Modules and Services description

Please note: This description of all *Services* provided by *Service Provider* is only for informational purposes and does not constitute any representation, guarantee or warranty. The conditions only apply if the corresponding *Services* are activated for *Customer*.

1. Services and conditions

1.1. Customer Care support (Helpdesk)

Service Provider will provide global online support and support by phone and e-mail for *Customer* and *Customer*'s logistic partners on *Platform*. These support *Services* will be performed by *Service Provider*'s team "Customer Care". Such support can include:

User administration: *Service Provider* offers the technical possibility to *Customer* and *Customer*'s logistic partners on *Platform* to keep *Service Provider*'s *User* list and level of access of these *Users* up-to-date.

User helpdesk: User helpdesk is available for both *Customer* and *Customer*'s logistic partners on *Platform* within the timeframes and with the response times relevant in their agreements.

User training: training for *Users* of *Customer* and *Customer*'s logistic partners on *Platform* is available on *Platform*, in Help Area.

Technical support and operational issues: support for technical issues is available for *Customer* and *Customer*'s logistic partners on *Platform* within the timeframes and with the response times relevant in their agreements.

Administrative issues: support and assisting *Customer* and *Customer*'s logistic partners on *Platform* in administrative issues in order to ensure smooth workflow during the usage of *Platform* (e.g. organisation issues, contractual issues, decision making issues, or invoicing).

1.2. Maintenance

Service Provider will render to *Customer* support and maintenance of *Platform* as described under **https://www.transporeon.com/en/avd/**. *Service Provider* ensures that maintenance will not materially reduce the availability or functionality of *Cloud Services*.

2. Modules and conditions

Following chapter includes a general description of the modules that can be used on *Platform* as well as conditions necessary for using the modules.

In the context of this document, "*Cloud Services*" have the meaning of features of *Platform* including regular new releases, versions, updates, upgrades and standard support (helpdesk).

2.1. General conditions

(a) If a *Carrier* wants to undertake one or more transport orders, it can place a corresponding binding offer, which it can limit in terms of time if so desired. If no time limit is given for an offer, the offer will be valid until the final date for the submission of offers as determined by *Shipper*.

(b) The respective times of the concluding of the contract, the offer being binding et cetera shall be determined in case of any doubt in accordance with the system clock time of *Platform*. The time of receipt of the respective declaration shall determine the time of the concluding of a contract.

(c) If *Customer* or its logistic partners on *Platform* use any end devices or other hardware in combination with *Platform*, *Service Provider* is not liable for such hardware, its interoperability with *Platform* and the availability of any *Service Provider Services* on such hardware.

(d) *Shipper* decides which *Carriers* shall be activated by *Service Provider* for the usage of *Platform*. Only *Carriers* who have been authorised by *Shipper* have access to the time slot bookings and/or transports of this *Shipper* on *Platform*. *Shipper* knows in this regard which *Carrier* has made a specific offer. The same applies to *Carriers*: each knows which *Shipper* is offering a transport order or wants an acceptance confirmed. *Carriers* are not aware whether or which other *Carriers* have provided offers and which other *Carriers* have been contracted by *Shipper*.

(e) *Customer* may lock *Users*, which means that access to *Platform* will be temporarily unavailable to them. Locked *Users* can be unlocked by *Customer* at any time and locked *Users* are being treated as active *Users*.

2.2. Transport Assignment "Best Carrier", Transport Assignment "Autonomous Procurement"

Description

(a) This *Cloud Service* enables a *Shipper* to receive offers from authorised *Carriers* for a specific transport in an efficient way. For that purpose, *Shipper* can publish a transport to a defined group of *Carriers* or even to all *Carriers* that are connected to *Shipper* via *Platform* at the same time. All *Carriers* that are invited to the spot-bidding process can place an offer within the deadline that is

defined by *Shipper*. It is within the responsibility of *Shipper*'s scheduler to select one of the offers at any time. If Transport Assignment "Autonomous Procurement" is used by *Shipper*, the published transports include an offered price to *Carrier* which they may accept rather than placing their own offer price in return to *Shipper*.

(b) Transport assignment occurs as soon as an offer from one *Carrier* has been selected, or if Transport Assignment "Autonomous Procurement" is used by *Shipper*, assignment may occur when a *Carrier* accepts the offer made to them for the transport. In both cases, the transport is assigned to this *Carrier* on *Platform* at the agreed transport price stated in the offer. All other bidding *Carriers* receive a neutral negative reply at the same time.

Conditions

(a) If a *Carrier* wants to undertake one or more transport orders, it can place a corresponding binding offer, which it can limit in terms of time if so desired. If no time limit is given for an offer, the offer will be valid until the final date for the submission of offers determined by *Shipper*. If Transport Assignment "Autonomous Procurement" is used by *Shipper*, *Carrier* may choose to accept offered prices rather than make its own offer in return. And if it does make an offer, this offer price may be cancelled or decreased, but not increased.

(b) *Shipper* is not bound by the period for the awarding of a contract. It may shorten or extend such period at any time.

(c) An agreement for a transaction between *Shipper* and *Carrier* is concluded when *Shipper* selects the offer of a *Carrier* best suited to it and confirms it to this *Carrier*. If *Shipper* uses Transport Assignment "Autonomous Procurement", an agreement may also occur if a *Carrier* accepts the offer made to them for the transport.

2.3. Transport Assignment "No-Touch Order"

Description

(a) This *Cloud Service* allows *Shipper* to request the confirmation for a transport order from one specific *Carrier* on *Platform*. The selection of *Carrier* can be either done in *Shipper*'s *In-House System*, manually on *Platform* or automatically based on defined rules by *Shipper* making use of Rate Management.

(b) *Carrier* has the possibility to accept the transport order on *Platform* within the given acceptance deadline defined by *Shipper*. In case of acceptance, the transport is assigned to *Carrier*. If *Carrier* declines the execution of the transport or does not react at all within the given deadline, *Shipper* usually selects a different *Carrier* (manually or automatically via rules) or decides to assign the specific transport via the spot market using Transport Assignment "Best Carrier".

Conditions

(a) *Shipper* is not bound by the period for the awarding of a contract. It may shorten or extend such period at any time.

(b) An agreement for a transaction between *Shipper* and *Carrier* is concluded upon the acceptance confirmation by *Carrier* (manual or automatic).

2.4. Transport Assignment "Supply Chain Sync"

Description

(a) Transport Assignment "Supply Chain Sync" allows *Shippers* to send the purchase order from the retail company within each transport delivery for getting access about all operations regarding the transport alongside the supply chain. With this feature, *Shippers* get insights about all delivery bookings of the recipients which are synchronised to a transport. *Shippers* will get the visibility about the booked time slots, ETA and the dispatch statuses arrival and departure of each linked delivery booking.

(b) *Carriers* can book each purchase order linked to a transport directly from Transport Assignment into Time Slot Management for Retailers. All open purchase orders and planned bookings with the whole visibility are shown in tab time slots of Transport Assignment.

Conditions

(a) As a prerequisite for activating Transport Assignment "Supply Chain Sync" basic version, the purchase order is needed as a field in Transport Assignment. All retail companies of *Service Provider* will be linked to *Shipper* after activation.

(b) There is the possibility to add further features like carrier whitelist for transferring data from one *Carrier* to the other or an additional location and supplier number mapping. Therefore, additional project effort is needed.

2.5. Task Flow

Description

This *Cloud Service* enables a *Shipper* to manage any issues they might have in their transport chain. For that purpose, *Shipper* can create, update, and delete *Rules*. *Rules* consist of conditions when they shall be triggered, trigger time, and specifications for the tasks they generate, such as task name, instructions how to resolve the issue or priority (hereinafter ***Rules***). *Shipper* can manage the users of the service.

Conditions

(a) *Rules* can be configured for Transport Assignment transports and corresponding deliveries, offers or events, if *Customer* uses this Transporeon product.

(b) *Rules* can be configured for Transport Operations transport orders, and material orders, if the *Customer* uses this Transporeon product.

(c) *Rules* can be configured for transports owned by the *Customer*'s organisation.

(d) Tasks are only created for transports owned by the organisation of the user.

(e) Tasks are automatically generated if the conditions of a *Rule* are met.

(f) Tasks are automatically closed if the conditions are no longer applicable.

(g) Tasks can be processed through a workflow.

2.6. Freight Audit SelfService

Description

This *Cloud Service* allows for the settlement of costs and the verification (audit) of freight invoices for transports completed via *Platform*. However, it is limited to road transports managed through Transport Assignment only. The service operates as follows:

(a) Once a transport is executed on *Platform* and rates and surcharges have been assigned, the transport is made available in Freight Audit SelfService for *Carrier* to review the costs, dispute the costs if not in agreement, and complete the process once the registered costs in the transport are complete and agreed to in full by *Carrier*. How to complete the process depends on the process that *Shipper* selected for *Carrier*.

(b) If *Shipper* has selected *Carrier* to participate in the cost-settlement only process, then *Carrier* submits the confirmation for those transports, which concludes the process for *Carrier*.

(c) If *Shipper* has selected *Carrier* to participate in the cost-settlement and billing process, then *Carrier* creates its own prebill serving as the instruction how to create the invoice. *Carrier* creates the invoice according to the requirements stated on the prebill and uploads the invoice. Freight Audit SelfService instantly checks if the invoice is matching the prebill and shows the result to *Carrier*. If the invoice is considered to be incorrect, then *Carrier* will have to make corrections and upload a new invoice. If the invoice is considered to be correct, this concludes the process for *Carrier*.

(d) Disputes are created by *Carrier* and answered by *Shipper* in Freight Audit SelfService (hereinafter ***Disputes***). *Carrier* can request to change the cost, request extra charges, or alter the currency. *Shipper* may either decide to accept the requested cost changes in full, accept in part, or reject the request in full.

(e) The data and invoice files are made available to *Shipper* through API to receive the output through integration.

Conditions

(a) Only transports executed via *Platform* are eligible for the Freight Audit SelfService.

(b) *Shipper* either provides the cost per shipment in the transport-order files per execution or maintains contractually-agreed rates in Rate Management. Cost types differentiation is required for proper detailed settlement of freight costs.

(c) In case extra costs need to be added to the agreed transport rate, which were not known upfront, *Carrier* and *Shipper* must use either Surcharge Management or *Disputes* to agree on the charges.

(d) For the cost-settlement-only process the submission of a confirmation is the final step, once done no corrections or updates can and will be done anymore to the transport.

(e) For the cost-settlement-and-billing process the approval of the invoice is the final step, once done no corrections or updates can and will be done anymore to the transport, the prebill and the invoice.

(f) Specifically for the cost-settlement-and-billing process:

  (i) Both *Shipper* and *Carrier* must properly configure the application, including but not limited to the allocation logics to correctly assign the proper and valid legal-entity details and for *Shipper* also the matching tolerances in which invoices are still acceptable although they differ from the prebill.

  (ii) If *Carrier* for some reason does not agree with the invoice requirements as stated on the prebill or deems it incorrect, including but not limited to the applied tax, then *Carrier* is not allowed to continue, but must report this to *Shipper*. The liability for generating a correct invoice from both cost and legal perspective remains with *Carrier*.

2.7. Freight Audit

Description

This *Cloud Service* allows for the verification (audit) of freight invoices for transports completed via *Platform*. However, it is limited to road transportation only. The service operates as follows:

(a) Once a transport is executed on *Platform* and rates and surcharges have been assigned, *Service Provider* creates a billing instruction for *Carriers*. This instruction states the shipments and cost to be invoiced to *Shipper*.

