TESI TRANSPORTATION MANAGEMENT SYSTEM

LSP USER MANUAL

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1. INTRO

This document describes all the activities to be performed by the Logistics Service Provider (LSP) to manage the material transports of Maire group.

This document is structured in different sections:

1. System access and main sections: this section describes how to log in the system and the main system pages;
2. End to end process: this section contains a brief overview of the transport management process and the list of all status that the transport can have in the system;
3. Transportation phases: this section describes in detail all phases of the process and the actions that the LSP will perform on the system;
4. How to: this section contains the instructions to perform the main activities to be executed on the system;
5. Support: this paragraph details how to request support.

1.1 GLOSSARY

This paragraph displays a list of terms and their related description. These terms are specific to the system or to Maire's transportation process and will be repeatedly used in this document.

Term	Description
ETA	Expected Time of Arrival. It's an estimate of when the materials will be delivered and it's calculated based on the contractual transit times.
Event	Events track the timestamp and user that has performed an activity on a specific TO or TR. Events are mainly status and ETA updates. Also, Events track when a PL revision has updated relevant information on the TO. Events can be referred to the TO or TR and can be opened by clicking on the sheet icon
Load	Representative of a group of Transport Orders. Different Transport Orders can have the same Load number, to highlight that they are part of the same transport.
LSP	Logistics Service Provide. The Carrier engaged by Maire and owner of the transport activities execution.
MoT	Method of transport
PL	Packing List. It's a document that contains the packages that are ready to be picked-up and transported.
TMS	Transport Management System. Tesi provides the TMS system that helps to manage and track the shipments.

TO	Transport Order, representative of a group of Transport Requests to be delivered to the final destination clustered by the detailed method of transport included the type of the on-carriage prosecution (e.g. breakbulk-std.truck, breakbulk-cluster A,..).
TR	Transport Request, representative of the single element to be transported (e.g. box). It corresponds to each package of the Packing List document and it represents a single parcel involved in the transport.

2. SYSTEM ACCESS AND MAIN SECTIONS

2.1 LOG-IN PAGE

To access the Tesi TMS system, the user can open this link: https://mairetecnimont.tesisquare-platform.net/core/framework/login.cfm

The Log-in page will appear. To access the system, the user will insert the user ID and Password in the related fields.

In case of issues related to the log-in credentials or steps please refer to paragraph 6. Support.

2.2 DASHBOARD

Once the user is logged-in, the first page that appears is the dashboard.

In each page of the system, there are some function buttons on top:

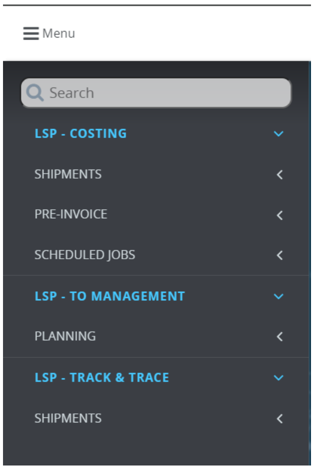
1. The ☰ Menu button allows to view all system sections and to navigate through them;
2. The Flag icon displays the language of the system (English);
3. Next to the flag icon, there is the user name that is logged in the system;

4. The button opens the dashboard page;
5. The button logs out of the system.

The dashboard page displays the widgets. Widgets are counters that monitor the number of Transport orders / Transport Requests that are in a specific status. For example, every time there is a new Transport order that has been published, the related widget will be automatically updated to account for the new Order. Widgets are very useful to keep track of pending activities and every user should monitor the dashboard page daily in order to fulfill every activity on time.

It is possible to configure widgets according to the user's role and activities that they have to perform on the system. The instructions on how to configure widgets are detailed in paragraph 5.5 How to create and manage widgets in dashboard.

By opening the Menu, the user can view all sections of system and navigate through them.



The TMS sections reflect the main phases of the transport management process:

1. Planning phase: it's the first phase of the process. During this stage, the different transport orders are being planned. This phase allows to organize the transport, collect the documentation and it ends with the start of the transport (pickup).

2. Execution phase: this phase starts with the beginning of the transport, when the LSP communicates that the items have been picked-up.

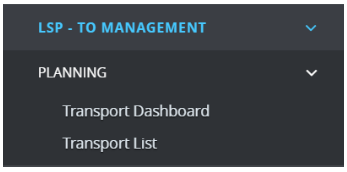
The system has three main sections that are related to the planning and execution phases of the transports:

a) **Planning phase**:
    1) **TO management**: this section allows to view all transport orders that are being planned and for which the forwarder has been engaged. The user will be able to view all transport details including their costs, and to attach documents or insert notes.
b) **Execution phase:**
    2) **Track & Trace**: this section allows to view all Transport Requests that have been shipped and update their status for tracking purposes.
    3) **Costing**: this section allows to view all transport orders in the execution phase and their details. In this section, the user will be able to insert accessory and / or extra costs requests to be approved by Maire.

2.3 LSP - TO MANAGEMENT SECTION

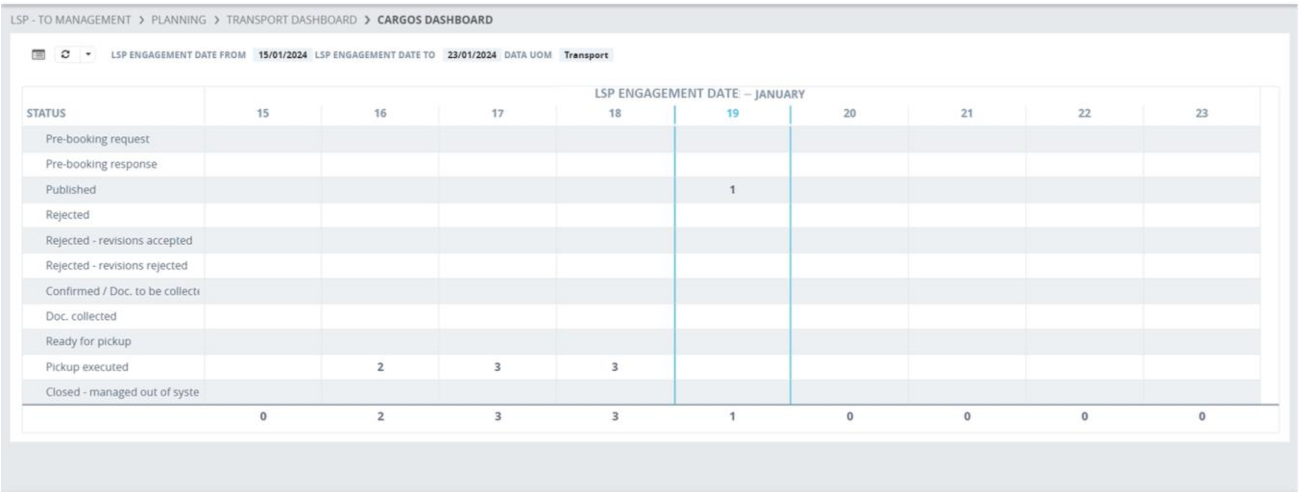
During the planning phase, the user will have to operate in the TO management section. This section includes two pages:

1. The Transport Dashboard
2. The Transport List



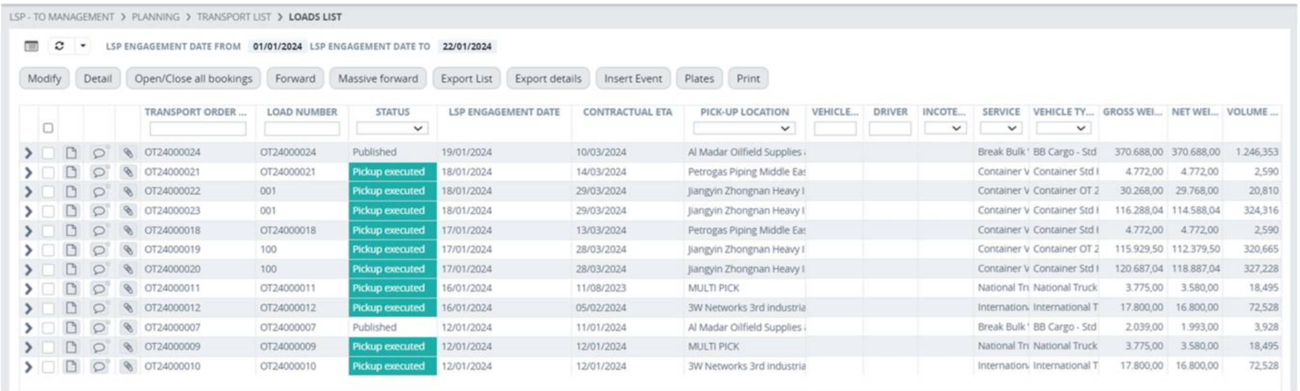
1. Transport Dashboard

The Transport Dashboard displays a matrix in which the number of Transport orders are split by the LSP engagement date and status. The status are related to the planning phase. By clicking on the numbers in the table, a new page opens (the "Transport list") that displays the list of Transport orders that are in a specific status for a specific LSP engagement date. It is possible to modify the view by clicking on and changing the filters.



2.Transport List

The Transport List is indeed the page that opens up when clicking on a number in the Transport Dashboard. The Transport List displays the Transport Orders that are being planned, their information and status.



In this page, the user will be able to perform different actions:

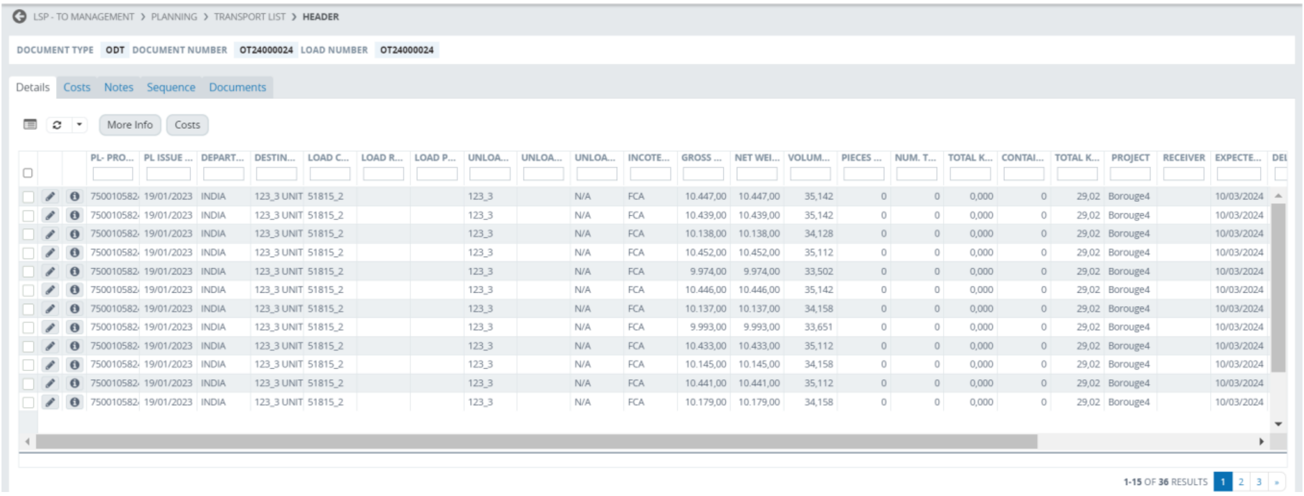
- By clicking on the user will view the Transport Requests that are included in the related Transport Order and some details, such as their dimensions, weight, departure and destination port, pick-up point and so on;
- By clicking on the user will view all Events (mainly status updates), with indication of the related timestamp and user that performed the event;
- By clicking on the user will be able to view and / or insert notes to the TO. The notes inserted in this section will be visible to all users;
- By clicking on the user will be able to attach documents to each Transport Request that is included in the TO. The documents inserted in this section will be visible to all users;
- By selecting one TO and clicking on “Forward”, the user will update the status of a single TO. If more TOs are selected, the button “Massive Forward” is used to massively update the status on all selected TO;

- By clicking on "Export List", an Excel file will be downloaded with all the fields that are visible from this page;
- By selecting one or more TOs and clicking on "Export Details", an Excel file will be downloaded with all details related to the selected Transport Orders. The export contains the list of Transport Request included in the TO and their information (weight, dimensions, pick-up point, and so on);
- By selecting one or more TOs and clicking on "Print", a pdf file will be saved with the information about the selected TOs.

