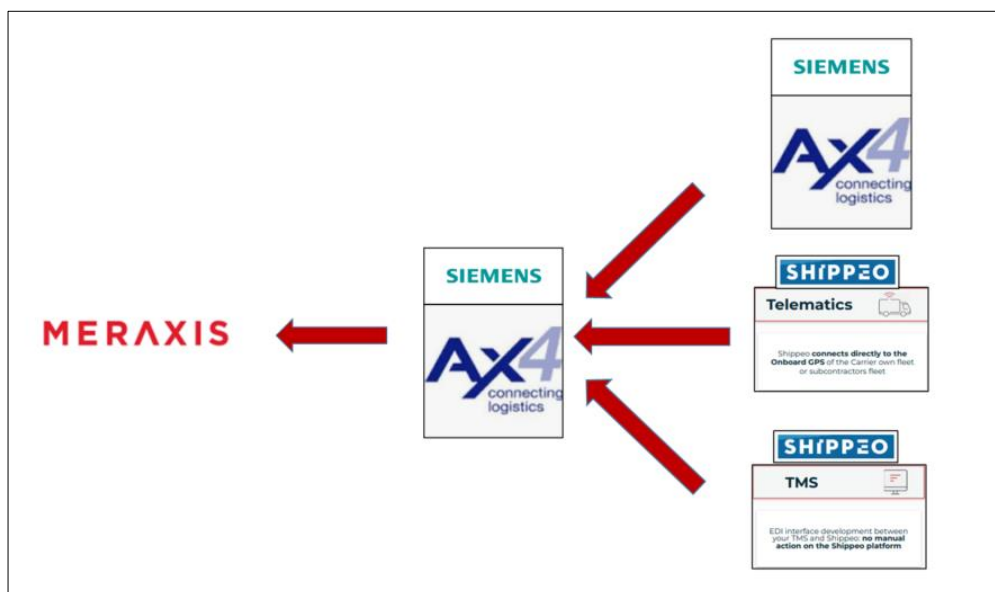
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## 1 General information

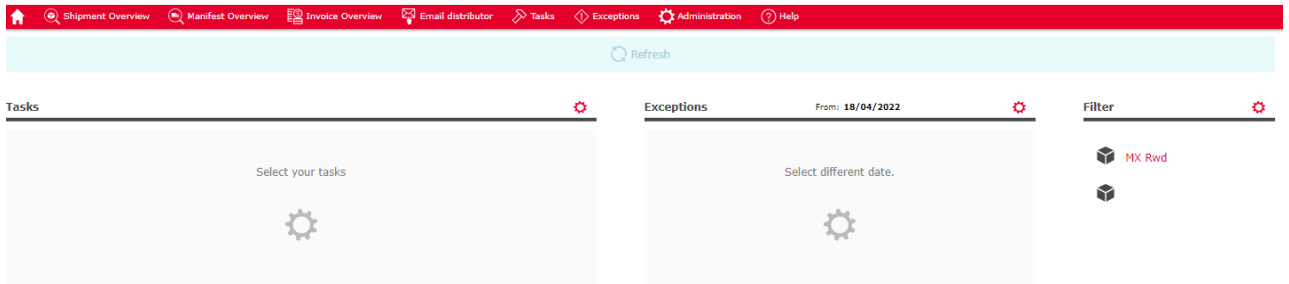
- > The Meraxis AX4 – Portal provides visibility on transport orders due to an integrated solution with Meraxis ERP and the connected forwarders.
- > Transport orders and milestones are available by the AX4 portal and / or connection through EDI.
- > The data is processed on a „near-real-time“ base for Meraxis and its forwarders.
- > Link to AX4: <https://www.ax4.com/ax4/index.jsp>

## 2 Shippeo

- > Meraxis offers an addition to the service of AX4 with Shippeo.
- > Shippeo is a solution to link shipments shown on AX4 to either TMS or telematics.
- > Information regarding shipments can be exchanged in real time with Shippeo.
- > Shippeo will set events and report exceptions automatically if link to TMS or telematics is successful.
- > You can choose whether you want to set the defined milestones manually in AX4 or be connected with Shippeo telematics or TMS. In any case, AX4 will be the working platform.