(b) *Service Provider* assigns a general ledger account to each transport based on the business logic agreed upon with *Shipper* upfront. This is only applicable to the full version of the audit.

(c) *Service Provider* offers a communication platform for dispute resolution between *Shipper* and *Carrier*. In the case of a dispute, *Shipper* may either agree or disagree. If *Shipper* agrees, the original transport order must be cancelled and a new transport order with complete and correct agreed costs must be created. The old billing instruction will be revised, and the newest order will be included in the upcoming billing cycle.

(d) *Carrier* provides freight invoices based on the billing instructions. *Service Provider* verifies the completeness and correctness of the invoice. In the light version, only the invoice amount and VAT amount are verified. In the full version, legal elements of the invoice are also verified, and a check for invoice number duplication is conducted.

(e) If the invoice matches the billing instruction, it is approved, and the account payable file is enabled for *Shipper* in a pre-defined layout by *Service Provider*.

(f) If there is a mismatch, the invoice is sent back to *Carrier* for correction according to the billing instruction. After the corrected freight invoice is resubmitted, it will go through the verification procedure again until it reaches a match and receives approved status.

(g) For all approved invoices, *Service Provider* creates an accounts payable file as output to the system of *Shipper*. This is applicable to the full audit only.

(h) *Service Provider* creates accruals for all executed transports once general ledger allocation is finished and provides *Shipper* with access to accrual reports in their reporting application.

Conditions

(a) Only transports executed via *Platform* with road transportation are eligible for freight audit via the add-on product.

(b) *Shipper* either provides the cost per shipment in the transport-order files per execution or maintains contractually agreed rates in Rate Management. Cost-types differentiation is required for proper detailed reporting of freight spent.

(c) In case accessorial costs need to be added to the agreed transport rate, which were not known upfront, *Carrier* and *Shipper* use Surcharge Management to agree on the surcharge. Surcharges cannot be added to the transport after an agreed cut-off time past the delivery of the transport. This *Cloud Service* includes surcharges agreed in surcharge module into the billing instructions.

(d) Billing instructions are sent to *Carrier* in a pre-selected billing frequency: weekly, bi-weekly, or monthly.

(e) *Carrier* and *Shipper* master data must be provided to *Service Provider* as part of the freight audit process (data requirements shared by *Service Provider*).

(f) In case of the creation of an accounts payable file, *Shipper* provides account coding logic.

(g) *Carrier* provides freight invoice to *Service Provider* in an agreed frequency, agreed layout, and with reference to received billing instruction.

2.8. Freight Matching for Forwarders

This *Cloud Service* enables a *Carrier* to act as orderer. In Freight Matching for Forwarders, orderers can subcontract their own transports as well as transports received from their Transporeon *Shippers* to authorised *Carriers* using various assignment methods.

2.8.1. Spot Match

Description

(a) This *Cloud Service* enables orderers to receive offers from authorised *Carriers* for a specific transport in an efficient way. For that purpose, orderers can publish a transport to a defined group of *Carriers* or even to all *Carriers* that are connected to the orderer via *Platform* at the same time. All *Carriers* that are invited to the spot-bidding process can place an offer within the deadline that is defined by the orderer. It is within the responsibility of the orderer's scheduler to select one of the offers. The selection of the offer can be either done in the orderer's *In-House System* or within Freight Matching for Forwarders.

(b) As soon as an offer from one *Carrier* has been selected, the transport is assigned to this *Carrier* on *Platform* at the agreed transport price stated in the offer. All other bidding *Carriers* receive a neutral negative reply at the same time.

Conditions

(a) If a *Carrier* wants to undertake one or more transport orders, *Carrier* can place a corresponding binding offer, which *Carrier* can limit in terms of time if so desired. If no time limit is given for an offer, the offer will be valid until the final date for the submission of offers determined by orderer.

(b) Orderer is not bound by the period for the awarding of a contract. It may shorten or extend such period at any time.

(c) An agreement for a transaction between orderer and *Carrier* is concluded when orderer selects the offer of a *Carrier* best suited to it and confirms it to this *Carrier*.

2.8.2. Auto Match

Description

(a) This *Cloud Service* enables orderers to use Artificial Intelligence to find a carrier from authorised *Carriers* and transport price for a specific transport automatically. For that purpose, orderers can publish a transport to a defined group of *Carriers* with a maximum acceptable transport price and an acceptance deadline. All *Carriers* will be presented price offers generated through Artificial Intelligence.

(b) *Carrier* has the possibility to accept the transport at the given transport price on *Platform* within the given acceptance deadline defined by orderer. In case of acceptance, the transport is assigned to *Carrier*.

Conditions

(a) Orderer is not bound by the period for the awarding of a contract. It may shorten or extend such period at any time.

(b) An agreement for a transaction between orderer and *Carrier* is concluded upon the acceptance confirmation by *Carrier*.

2.8.3. Direct Match

Description

(a) This *Cloud Service* allows orderer to request the confirmation for a transport order from one specific *Carrier* on *Platform*. The selection of the *Carrier* can be either done in the orderer's *In-House System* or within Freight Matching for Forwarders.

(b) *Carrier* has the possibility to accept the transport order on *Platform* within the given acceptance deadline defined by orderer. In case of acceptance, the transport is assigned to *Carrier*. If *Carrier* declines the execution of the transport or does not react at all within the given deadline, orderer usually selects a different *Carrier* or decides to assign the specific transport via a different assignment method.

Conditions

(a) Orderer is not bound by the period for the awarding of a contract. It may shorten or extend such period at any time.

(b) An agreement for a transaction between orderer and *Carrier* is concluded upon the acceptance confirmation by *Carrier* (manual or automatic).

2.9. Autonomous Quotation

Description

(a) This *Cloud Service* provides transportation sellers with the ability to fully automate their spot quotation process. This service includes aggregation and prioritisation of incoming transport requests, generation of a buying price prediction, and submission of the final quote to the transport buyer.

(b) Load aggregation and prioritisation: the transportation seller can create rules that direct the service to quote only those shipments that are of interest to the company from among all requests that were aggregated from different sources.

(c) Buying price generation: based on historical and current data, a company specific price prediction algorithm is trained to predict the current buying price for spot capacity in the market.

(d) Final offer submission: the transportation seller has the option to augment the predicted buying price according to a company specific bidding strategy or cost structure. Based on this input, the quote is calculated and presented to the transport buyer automatically.

(e) The service also provides analytical support for the user to make the Autonomous Quotation process transparent and to provide deeper insight into their quotation behaviour.

Conditions

(a) This *Cloud Service* must be activated for the transportation seller to use.

(b) The transportation seller must provide historical quote data of sufficient quantity and quality to train its custom predictive pricing model.

(c) The transportation seller is responsible for the selection of transport requests that will be quoted. The process can be orchestrated through the rule manager and can then operate autonomously.

(d) The transportation seller allows the service to submit transportation quotes on its behalf.

(e) The transportation sellers agree for all shared data to be used in anonymous form by the *Cloud Service* to improve the service or create related additions.

2.10. Time Slot Management

2.10.1. Time slot booking

Description

(a) This *Cloud Service* helps *Shippers* to minimise loading and unloading times as well as vehicle turnaround times. *Shipper* defines the capacities for the loading/unloading of vehicles and, optionally, further conditions/restrictions like e.g. deadlines for the booking or

the modification of a time slot. Given the transparency on available time slots for a specific transport, *Carrier* has the possibility to optimise the usage of its vehicles by selecting the best available time slot for itself.

(b) While it is possible to use this *Cloud Service* in an isolated way as a "standalone" solution, the common practice is to use a combination of Transport Assignment and Time Slot Management.

Conditions

(a) *Shipper* has the right in terms of the volume for orders agreed with *Carrier* to book time slots for the authorised *Carrier* related to the processing of the respective orders.

(b) In addition to the Time Slot Management module, there are 3 optional modules: Forward open bookings, quick login and Inbound.

2.10.2. Time Slot Management "Forward open bookings"

Description

(a) *Carrier* can forward the transports it received from *Shipper* and that need to be booked (hereinafter *Open Bookings*) to other *Carriers*, provided that *Carrier* does not carry out *Open Bookings* itself.

(b) *Carrier* forwards *Open Bookings* in this case to another *Carrier* that was activated for the reception of *Open Bookings* (hereinafter *Recipient*). After that, *Recipient* can book a time slot for *Open Booking*.

Conditions

(a) For this purpose, the activation of the feature Forward open bookings by *Shipper* is required.

(b) *Service Provider* does not check to whom *Open Booking* is forwarded. *Service Provider* only checks whether the activation of *Carrier* for the forwarding of *Open Bookings* has been given and carries it out.

2.10.3. Time Slot Management "quick login"

Description

(a) Both, *Shipper* and *Carrier*, can have an authorised *Third Party* that books time slots for *Open Bookings*. Technically this is done by using a link with limited validity that gives authorised *Third Parties* limited access to Time Slot Management on *Platform*, so they can book the required time slot for the *Open Bookings* at the location of *Shipper*.

(b) *Shipper* or *Carrier* are in that case "initiator". The authorised *Third Party* within the meaning of this provision is the company that has a contractual relationship with the initiator itself, therefore is known and authorised by the initiator to use this *Cloud Service*. The authorised *Third Party* thus does not have to be registered on *Platform*.

Conditions

(a) *Service Provider* points out that the link that was sent can also be forwarded by the authorised *Third Party*, provided that the link was not used for booking of a time slot yet.

(b) *Service Provider* sends the mentioned link to the authorised *Third Party* upon request of the initiator electronically. *Service Provider* does not check the existing relationship between the authorised *Third Party* and the initiator.

(c) The initiator that requested the forwarding of *Open Booking* is liable to *Service Provider* for the compliance of the contractual provisions by all authorised *Third Parties* and every *Party* that receives the link from an authorised *Third Party*.

2.10.4. Time Slot Management "Inbound"

Description

(a) *Shipper* may determine a quantity of goods on *Platform* that has been agreed upon in advance with *Supplier* and has to be transported by *Carrier* within the period given by *Shipper* (hereinafter ***Quantity Contract***).

(b) *Shipper* thereby generates *Open Bookings* in Time Slot Management and forwards them to *Carrier*/*Supplier*. *Carrier*/*Supplier* can subsequently book time slots for *Open Bookings* in Time Slot Management in accordance with its current capacities. *Shipper* can view the current status of *Quantity Contract* in Time Slot Management.

Conditions

Shipper has the right in terms of the volume for orders agreed with *Carrier* to book time slots for the authorised *Carrier* related to the processing of the respective orders, based on contracts with *Suppliers*.

2.10.5. Transport Planning

Description

Shipper transmits individual transports or *Open Bookings* to its registered *Carriers*. This way, *Carriers* can combine the individual transports by combining *Open Bookings* and thereby create one combined transport or one combined *Open Booking*.

Conditions

No additional conditions

2.10.6. Yard Visit Portal

Description

This *Cloud Service* is a portal where *Carriers* can manage all their visits to Transporeon-managed yards. It enables *Carriers* to schedule yard dock appointments for loading of transports (*Shipper*) and unloading of transports (retailer) and avoid unnecessary waiting time to enter yards. *Carriers* can also check the status of their pick-up and delivery schedules in the portal.

Conditions

(a) *Carrier* must be registered with Transporeon.

(b) Yard must be Transporeon-managed.

(c) Transports must have a transport order number or a purchase order reference number.

(d) Yard managers must have assigned a time slot to *Carrier*.