To view all Transport Order details, the user will have to select one and click on "Details" or "Modify". By clicking on "Details" the user will only view the TO information, whereas by clicking on "Modify", the user will have the ability to modify <u>some</u> information.

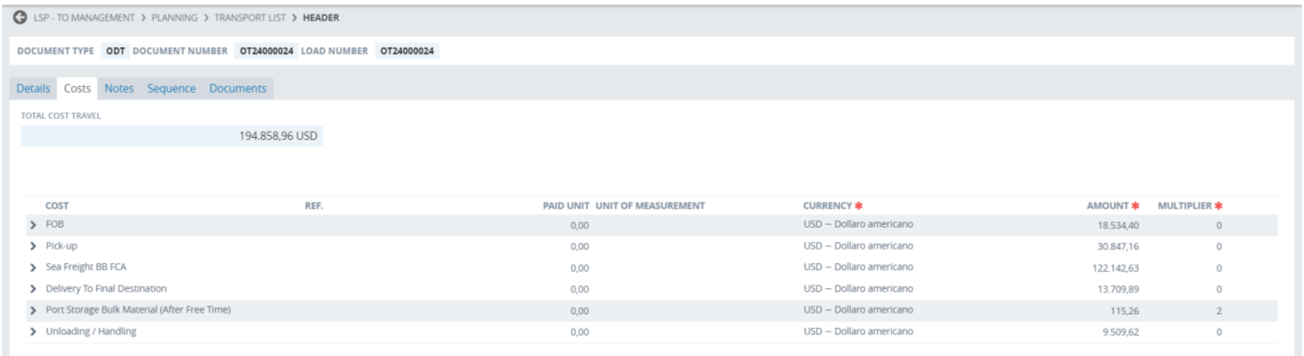
By selecting one Transport Order and clicking on "Modify", a new page will appear with different tabs:

1) The "Detail" tab shows all Transport Requests included in the Transport Order and their details.



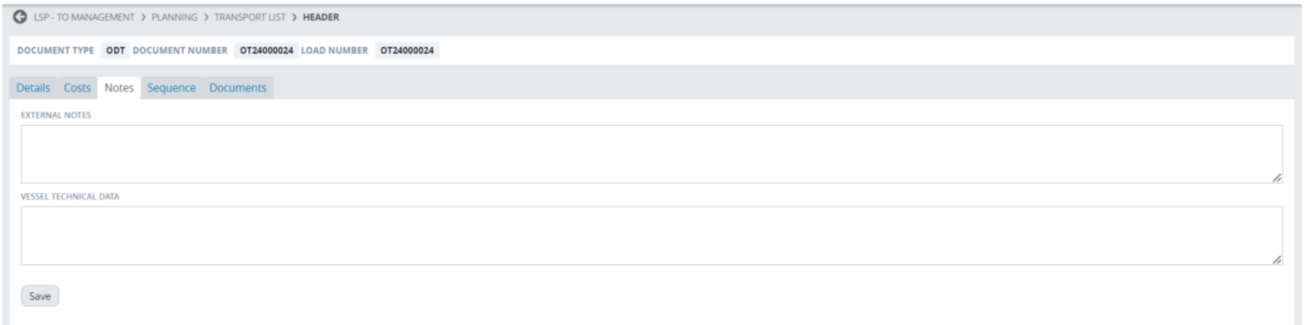
The user can select one Transport Request and click "More Info" to view further details, or click on "Costs" to view the costs associated with that Transport Request. The user will only be able to view and not modify the information.

2) The "Costs" tab displays all Transport Order's costs. The user will only be able to view and not modify or add any costs.

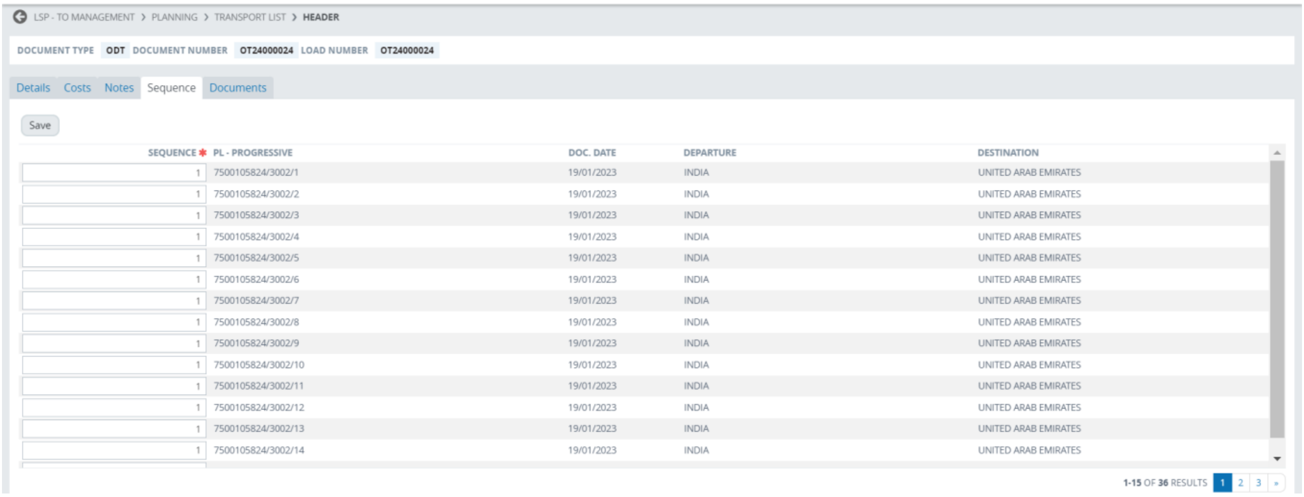


3) The "Notes" tab displays the notes related to the Transport Order. The user can insert information in both Notes sections. The "vessel technical data" section is intended to be

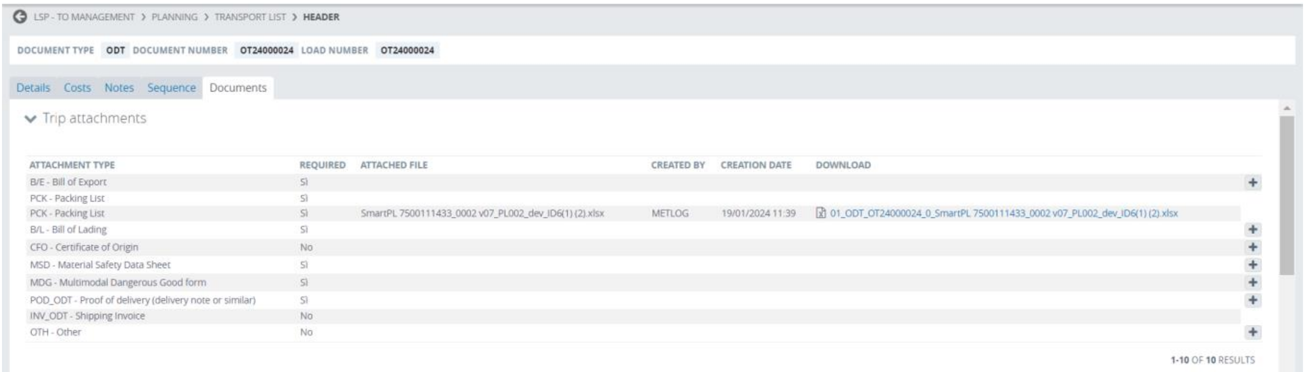
compiled during the pre-booking requests to communicate the information about the vessel that has been identified to perform the transport.



4) The "Sequence" tab displays the list of all Transport Requests that are included in the Transport Order.



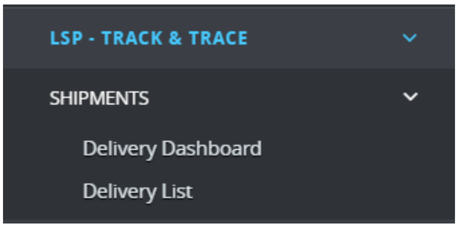
5) The "Documents" tab shows the documents that have been attached to the Transport Order. The user can upload new documents by clicking on the "+" button of the attachment type to be uploaded. A new window will appear that allows the user to select the file and attach it. Once the document has been attached, it will appear in the list with indication of the user and time of upload. The related attachment type row will be duplicated to allow the upload of another document of the same type.



2.4 LSP - TRACK & TRACE SECTION

During the execution phase, the user will have to operate in the Track & Trace section to update the TR status. As for the TO management section, this section includes two pages:

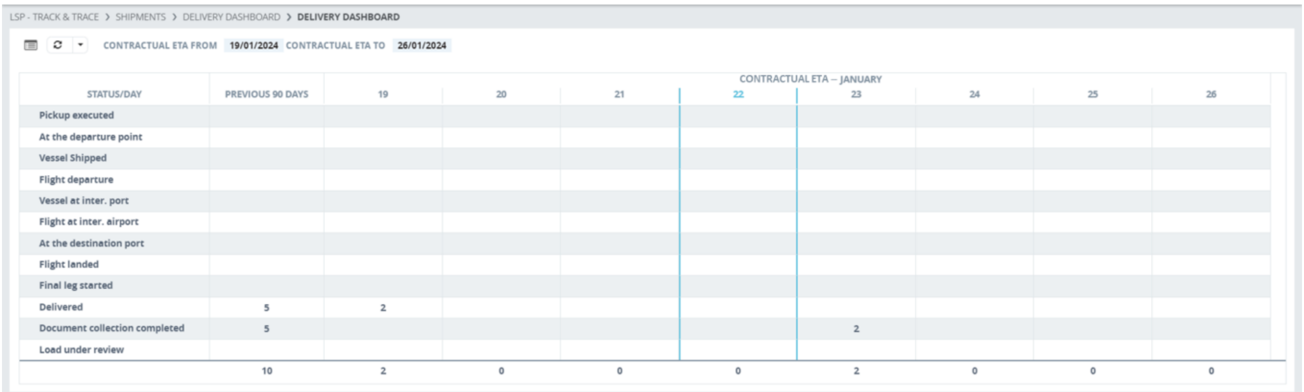
1. The Delivery Dashboard
2. The Delivery List



In the execution phase, the status of the transport is associated to the single Transport Requests and not to the overall Transport Order. Therefore, the Delivery Dashboard and Delivery List display the Transport Requests and their status.

1. Delivery Dashboard

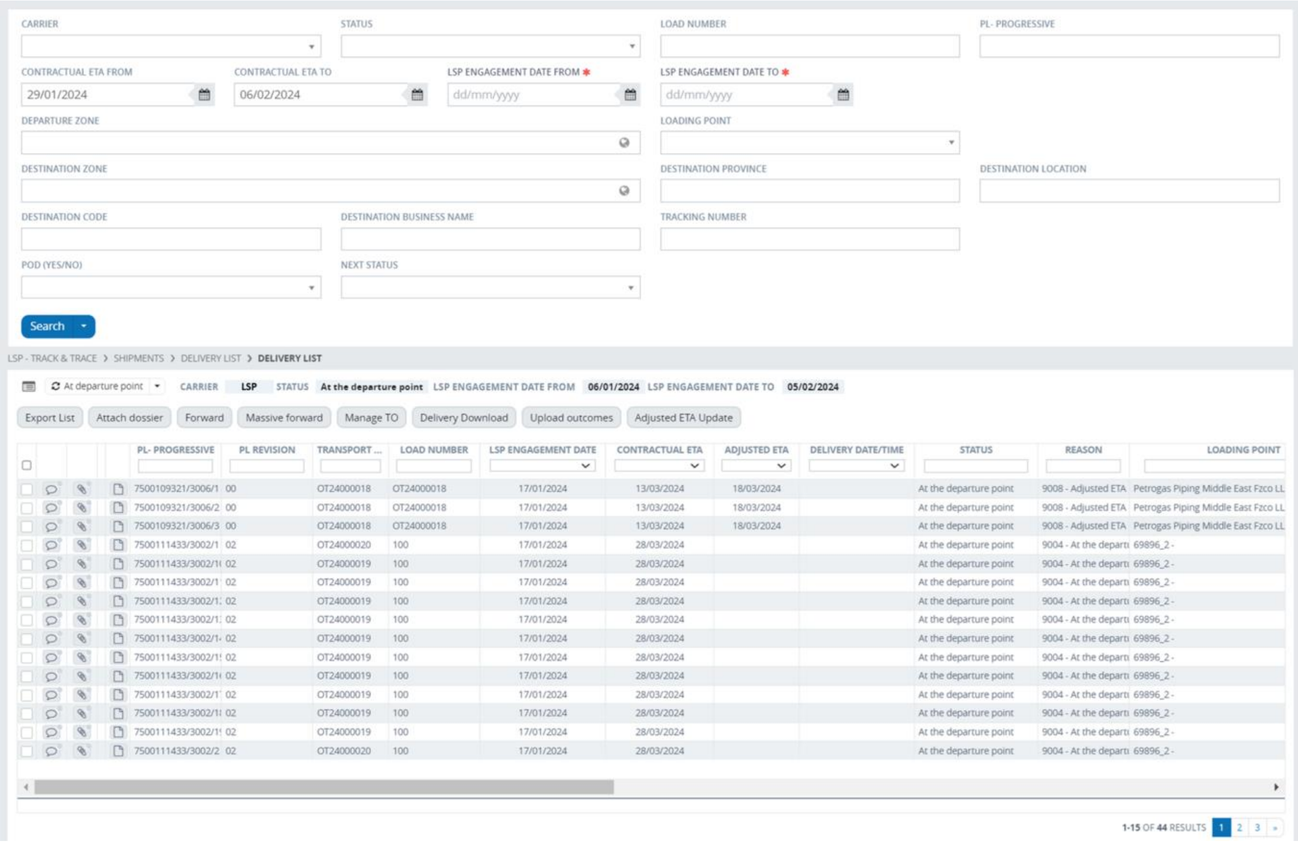
As for the Transport Dashboard, the Delivery Dashboard displays a matrix in which the number of Transport Requests are split by expected delivery date and status.