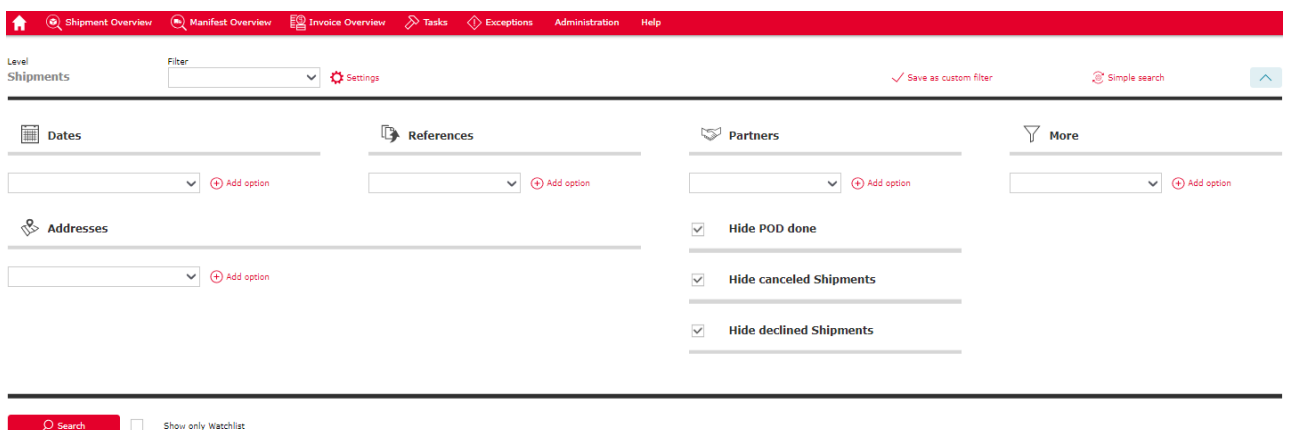


## 3 Landing page



- > **Shipment Overview** Overview of all shipments workplace for all tasks within the forwarder process.
- > **Exceptions** Overview of reported exceptions by forwarder.
- > **Administration** Management of personal data.  
Master User: set up of new users (separate manual *Meraxis DIGI SCM AX4 - Forwarder User Setup*).
- > **Filter** Overview of customized filters.

## 4 Shipment Overview



- > Shipment overview presents all orders.
- > Individual filters can be set for each search or saved as a customized filter layout, which can be selected whenever required.

- > Filters to hide cancelled orders from Meraxis, declined orders from forwarders and orders for which the POD done milestone has been reached, are set automatically but can be removed.

- Hide POD done**

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- Hide canceled Shipments**

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- Hide declined Shipments**

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- > Click on the Search button to see all open orders:


| Shipment AX4 ID          |   |                                    |              |                                      |                          |   |  |   |                               |                            |   |           |                |                  |             |  |
|--------------------------|---|------------------------------------|--------------|--------------------------------------|--------------------------|---|--|---|-------------------------------|----------------------------|---|-----------|----------------|------------------|-------------|--|
| Import to Shippeo        | Forwarder Reference Track ID Trailer / Container ID | Shipment Reference Shipment AX4 ID | POSITIONTEXT | Creation Date Modification Date      | Pick up Date Supply Date | Terms of Delivery Incoterm Destination  | Loading Address  | Unloading Address   | No. of Packages Weight Volume | Exception Impact Indicator | Reached Milestone Reason Last Tracking Date Delay | Next Step | Milestone Plan | Report Exception | Attachments |  |
| <input type="checkbox"/> |   | 9080054343<br>65889496             |              | 02.03.2022 00:00<br>22.03.2022 10:07 | 01.03.2022<br>01.03.2022 | (DDP) Delivered Duty Paid<br>Domstetten | Vallienersmatte<br>N.V.<br>St. Nicolaasstraat.<br>Quay 1155<br>9130 Kalle<br>Belgium | Sicht-Pack<br>Hagner<br>GmbH<br>Musbacher<br>Strasse 21<br>72280<br>Domstetten<br>Germany | 1<br>25000.00                 | Imported                   | 22.03.2022 09:06                                  |           |                |                  | 65889496    |  |
| <input type="checkbox"/> |   | 9080054358<br>65760644             |              | 08.03.2022 00:00<br>17.03.2022 09:15 | 09.03.2022<br>12.03.2022 | (DDP) Delivered Duty Paid<br>Domstetten | Vallienersmatte<br>N.V.<br>St. Nicolaasstraat.<br>Quay 1155<br>9130 Kalle<br>Belgium | Sicht-Pack<br>Hagner<br>GmbH<br>Musbacher<br>Strasse 21<br>72280<br>Domstetten<br>Germany | 1<br>25000.00                 | Imported                   | 17.03.2022 08:14                                  |           |                |                  | 65760644    |  |
| <input type="checkbox"/> |   | 980054358<br>65760388              |              | 07.03.2022 00:00<br>21.03.2022 16:55 | 07.03.2022<br>07.03.2022 | (DDP) Delivered Duty Paid<br>Domstetten | Vallienersmatte<br>N.V.<br>St. Nicolaasstraat.<br>Quay 1155<br>9130 Kalle<br>Belgium | Sicht-Pack<br>Hagner<br>GmbH<br>Musbacher<br>Strasse 21<br>72280<br>Domstetten<br>Germany | 1<br>25000.00                 | Delivered                  | 21.03.2022 00:00                                  |           |                |                  | 65760388    |  |

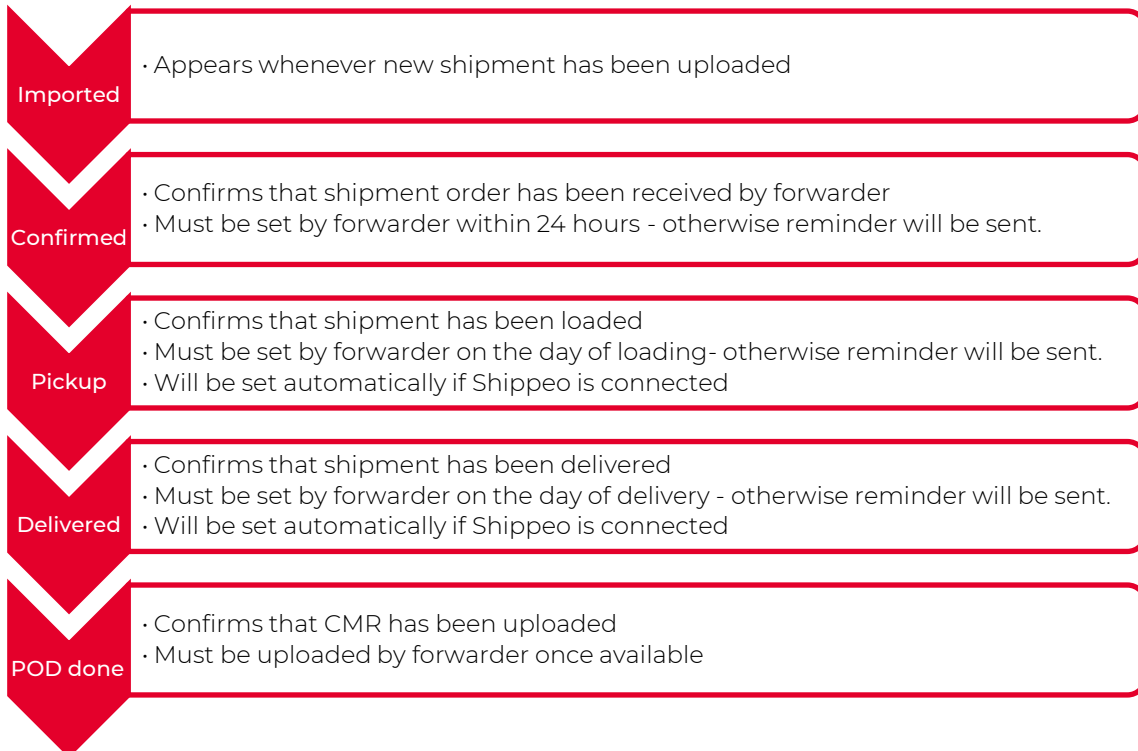
- > **Import to Shippeo** Green sign: Import to Shippeo was successful Red sign: Import to Shippeo failed
- > **Positiontext** Remarks to shipment (only available if there are remarks)
- > **Shipment Details** Details of shipment – further explained in chapter 7
- > **Shipment Order** PDF version of shipment
- > **Next Step** Set next milestone
- > **Milestone Plan** View all milestones
- > **Report Exception** Report exception in milestone plan
- > **Attachments** View and upload documents
- > **Watchlist** Orders can be added to watchlist with selecting orders on the left side and scrolling to the bottom of page.