2.11. SMS Call-off

Description

To simplify the communication for vehicle call-off, it is possible to send SMS messages from Time Slot Management directly to the driver. For that purpose, the driver's mobile phone number is usually requested as mandatory data entry during the booking done by *Carrier*. The SMS texts can be entered manually or, alternatively, a pre-defined text can be sent in the driver's language that has been indicated during the booking process.

Conditions

(a) An SMS provides supplementary information for the booked time slot, but it does not serve for booking, postponing or removing time slots. In this regard, only the data provided via Time Slot Management are decisive.

(b) *Service Provider* uses the services of *Third Parties* for the transmission of SMS. *Service Provider* cannot guarantee prompt and correct transmission in cases when it is beyond the influence and responsibility of *Service Provider*, including but not limited to missing reception of mobile phones or the non-availability of network providers. Therefore, *Service Provider* recommends that the status of the bookings should be checked regularly via *Platform* or by telephone.

2.12. Visibility

Description

(a) This *Cloud Service* is based on enabling transport tracking for preferably paperless and fast processes. The tracking status can be automatically obtained in real-time, either via GPS data connection, if *Carrier* has enabled their GPS connection, or via an interface of *Carrier* that has been established between *Carrier*'s *In-House System* and *Platform*. Alternatively, the driver can become a part of the process by setting status messages via *Transporeon Trucker* on a mobile device. *Shipper* can use this information to provide a new kind of customer service.

(b) For non-real-time tracking, the status messages can be placed by *Carrier* via user interface.

Conditions

(a) The transports that *Shipper* wants to track via Visibility must be flagged by *Shipper* as visibility relevant. To perform this *Cloud Service*, *Service Provider* needs to receive at least the following correct information per transport from *Shipper*:

- loading place
- loading date
- loading time
- unloading place
- unloading date
- unloading time
- order number
- Carrier ID

(b) Visibility requires provision of tracking data from *Carrier*. Depending on the particular Visibility, *Service Provider* offers *Carriers* a wide range of technical possibilities to provide tracking data including the usage of *Transporeon Trucker*, various APIs and GPS integration.

(c) The following factors are crucial for the reliability of real-time information and any status reports placed via *Transporeon Trucker*. The *Transporeon Trucker User* has to ensure that:

- a mobile end device is available
- *Transporeon Trucker* is installed and activated on this end device
- localisation services are enabled
- the network of the respective mobile phone service provider is available
- all necessary status reports are issued

(d) The completeness, correctness and up-to-date nature of any status report is the responsibility of the person providing such a status report.

2.12.1. Event Management

Description

(a) Events that occur for the given transport can be tracked to keep the visibility on the transport execution also after e.g. the vehicle has left a plant for loading and is on the way to the recipient. Usually status events are entered by *Carrier* via user interface or via an interface that has been established between *Carrier*'s *In-House System* and *Platform*. Examples of common status events are:

- Traffic jam
- Arrival at customer

(b) *Shipper* can define the status events that are expected to support the process, which can be on the level of a transport or also on the level of a delivery. It is furthermore possible to define certain dependencies/workflows between certain status messages.

Conditions

No additional conditions

2.12.2. Event Management for Retailers

Description

(a) If the unloading of a transport takes place at a retailer that uses *Platform*, the data of the booked time slot will automatically be shown as a status on *Platform*.

(b) The respective retailer defines which status messages and booking contents may be transferred.

(c) The following status messages lean on the application recommendation "time slot control of the GS1" and can be transferred:

- Booked time slot
- Arrival
- Call unloading
- Unloading begin
- Unloading end
- Departure

Conditions

No additional conditions

2.12.3. Road Visibility

Description

(a) This *Cloud Service* is providing transparency and real-time visibility of the status, location, estimated time of arrival (hereinafter ***ETA***), and temperature data for the transports to *Carriers* and further asset-owners (hereinafter ***Data Providers***) and *Shippers*, other carriers, logistics providers, *Suppliers*, goods recipients and other parties to the transportation chain (hereinafter collectively ***Data Subscribers***). For this purpose, *Carrier* provides *Service Provider* with access to data sources (telematics platform, mobile app, TMS system and/or any other solution for processing asset location, status, and temperature information, hereinafter ***Data Sources***), whereas *Service Provider* provides *Carriers* as well as *Data Subscribers* with real-time visibility information and access to the *Cloud Service* and *Service Provider*'s API. To this end, *Service Provider* links location, status, or temperature information that is provided by *Data Provider*, with shipment information provided by *Data Subscriber*. Depending on the settings and frequency that *Carrier* implemented within *Data Sources*, the updates on real-time visibility may vary, which also affects *Data Subscribers* connected to *Service Provider* via API.

(b) *Carrier*, *Data Subscribers* and *Cloud Service* can allocate an *Asset* to a shipment. By default, any *Data Subscriber* and *Cloud Service* are allowed to allocate *Carrier*'s vehicles to their shipments, but only those allocations are accepted by *Cloud Service*, that fulfil the parameters for allocation and tracking i.e. there is an active data sharing consent between *Data Provider* and *Data Subscriber*, and the asset is available via the integrated *Data Sources*. Upon allocation, transport-related status information and *ETA* is automatically visible for *Shipper*, *Carrier* and further relevant *Data Subscribers* during any given transport that is carried out by *Carrier*. The approximate location of the allocated vehicle and the optimised vehicle route including the location of already placed statuses is calculated and made visible on an interactive map in Visibility application (accessible via and other associated Transporeon applications connected to the Visibility Data Hub) if approved by *Data Provider*. The same applies to transports owned by other *Data Providers* who have granted visibility over their *Assets* (i.e. trucks and trailers but also devices like phones) to *Carrier* (e.g. 'dedicated' or 'wet leased' fleet).

(c) Within "Autonomous Allocation" feature, *Service Provider* can autonomously allocate a vehicle to a transport upon detecting a high-confidence match between an *Asset*'s behaviour and the transport plan. This ensures *Shipper* and *Data Subscribers* continue to receive tracking updates and *ETA* even when no manual allocation has been performed.

(d) Within "Vehicle Management" feature, *Carrier* may choose to provide location visibility for all or a subset of their *Assets* to any *Data Subscriber* within Road Visibility even if no shipment is carried out to that *Data Subscriber*. Therefore, *Carrier* stays in control and decides to which *Data Subscribers* they want to provide such blanket visibility to, or revoke from, at any time.

(e) *Carrier* and *Data Subscribers* are informed about visibility events via UI application. If the allocated *Asset* cannot be on time for an (un-)loading appointment, the aforementioned parties will be informed about the expected delay based on their preferences, which allows them to react proactively.

(f) Further, *Service Provider* provides capacity matching and carrier finder functionality to *Data Subscribers*, bringing them more business opportunities. No *Data Subscriber* will see individual vehicle locations through this functionality. Instead, characteristics like probability of available capacity in a region or frequency of servicing a region by a *Carrier* are provided in aggregated form to the *Data Subscribers*. *Carriers* may choose to participate in this capacity related knowledge sharing, or stop participation, at any time.

Conditions

(a) This *Cloud Service* needs to be activated for *Shipper* in order to be also used by *Carrier*.

(b) This *Cloud Service* can only be used by *Shipper* whose *Carriers* have concluded the Platform User Agreement.

(c) In order to provide visibility of shipment status to *Data Subscribers*, the respective *Asset* has to be connected to Road Visibility and allocated to the shipment. If the allocation was done incorrectly, location forwarding to *Data Subscribers* will not start.

(d) The map material used for displaying the real-time information is taken from a *Third-Party* provider. *Shipper* is authorised to use the material only for the tracing of the transport. Any further use such as the translation, processing, changing or arranging of the data as well as the use of the data and any results received from the application for the purposes of setting up its own product such as, for example, geographical maps of *Shipper* is not permitted. In case of any infringement of copyright or in case of any unauthorised extension of the use permitted by *Service Provider*, the *Third-Party* provider as well as *Service Provider* shall have an immediate right to claim for compliance with the rules of use and safeguard provisions. Any provision of map materials is subject to changes that *Service Provider* cannot always influence.

(e) When providing access to the *Data Sources*, *Carrier* ensures and warrants that all legal preconditions are complied with and that *Carrier* is legally entitled to provide *Service Provider* with the *Access Data* (i.e. credentials such as, but not limited to, user name, e-mail address or passwords in relation to the user account and in relation to the *Data Sources*). *Service Provider* may forward *Carrier* data to *Carrier* accounts on third-party platforms. For this purpose, *Carrier* is required to store *Access Data* for such third-party platforms on their Road Visibility account.

(f) *ETA* calculation is provided by *Service Provider*. Alternatively, *ETA* may be provided by *Carrier* via *Service Provider*'s APIs.

(g) In order for *Service Provider* to be able to calculate *ETA* as well as generally provide this *Cloud Service* and assure the quality and confidence of its predictions, continuous analysis of collected data has to be conducted also during the times when no shipment is assigned to an *Asset*. By continuous analysis, better geofencing of loading and unloading stations and intermediary stops will be achieved. By aggregating data across all the datasets, continuous improvements to Road Visibility advanced geo info dataset and routing maps are made. When rendering prediction analysis *Service Provider* is responsible for the correct calculation logic behind, not for correctness of the data received from *Data Sources*.

2.12.4. Real-Time Workflow

Description

(a) On top of the features available within Visibility, individual additional status messages and/or status messages containing additional information can be defined by *Shipper*.

(b) For example, the following workflows are supported:

- Documentation of load securing
- Delivery of the goods
- Damage documentation

(c) Further workflows can be created upon request.

(d) The following functions are supported:

- Photo
- Electronic signature
- Dropdown fields
- Text fields

(e) *Carrier* reports the additional status defined by *Shipper* in real time via the Tracking & Visibility interface or via *Transporeon Trucker*.

(f) Based on the gained information, a *Customer*-specific PDF file can be created automatically per delivery or transport.

Conditions

(a) The conditions stipulated in **2.12.3 (Road Visibility)** apply accordingly.

(b) Some specific workflow status and documents (e.g. photo from CMR or signature) can only be provided by *Transporeon Trucker* or Tracking & Visibility interface.

(c) The *Shipper*-specific workflow must be aligned and defined with *Service Provider* before go-live.

2.12.5. Ocean Visibility

Description

(a) This *Cloud Service* is providing predictive real-time visibility for container transports over sea, with any major ocean *Carrier*.

(b) Ocean Visibility data is collected from three key sources:

- Ocean *Carriers* and major orderers
- Vessel tracking, using global terrestrial AIS and satellite-AIS system
- Port operators and deep-sea terminals

(c) In particular, the following data is made available:

- Arrival/departure, loading/unloading/reloading events on loading, ports, transshipments, customer sites
- Predicted, planned, estimated and actual times to past and future milestones
- Management of exceptions: delays, deviations on planned transportation, absence of achieving a milestone that was expected
- Up-to-date vessel locations: past and future predicted paths
- Detention & demurrage, reporting, Business Intelligence, multimodality

Conditions

(a) This *Cloud Service* needs to be activated for *Shipper* in order to be also used by *Carrier*/orderer.

(b) Basic identifiers needed for ocean tracking are:

- Master bill of lading
- Master booking ID
- Container ID
- Ocean carrier ID (SCAC)

Not all identifiers are required. Typically, a combination of two identifiers is sufficient.

2.12.6. Air Visibility

Description

(a) This *Cloud Service* is providing milestone visibility for transports over air, with any major air *Carrier*.

(b) Air Visibility data is collected from air *Carrier*.

(c) In particular, the following data is made available:

- Booked, received from *Shipper*, departed, arrived, received from flight, delivered (on airports)
- Planned, estimated and actual times to past and future milestones
- Management of exceptions: delays, deviations on planned transportation

Conditions

(a) This *Cloud Service* needs to be activated for *Shipper* in order to be also used by *Carrier*/orderer.

