

# Transporeon Surcharge Management



Unforeseen events occur during transportation orders, such as unexpected customs inspections that delay shipping, or long waiting times for loading or unloading. These events add up financially and are generally difficult to manage afterwards. Ultimately, to claim a surcharge, the carrier must provide the shipper with proof of the claim and, if necessary, involve other parties engaged in the transport.

## CHALLENGES

### DAILY PRACTICE

Unforeseen events and exceptions, such as unexpected waiting times, are common in logistics. Carriers request surcharges in addition to transports that have already taken place, usually afterwards.

### TIME-CONSUMING, ERROR-PRONE PROCESS

Surcharges must be manually requested via various channels, - such as telephone, fax or e-mail. The dispatcher then determines and assigns these to the individual transports, a process that requires a lot of time and is very prone to errors.

### DIFFICULT COMMUNICATION

Information exchange between shipper and carrier usually takes place in different formats, languages and media.

### REMINDERS AND INTEREST ON OVERDUE PAYMENTS

Time-consuming communication and delayed coordination causes unnecessary expenses for dunning and interest on overdue payments.

## FEATURES

### CENTRAL COMMUNICATION PLATFORM

Fully documented coordination process on a central platform with worldwide cloud access.

### STANDARDIZED PROCESS

Clear communication without language barriers through predefined input and mandatory fields.

### ORDER LINK

Requested surcharges can be directly assigned to transports and deliveries.

### FULL CONTROL

Surcharge management gives you full control to accept or decline.

### REPEAT ENQUIRIES

The carrier may resubmit a declined surcharge and request partial, rather than full, payment.

### COMPLETE DOCUMENTATION

Central storage of all information and recording of all steps in the change history.

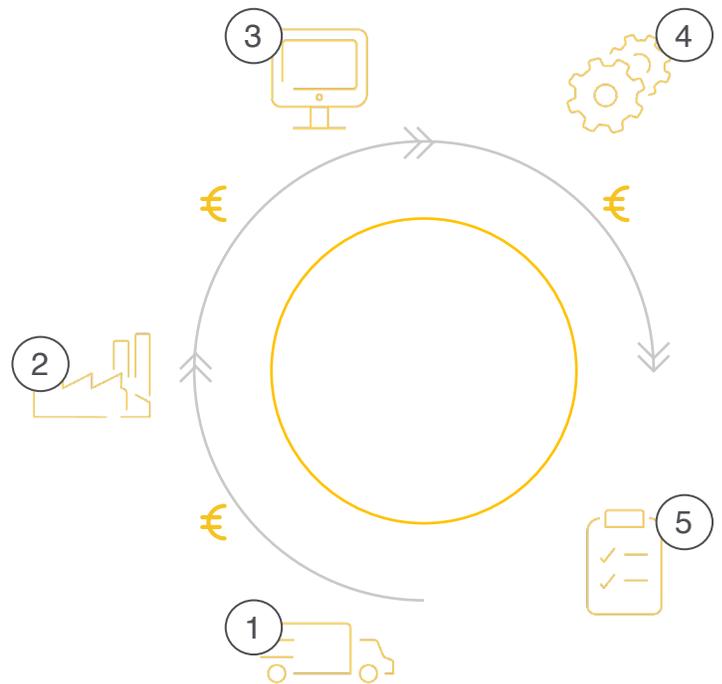
### INTERFACE TO ERP SYSTEM

With the available Transporeon interface, a direct connection to an ERP system can be established for reliable, efficient data transfer.

## HOW IT WORKS

### AUTOMATICALLY MANAGE FREIGHT SURCHARGES

- 1 Carrier requests the surcharge in the cloud-based platform.
- 2 Shipper verifies the request - and accepts or declines the surcharge.
- 3 In Transporeon Surcharge Management, the parties receive an overview of the approved or declined surcharges.
- 4 If an interface is available, the surcharges are automatically transferred to the ERP system.
- 5 The carrier receives a credit note for the approved surcharges.



## BENEFITS

- > Real-time transparency into surcharges for all involved parties
- > Reduces process costs and manual workload
- > Standardizes and structures digital processes
- > Ensures compliance and simplifies control
- > Regulates the surcharge management process company-wide
- > Allows carriers to give detailed information regarding requested surcharges

“**Transporeon Surcharge Management provides us a tool that allows us to classify surcharges.** Additional claims are promptly handled by our dispatchers, classified and accepted or rejected accordingly.”

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