		CONTRACTUAL ETA – JANUARY							
STATUS/DAY	PREVIOUS 90 DAYS	19	20	21	22	23	24	25	26
Pickup executed									
At the departure point									
Vessel Shipped									
Flight departure									
Vessel at inter. port									
Flight at inter. airport									
At the destination port									
Flight landed									
Final leg started									
Delivered	5	2							
Document collection completed	5					2			
Load under review									
	10	2	0	0	0	2	0	0	0

2.Delivery List

By clicking on a number, the Delivery List will open to view the related Transport Requests and their details.



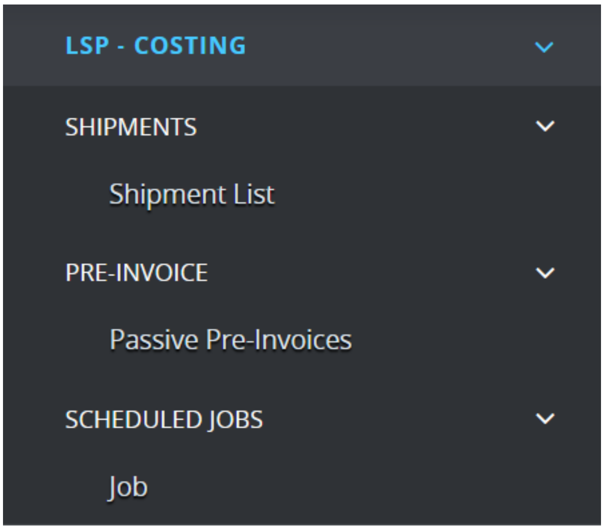
In this page, the user can perform different actions:

1. By clicking on "Export List", an Excel file will be downloaded with all the fields that are visible in this page;
2. By selecting one Transport Request and clicking on "Attach Dossier", the user can attach documents (like the Proof of Delivery). The document will be attached not to the selected TR but to the whole TO that contains the selected TR;
3. By selecting one TR and clicking on "Forward", the user will update the TR status. The button "Massive Forward" is used to massively update the status on more than one TR. When the user wants to massively update the status, they will have to open the filters section and select the "Next status" and then re-launch the search. Then, they can select the TRs to be updated and click on "Massive Forward" to change the status;
4. By selecting one TR and clicking on "Manage TO", the Transport Order Detail page will open;
5. The "Delivery Download" button allows to extract the TR information and their status. The LSP can modify the Excel by inserting the updated status of each TR and then upload the file by using the "Upload Outcomes" button. This functionality allows to massively update the TR status. More details on how to use this feature in paragraph 5.2 How to update a Transport Order / Transport Request status.
6. By selecting one or more TRs and then clicking on "Adjusted ETA update", it is possible to update the Expected Time on Delivery. The new date will be visible in the "Adjusted ETA" field.

2.5 LSP - COSTING SECTION

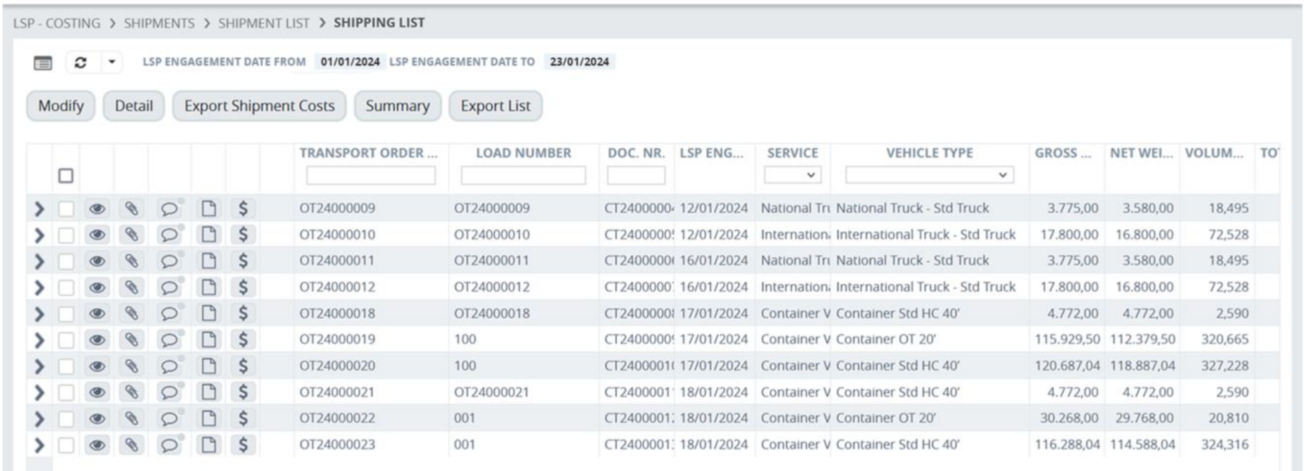
During the execution phase, the user will have to operate in the Costing section. This section includes three pages:

1. The Shipment List
2. The Passive Pre-Invoices
3. The Job



1. Shipment List

The Shipment List section allows the user to view all Transport Orders in the execution phase, their details and costs.



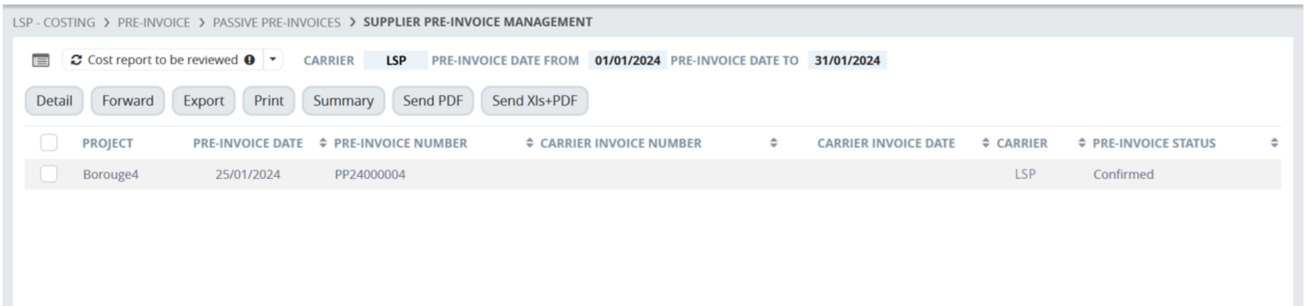
TRANSPORT ORDER ...	LOAD NUMBER	DOC. NR.	LSP ENG...	SERVICE	VEHICLE TYPE	GROSS ...	NET WEI...	VOLUM...	TO
OT24000009	OT24000009	CT2400000	12/01/2024	National Tru	National Truck - Std Truck	3.775,00	3.580,00	18,495	
OT24000010	OT24000010	CT2400000	12/01/2024	Internation	International Truck - Std Truck	17.800,00	16.800,00	72,528	
OT24000011	OT24000011	CT2400000	16/01/2024	National Tru	National Truck - Std Truck	3.775,00	3.580,00	18,495	
OT24000012	OT24000012	CT2400000	16/01/2024	Internation	International Truck - Std Truck	17.800,00	16.800,00	72,528	
OT24000018	OT24000018	CT2400000	17/01/2024	Container V	Container Std HC 40’	4.772,00	4.772,00	2,590	
OT24000019	100	CT2400000	17/01/2024	Container V	Container OT 20’	115.929,50	112.379,50	320,665	
OT24000020	100	CT2400001	17/01/2024	Container V	Container Std HC 40’	120.687,04	118.887,04	327,228	
OT24000021	OT24000021	CT2400001	18/01/2024	Container V	Container Std HC 40’	4.772,00	4.772,00	2,590	
OT24000022	001	CT2400001	18/01/2024	Container V	Container OT 20’	30.268,00	29.768,00	20,810	
OT24000023	001	CT2400001	18/01/2024	Container V	Container Std HC 40’	116.288,04	114.588,04	324,316	

In this page, the user can perform different actions:

- By clicking on “Export Shipment Costs”, an Excel file will be downloaded with all the costs related to the Transport Orders;
- By selecting one Transport Order and clicking on “Summary”, a window will open with the main details of the TO;
- By clicking on “Export List”, an Excel file will be downloaded with all the fields that are visible in this page;
- By selecting a Transport Order and clicking on “Modify” or “Detail”, the user will open the TO details. By clicking on “Modify” and navigating the different tabs, the user will be able to insert a request for accessory or extra costs and attach documents. For further details, view paragraph 2.4 LSP – Track & Trace section.

2. Passive Pre-Invoices

The Passive Pre-Invoices section displays the list of all generated Pre-Invoices. The Pre-Invoice document is not an official invoice, but more a final cost report that collects all costs arisen from the different Transport Orders.

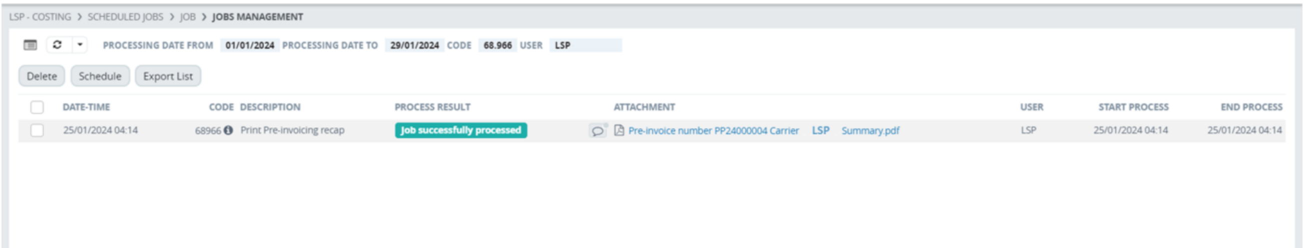


In this page, the user can perform different actions:

- By clicking on “Detail”, the user can view (but not modify) the details of the pre-invoice;
- By selecting one pre-invoice and clicking on “Forward”, the user accepts the document and the status of the pre-invoice will be updated from “Provisional” to “Confirmed”;
- By clicking on “Export”, an Excel file will be downloaded with the pre-invoice details;
- By clicking on “Print”, a pdf file will be downloaded with the pre-invoice document;
- By clicking on “Summary”, a pdf file will be downloaded with the summary information of the pre-invoice;

3. Job

The Job section displays the list of jobs that the system has scheduled and their status. Some activities are not immediately performed by the system, but instead are scheduled and processed. Some of them are, for example, the export of the pre-invoice document or download of some reports.