After orders have been added to the watchlist, they are displayed by selecting the following filter:

Search  Show only Watchlist

## 5 Milestone Plan







- > The milestones can be set with clicking on the next step button 
- > The current milestone appears automatically



- > If you have a connection with Shippeo, these milestones will be triggered automatically by Shippeo GPS events.

- > Milestone overview for each shipment can be opened in milestone plan 

### Milestones

| Milestone Reason   | Actual Date  | Requested Date   | Partner   | Explanation                    | Modification Date | Truck ID | Trailer / Container ID | Shippeo flag |
|--|--|------------------|---|--------------------------------|-------------------|----------|------------------------|--------------|
|  Imported                               |  11/02/2022 11:16 |                  | LLP Controlover - Meraxis project *                                     | Shipment is created # 64714290 | 11/02/2022 11:16  |          |                        |              |
|  Late confirmation<br>Alerted by system |  11/02/2022 12:17 |                  |   |                                | 11/02/2022 12:17  |          |                        |              |
|  Confirmed                              |  15/02/2022 15:28 | 11/02/2022 00:00 | LKW WALTER INTERNATIONALE<br>TRANSPORTORGANISATION AG<br>WIENER NEUDORF |                                | 16/02/2022 09:19  |          |                        |              |

## 5.1 Confirmed

Milestone: **Confirmed**

### Shipments

| Shipment AX4 ID | Shipment Reference | Forwarder Reference  | Trailer / Container ID | Truck ID             |
|-----------------|--------------------|----------------------|------------------------|----------------------|
| 65889496        | 9080054343         | <input type="text"/> | <input type="text"/>   | <input type="text"/> |

✓ Confirm

⊘ Decline

< Back

- > Confirm shipment with the green confirmed button if all details of shipments conform with agreed terms.
- > If freight costs are not as agreed exception must be reported mentioning correct amount in explanation. When freight costs have been amended shipment can be confirmed.
- > Forwarder reference can be entered (not mandatory and can be changed later).
- > Forwarder (not mandatory) can enter truck and Trailer ID.
- > AX4 will send out a reminder email if this milestone is not set within two hours after upload to AX4.
- > Manual confirmation must be set even if connection to Shippeo is successful.

| Status*     | Reason*               |
|-------------|-----------------------|
| Other X     | Wrong freight costs X |
| Explanation |                       |
| 450 EUR     |                       |