(b) Basic identifier needed for air tracking is airway bill.

2.12.7. Mobile Order Management

Description

(a) During any given transport that is carried out by *Carrier*, the approximate location of the allocated vehicle as well as transport-related status information and *ETA* is made visible for *Shipper*, *Carrier* and also to *Supplier* and goods recipient.

(b) *Shipper* and other participants of the supply chain can only see visibility data for transports that have been explicitly accepted by *Carrier* and for which vehicle allocation has been done.

(c) It is possible to define *Customer*-specific workflows with statuses which may include additional data like photo, signature or additional fields. It is also possible to define certain dependencies between certain status messages.

(d) Furthermore, the optimised vehicle route including the location of already placed statuses is calculated and displayed on an interactive map on *Platform*.

Conditions

(a) This *Cloud Service* can only be used by *Shipper* who already uses Transport Execution on *Platform* and whose *Carriers* have concluded the Platform User Agreement.

(b) The map material used for displaying the real-time information is taken from a *Third-Party* provider. *Shipper* is authorised to use the material only for the tracing of the transport. Any further use such as the translation, processing, changing or arranging of the data as well as the use of the data and any results received from the application for the purposes of setting up its own product such as, for example, geographical maps of *Shipper* is not permitted. In case of any infringement of copyright or in case of any unauthorised extension of the use permitted by *Service Provider*, the *Third-Party* provider as well as *Service Provider* shall have an immediate right

to claim for compliance with the rules of use and safeguard provisions. Any provision of map materials is subject to changes that *Service Provider* cannot always influence.

(c) The *Shipper*-specific workflow must be aligned and defined with *Service Provider* before go-live.

2.12.7.1. Mobile Order Management "Real-Time Tracking"

Description

(a) This *Cloud Service* is the basic package and therefore the basic requirement for the usage of Mobile Order Management.

(b) Workflows with status messages that contain no additional data (like photo, signature, additional fields) can be defined.

(c) *Carriers* have the possibility to forward transport orders to their drivers/vehicles. The driver reports the status defined by *Shipper* in real time via *Transporeon Trucker*. Alternatively, the vehicle allocation and provision of the defined status messages can be done by *Carrier* via the *Service Provider*'s APIs.

Conditions

No additional conditions

2.12.7.2. Mobile Order Management "Real-Time Workflow"

Description

(a) Workflows with status messages that contain additional data per transport order can be defined via Real-Time Workflow.

(b) For example, the following workflows are supported:

- Documentation of load securing
- Delivery of the goods
- Damage documentation

(c) Further workflows can be created upon request.

(d) The following functions are supported:

- Photo
- Electronic signature
- Dropdown fields
- Text fields

(e) Based on the gained information, a *Customer*-specific PDF file can be created automatically per delivery or transport.

Conditions

Besides the conditions described under **2.12.7 (Mobile Order Management)**, the following conditions apply:

(a) The digital signature in Mobile Order Management does not establish the evidence for the purposes of court proceedings that this signature in particular:

- is genuine
- was provided in an authorised manner
- originates from the indicated issuer
- satisfies any requirements of form; in particular, the digital signature is not the electronic signature in terms of §126a Civil Code (Bürgerliches Gesetzbuch, BGB)

(b) In case of use of the photo function of Mobile Order Management, *Service Provider* transmits the picture to *Platform*. In doing so, *Service Provider* is merely the transmitter of data sets.

2.12.7.3. Mobile Order Management "Geofencing/ETA"

Description

(a) The following *Services* are provided:

- Calculation of *ETA* for the loading station in Time Slot Management: The time slot booking will be complemented by the estimated time of arrival. Based on this information, *Shipper* can recognise potential delays already at the time the driver is on the way to the pickup location, which allows to react proactively and e.g. adapt the commissioning.
- Calculation of *ETA* for the unloading station in Transport Assignment: In this case, the estimated time of arrival is displayed in Transport Assignment. If the driver cannot be on time for an unloading appointment, *Shipper* will be informed automatically about the expected delay, which allows to react proactively and e.g. to inform customers.

(b) Geofencing can be configured per *Shipper*'s workflow status in order to remind the driver or to automatically place the status by crossing the defined radius to/from loading station or unloading station.

Conditions

Besides the conditions described under **2.12.7 (Mobile Order Management)**, the following conditions apply:

(a) *ETA* calculation is done by a *Third-Party* provider. Alternatively, *ETA* may be provided by *Carrier* via the Tracking & Visibility interface.

(b) The completeness, correctness and up-to-date nature of any *ETA* calculation or status is the responsibility of the *Third-Party* provider who provides such calculation or status.

2.13. Control Tower

Description

(a) This *Cloud Service* allows interactive tracking of vehicles on a map, based on the real-time data from *Transporeon Trucker*, via *Carrier*'s GPS integration or from *Carrier* via *Service Provider*'s APIs.

(b) By search and filtering functions, *Users* can track all or only pre-defined transports. By clicking on a transport, the optimised route is displayed, including vehicle details and transport details. The auto-zoom feature always shows the best possible fit of the map, depending on the current locations of the transports.

Conditions

No additional conditions

2.14. Rate Management

Description

(a) This *Cloud Service* determines the best-suited *Carrier* by defined criteria (automatic carrier allocation) and/or calculates the transport price according to defined criteria for a transport (automatic pricing).

(b) Common criteria are:

- Vehicle
- Relation (origin to destination)
- Postal code of the unloading station
- Surcharges (e.g. for additional pick-up or unloading, only applicable for automatic pricing)

(c) It is possible to define more than one *Carrier* for a specific relation. In that scenario, the transport can be automatically sent to the second, the third and so on *Carrier* for an efficient confirmation process. To define priorities among *Carriers* for a relation, it is foreseen to define a ranking or to make use of a quota per *Carrier* ("market share", e.g. 60 % *Carrier* A, 40 % *Carrier* B).

(d) The prices calculated can be displayed in Transport Assignment.

(e) The data is stored in tabular form and can be edited directly in the application, or alternatively, the tables can be exported and imported again into the application after editing them offline.

Conditions

(a) *Service Provider* cannot influence which data are available as this depends on the corresponding data entered by *Shipper* and/or *Carrier* on *Platform*, the number of *Carriers* and the type of the data.

(b) The automatic allocation of *Carriers* and/or the automatic price definition is a mathematical calculation (hereinafter ***Result***) based on the entered and existing data sets of *Third Parties*.

(c) *Results* do not always show the best or most common *Carriers* on the market as the correctness and up-to-date nature of the data sets depends on which data have been updated by *Users*. These data are the responsibility of the party entering such data into the system.

(d) *Service Provider* is responsible for the mathematical correctness of *Results* based on the provided criteria and the entered data sets.

2.15. Rate Acceptance

Description

(a) If a *Shipper* uses this feature, *Carrier* sees its rates stored by *Shipper* in Rate Management. In case of new or changed rates, *Shipper* has the possibility to check its rates with *Carrier* and confirm and/or decline the rates. For this purpose, *Shipper* initiates the approval process and *Carrier* can check the request from *Shipper* by logging in on *Platform*. *Shipper* can decide which actions *Carrier* is allowed to perform and how much information of a rate is displayed to *Carrier*.

(b) A possible configuration for *Customers* on Freight Procurement provides access to central rate information worldwide, across different sites and departments to verified *Shipper* users. The rate data is stored in tabular form and can be maintained directly in the application, or alternatively, the tables can be exported and imported again into the application after editing them offline. *Users* can query available routings including the calculation of the total transport price (incl. surcharges) per *Carrier* on available lanes. It is possible to transfer the routing information or calculated prices via interface to Transporeon or other third-party systems.

Conditions

(a) *Shipper* must use Rate Management.

(b) Only *Shipper* can initiate this feature. The feature needs to be activated for *Shipper*.

(c) *Carrier* must be active on *Platform* and active as *Carrier* for this *Shipper*.

2.16. Container Booking

Description

(a) The interface between Transporeon and an ocean-freight platform enables *Shipper* to assign sea freight orders (containers) to its ocean *Carrier* via *Platform*.

(b) *Shipper* sends the containers to an ocean *Carrier* via Transport Assignment "No-Touch Order" for confirmation. The ocean *Carrier* accepts the transport order through the ocean-freight platform and *Shipper* receives the confirmation via *Platform*.

Conditions

(a) *Shipper* chooses to work with a certain ocean-freight platform provider. Hereunto *Shipper* and *Carrier* have a contractual relationship with this ocean-freight platform provider.

(b) *Service Provider* needs the data entered by *Shipper* or *Carrier* that are forwarded via the ocean-freight platform to *Platform*. *Service Provider* ensures the correct retrieval of data sets and enables Transport Assignment "No-Touch Order".

(c) An eventual non-availability of the ocean-freight platform has a direct effect on the non-availability of this *Cloud Service*. In such cases, *Service Provider* is released from its duty to perform. Any claims arising from the non-availability of the ocean-freight platform shall be settled directly with the provider of the ocean-freight platform.

(d) Furthermore, the conditions stipulated in **2.3 (Transport Assignment "No-Touch Order")** apply correspondingly.

2.17. Attachment Services

Description

(a) This *Cloud Service* offers the electronic exchange of transport and booking relevant files to allow an optimised communication. Files can be attached by *Shipper* and/or by *Carrier* on transport level or delivery level and for retail companies and/or by *Carriers* on a booking level.

(b) Examples of common file attachments are:

- CMR
- Pictures
- Certificates
- Customs documents

(c) The attachments will be archived for 10 years.

(d) The maximum size of an attachment is 10 megabytes.

Conditions

(a) *Service Provider* expressly gives notice that *Customer* will alone determine which data is to be uploaded. In this regard, the uploading date may vary from the actual exposure date, may show different factual circumstances and therefore cannot be used as court binding (compulsory) evidence as to a specific transport-related fact situation.

(b) *Customer* undertakes not to use any personal data.

2.18. Transport Planner

Description

(a) This *Cloud Service* automatically consolidates multiple deliveries into transports based on objectives and constraint settings defined by *Shipper*.

(b) Common constraints are e.g. loading and unloading location vicinity, time windows, capacity and task duration.

(c) This *Cloud Service* can be used via *Shipper* system integration or in the Transport Assignment user interface. The planned transports can be displayed in Transport Assignment.

(d) This *Cloud Service* offers Key Performance Indicators to assess the quality of the planning result.

Conditions

(a) This *Cloud Service* uses optimisation algorithms to calculate the result. The quality is based on *Shipper*'s settings in this *Cloud Service* and on the data quality of the source deliveries. These data are the responsibility of the party entering such data into the system.

(b) *Service Provider* is responsible for the mathematical correctness of results based on the provided criteria and the entered data sets.

(c) *Shipper* has the possibility to discard results of this *Cloud Service* and to restart the consolidation process.

(d) An agreement for a transaction is concluded upon the assignment to a *Carrier*.

2.19. Freight Settlement

Description

(a) This *Cloud Service* optimises the transport settlements and acts as a central communication platform between *Shipper* and *Carrier*.

(b) After the assignment of a transport via *Platform*, *Shipper* has the possibility to request the freight settlement information for the respective transport from *Carrier* to verify the invoice. *Carrier* can accept or decline the requested settlement price. Subsequently *Shipper* obtains a message whether his freight settlement was accepted or declined.

Conditions

Service Provider is not responsible for the accuracy and correctness of the freight settlement information that *Customer* enters and/or provides when using *Platform*.