In this page, the user can perform different actions:

- By clicking on “Delete”, the user can cancel the selected jobs;
- By clicking on “Schedule” the user can schedule the selected job by indicating the time when he / she wants it to be processed;
- By clicking on “Export List” the user can download and Excel file with the list of Jobs and the information visible in this view;

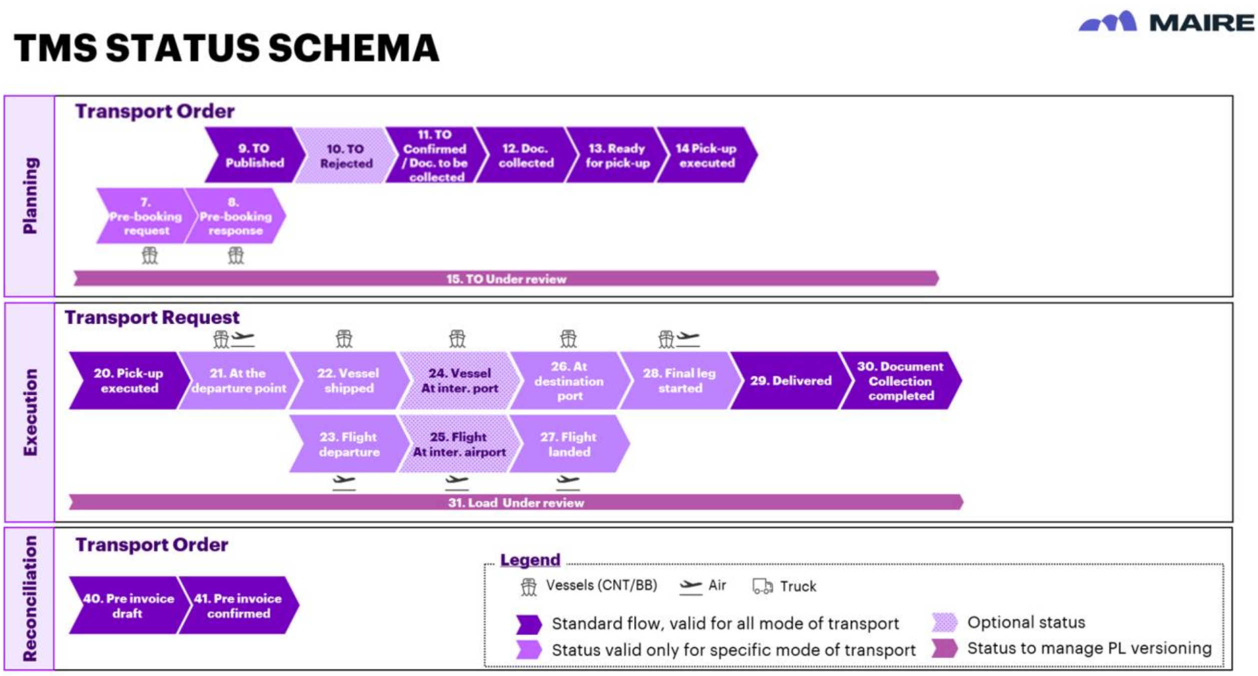
3. END TO END PROCESS

The end-to-end transportation management process is structured in three main phases:

1. **Transportation Planning**: this is the first phase of the transport management workflow. During this stage, the Transport Orders (TOs) are published to the Logistics Service Provider (LSP), who has to review and add further transport information and validate or propose changes the TO.
2. **Transport Execution**: this phase reflects the transportation life cycle. It begins with the communication by the LSP that the transport has started (status "pick-up executed") and ends with the goods arrival at site (status "delivered"). This stage includes the transport track and trace and the extra and accessory cost management.
3. **Reconciliation**: the last phase of the transport management workflow relates to the pre-invoicing activity enabled after the collection of the required transport documents.

3.1 TMS STATUS LIST

This section describes the list of status according to the mean of transport.



The following table illustrates all the status that a TR or TO can have on the TMS, with indication of the possible status a TR or TO can assume, and the owner of the status update activity. <u>During the planning phase (until the pick-up execution status), the status refers to the Transport Order, whereas in the execution phase it refers to the Transport Request</u>.

ID	TRANSPORT REQUEST STATUS	TRANSPORT ORDER STATUS	POSSIBLE NEXT STATUS 1	POSSIBLE NEXT STATUS 2	Owner from Status to Next
1		Pre-booking request	Pre-booking response		LSP

2		Pre-booking response	Published	Pre-booking request	MAIRE
3		Published	Confirmed / Doc. to be collected	Rejected	LSP
4		Rejected	Rejected - revisions accepted	Rejected - revisions rejected	MAIRE
5		Rejected - revisions accepted	Published		MAIRE
6		Rejected - revisions rejected	Published		MAIRE
7		Confirmed / Doc. to be collected	Doc. collected	Ready for pickup	MAIRE
8		Doc. collected	Ready for pickup		MAIRE
9		Ready for pickup	Pickup executed		LSP
10		Pickup executed	At the departure point	Delivered	LSP
11	At the departure point		Vessel Shipped	Flight departure	LSP
12	Vessel Shipped		Vessel at inter. Port	At the destination port	LSP
13	Vessel at inter. Port		Vessel Shipped		LSP
14	At the destination port		Final leg started		LSP
15	Flight departure		Flight at inter. Airport	Flight landed	LSP
16	Flight at inter. Airport		Flight departure		LSP
17	Flight landed		Final leg started		LSP
18	Final leg started		Delivered		LSP
19	Delivered		Document collection completed		MAIRE

20	Document collection completed		Pre-invoice draft		MAIRE
21		Pre-invoice draft	Pre-invoice confirmed		LSP
22		Pre-invoice confirmed			-
23		TO under review	Status prior to PL revision (1-9)		MAIRE
24	Load under review		Status prior to PL revision (10-20)		MAIRE

4. TRANSPORTATION PHASES

This section illustrates the process steps and activities that the LSP has to perform on the system. The process is fairly similar for all methods of transport. In case there are some peculiarities for a specific MoT, this will be indicated in the description.

4.1 TRANSPORT PLANNING

The planning phase is the first phase of the transport management process. This phase ends with the start of the transport execution (status "Pick-up executed"). To perform the planning activities, the LSP will use the menu "TO management".

Transport Order receival and confirmation

The LSP is formally engaged for the transport at the Transport Order publication ("Transport Order Published"). Once the Transport Order is published by Maire, the related widget available on the dashboard will be automatically updated with the number of published TOs. It is highly recommended to monitor the widgets on the system in order to identify and complete all pending activities.

In addition to the widgets update, the LSP will receive an e-mail notifying him of the publication of a new Transport Order and inviting him to access the system to promptly review and confirm or propose changes to it. The email will be sent from the following no-reply address: MAIRE_Logistics@tesisquare.com

Make sure to save this address so that the emails will not be automatically sent to the "spam" folder.

Opening the Transport Order, the LSP will be able to view all related details and costs, but will not have the possibility to modify them. In case of Transport Orders subjected to change order, this will be indicated in the notes section. Therefore, once the Change Order is approved, the cost section will be updated accordingly. In case the LSP already knows the number of the Change Order, he / she can indicate it in the notes section. This applies also to Oversize transports, which will be managed on the system using the same procedure dedicated to General Cargo transports.

Once the TO is reviewed, the LSP can accept the transport to proceed with the transport management process. To do so, the LSP will update the status by selecting the TO, clicking on "Forward" and selecting the new status "Confirmed – doc. to be collected".

Otherwise, in case the LSP wants to propose some changes to the TO, he will update the status to "Rejected" and insert some notes to indicate how he would like to modify the Transport Order.

In case of TO rejection, Maire will evaluate the proposed changes and will provide feedback in case of changes acceptance. The TO will be modified and then re-published for the LSP's acceptance.

Once the Transport Order has been accepted, the LSP shall provide via TMS:

- Loading plan (mandatory to be attached in the "Documents" tab);
- Starting pick-up date (mandatory);
- Tracking number of the shipment (where possible);
- Documents necessary for transport execution;
- Any other information regarding the shipment that is useful for its tracking and control.

The LSP can also indicate the expected time od departure and arrival, by selecting one Transport Order, clicking on the "Insert ETD/ETA" button and indicating the dates in the related fields.

Once the minimum set of documents necessary for the transport execution have been collected both by LSP and Maire, the LSP will receive authorization to start the transport execution (status "ready for pick-up"). Further documentation can be uploaded during all phases of the transport.

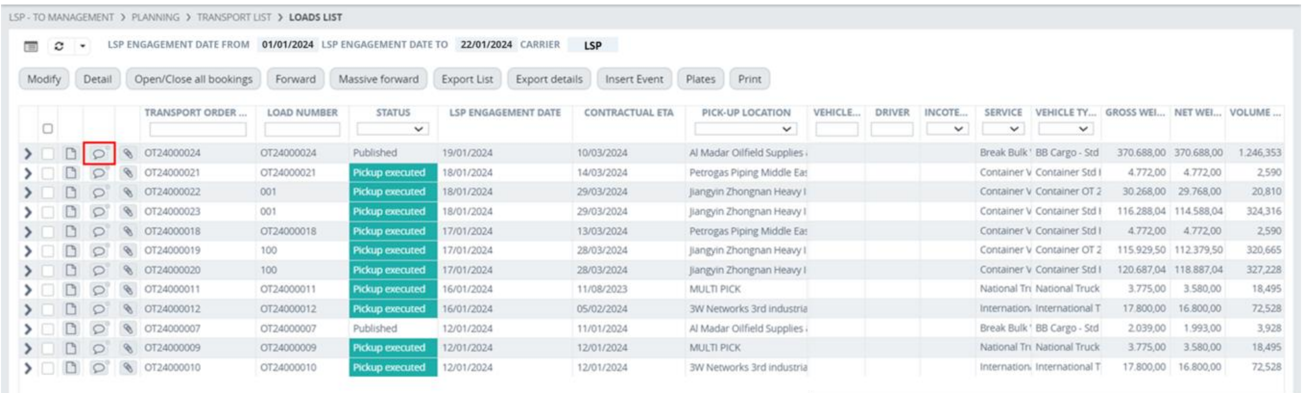
Once the transport has started and the pick-up has been completed, the LSP will update the status of the TO in "Pick-up executed". This step concludes the transport planning phase and the execution phase starts.

Pre-booking phase

In case of Break-Bulk transports, it is possible that Maire activates the pre-booking phase before of the standard process described into the previous section (Transport Order receival and confirmation).

The pre-booking phase allows Maire to share preliminary information about the transport, so that the LSP can activate the search for a proper vessel to execute the service. The LSP user can monitor the number of pre-booking requests that have been shared by using the related widget available on the Dashboard page.