## 5.2 Pick up

|   |   |
|---|---|
| Shipment AX4 ID: 65889496                           | Forwarder Reference: <input type="text"/>       |
| Shipment Reference: 9080054343                      | Truck ID*: <input type="text"/>                 |
| Shipper: Valkeniersnatie N.V. 9130 Kallo            | Trailer / Container ID*: <input type="text"/>   |
| Consignee: Sicht-Pack Hagner GmbH 72280 Dormstetten |   |
| Milestone*<br>Pickup X                              | Actual Date*<br>19/04/2022 <input type="text"/> |

### Milestones

| Milestone         | Actual Date      | Requested Date   | Partner   | Explanation                    | Modification Date | Truck ID | Trailer / Container ID |
|-------------------|------------------|------------------|---|--------------------------------|-------------------|----------|------------------------|
| Imported          | 22/03/2022 09:06 |                  | LLP Controltower - Meraxis project *                    | Shipment is created = 65889496 | 22/03/2022 09:06  |          |                        |
| Late confirmation | 22/03/2022 10:07 |                  |   |                                | 22/03/2022 10:07  |          |                        |
| Confirmed         | 19/04/2022 14:52 | 02/03/2022 00:00 | Rosenboom Transport en Expeditie B.V. BR Bergen op Zoom |                                | 19/04/2022 14:56  |          |                        |
| Pickup            |                  | 01/03/2022 15:00 | Rosenboom Transport en Expeditie B.V. BR Bergen op Zoom |                                | 19/04/2022 14:56  |          |                        |
| Delivered         |                  | 01/03/2022 16:00 | Rosenboom Transport en Expeditie B.V. BR Bergen op Zoom |                                | 19/04/2022 14:56  |          |                        |
| POD done          |                  |                  | Rosenboom Transport en Expeditie B.V. BR Bergen op Zoom |                                | 19/04/2022 14:56  |          |                        |

- > Actual date needs to be filled out with date of pick up by forwarder.
- > Forwarder can enter time of pick up (not mandatory).
- > Forwarder can set forwarder reference (not mandatory).
- > Forwarder has to enter truck and Trailer / Container ID prior pick-up.
- > Click the save button to set milestone pick up.
- > AX4 will send out a reminder email at 17:00 on the day of scheduled pick up if this milestone is not set upon that time.
- > Connection with Shippeo: This milestone is set automatically when the event "LEFT\_LOADING\_SITE" is triggered. Reminder email will be sent at 16:00 if event is not triggered at this time.

## 5.3 Delivered

Shipment AX4 ID: 65889496

Shipment Reference: 9080054343

Shipper: Valkeniersmatie N.V. 9130 Kalle

Consignee: Sicht-Pack Hagner GmbH 72280 Domstetten

Forwarder Reference: X

Truck ID\*: XX

Trailer / Container ID\*: XXX

Milestone\*  Actual Date\*

| Milestone         | Actual Date      | Requested Date   | Partner  | Explanation                    | Modification Date | Truck ID | Trailer / Container ID |
|-------------------|------------------|------------------|--|--------------------------------|-------------------|----------|------------------------|
| Imported          | 22/03/2022 09:06 |                  | LLP Controltower - Meraxis project *                     | Shipment is created # 65889496 | 22/03/2022 09:06  |          |                        |
| Late confirmation | 22/03/2022 10:07 |                  |  |                                | 22/03/2022 10:07  |          |                        |
| Confirmed         | 19/04/2022 14:52 | 02/03/2022 00:00 | Roozenboom Transport en Expeditie B.V. BR Bergen op Zoom |                                | 19/04/2022 14:56  |          |                        |
| Pickup            | 19/04/2022 00:00 | 01/03/2022 15:00 | Roozenboom Transport en Expeditie B.V. BR Bergen op Zoom |                                | 19/04/2022 14:59  | XX       | XXX                    |
| Delivered         |                  | 01/03/2022 16:00 | Roozenboom Transport en Expeditie B.V. BR Bergen op Zoom |                                | 19/04/2022 14:59  |          |                        |
| POD done          |                  |                  | Roozenboom Transport en Expeditie B.V. BR Bergen op Zoom |                                | 19/04/2022 14:59  |          |                        |