2.20. Network Insights

Description

This *Cloud Service* provides standardised dashboards and an option to download data from *Platform*. *Users* can easily configure and explore transportation data from different perspectives and gain insights into the trends and anomalies within their logistics network.

Conditions

The contents of services do not lay claim to being complete, representative, or accurate in terms of statistical/scientific principles.

2.21. Analytics

Description

(a) This *Cloud Service* helps *Shippers* to extract and analyse data that is compiled within *Platform*. Reports can be created on *Carrier* level or on transport level as a basic principle. Because of the large number of possible fields, there is an enormous amount of possible combinations to be analysed. Simple reports can be:

- Amount of driven weight per *Carrier* and per unloading station in a certain time period
- All finished transports including all offers in a certain time period displaying the highest, the lowest and the chosen offers

(b) Recurring queries can be saved and marked for a cyclic (e.g. monthly) forwarding creation.

(c) The output of the data is done in a raw tabular form and can be exported via Excel.

Conditions

(a) *Service Provider* cannot influence which data are made available as this depends on the corresponding data entries on *Platform*, the number of *Carriers* and the type of the data.

(b) The completeness, correctness and up-to-date nature of the respective data is the responsibility of the party entering such data into the system.

2.22. Surcharge Management

Description

(a) After the assignment of a transport via *Platform*, *Carrier* has the possibility to request surcharges for the respective transport from *Shipper*.

(b) Surcharges are costs that cannot be considered in advance by *Shipper* and *Carrier*, but which have a direct impact on the cost for a given transport. Typical examples are surcharges for waiting times that occurred during transport execution.

(c) *Shipper* can accept or decline the requested surcharges. Subsequently, *Carrier* obtains a message whether his surcharge was accepted or declined.

(d) The set of possible surcharge requests (type, amount and timeframe) is defined by *Shipper*.

Conditions

No additional conditions

2.23. Trailer advice

Description

(a) This *Cloud Service* allows *Shipper* to manage trailers for pre-loading in addition to vehicles in Time Slot Management. Herewith *Shipper* has an overview of all trailers on-site and their current loading status (empty or full). Also, *Carrier* has an overview of its trailers.

(b) This *Cloud Service* can also be adapted to containers.

Conditions

This *Cloud Service* requires Time Slot Management.

2.24. Recipient portal

Description

(a) This *Cloud Service* provides a goods recipient with the possibility of viewing selected transport orders and related statuses on *Platform*.

(b) *Shipper* can grant the goods recipient the right to view the deliveries that have been assigned to *Carrier* via *Platform*. The link between deliveries and goods recipient is made by *Shipper*. The nature and extent of the delivery information that the goods recipient can view is determined by *Shipper*.

Conditions

No additional conditions

2.25. Supplier portal

Description

(a) When creating the delivery, *Shipper* can specify a corresponding *Supplier*. With this *Cloud Service*, *Supplier* can create and view deliveries in Transporeon for which he has been authorised.

(b) For this purpose, *Supplier* is given his own view containing the relevant deliveries. Within the scope of Event Management, *Supplier* can furthermore track statuses and depending on the authorisation also set statuses.

Conditions

No additional conditions

2.26. Exchange Platform

Description

(a) Exchange Platform serves as a data converter between *In-House System* of *Customer* and *Platform*. It is provided as part of *Cloud Service* and enables a direct communication between *Platform* and *In-House System* of *Customer*. It allows *Customer* and *Service Provider* to exchange transport related data including but not limited to the usage of the standard Transporeon API.

(b) *Customer* and *Service Provider* will jointly define the data format and the communication protocol (out of possible data formats and communication protocols).

(c) *Service Provider* is not responsible for the accuracy and correctness of the information that is transferred from *In-House System* of *Customer* to Exchange Platform. *Customer* is solely and exclusively responsible for the correct data transmission.

Conditions

In-House System of *Customer* is an IT system that has direct connection with Exchange Platform. It is also possible to connect more than 1 *In-House System* of *Customer* (e.g. an *In-House System* used for Transport Assignment, and an *In-House System* used for Yard Management, both connected to Exchange Platform).

2.27. CMR Sign-on-Glass

Description

(a) This *Cloud Service* is a solution that enables the usage of digital-consignment notes when collaborating with other parties on *Platform*.

(b) When *Carrier* allocates a vehicle to an assigned transport, the digital-consignment-note document is generated by *Platform* and made available in *Transporeon Trucker*. The driver can collect the sign-on glass signatures from sender and himself on a mobile device. Together with the transport and delivery data, these signatures will be placed on an automatically created digital-consignment note (PDF document), which will be then stored as attachment available in Attachment Services both for *Shipper* and *Carrier*. During the transport, the digital-consignment note will be accessible in *Transporeon Trucker* (signatures and comments).

(c) The digital-consignment-note documents will be created by *Service Provider* and attached to the respective delivery via Attachment Services. It is stored as attachment on *Platform*. All involved parties (*Shipper*, *Carrier* and optional goods recipient via Recipient portal) can access the digital-consignment-note documents via *Platform*. The digital-consignment note is also available for the driver within *Transporeon Trucker*.

Conditions

(a) *Shipper* needs to indicate any given transport as relevant for digital-consignment note. *Shipper* needs to indicate when the transport information is final, thus the digital-consignment note can be issued.

(b) *Carrier* needs to allocate a vehicle to an assigned transport.

(c) The driver of *Carrier* needs to use *Transporeon Trucker*.

(d) This solution does not provide the technical authentication of the electronic-consignment note by means of a signature using "sign-on-glass".

(e) The uploaded data may vary from the actual exposure date and may show different factual circumstances. The document is issued by *Service Provider* based on the information filled in or uploaded by the user. Each party filling in information or uploading content including attachments, pictures or logos shall be fully responsible for the content, completeness, accuracy and up-to-date character of such information.

(f) *Service Provider* does not guarantee that the documents/procedure establish an evidence for the purposes of the applicable law or court proceedings.

2.28. Digital Transport Documents

Description

(a) This *Cloud Service* enables the usage of digital transport documents when collaborating with other parties on *Platform*. Depending on the transport route and applicable regulatory requirements, the system automatically generates the appropriate document type:

- eCMR: Generated for international transports (any leg outside Spain and within the EU)
- Carta de Porte / Documento de Control Administrativo (DCA): Generated for domestic Spanish transports (origin and destination within Spain) to ensure compliance with national regulatory requirements, including Spain's Sustainable Mobility Law
- eDelivery Note: A digital delivery note that accompanies a transport of goods, detailing product descriptions, quantities, and specific item codes, enabling the recipient to verify that the physical delivery corresponds to the transport order

(b) *Shipper* or *Carrier* issues the digital document.

(c) At time of loading, *Shipper* verifies and, if necessary, corrects the transport information and initiates the handover. For eCMR, a digital signature is required. For DCA and eDelivery Note, *Shipper* signs the document where required by the business process or applicable regulatory requirements.

(d) The driver of *Carrier* inspects the goods, provides any relevant remarks, and accepts the handover on a mobile device. For eCMR, a digital signature is required. For DCA and eDelivery Note, the driver signs the document where required by the business process or applicable regulatory requirements. For Spanish domestic transports, the document is generated in Spanish and is suitable for roadside administrative controls.

(e) Where the recipient flow is required, at time of unloading, the recipient inspects the goods and confirms receipt. For eCMR, a digital signature is required. For DCA and eDelivery Note, the recipient signs the document where required by the business process or applicable regulatory requirements.

(f) From the information, Consignment Notes (CMR), Carta de Porte / DCA, or eDelivery Notes can be generated as PDF documents to share with *Third Parties*.

(g) All involved parties (*Shipper*, *Carrier*, and optional goods recipient via Recipient portal) can access the digital transport documents via *Platform*.

Conditions

(a) *Shipper* needs to indicate any given transport as relevant for digital transport documents. *Shipper* must also indicate when the transport information is final so the document can be issued.

(b) The driver of *Carrier* must use a mobile device.

(c) This solution complies with the eIDAS 'Advanced' electronic signature standard, enabling the identification of the signatory.

(d) The uploaded data may vary from the actual exposure date and may show different factual circumstances. The document is issued by *Service Provider* based on the information filled in or uploaded by *User*. Each *Party* filling in information or uploading content including attachments, pictures or logos shall be fully responsible for the content, completeness, accuracy, and up-to-date character of such information.

(e) *Service Provider* does not guarantee that the documents/procedure establish evidence for the purposes of the applicable law or court proceedings.

2.29. Partner Performance Score

Description

This *Cloud Service* provides an advantage for *Carriers* and enables them to enter into new business opportunities with *Shippers* on *Platform*. Based on information of the performance and activity of *Carriers* on *Platform* and using certain criteria and certain algorithm, a scoring will be generated for each *Carrier*. This scoring is numerical from 0 to 100 and updates in real time. The algorithm developed by *Service Provider* is based exclusively on objective criteria, including but not limited to having accepted the latest Platform User Agreement, and using *Visibility Services*. The scoring may represent a decisive factor for *Carrier*'s eligibility and future collaboration with *Shippers* on *Platform*. *Service Provider* will offer guidance on how *Carrier* can increase their own scoring and make available the necessary tools in order to keep this scoring at a high level.

Conditions

(a) The algorithm used by *Service Provider* for generating the scoring is the exclusive property of *Service Provider* and will not be disclosed to *Carriers*.

(b) *Service Provider* will exclusively use objective criteria for evaluation.

(c) The scoring will be visible to all *Shippers* on *Platform*, but not to other *Carriers*.

(d) Each Customer ID will have its own score. *Users* with the same ID will have one single score. If *Carrier* has multiple affiliates, each of them with a separate ID, then each affiliate will have its own score.

(e) *Service Provider* shall not be responsible for any damages occurred as a result of using Partner Performance Score, especially damages due to loss of business. *Service Provider* is only responsible for generating the results of the algorithm (aggregating information).

2.30. Freight Marketplace

Description

(a) This *Cloud Service* acts as a neutral but active gateway for *Shippers* and *Carriers* to find the right price and ideal counterparty for a transportation service.

(b) *Shippers* use this *Cloud Service* to create and run transport requests. *Shippers* can search for *Carriers* in our catalogue of *Carriers* and can define which *Carriers* should have full access to the transport requests. The *Carriers* in turn can submit offers and can accept counteroffers they receive from *Shippers*. *Shippers* can award offers they receive from *Carriers* and can create own counteroffers to the *Carriers*. A transport request is finished once offers are awarded by the *Shipper* or counteroffers are accepted by the *Carriers*.

(c) *Carriers* may use this *Cloud Service* to publish transport requests to other *Carriers*. In this context, the *Carrier* acting as the awarding party can search for and invite other *Carriers* to submit offers for a specific transport. The invited *Carriers* can place offers, which the awarding *Carrier* may accept or counter. A transport request is finished once offers are awarded by the *Carrier* acting as the awarding party or a counteroffer is accepted by the sub-contracted *Carrier*.

(d) *Carriers* and *Shippers* can create profiles to showcase themselves to the counterparty. That way each side can get information about the counterparty with the aim of creating trust between the two parties.

(e) When creating a profile, *Carrier* must submit company documents for registration purposes. *Service Provider* conducts a registration-based plausibility check, comparing the submitted information with publicly available data. This process does not constitute a guarantee, warranty, or ongoing verification of the identity, legitimacy, legal status, or creditworthiness of any *Carrier* registered on *Platform*.

Conditions

(a) For both *Shippers* and *Carriers* company and user accounts need to be created for them to be able to use this *Cloud Service*.