The LSP has to insert the vessel technical data on the related notes section, available on the TO:

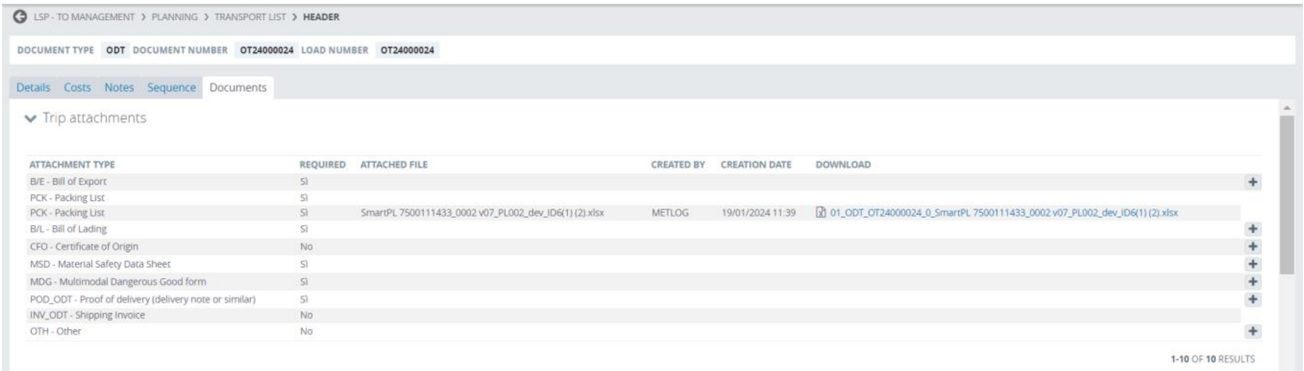


TRANSPORT ORDER ...	LOAD NUMBER	STATUS	LSP ENGAGEMENT DATE	CONTRACTUAL ETA	PICK-UP LOCATION	VEHICLE...	DRIVER	INCOTE...	SERVICE	VEHICLE TY...	GROSS WEI...	NET WEI...	VOLUME ...
OT24000024	OT24000024	Published	19/01/2024	10/03/2024	Al Madar Oilfield Supplies				Break Bulk	BB Cargo - Std	370.688,00	370.688,00	1.246,353
OT24000021	OT24000021	Pickup executed	18/01/2024	14/03/2024	Petrogas Piping Middle Eas				Container V	Container Std I	4.772,00	4.772,00	2,590
OT24000022	001	Pickup executed	18/01/2024	29/03/2024	Jiangyin Zhongnan Heavy I				Container V	Container OT 2	30.268,00	29.768,00	20,810
OT24000023	001	Pickup executed	18/01/2024	29/03/2024	Jiangyin Zhongnan Heavy I				Container V	Container Std I	116.288,04	114.588,04	324,316
OT24000018	OT24000018	Pickup executed	17/01/2024	13/03/2024	Petrogas Piping Middle Eas				Container V	Container Std I	4.772,00	4.772,00	2,590
OT24000019	100	Pickup executed	17/01/2024	28/03/2024	Jiangyin Zhongnan Heavy I				Container V	Container OT 2	115.929,50	112.379,50	320,665
OT24000020	100	Pickup executed	17/01/2024	28/03/2024	Jiangyin Zhongnan Heavy I				Container V	Container Std I	120.687,04	118.887,04	327,228
OT24000011	OT24000011	Pickup executed	16/01/2024	11/08/2023	MULTI PICK				National Tr	National Truck	3.775,00	3.580,00	18,495
OT24000012	OT24000012	Pickup executed	16/01/2024	05/02/2024	3W Networks 3rd industria				Internation	International T	17.800,00	16.800,00	72,528
OT24000007	OT24000007	Published	12/01/2024	11/01/2024	Al Madar Oilfield Supplies				Break Bulk	BB Cargo - Std	2.039,00	1.993,00	3,928
OT24000009	OT24000009	Pickup executed	12/01/2024	12/01/2024	MULTI PICK				National Tr	National Truck	3.775,00	3.580,00	18,495
OT24000010	OT24000010	Pickup executed	12/01/2024	12/01/2024	3W Networks 3rd industria				Internation	International T	17.800,00	16.800,00	72,528

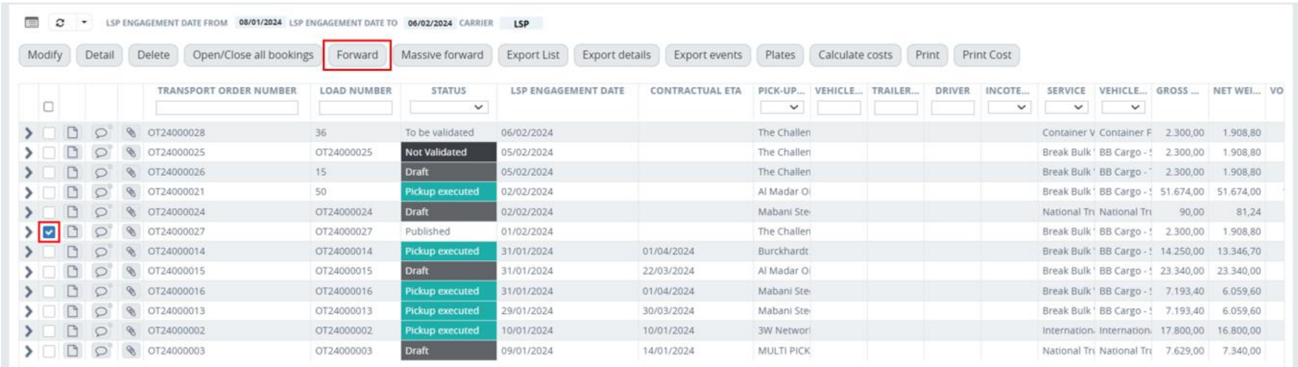
In the Notes section, the mandatory information to be shared is the following:

- Vessel name;
- Vessel age;
- Vessel flag;
- Laycan;
- Stowage plan;
- Vessel technical equipment;
- Any other information relevant for the transport.

The user will also attach the stowage plan and any other document containing relevant information about the vessel and the transport. To attach a document, select the Transport Order and click on "Modify". Then go to the "Documents" tab and click on "+" next to the attachment type. Select a document and upload it. For more information on how to attach documents, please refer to paragraph 5.1 How to attach documents.



Once the information is collected, the Transport Order can be forwarded to the next status "Pre-booking response" by using the "Forward" button:



In case of acceptance by Maire of the pre-booking response, the Transport Order can be published to start the transport management process.

4.2 TRANSPORT EXECUTION

The transport execution phase starts with the pick-up execution by the LSP. In this phase, the user will navigate two sections of the system:

1. Track & trace: this section allows the user to update the track & trace status related to the single Transport Requests. In this section, he will also be able to communicate potential delays and update the ETA.
2. Costing: this section allows the user to view the Transport Orders in execution and potentially insert accessory or extra costs requests.

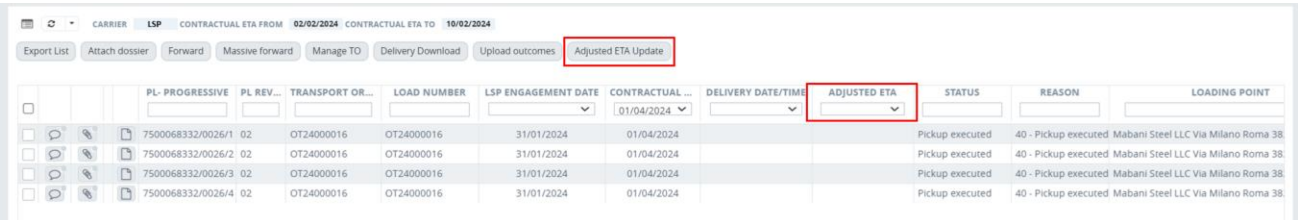
Transport track&trace

To update the transport with the following status, the LSP will use the "Track & Trace" menu, where status are assigned to the single Transport Requests that are included in a TO. For more information about the Track & Trace section, please refer to paragraph 2.4 LSP – Track & Trace section. The procedure to update the TR status is detailed in paragraph 5.2 How to update a Transport Order / Transport Request status.

Some track and trace status differ according to the mean of transport of the TO. Below is a table that displays the track & trace status for each mean of transport.

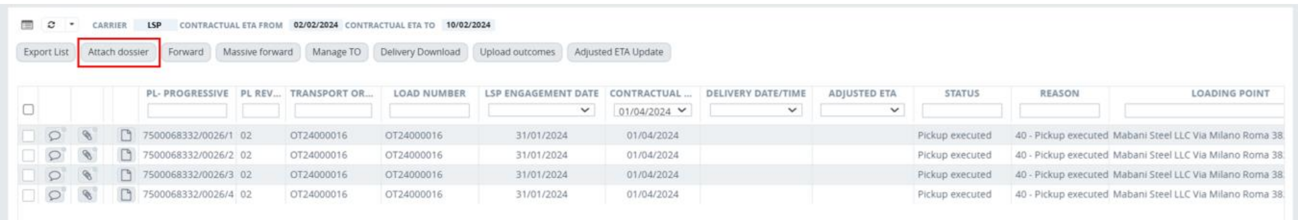
MOT	STATUS 1	STATUS 2	STATUS 3	STATUS 4	STATUS 5	STATUS 6	STATUS 7
Break Bulk vessel	Pick-up executed	At departure point	Vessel shipped	Vessel at inter. Port	At destinatio n port	Final leg started	Delivered
Container vessel	Pick-up executed	At departure point	Vessel shipped	Vessel at inter. Port	At destinatio n port	Final leg started	Delivered
Air freight	Pick-up executed	At departure point	Flight departed	Flight at inter. Airport	Flight landed	Final leg started	Delivered
National Truck	Pick-up executed	-	-	-	-	-	Delivered
International Truck	Pick-up executed	-	-	-	-	-	Delivered

In case of transport delays, the LSP will have to communicate it by updating the Expected Time of Arrival (ETA). The LSP will select the TRs, click on the "Adjusted ETA" button and insert the new date in the pop-up window. The new date will be displayed in the "Adjusted ETA" field. For more information on how to update the ETA, please refer to paragraph 5.3 How to update the Expected Time of Arrival (ETA).



All status and ETA updates will be tracked by the system in the "Events" section, with indication of the date and time of the update and the user who completed the activity. To view the "Events" section, click on .

Once the transport is completed and the status of the TR is updated to "Delivered", the LSP will upload the Proof of Delivery document in the Documents tab. To upload the POD document, the user can select one TR, click on "Attach dossier" and then select the document to be uploaded. This will attach the document to the whole TO in which the selected TR is contained.



Otherwise, it is possible to attach the document to the TO in the Shipment List page. For more information on how to attach documents, please refer to paragraph 5.1 How to attach documents. This step concludes the transport execution.

Accessory and extra costs management

During the transport, the LSP will insert additional accessory and/or extra costs (costs not included in the price lists), with indication of their reasons in the notes section and the necessary documentation in the attachments tab.

All costs inserted by the LSP will have to be approved by Maire. Every time the LSP inserts an accessory or extra cost, the status of the TO will be automatically updated from “Confirmed” to “Not Confirmed”. All costs have to be confirmed by Maire before the next phase of the process: the reconciliation. Once all costs have been approved, the TO status will be updated to “Confirmed”.

The procedure for accessory and extra costs insertion is detailed in paragraph 5.4 How to insert accessory / extra costs.

4.3 TRANSPORT ORDER CHANGES AND PL VERSIONING

At any point during the planning and execution phase of the transport, a new updated version of the Packing List document can be received. This phenomenon is referred to as “PL versioning”. A new PL revision can update:

1. The number of packages in the Packing List;
2. The information of the single packages contained in the Packing List.

Therefore, during the transport management process, the Transport Order created can be subject to changes in terms of number of packages and their information.

In case the PL revision is received during the planning phase of the transport, the TO status will be automatically updated to “TO under review”. Otherwise, if the revision is received during the execution phase, the status of the TR contained in the revised PL will be updated to “Load under review”.

In both cases, Maire will review the Transport Order and potentially modify its attributes in accordance to the PL revision. Any TO information could be updated, such as packages dimensions and weight, pick-up address, incoterm, number of packages and so on. These changes could also affect the method of transport and costs that have been calculated. According to the PL changes, Maire will modify the TO and update the status by inserting the TO status prior to the PL revision. Therefore, if a TO is in status “Published”, after the PL revision it will become “TO under review”. After Maire reviews the TO, the status will go back to “Published”.

4.4 RECONCILIATION

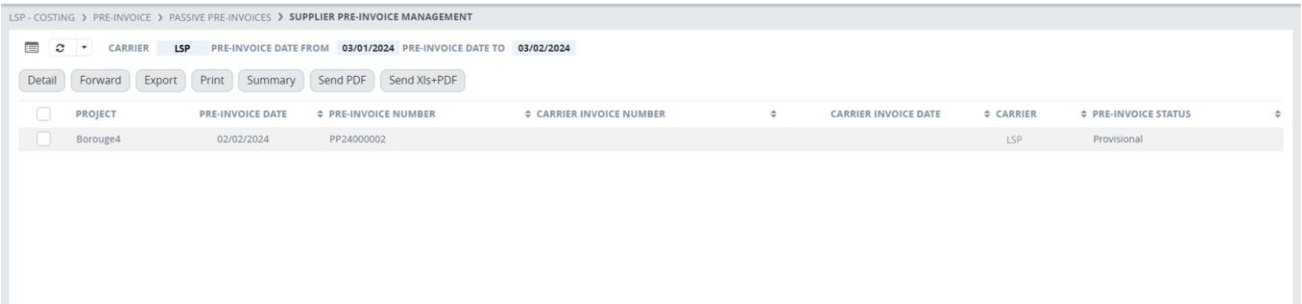
Pre-invoice receival and acceptance

Once the transport has been completed and all costs have been approved, the pre-invoice will be generated and visible to the LSP in the “Passive pre-invoices” section.