- > Forwarder needs to fill out actual date with date of delivery.
- > Forwarder can enter time of delivery (not mandatory).
- > Forwarder can set forwarder reference (not mandatory).
- > In case truck and trailer / container ID changed, forwarder has to enter new ID in shipment details → License plates for each milestone will be shown in milestone plan.
- > Click the save button, to set milestone delivered.
- > AX4 will send out a reminder email at 17:00 on the day of scheduled delivery if this milestone is not set upon that time.
- > Connection with Shippeo: This milestone is set automatically when the event




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“DRIVER\_LEFT\_UNLOAD” is triggered. Reminder email will be sent at 16:00 if event is not triggered at this time.

## 5.4 POD done


 Upload files

 Close

- > Click on upload files and choose CMR.
- > In case wrong CMR has been uploaded, you can upload the correct CMR with clicking on attachment button in shipment overview.   
(Wrongly uploaded CMR cannot be deleted).


## 6 Exceptions

| Shipments       |                    |                      |                        |                 |                    |        |                   |                    |
|-----------------|--------------------|----------------------|------------------------|-----------------|--------------------|--------|-------------------|--------------------|
| Shipment AX4 ID | Shipment Reference | Shipper              | Receiver               | No. of Packages | Total Gross Weight | Volume | Reached Milestone | Last Tracking Date |
| 65889496        | 9080054343         | Valkeniersnatie N.V. | Sicht-Pack Hagner GmbH | 1.0             | 25000.00           |        | Delivered         | 19/04/2022 00:00   |

Actual Date\*  
19/04/2022 15:20 

Status\*  Reason\*

Explanation

 Save

- > Forwarders can report an exception for the shipment if planned loading and delivery date are affected due to an issue.
- > Wrong freight costs can be reported as exception before setting milestone confirmed.

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- > Choose status suited for shipment.
- > Status shows to which milestone exception belongs.

Status\*

Please choose ▾

- Other
- Late delivery
- Late pick up
- Refuses delivery
- Waiting Time Loading Point
- Waiting time unloading point

- > Choose reason best suited for shipment.

Reason\*

Please choose ▾

- Acceptance refused
- Weather conditions / Force Majeur
- Traffic jam
- Increased Waiting Time
- Damaged Vehicle
- Carrier related - Lack of driving time

- > Explanation can be filled out with further info (not mandatory).
- > Please call Meraxis by phone in case there is an urgent and important info that Meraxis needs to know about immediately.
- > Exceptions due to delays are calculated automatically and shown on AX4 if Shippeo is connected (ETA Events).
- > Exceptions can be reported manually even if you are connected to Shippeo. These events replace the automatic ones in any case.

## 7 Shipment details

- > Shipment details can be used as an overview on the shipment or to change forwarder reference, Truck and Trailer ID.
- > Truck and Trailer ID must be updated immediately in case truck or trailer changes during shipping (especially important if shipment is connected to Shippeo).

Forwarder Reference:

Truck ID:

Trailer / Container ID:

## 8 Automatic emails

- > There are four types of automatic emails sent by AX4 to the forwarders.

### New Shipment email

Sent whenever new shipment has been created.

Dear Carrier,

a new order has been created for you.

Shipment Reference: 0080059012  
Shipment AX4 ID: 436322208

Thank you!

Yours sincerely  
Meraxis-Team

### Shipment Update email

Sent whenever existing shipment has been updated. In case Meraxis has to update a shipment with important info you are being informed previously by mail.

Dear Carrier,

one of your orders has been updated.

Shipment Reference: 0080058612  
Shipment AX4 ID: 435584418

Changed values:

Weight: 2309.0

Thank you!

Yours sincerely  
Meraxis-Team

### Reminder email

Sent whenever milestone has not been set until defined time.