(b) *Shippers*, and where applicable *Carriers*, define the content of the transport requests and the requirements they contain.

(c) *Carriers* and *Shippers* are responsible for the correctness of results based on the provided criteria and the entered data.

(d) *Service Provider* reserves the right to make available features offered by *External Partners* on this *Cloud Service* and mark those features accordingly. *User* can decide to use such features at its own discretion. As a result of this, certain *User* data, such as *User* name, *User* business contact details, load price, and other transport-related data, may be transmitted by *Service Provider* to the respective *External Partner* and further managed by such *External Partner* in accordance with applicable third-party terms. *User* acknowledges and agrees that *Service Provider* cannot be held responsible for the use and processing of *User* data once it has left this *Cloud Service.*

(e) The responsibility for independently verifying the identity and credentials of any *Carrier* prior to awarding a transport lies solely with *Shipper* or *Carrier* awarding the transport. This includes, but is not limited to: physically verifying the driver's identity document and licence plate at the point of loading; confirming that the vehicle and driver correspond to the details provided in the transport order; and conducting any additional identity or credential checks *Shipper* or *Carrier* awarding the transport deems appropriate given the nature and value of the goods to be transported.

(f) *Service Provider* shall not be liable for any loss, damage, or claim arising from the fraudulent, erroneous, or unauthorised use of a *Carrier*'s identity, registration data, or credentials, except in cases of *Service Provider*'s willful misconduct or gross negligence.

2.31. Time Slot Management for Retailers

Description

(a) *Shipper* determines the available loading and unloading capacities for its locations in Time Slot Management for Retailers. Only those *Carriers* in the group of *Carriers* of the respective *Shipper* have access to these unloading capacities. The criteria according to which *Service Provider* is entitled to activate *Carriers* for a *Shipper* are determined by the respective *Shipper*. Only those *Carriers* who have received the corresponding purchase order number from the respective *Shipper* shall have access to these unloading capacities (hereinafter *Authorised Carriers*).

(b) The company names and locations of *Shippers* registered in Time Slot Management for Retailers are visible for *Carriers*, unless agreed otherwise. *Shippers* can view the company names of the registered *Carriers*.

(c) The provision of the loading and unloading capacities by *Shipper* to *Carrier* represents a request to reserve a time slot insofar as *Carrier* has received a transport order to or from the respective location of *Shipper*.

(d) *Authorised Carrier* books a time slot for loading or unloading via Time Slot Management for Retailers. In this regard, *Authorised Carrier* shall observe at all times the instructions of the respective *Shipper*. Depending upon pickup/delivery it may be necessary to book more than 1 time slot for such a pickup/delivery e.g. if several unloading stations at the destination are involved.

(e) *Shipper* has the right to book a time slot for an *Authorised Carrier*. Such bookings shall be charged to the respective *Carrier*.

Conditions

No additional conditions

2.32. Time Slot Management for Retailers Reporting

Description

(a) Upon request of *Supplier*, *Shipper* may grant *Supplier* the right to view the time slot bookings that *Carriers* make or have made for the transports of *Supplier*. This right relates to time slots that *Carrier*, *Supplier* or *Shipper* books at a location of *Shipper* when carrying out a transport order of *Shipper*. *Shipper* determines the nature and extent of the information contained in the time slot bookings that *Supplier* can view.

(b) *Supplier* may only get the right to view those time slot bookings that were made for the orders of this *Supplier*.

(c) *Shipper* may withdraw the right of *Supplier* to view the time slot bookings at any time. In such case, *Service Provider* will notify *Supplier*. Upon request, *Service Provider* may grant *Supplier* for subsequent 6 months the access to the time slot bookings made in the period that was activated by *Shipper*.

(d) *Carrier* has the right to view only its own time slot bookings that this *Carrier* makes or has made in the past.

(e) The number of time slots may deviate from the number of ordered deliveries and is determined by the requirements of *Shipper*.

Conditions

No additional conditions

2.33. Time Slot Management for Retailers SMS

Description

Time Slot Management for Retailers SMS provides messages to *Carriers* concerning procedures taking place in Time Slot Management for Retailers.

Conditions

(a) Time Slot Management for Retailers SMS serves exclusively as a notification system for changes, new bookings and deletions of time slots that took place in in Time Slot Management for Retailers. In this regard, only the data provided via Time Slot Management for Retailers are decisive.

(b) *Service Provider* uses the services of *Third Parties* for the transmission of SMS. *Service Provider* cannot guarantee prompt and correct transmission in cases when it is beyond the influence and responsibility of *Service Provider*, including but not limited to missing reception of mobile phones or the non-availability of network providers. Therefore, *Service Provider* recommends that the status of the bookings should be checked regularly via Time Slot Management for Retailers or by telephone.

2.34. Mobile Yardbook Registration

Description

(a) The Mobile Yardbook Registration feature assists the retail company in minimising internal workload and effort related to yardbook management by outsourcing it to the *Carrier*. This allows the driver to independently create yardbook entries upon arriving at the yard. The feature facilitates the onboarding processes for the company and enables the retrieval of essential data from deliveries, facilitating future evaluations.

(b) The Time Slot Management application includes a feature called “Yardbook” that allows retail users to easily share a QR code or a link with drivers. This QR code or link opens the Mobile Yardbook Registration feature as a standalone application on their mobile device. By accessing this feature, drivers can conveniently enter all the necessary *Carrier* and delivery data for their tasks.

Conditions

(a) In order to utilise this feature, retail companies must have Time Slot Management for Retailers as a prerequisite.

(b) To enable Time Slot Management for Retailers, the Yardbook function needs to be properly configured. Retail users have also the flexibility to create yardbook entries for deliveries that do not have a specific time slot allocated.

2.35. Freight Procurement

Description

(a) This *Cloud Service* supports tender management and strategic decision-making in all modes of transport. *Shippers* use this *Cloud Service* on *Platform* to create and run RFQs and/or RFIs covering the entire process – from communication with *Carriers* to bid/rate analysis. *Carrier*-awarding *Shippers* can invite any *Carrier* to Freight Procurement and/or increase their supplier network by selecting from *Carriers* available in a global carrier database (only if activated). *Carriers* only have access to *Shipper*'s RFIs or RFQs if *Shipper* has invited them or accepted *Carrier* applications. This invitation or the acceptance of an application is a prerequisite to authorised participation in an RFQ or RFI.

(b) If *Carriers* would like to declare their transport quotes in an RFQ or answer questions in an RFI, they must log in to Freight Procurement with their *User* name and password. They will not, however, be able to view any data of other *Carriers*, unless *Shipper* authorised the display of the best price or ranking. In that case, *Carriers* can see how they rank and/or what the best prices are (without naming *Carriers*).

Conditions

(a) *Service Provider* cannot influence which data are available as this depends on the corresponding data entered by *Shipper* and/or *Carrier* on *Platform*, the number of *Carriers* and the type of the data.

(b) *Service Provider* is responsible for the mathematical correctness of *Results* based on the provided criteria and the entered data sets.

2.36. Instant Pay

Description

(a) Instant Pay is a financial service in which *Carrier* sells its receivables (transport orders that it receives and has executed from *Shippers* via *Platform* and for which it is entitled to remuneration from *Shipper*) to a factoring partner, for example to cover *Carrier*'s short-term liquidity requirements.

(b) By clicking the register button for the first time, *Carrier* will be redirected to the website of *Service Provider*'s factoring partner to register there. Therefore, *Carrier* will leave the Transporeon environment. All information during the registration process will be directly typed in the input mask of our factoring partner. After the registration process has been completed, *Carrier* can select receivables and submit an offer to sell the receivables to the factor via Instant Pay. After acceptance of the sales offer by the factor, the purchase price for the receivables, less the agreed factoring fee, is credited to *Carrier*'s settlement account by the factor. Counterclaims on the part of the factor (e.g. from forwarding claims of incoming payments) are also posted to *Carrier*'s settlement account. After the settlement account has been balanced, a credit balance usually shall be instructed for payment according to standard practice in the relevant market.

(c) In connection with Instant Pay, *Service Provider* provides the following services to *Carrier*:

- Enabling access to registration for the integrated factoring service
- Display of possible shipments for which Instant Pay can be used, as well as the possibility of selecting shipments for transmission to the factoring partner
- Transmission of factoring requests including price and recording of additionally required information to the factoring partner on behalf of *Carrier* (in particular payment terms as well as recording of deviating prices/costs for transport services). The correctness of the transmitted data is the responsibility of *Carrier*
- Overview of sent orders including the status whether the receivables have been purchased by the factoring partner or not
- Further support on the factoring services offered, including through the Customer Service (by telephone, e-mail) of *Service Provider* or through appropriate forwarding to *Service Provider*'s factoring partner

Conditions

No additional conditions

2.37. Real-Time Yard Management

Description

(a) This *Service* is a desktop application designed to address the critical challenges associated with managing yard and warehouse workloads efficiently. By providing a comprehensive overview of all trucks expected to visit the yard, this tool enhances operational efficiency, safety, and communication between transportation and warehouse operations. The value of this *Service* is to streamline the arrival flow of trucks - reducing costs through operational efficiency and improving *Customer* satisfaction - by leveraging real-time information and operational insights.

(b) *Shippers* and retailers use this *Service* to get an overview of all visitors that booked their appointments for execution date via Time Slot Management or Time Slot Management for Retailers. All visitors are displayed in the *Arrival Monitor* table. Utilising Real-Time Visibility technology, the *Arrival Monitor* shows the Expected Time of Arrival (ETA) for each visitor, enabling precise tracking of whether a truck is expected on time, too early, or too late ("***Arrival Monitor***"). Using this *Service*, users can also easily monitor and capture the progress of every visitor in the yard by updating statuses and monitoring Key Performance Indicators designed to highlight deviations, bottlenecks, and schedule disruptions.

Conditions

Customer needs to act as *Shipper* or retailer on *Platform* and use either Time Slot Management or Time Slot Management for Retailers.

2.38. Yard pre-check-in

Description

(a) This *Cloud Service* is an additional feature of Real-Time Yard Management specifically designed for *Shippers*, *Suppliers*, and goods recipients, collectively referred to as yard owners. *Users* of this *Cloud Service* are drivers who arrive at the yard to deliver or pick up the goods and other external visors. By allowing visitors to register themselves at the yard, this *Cloud Service* provides real-time updates to yard management personnel. This enables better coordination of activities and resources within the yard, improving operational visibility and efficiency.

(b) Real-Time Yard Management includes a page called "Check-in Settings" that allows Yard pre-check-in *Users* to easily share a QR code or link with drivers or other external visitors. This QR code or link opens this *Cloud Service* as a standalone web application on their mobile device or on a tablet or PC provided by the yard. By accessing this *Cloud Service*, drivers and other external visitors can complete the check-in form and enter all necessary information requested by the specific yard.

(c) *Users* of Real-Time Yard Management will be able to see the check-in form completed by the driver directly from the *Arrival Monitor* dashboard.

Conditions

(a) In order to utilise this *Cloud Service*, *Shipper* or retailer companies must have Real-Time Yard Management as a prerequisite.

(b) Real-Time Yard Management *Users* have the ability to configure this *Cloud Service* themselves. Configuration is available via 'Check-in Settings' page located in Real-Time Yard Management.

2.39. SAML Single Sign-On

Description

(a) This *Cloud Service* is provided as part of the Extended security package.

(b) Security Assertion Markup Language (hereinafter ***SAML***) is a standard protocol used by web browsers to enable Single Sign-On (hereinafter ***SSO***) via secure tokens.

(c) *SAML* is an open standard for exchanging authentication and authorisation data between parties, in particular between an identity provider and a service provider.