The pre-invoice document is a preliminary report of all costs that have arisen on the Transport Orders and will not be the official invoice for the services.

The pre-invoice document can be generated only if the TO status is "Confirmed" and all costs have been approved by Maire. It will be possible to:

1. Download the pre-invoice in excel format by clicking on "Export".
2. Download the pre-invoice in pdf format by clicking on "Print".
3. View the pre-invoice by clicking on "Detail".
4. Confirm the pre-invoice by clicking on "Forward".



Once the Pre-Invoice is confirmed, the status will change from "Provisional" to "Confirmed".

In case of issues, it is not possible to reject the Pre-Invoice in the system, therefore it will be necessary to contact Maire offline by email.

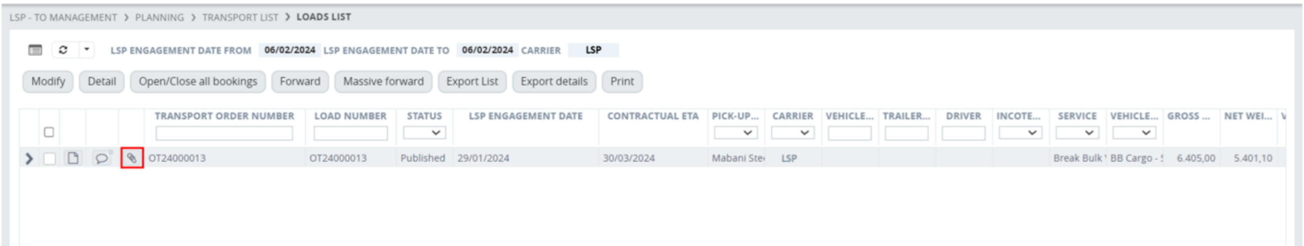
5. HOW TO

5.1 HOW TO ATTACH DOCUMENTS

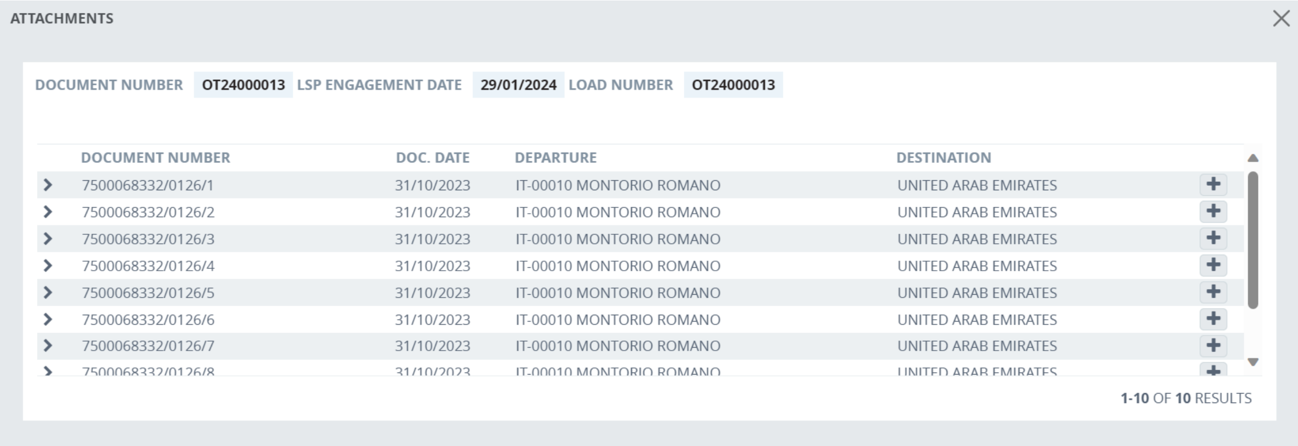
In the planning phase, there are two main ways to attach a document:

1. Attach a document to a single Transport Request
2. Attach a document to a Transport Order

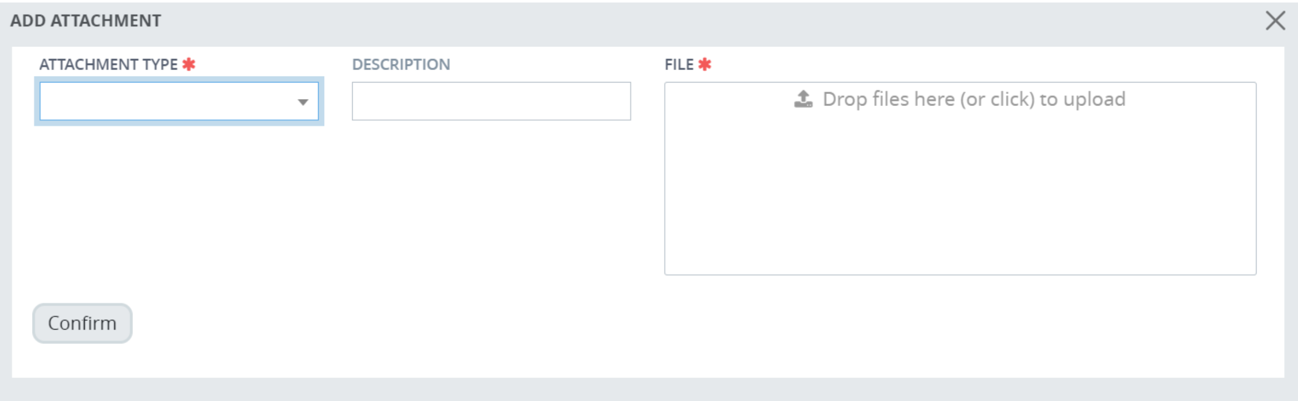
To attach a document to a single Transport Request, go to the TO Management → Planning → Transport List menu, and click on the paper clip icon of the Transport Order in question.



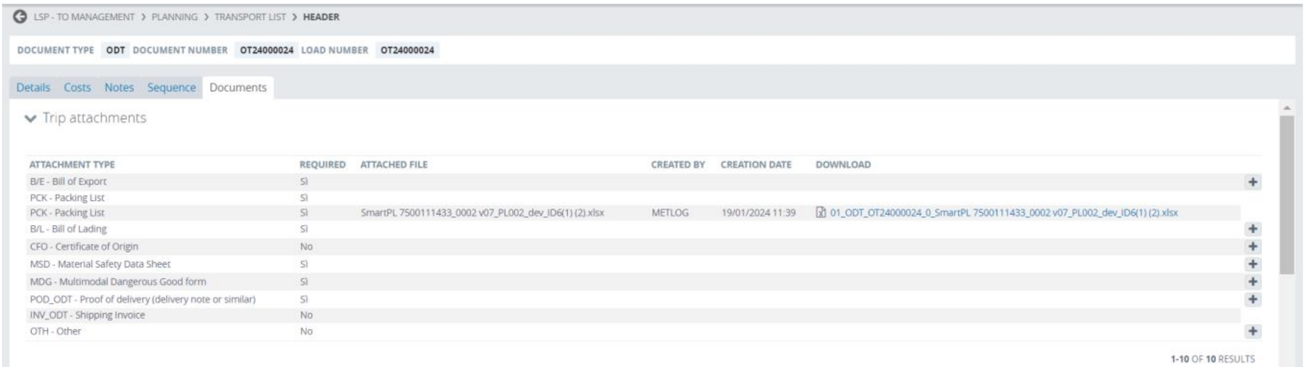
A new window will open with the list of all Transport Requests that are included in the Transport Order.



Click on the "+" button to specify the attachment type and upload the document. Then click on "Confirm".



To attach a document to the Transport Order, select the Transport Order and click on "Modify". Then open the tab "Documents" and click on the "+" button next to the attachment type to be uploaded.

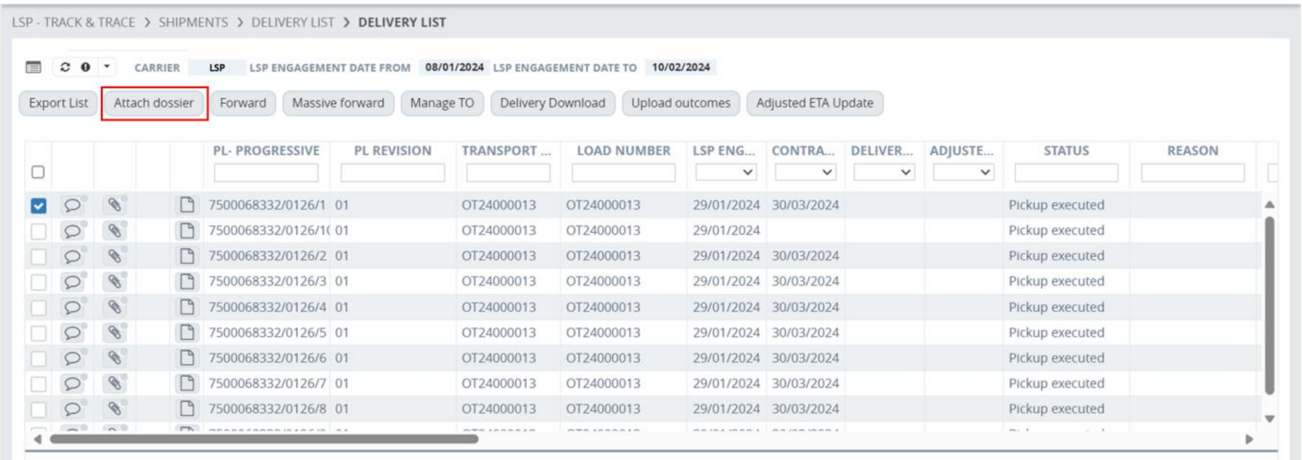


A window will open to let the user select the file and confirm the operation.

During the execution phase, the user has two ways to attach a document:

1. In the Costing → Shipment → Shipment list menu, select the Transport Order and click on "Modify". Open the "Documents" tab and follow the instructions detailed above.
2. Another way to attach specifically the Proof of Delivery is to navigate to the Track & Trace → Shipment → Delivery List menu, select one Transport Request and click on "Attach Dossier".

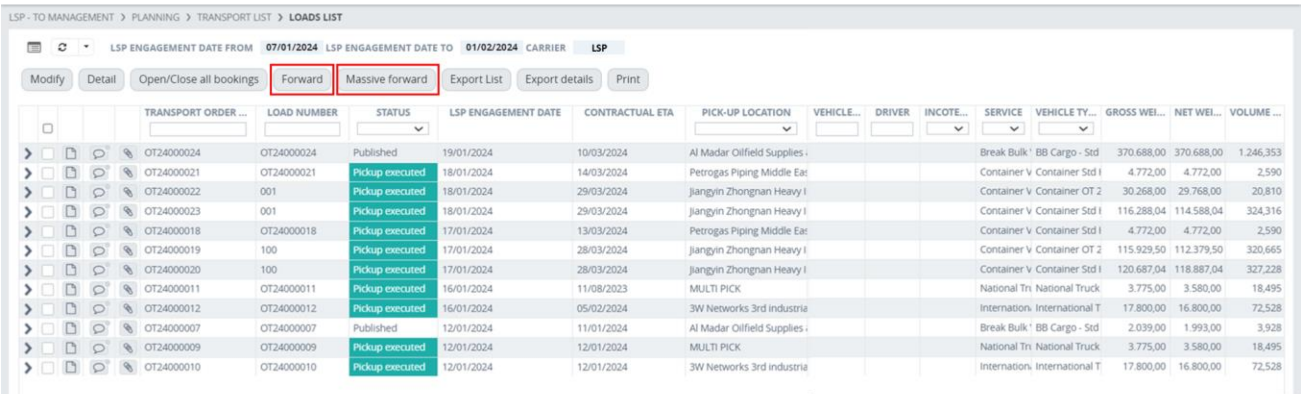
A new window will open to select the document and upload it. The document will be attached to the whole Transport Order and will be visible in the "Documents" tab.