Dear Carrier,

Please be so kind and confirm the pending shipment.

Shipment Reference: 0080047074  
Shipment AX4 ID: 414095158

Thank you!

Yours sincerely  
Meraxis-Team

### Cancellation email

Sent whenever a shipment has been cancelled. If Meraxis cancels a shipment you are being informed previously by mail. You may receive a replacement order because the order was cancelled due to internal cause at Meraxis.

Dear Carrier,

Please be informed that the shipper has cancelled following shipment.

Shipment Reference: 0080050569  
Shipment AX4 ID: 421712221

Thank you!

Yours sincerely  
Meraxis-Team

## 9 Invoice Overview

- > Invoice Overview presents all open billings.
- > Individual filters can be set for each search or saved as a customized filter layout, which can be selected whenever required.
- > Click on the Search button to see all open orders.

| External ID ID                                  | Creation date<br>Modification date   | Total gross amount<br>Total VAT amount<br>Total invoice amount | Invoice currency | Exception impact indicator | Reached milestone<br>Last reason<br>Last status date<br>Delay | Responsible Right Now                                | Next Step | Milestone Plan | Report Exception |
|---|--------------------------------------|--|------------------|----------------------------|---|--|-----------|----------------|------------------|
| <input type="checkbox"/> inv69448160<br>4658596 | 01.08.2022 07:19<br>01.09.2022 00:01 | 516.08<br>0.00<br>526.08                                       | Euro             |                            | Close Claim<br>01.08.2022 07:25<br>                           | LLP Controltower - Meraxis project<br>= =<br>Germany |           |                |                  |

### 9.1 Report extra costs

- > Extra costs can be requested with clicking on “report Exception”.
- > Choose “type of costs” and “amount of money”.
- > Explanation can be filled out with further details. Details on waiting hours must be added if you report “waiting time”.
- > Click on new position.
- > If wished further positions can be added.
- > Whenever all needed positions have been added click on safe button.
- > Extra costs must be reported within seven days after POD upload.
- > Feedback from Meraxis will be uploaded on AX4 and notification will be sent to your email.
- > In case extra costs must be discussed further contact person of shipment (visible in shipment details) shall be contacted by e-mail.

### 9.2 Invoicing

- > Costs can be invoiced once milestone plan has been completed with upload of POD and extra costs have been accepted.
- > Invoices can be sent to accounting department by post or e-mail to [invoices.2001@meraxis-group.com](mailto:invoices.2001@meraxis-group.com).
- > Questions regarding invoices can be sent to [tradeaccounting@meraxis-group.com](mailto:tradeaccounting@meraxis-group.com).

## 10 Reporting

- > Your performance of working with AX4 and your delivery reliability is being measured monthly.
- > Reporting is being sent to forwarders by e-mail.

### Your AX4 performance rate in %

Your performance of working with AX4 is being measured with counting the alerts generated by the system:

- > Late confirmations (if this notification occurs after 17:00 we do not count it).
- > Late pick-up
- > Late delivery

If you set a reason code for any loading or delivery delays and inform Meraxis in advance, order is being amended accordingly. Please note, that with a Shippeo connection, only the milestone «confirmed» needs to be set manually. Once plate number is entered on AX4, milestone tracking is triggered automatically.

Formula:

$$\frac{\text{no. of orders without alert}}{\text{no. of orders}} = \text{AX4 Performance in \%}$$

### Delivery reliability in %

Your delivery performance is being measured. The ETA date on the transport order is being compared with the time stamp of the milestone «delivered». If the booked milestones are not equal to the ETA date, a deviation occurs resulting in a lower reliability rate.

Formula:

$$\frac{\text{no. orders in time}}{\text{no. of orders}} = \text{Delivery Reliability in \%}$$

## 11 Contact details

Please do not hesitate to contact Nina Lötscher if you have any questions regarding AX4 and Shippeo.

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