(d) *SAML* completely eliminates the need for passwords by using standard cryptography and digital signatures to pass a secure sign-on token from an identity provider to a Software-as-a-service (hereinafter ***Saas***) application.

(e) *SAML* uses secure tokens which are digitally signed and encrypted messages with authentication and authorisation data.

(f) *SAML* passes these tokens from an identity provider to a cloud application by using an established trust relationship.

Conditions

Customer needs to use or have activated Extended security package.

2.40. Supplier Collaboration

Description

(a) This *Cloud Service* provides a digital collaboration environment that enables *Shipper* and *Supplier* to align on purchase order delivery, and connect the latest status with transport and warehouse execution. It is designed to replace manual communication (such as e-mail or telephone) with structured, standardised data to maintain a continuously updated purchase order that dynamically triggers downstream process updates.

(b) This *Cloud Service* operates as follows:

  (i) *Shipper* transmits purchase order data to *Platform*, establishing the baseline for demand and delivery requirements.

  (ii) *Supplier* accesses *Platform* through *Platform*'s web interface or standardised Electronic Data Interchange (hereinafter ***EDI***) connection to review pending orders.

  (iii) *Supplier* provides structured feedback, which may include confirming the order as requested or proposing modifications to quantities, delivery dates, or product availability (hereinafter ***Order Updates***).

  (iv) *Order Updates* can be reviewed by *Shipper*.

  (v) Once an *Order Update* is validated by *Shipper*, *Platform* synchronises this information with downstream execution modules. This allows purchase order data to act as an actionable trigger for other *Cloud Services*, such as *Time Slot Management*. Furthermore, this provides transparency into downstream execution statuses such as time slot booking information and ensures execution details can be passed on to downstream execution modules.

(vi) The process concludes when the purchase order status is synchronised between *Shipper* and *Supplier* and the resulting data is made available for the creation of deliveries for further transport planning. This information can be changed by *Shipper* and *Supplier* at any time, which will then trigger subsequent downstream updates.

Conditions

(a) This *Cloud Service* needs to be activated for *Shipper* and *Supplier*. Once activated, purchase orders transmitted by *Shipper* are made available to the connected *Supplier* on *Platform*.

(b) *Shipper* is responsible for the timely and accurate transmission of initial purchase order data to *Platform*.

(c) *Supplier* is responsible for the completeness and accuracy of *Order Updates* provided. *Platform* serves as a communication and synchronisation layer; the underlying legal purchase agreement between *Shipper* and *Supplier* remains unaffected.

(d) To ensure interoperability across multiple connections, *Platform* utilises GS1-standardised *EDI* messages. Both *Shipper* and *Supplier* are responsible for ensuring their respective *In-House Systems* are compatible with these standards if they choose to use *EDI* integration instead of *Platform*'s web interface.

2.41. Multimodal No-Touch Order

Description

(a) This *Cloud Service* enables *Shipper* to create, manage, and process multimodal transport orders (No-Touch Orders) across different transport modes (e.g., Ocean and/or Air). It supports the orchestration of end-to-end transport flows spanning multiple legs and *Carriers* under a unified operational construct.

(b) Multimodal No-Touch Order is typically provided in conjunction with corresponding multimodal visibility capabilities (e.g., Ocean Visibility and/or Air Visibility as described in **2.12.5 (Ocean Visibility)** and **2.12.6 (Air Visibility)**), forming an integrated offering for execution and tracking of multimodal transports.

(c) This *Cloud Service* allows *Shipper* to manage No-Touch Orders transactionally, including the coordination of transport milestones and integration with related visibility and execution processes depending on the contracted scope.

Conditions

(a) This *Cloud Service* can be activated by *Shipper* as part of Transport Operations.

(b) The No-Touch Order assignment method applicable to this *Cloud Service* operates as described in **2.3 (Transport Assignment "No-Touch Order")**.

(c) Where Multimodal No-Touch Order is provided in combination with Ocean Visibility and/or Air Visibility offerings, it shall be treated as a capability delivered within Transport Operations.

2.42. Transport Operations Parcel Track & Trace

Description

(a) This *Cloud Service* enables *Shipper* to monitor parcel transport movements and delivery progress directly within the Transport Operations operational context (e.g., transport orders or material orders), without the need to access multiple carrier-specific tracking portals. For this purpose, *Service Provider* retrieves and displays *Carrier*-provided tracking information.

(b) *Service Provider* provides end-to-end visibility of parcel transport by surfacing tracking events and status progression, including timestamps and, where available, location information. The tracking data is based on information received from parcel *Carriers* and is displayed by *Service Provider* without recalculation or alteration of the original *Carrier* data.

(c) *Carrier*-specific tracking events and codes are mapped to standardised operational statuses, enabling consistent monitoring, exception handling, and reporting across different *Carriers* within a unified operational view.

(d) Tracking updates are provided on a near real-time basis, depending on *Carrier* capabilities. *Service Provider* retrieves tracking information via scheduled polling or carrier-triggered updates and makes such information available on *Platform* for display and downstream processing.

Conditions

(a) This *Cloud Service* can be activated by *Shipper* as part of Transport Operations.

(b) The availability, frequency, and level of detail of tracking information depend on the respective *Carrier*'s technical capabilities, data provision, and agreed integration method (e.g., API, push, or pull mechanisms).

(c) *Service Provider* does not guarantee the completeness, accuracy, or timeliness of tracking data, as such data is provided by *Third Party* carriers and is not independently verified or recalculated by *Service Provider*.

(d) Standardised status mapping is performed on a best-effort basis to harmonise *Carrier*-specific tracking events; however, certain events may be classified under a generic fallback status where no direct mapping is available.

(e) Tracking information is made available for operational visibility and process support purposes only and does not constitute legally binding proof of delivery or transport status.

2.43. Transport Operations Parcel Track & Trace and Labelling

Description

(a) This *Cloud Service* enables *Shipper* to monitor parcel transport movements and delivery progress directly within the Transport Operations operational context (e.g., transport orders or material orders), without the need to access multiple carrier-specific tracking portals. For this purpose, *Service Provider* retrieves and displays *Carrier*-provided tracking information.

(b) *Service Provider* provides end-to-end visibility of parcel transport by surfacing tracking events and status progression, including timestamps and, where available, location information. The tracking data is based on information received from parcel *Carriers* and is displayed by *Service Provider* without recalculation or alteration of the original *Carrier* data.

(c) *Carrier*-specific tracking events and codes are mapped to standardised operational statuses, enabling consistent monitoring, exception handling, and reporting across different *Carriers* within a unified operational view.

(d) Tracking updates are provided on a near real-time basis, depending on *Carrier* capabilities. *Service Provider* retrieves tracking information via scheduled polling or carrier-triggered updates and makes such information available on *Platform* for display and downstream processing.

(e) *Service Provider* enables the generation and issuance of *Carrier*-compliant parcel labels directly within the operational context (e.g., transport orders or material orders), eliminating the need to access *Carrier*-specific systems for label creation. For this purpose, *Service Provider* transmits the relevant transport data to the respective *Carrier* and retrieves the generated label for download and printing on *Platform*.

Conditions

(a) This *Cloud Service* can be activated by *Shipper* as part of Transport Operations.

(b) The availability, frequency, and level of detail of tracking information depend on the respective *Carrier*'s technical capabilities, data provision, and agreed integration method (e.g., API, push, or pull mechanisms).

(c) *Service Provider* does not guarantee the completeness, accuracy, or timeliness of tracking data, as such data is provided by *Third Party* carriers and is not independently verified or recalculated by *Service Provider*.

(d) Standardised status mapping is performed on a best-effort basis to harmonise *Carrier*-specific tracking events; however, certain events may be classified under a generic fallback status where no direct mapping is available.

(e) Tracking information is made available for operational visibility and process support purposes only and does not constitute legally binding proof of delivery or transport status.

2.44. Transport Operations Partload

Description

(a) This *Cloud Service* enables *Shipper* to manage partload transports directly within the Transport Operations operational context, without the need to coordinate across multiple *Carrier* systems or manual dispatch steps. For this purpose, *Service Provider* models partload transports as multi-leg network transports — comprising local collection, linehaul, and local delivery — and processes *Carrier*-provided milestone updates across all legs in a unified operational view.

(b) *Service Provider* provides multi-level visibility for partload transports by processing *Carrier* milestone status updates at transport order level, material order level, and, where available, at serial shipping container code (hereinafter ***SSCC***) level. This enables end-to-end tracking of individual consignments and packages across all network legs within a single operational context.

(c) *Carrier* milestone updates are aggregated and orchestrated by *Platform*, which automatically derives and sets collection and delivery milestones as well as the overall transport order status based on the completion state of the underlying material orders or package units. No manual scheduler intervention is required to progress the transport order status as *Carrier* updates are received.

(d) *Service Provider* distinguishes partload network transports from direct transports: direct transport involves a single vehicle moving freight from origin to destination, whereas partload network transports involve multiple vehicles operating separate legs across a *Carrier* network. *Service Provider* supports pallet- and package-level track and trace specifically for partload transport types, enabling granular operational visibility not available in standard direct transport scenarios.

(e) The load type associated with a partload transport is determined and maintained by *Service Provider* as a dedicated classification, which serves as a basis for downstream processing including cost itemisation and invoicing. Incorrect or missing load type classification may result in inaccurate cost allocation or invoicing outcomes.

Conditions

(a) This *Cloud Service* can be activated by *Shipper* as part of Transport Operations.

(b) The availability of multi-level milestone tracking (transport order, material order, *SSCC*) depends on the respective *Carrier*'s technical capabilities and the agreed integration method. A dedicated deep integration into *Carrier*'s transport management system is typically required; not all carriers support tracking at all levels.

(c) *Service Provider* does not guarantee the completeness, accuracy, or timeliness of *Carrier* milestone updates, as such data is provided by *Third Party* carriers and is not independently verified or recalculated by *Service Provider*.

(d) The automatic derivation of transport order status by *Platform* is based on the milestone updates received from *Carrier*. If *Carrier* updates are incomplete, delayed, or missing, the resulting transport order status may not reflect the actual transport state.

(e) Correct load type classification is a prerequisite for accurate downstream cost itemisation and invoicing. *Shipper* is responsible for ensuring that the applicable transport type is correctly configured in the relevant master data and order setup.

3. Shipper-only Services

3.1. Basic Services

3.1.1. Platform usage

After *Implementation Phase*, *Carrier* onboarding and Go-Live, *Shipper* can start using *Platform*. Hereto he obtains access to *Platform* including the functionalities of the ordered modules.

Shipper nominates its *Users* who will get access to *Platform* and defines if these *Users* can actively work on *Platform*, and which one will have view-only access. User roles can be defined individually per module and *User*. The following *Services* are included:

- Personalised *User* accounts
- Secure password policy
- User and role management
- Access to built-in modules: Analytics (for active *Users*), standard Dashboard, browser notifications

3.2. Support Services

3.2.1. Carrier onboarding

3.2.1.1. General

Within *Carrier* onboarding, *Service Provider* carries out several actions as described below.

(a) Before starting *Carrier* onboarding, *Shipper* defines which of its *Carrier* shall be activated to work with *Shipper* on *Platform* by providing the *Carrier*-list. *Shipper* uses the *Carrier*-list template only in the given template format of *Service Provider*.