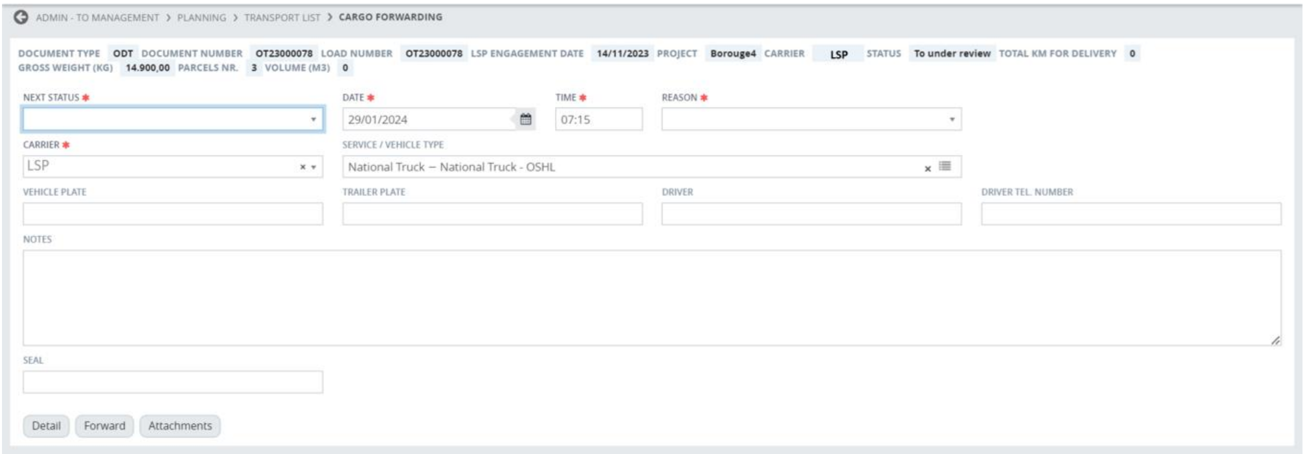


5.2 HOW TO UPDATE A TRANSPORT ORDER / TRANSPORT REQUEST STATUS

<u>During the planning phase</u>, there are two ways to update the TO status:

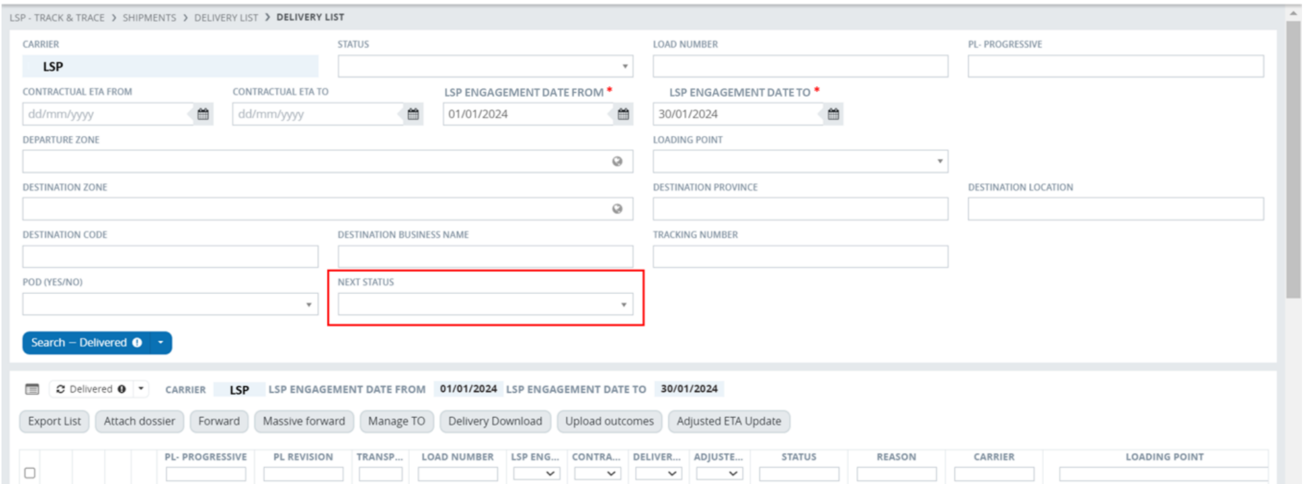
1. Update the status on a single TO:
   a. Go to the TO Management → Planning → Transport List menu.
   b. Select the Transport Order and click on "Forward".
   c. A new window will appear where the user will indicate the updated status in the "Next status field" and potentially insert notes in the related section.
   d. Click on "Forward"
2. Massive update of more TOs:
   a. Go to the TO Management → Planning → Transport List menu.
   b. Select the Transport Orders and click on "Massive Forward".
   c. A new window will appear where the user will indicate the updated status in the "Next status field" and potentially insert notes in the related section.
   d. Click on "Forward".





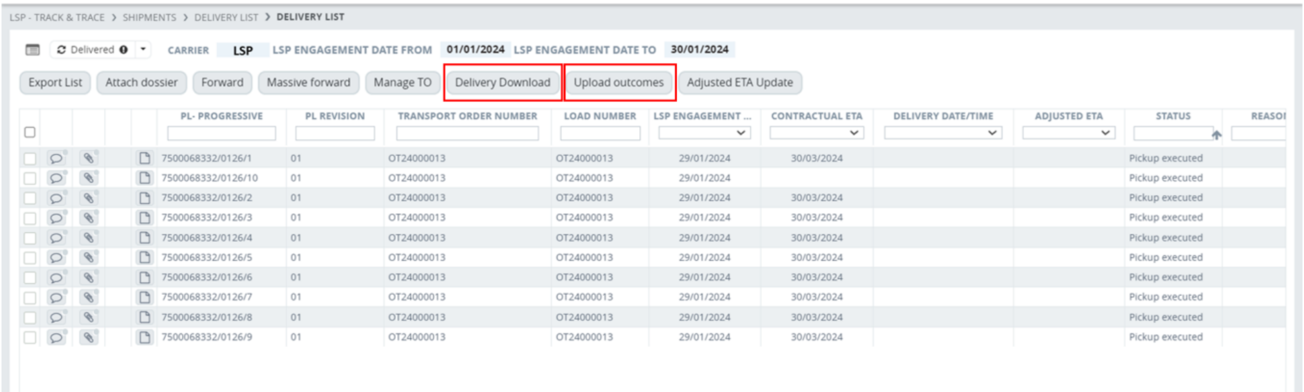
In the execution phase, the status of the TR can be updated in three ways.

1. Update the status on a single TR: go to Track & Trace → Shipment → Delivery List menu. Select the TR and click on "Forward". A new window will appear to select the new status and the date and time of the event.
2. Massive update of more TRs:
    a. Go to Track & Trace → Shipment → Delivery List menu.
    b. Open the filter section (▤) and indicate the new status in the field "Next status" and click on "Search".
    c. Select the Transport Requests and click on "Massive Forward". A new window will appear to indicate the date and time of the event.



3. Massive update of more TR by Excel upload:
    a. Go to Track & Trace → Shipment → Delivery List menu.
    b. Click on "Delivery Download", to export an excel file with the information of the Transport Requests and their status.
    c. Modify the document inserting the date and hour of the event in the related columns. In the "Reason" column select the updated status from the drop-down list. Notes can be inserted in the related column.
    d. After saving the file, upload it by clicking on "Upload outcomes". A job will be scheduled to update the Transport Requests' status.

	J	K	L	M	
1	Delivery Status	Date Event	Hour Event	Reason	Notes
2	Pickup executed				
3	Pickup executed				
4	Pickup executed				
5	Pickup executed				
6	Pickup executed				
7	Pickup executed				
8	Pickup executed				
9	Pickup executed				
10	Pickup executed				
11	Pickup executed				
12					



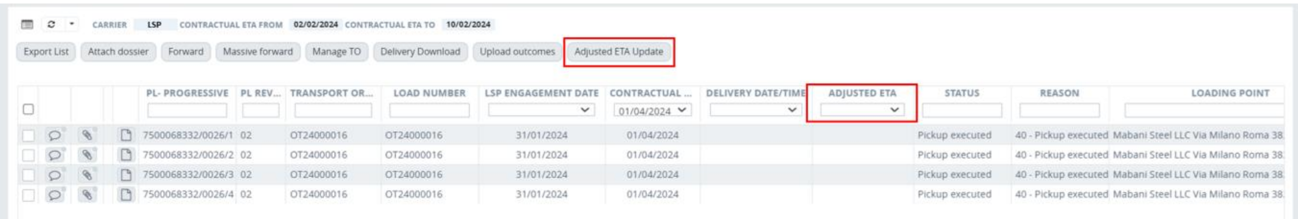
Please note that the date and time to be inserted are referred to the event, not the Excel file upload. Therefore, if the user on 30th January wants to communicate that the goods has been delivered two days prior, he / she will insert the date and time of delivery, so 28th January.

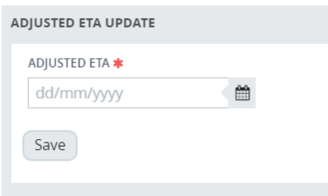
5.3 HOW TO UPDATE THE EXPECTED TIME OF ARRIVAL (ETA)

During the execution phase, the carrier can update the expected time of arrival (ETA) if it is different by the one calculated leveraging of the contractual Transit Time.

In order to update the ETA date, please follow these steps:

a) Go to Track & Trace → Shipment → Delivery List menu.
b) Select one or more Transport Requests and click on "Adjusted ETA update". A new window will appear.
c) Indicate into the window the new date and click on "Save". The updated ETA will appear for each Transport Request in the "Adjusted ETA" field.





5.4 HOW TO INSERT ACCESSORY / EXTRA COSTS

During the execution phase, the carrier has the possibility to insert accessory / extra costs. Costs can be inserted at TR or TO level and their insertion procedure depends on the type of cost: manual or accessory.

- Manual costs are entered manually by the user indicating the related amount;
- Accessory costs must be manually triggered but will be calculated by the system.

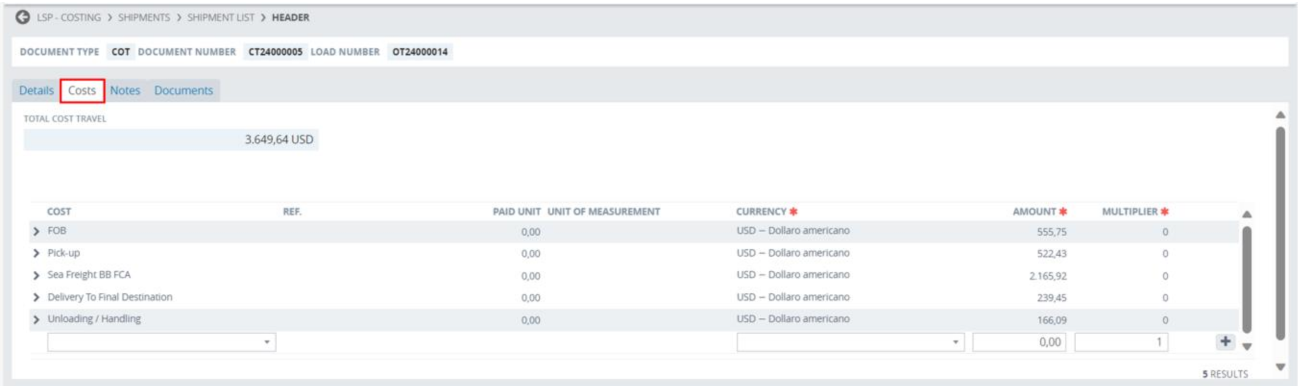
The table below indicates the list of all costs that the carrier can insert on a Transport Order, with indication of the cost type, how it is calculated (by TR or TO) and how to insert the cost.