(b) After provision of the *Carrier*-list, *Service Provider* reviews the latter focussing on specific legal and contractual requirements which need to be met to enable *Carrier* to use *Platform*. *Shipper* is responsible for inviting the selected *Carriers* to the onboarding process and for sending them an introductory invitation letter. This letter must include information regarding the start of the project and the scope of the cooperation, to ensure clear communication and alignment with *Carriers* from the outset. New *Carrier* must agree to the framework called Platform User Agreement to be able to access *Platform* and to start transacting with *Shipper*. Existing *Carrier* on *Platform* will be checked for their contractual prerequisite for entering their new collaboration. If *Carriers* have concluded an older version of Platform User Agreement with *Service Provider* (e.g. not compatible with new modules or other technical and commercial requirements), *Service Provider* guides them through the onboarding process necessary for enabling *Carrier* for using *Platform*. If existing *Carrier* have any outstanding liabilities to *Service Provider* (e.g. outstanding debts), *Service Provider* can refuse the activation of that *Carrier* on *Platform* until the settlement of these liabilities by *Carrier*.

(c) On top of that, it might be that some or all *Carriers* need to agree on an *Additional Agreement*, if for instance it is required by law or specific economic restrictions. *Service Provider* will inform *Carriers* of such necessity. *Additional Agreements* reflecting special terms and conditions are valid only after *Master Service Agreement* with *Shipper* and Platform User Agreement with *Carrier* were agreed upon. *Service Provider* can refuse the activation of that *Carrier* on *Platform* until such *Additional Agreement* is agreed upon.

(d) *Service Provider* supports *Carrier* in the earliest stage to access *Platform* and ensures *Carrier* knows how to use *Platform*, knows how to access self-help resources and can manage properly its activity on *Platform*. *Service Provider* assists and supports *Carrier* before and after Go-Live for technical, accounting and contractual topics.

3.2.1.2. Standard Carrier onboarding

(a) *Shipper* has selected the Standard Carrier Onboarding, as described above. This package includes support with *Carrier* registrations and *Platform* usage, e-mail reminders sent to non-onboarded *Carriers*, and written instructions on how to use *Platform*. The Standard Carrier Onboarding is provided at no additional charge to *Shipper*.

(b) As part of this, the Standard Carrier Training Package is also included. It consists of written instructions and materials on how to use *Platform*, which are always available and provided at no additional charge to *Carrier*.

3.2.1.3. Premium Carrier onboarding

(a) In addition to the Standard Carrier Onboarding, *Shipper* has the option to order a Premium Carrier Onboarding. This optional add-on service includes:

- Personalised one-on-one sessions between *Service Provider* and *Shipper*'s *Carriers*
- Access to *Shipper*-specific webinars

- Technical support services for *Carrier* integrations
- Customised training options, including dedicated webinars (Customised Webinars Training Package) or individual sessions (Individual Sessions Training Package)

(b) The Premium Carrier Onboarding is composed of different modules covering specific activities related to visibility, interfaces, and training. These modules – and the services within – may be booked separately, depending on *Shipper*'s needs.

(c) The Premium Carrier Onboarding and its components are subject to additional fees, which shall be borne by *Shipper*. The fees, scope of services, payment terms, and other relevant details will be outlined in a separate agreement. By selecting the Premium Carrier Onboarding or any of its modules, *Shipper* acknowledges and agrees to the payment of all associated fees as described in the separate agreement.

(d) Additionally, *Carriers* may also independently order the Premium Carrier Training Package, including the Customised Webinars Training Packages or Individual Sessions Training Packages. In such cases, the associated fees shall be borne by *Carrier*.

(e) *Shipper* further acknowledges that the Premium Carrier Onboarding is designed to enhance the onboarding experience and facilitate smoother *Carrier* integration. However, it does not guarantee *Carrier* engagement or performance.

3.2.2. Customer Care support (Helpdesk)

Technical support and operational issues: *Service Provider* also offers support in operational issues, provided those issues are connected to the use of *Platform*. Operational issues arising from *Shipper*'s organisation or relations with *Carrier* are the sole responsibility of *Shipper*.

***Carrier* activation:** Activation of new *Carrier* after *Implementation Phase*

3.3. Shipper-specific maintenance

Service Provider will render to *Shipper* maintenance and ongoing development of *Shipper*-specific functionalities developed on *Shipper*'s demand. *Service Provider* will test *Shipper*-specific developments for every planned update of *Platform* and if necessary, support *Shipper* during that update.

3.4. Modules and conditions

3.4.1. Distance Calculation

Description

(a) This *Cloud Service* allows *Shipper* to choose between 2 different calculation methods:

- Actual distance between first loading station and last unloading station (with any transit stops)
- Distance between loading station and unloading station (any transit stops are considered as being on the way)

(b) The calculation is made based on the information about loading station and unloading station as well as transit stops provided by *Shipper*. *Carrier* can view the results in the loading commission and respective overviews.

Conditions

The calculation of the distance is made by a *Third-Party* provider. The making available of the calculation is subject to changes that *Service Provider* cannot always influence.

3.4.2. Connecting Load Agent

Description

This *Cloud Service* determines potential connecting loads. Based on a transport that shall be assigned, the number of transports that will be unloaded near the loading station of this transport and *Carriers* that execute these transports are determined. The determined number and *Carriers* that execute the transports are shown to *Shipper*. *Shippers* cooperating with each other will also see *Carriers* of their cooperation partners.

Conditions

No additional conditions

4. Interfaces to Platform

4.1. General

(a) Upon request, *Service Provider* implements for *Customer* interfaces to *Service Provider*'s *Platform*.

(b) The interfaces enable a direct communication between *Service Provider*'s *Platform* and *In-House System* of *Customer*. This allows *Customer* and *Service Provider* to exchange transport-related data via a server on which the data is stored temporarily for this purpose.

(c) *Customer* and *Service Provider* will jointly define the data format and the communication protocol (out of possible data formats and communication protocols) for the selected interface.

(d) *Service Provider* is not responsible for the accuracy and correctness of the information that *Carriers* and *Shippers* enter and/or provide when using the interfaces to *Service Provider*'s *Platform*. *Service Provider* is solely and exclusively responsible for the correct data transmission, except for the cases where *Third Party* which has a separate contract with *Customer* has developed the interface/ connector to enable the data transmission.

4.2. Assigned transports interface (incl. Time Slot Management link)

Transferred data	Assigned transports including web link leading to a transport in Time Slot Management
From	Platform
To	Carrier
Data transfer via	SFTP or OpenApi
Export format	XML and JSON (OpenApi)
Events that trigger the data transfer	• A Carrier has accepted a transport • A Shipper has assigned a transport • A Shipper has modified a transport • A Shipper has cancelled a transport

4.3. Transport data editing interface

Transferred data	Transport and delivery parameters update
From	Carrier
To	Platform
Data transfer via	SFTP or OpenApi
Export format	XML and JSON (OpenApi)
Events that trigger the data transfer	• A Carrier has updated transport parameters • A Carrier has updated delivery parameters

4.4. Offer placement and transport acceptance interface

Transferred data	Offer requests and confirmation requests
From	Platform
To	Carrier
Data transfer via	SFTP or OpenApi
Export format	XML and JSON (OpenApi)
Events that trigger the data transfer	• A Shipper has requested an offer for a transport • A Shipper has requested a confirmation for a transport

Transferred data	Placed offers and transport confirmations
From	Carrier
To	Platform
Data transfer via	SFTP or OpenApi
Export format	XML and JSON (OpenApi)
Events that trigger the data transfer	• A Carrier has placed an offer for a transport • A Carrier has accepted a transport

4.5. Loading commission printout interface

Transferred data	Loading commissions of assigned transports
From	Platform
To	Carrier
Data transfer via	FTP
Export format	PDF
Events that trigger the data transfer	• A Carrier has accepted a transport • A Shipper has assigned a transport • A Shipper has modified a transport

4.6. Booked time slots interface (Time Slot Management and Time Slot Management for Retailers)

Transferred data	Time Slot Management data
From	Platform
To	Carrier
Data transfer via	SFTP or OpenApi
Export format	XML and JSON (OpenApi)
Events that trigger the data transfer	• A Shipper or a Carrier has created a booking • A Shipper or a Carrier has modified a booking • A Shipper or a Carrier has deleted a booking

4.7. Event Management interface

Transferred data	Event Management statuses
From	Carrier
To	Platform
Data transfer via	SFTP or OpenApi
Export format	XML and JSON (OpenApi)
Events that trigger the data transfer	• A Carrier has placed a transport status • A Carrier has placed a delivery status

4.8. Tracking & Visibility interface – full version

Transferred data	Tracking & Visibility data
From	Carrier
To	Platform
Data transfer via	Web service (REST call carried by the HTTP protocol)
Export format	XML
Events that trigger the data transfer	• A Carrier has requested transport details • A Carrier has requested a Shipper workflow for a transport • A Carrier has set or removed a vehicle or device (alias) allocation for a transport • A Carrier has set a vehicle state • A Carrier has placed a transport delivery station status • A Carrier has set/updated/invalidated ETA • A Carrier has updated geo-coordinates (vehicle position)

4.9. Tracking & Visibility interface – base version

Transferred data	Tracking & Visibility data
From	Carrier
To	Platform
Data transfer via	Web service (REST call carried by the HTTP protocol)
Export format	XML
Events that trigger the data transfer	• A Carrier has requested transport details • A Carrier has set or removed a vehicle or device (alias) allocation for a transport • A Carrier has placed a transport delivery station status • A Carrier has set/updated/invalidated ETA • A Carrier has updated geo-coordinates (vehicle position)

The base version supports only 1 standard workflow of *Service Provider*. This means, that for all *Visibility Services* relevant transports, *Carriers* can only set 5 pre-defined status (Accepted by driver, Loading arrival, Loading departure, Unloading arrival, Unloading departure). Additionally, *Shipper* might request *ETA* information and photo & signature per status. *ETA* information and photo & signature are optional and shall only be provided via interface if *Carrier* has the possibility to use them.

4.10. Attachment upload interface

Transferred data	Attachments
From	Carrier
To	Platform
Data transfer via	SFTP or OpenApi
Export format	XML and JSON (OpenApi)
Events that trigger the data transfer	• A Carrier has added an attachment

4.11. Surcharges interface

Transferred data	Surcharges accepted by Shipper
From	Platform
To	Carrier
Data transfer via	SFTP or OpenApi
Export format	XML and JSON (OpenApi)
Events that trigger the data transfer	• A Shipper has accepted a surcharge request

4.12. Vehicle allocation interface

Transferred data	Licence plate numbers of the vehicles to which transports have been allocated
From	Carrier
To	Platform
Data transfer via	SFTP or OpenApi
Export format	XML and JSON (OpenApi)
Events that trigger the data transfer	• A Carrier has allocated a vehicle to a transport

4.13. Settlement interface

Transferred data	Settlement process
From	Carrier
To	Platform
Data transfer via	SFTP or OpenApi
Export format	XML and JSON (OpenApi)
Events that trigger the data transfer	• Accepting an existing settlement • Declining an existing settlement

Transferred data	Settlement data
From	Platform
To	Carrier
Data transfer via	SFTP or OpenApi
Export format	XML and JSON (OpenApi)
Events that trigger the data transfer	• Settlement data have been created or the status has been changed

4.14. Appointment Scheduling interface

Transferred data	Appointment booking requests
From	Carrier
To	Platform
Data transfer via	OpenApi
Export format	JSON
Events that trigger the data transfer	• A Carrier has created an appointment booking • A Carrier has updated an appointment booking • A Carrier has deleted an appointment booking

Transferred data	Available time slots
From	Platform
To	Carrier
Data transfer via	OpenApi
Export format	JSON
Events that trigger the data transfer	• A Carrier has requested available time slots for booking/rebooking/swapping