COST NAME	COST TYPE	CALCULATED BY	FIELD USED TO CALCULATE THE COST	HOW TO INSERT THE COST
Consolidation In/Out Cycle	Manual cost	TO/TR		Insert cost amount
Consolidation Storage	Manual cost	TO/TR		Insert cost amount
Double Stuffing	Accessory cost	TR	N. container	Just click on "+" - do not modify the amount or multiplier fields
Pick-up Empty Trip	Manual cost	TO/TR		Insert cost amount
Container Positioning Empty Trip	Accessory cost	TR	N. container	Just click on "+" - do not modify the amount or multiplier fields
Truck Demurrage at Departure	Accessory cost	TR	N. truck	Insert demurrage hours (exceeding potential grace period) in the multiplier
Killed Slot	Accessory cost	TO		Insert the number of killed slot in the multiplier
Vessel Detention	Accessory cost	TO		Insert detention hours (exceeding grace period) in the multiplier
Container Detention (After Free Time)	Accessory cost	TR	N. container	Insert detention days (exceeding grace period) in the multiplier
Port Storage Container (After Free Time)	Accessory cost	TR	N. container	Insert storage days (exceeding grace period) in the multiplier

COST NAME	COST TYPE	CALCULATED BY	FIELD USED TO CALCULATE THE COST	HOW TO INSERT THE COST
Port Storage Bulk Material (After Free Time)	Manual cost	TO/TR		Insert cost amount
2nd Driver	Accessory cost	TR	N. truck	Just click on "+" - do not modify the amount or multiplier fields
Truck Demurrage at Site	Accessory cost	TR	N. truck	Insert demurrage hours (exceeding potential grace period) in the multiplier
Extra cost	Manual cost	TO/TR	-	Insert cost amount

<u>To insert a cost by TO</u>, please follow these steps:

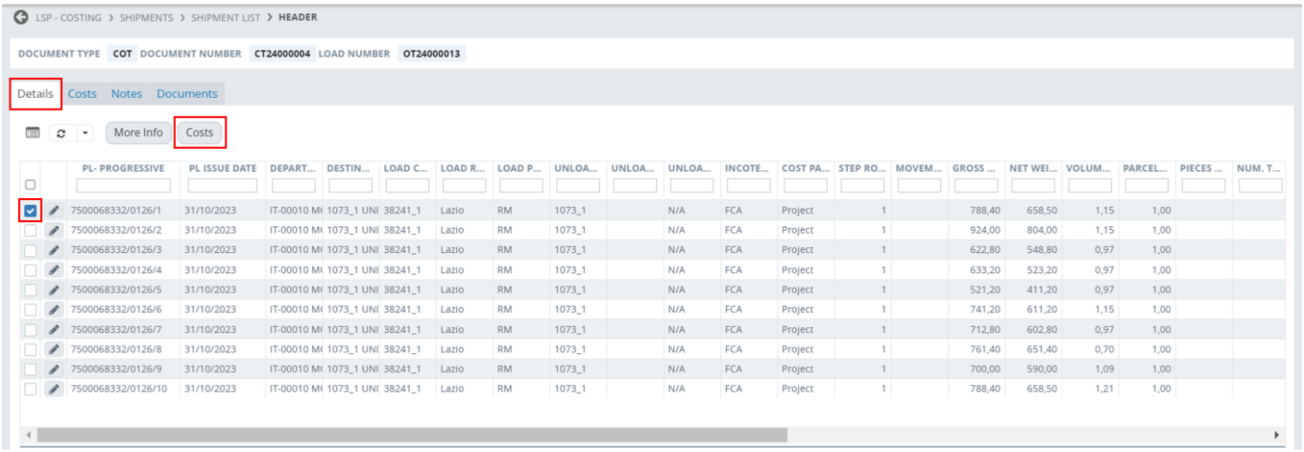
1. Go to Costing → Shipment → Shipment list menu,
2. Select one Transport Order, click on "Modify" and go to the "Costs" tab.
3. Select a cost from the drop-down list and indicate the currency (always USD).
    a. If it's a manual cost indicate the amount in the related field and then click on "+" to add the cost.
    b. If it's an accessory cost, just click on "+" to add the cost and the system will calculate it automatically. In some cases, the user will have to insert the multiplier, and then click on "+". To view which accessory costs will require the use of the multiplier and what information has to be inserted in that field, please refer to the table above.



<u>To insert a cost by TR</u>, please follow these steps:

1. Go to Costing → Shipment → Shipment list menu,
2. Select one Transport Order, click on "Modify" and go to the "Details" tab.
3. Select one Transport Request and click on the button "Costs".
4. Select a cost from the drop-down list and indicate the currency (always USD).

a. If it's a manual cost indicate the amount in the related field and then click on "+" to add the cost.
b. If it's an accessory cost, just click on "+" to add the cost and the system will calculate it automatically. In some cases, the user will have to insert the multiplier, and then click on "+". To view which accessory costs will require the use of the multiplier and what information has to be inserted in that field, please refer to the table above.

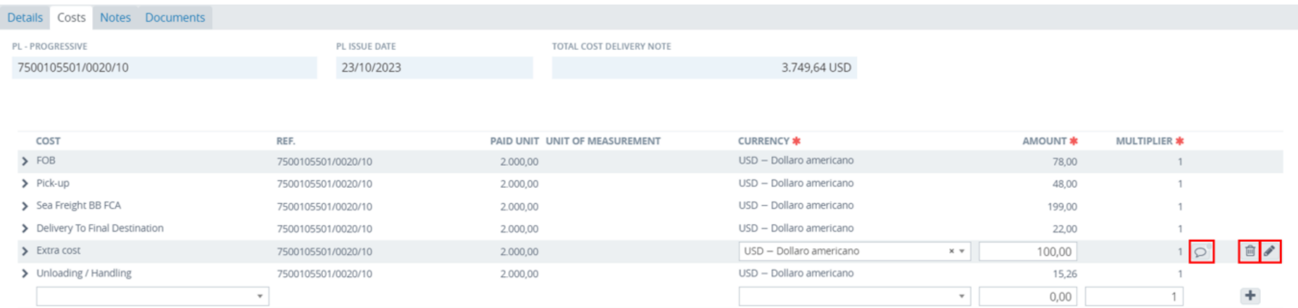


Manual costs can be inserted both by TO or by TR. By inserting the cost at TR level the user simply specifies that the cost refers to the single package. Otherwise, the user can add the cost to the TO.

In case the LSP wants to add a cost that has to be applied on two Transport Requests, the user has two options:

1. Insert the cost at TO level, indicating the total cost;
2. Insert the cost twice on each TR.

Once an accessory or extra cost is inserted, it can be modified and deleted or the user can add some notes. In case of insertion of an extra cost, the user will have to indicate in the notes section a description of the cost and any other necessary information.

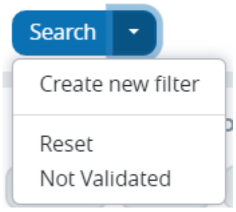


In the "Documents" tab, the user will also attach any document necessary to justify the insertion of the cost. The current process to notify and manage accessory / extra costs via email will still be maintained.

When an accessory or extra cost is added by the carrier, Maire will have the possibility to delete or confirm it.

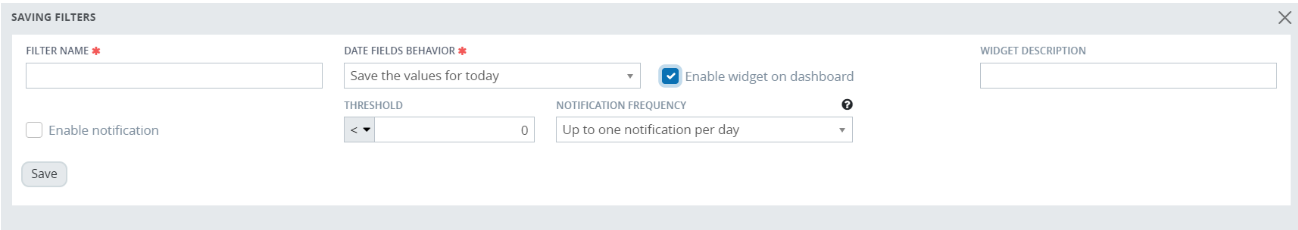
5.5 HOW TO CREATE AND MANAGE WIDGETS IN DASHBOARD

Widgets can be configured in any searching page (Shipment List, Delivery List, Transport List). Open the filters section by clicking on . Then, insert the filters to indicate the search parameters, for example select a particular status of the Transport Order. Click on the arrow next to the button "Search" and select "Create new filter".



A new window will appear. Insert a filter name and activate the flag "Enable widget on dashboard". Insert a widget description, which is the name that will appear on the dashboard. Then click on "Save".

The newly created widget will be visible only to the user who created it.



6. SUPPORT

The new technology solution (Tesi TMS) and new operative process adoption by the LSP will be supported by Accenture.

During the transport management process, the LSP may request support to the Accenture team for:

ID	MACRO CATEGORY	EMAIL SUBJECT	DESCRIPTION
1	Tool	Log-in issues	Problems during log-in
2	Tool	System issues / bug	Any system malfunction
3	Tool	User creation / update	Creation of new user / update of existing user
4	Tool	How to support	Support for any activity performed on the system
5	Delivery	Damage and loss	Report goods damage or loss
6	Delivery	Blocked mean of transport	Report blocked transportation

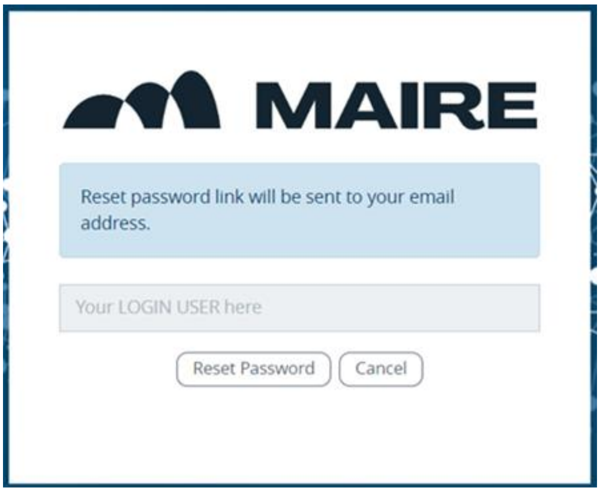
7	Delivery	Missing documentation	Request missing documentation
8	Delivery	Pick-up issues	Report any issues for pick-up execution
9	Delivery	Unavailability of mean of transport	Report unavailability of means of transport
10	Delivery	Delay management	Report transport delays after ETA update on TMS (view paragraph 5.3 How to update the Expected Time of Arrival (ETA))
11	Delivery	Pre-invoice changes	Request changes to the pre-invoice

Support requests have to be sent via email in English to the following address "mairetransportation@accenture.com", indicating the subject as reported in the table above, with indication of the name of the project and the TO number. In the body of the email, the carrier will indicate the details of the request and attach any supporting documents.

6.1 HOW TO RESET PASSWORD

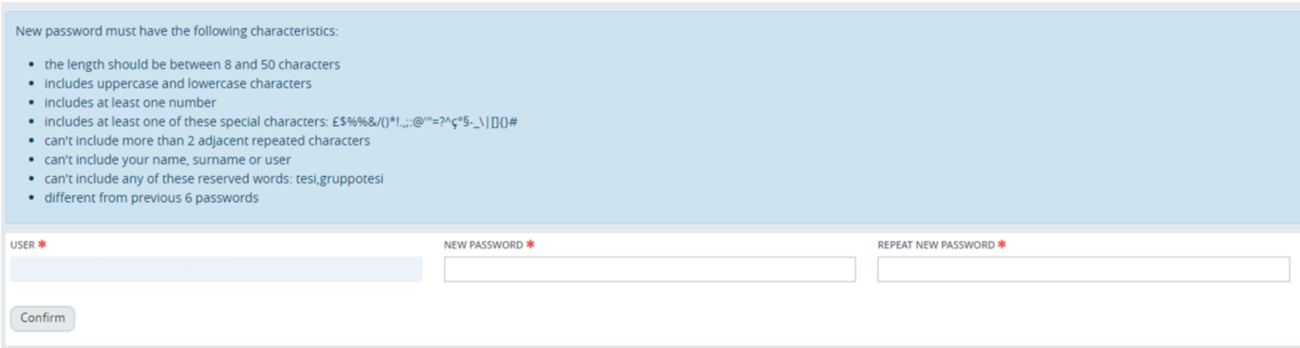
In case of forgotten password or any issues related to log-in phase, there is a simple procedure to reset the user's password. In the log-in page, click on "Forgot your password?", under the log-in button.

Then, insert the email address in the "user" field and click on "reset password".



An email will be sent to the indicated email address with a link to create a new password. Please note that the new password should follow the requirements below:

1. the length should be between 8 and 50 characters
2. it has to include uppercase and lowercase characters
3. it has to include at least one number
4. it has to include at least one of these special characters: £$%%&/() *!. , ;: @"'' =? ^ç°5 -_ \/[]{}#
5. it can't include more than 2 adjacent repeated characters
6. it can't include your name, surname or user
7. it can't include any of these reserved words: tesi, gruppotesi
8. it must be different from previous 6 passwords



Once the password is set, click on confirm and log-in.