

# Integrated Logistics 4PL Control Tower

## Elekta - Supplier Training Pack



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O

*Introduction*

# Introduction



## What is KN Integrated Logistics and the KN Control Tower?

- Kuehne + Nagel Integrated Logistics (KNIL) have been selected by Elekta as their chosen provider of Transport Management services and act as an extension of Elekta's Logistics department.
- KNIL provide a neutral transport management service and work with Elekta to procure and manage Logistics Service Providers on Elekta's behalf
- The KN Control Tower is the operational hub for the transport management service. Currently there are 2 separate KN Control Towers in operation for Elekta. The KN Luxembourg Control Tower manages orders from suppliers located in either North America or Europe. The KN Shanghai Control Tower manage all orders from supplier located in the Asia Pacific region
- Suppliers will interact with the KN Control Tower and Elekta via the KN eOrder system



1

*Purpose &  
Functionality*

# Purpose & Functionality



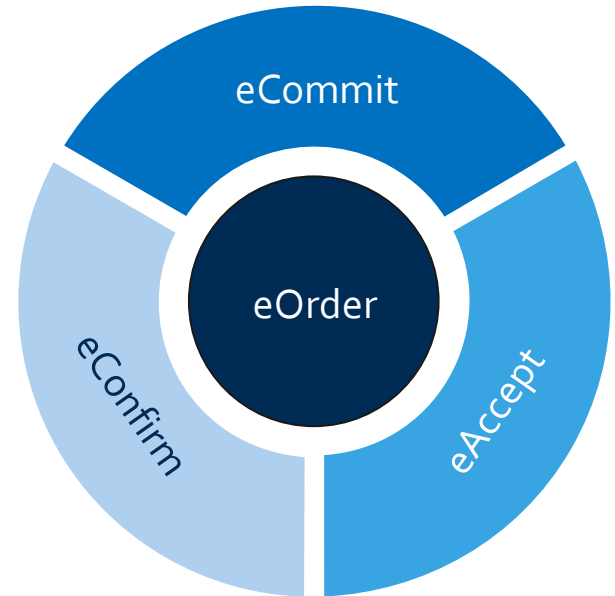
## eOrder Platform

There are 3 key steps required by Elekta in the KN eOrder system

- 1) Accept **Orders**
- 2) Commit **Orders**
- 3) Confirm **Orders**

In order to trigger these actions supplier will need to:

- Search for the relevant **Purchase Orders / Purchase Order Lines** in the KN system
- Other functionalities included are: **Document Upload**



# Purpose & Functionality

## Access to eOrder



You can login to **eOrder** platform directly via: <https://eorder.kuehne-nagel.com/>  
(KN employees will be automatically redirected to Single Sign-On page)

**KUEHNE+NAGEL**




### Single Sign-On

Please sign in with your username and password

Username

Password

Forgot password?

Sign in 

In case you forgot your password.  
Check spam folder in case not  
received.

KN SSO Gateway 1.15.374

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# Purpose & Functionality

## eOrder Starting Page



**KUEHNE+NAGEL**  
systemtest

eOrder  
Home >

Bookings Create Booking ▾ Order Visibility Shipment Visibility

Confirm Accept Commit

KN Portal

**Elekta**

GBCWY07 - Elekta

Steven Schepper De

Kuehne + Nagel welcomes you to its industry leading logistics information network



**Bookings**

Bookings

MR LINAC ORDER

Machine Order

Distribution Order

Returnable Packaging

Sales Order

Veendaal Order



**Orders**

Order Visibility

Confirm



**Shipments**

Shipment Visibility

Selected Customer

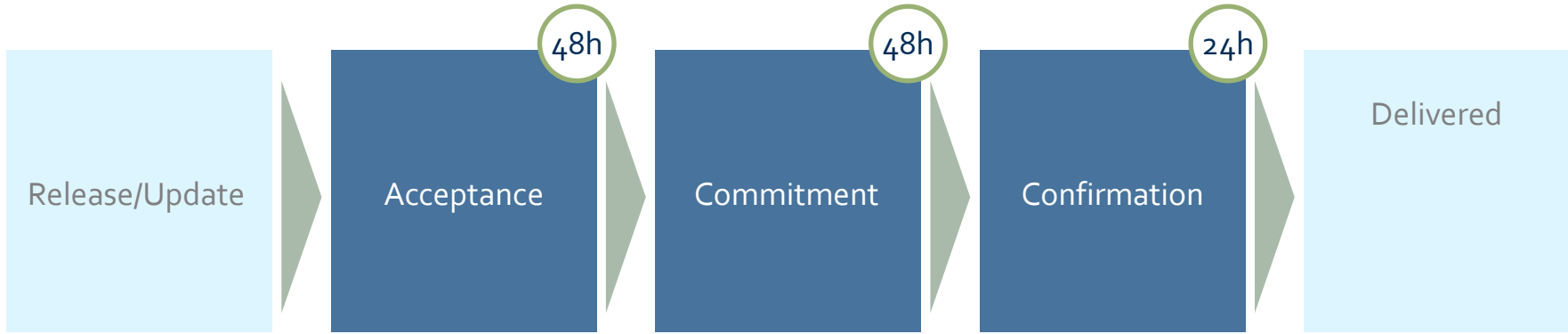
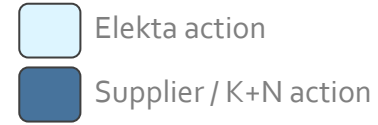
Selected User with Access to User Profile

Quick Access to Menu Items



# eOrder

## Inbound process – Main process



- Elekta Planner Buyer releases Purchase Order lines

- KN integrates the PO lines
- KN CT notifies the Supplier
- Supplier Connects to KN Web Portal to **Accept/Reject**

- KN CT notifies the Supplier
- Supplier Commits on Pick-up Date, Quantity, Packages detail
- KN CT books the Transport

- Transport LSP collects goods
- Supplier Confirms Packages detail

- Transport LSP delivers goods
- Elekta Warehouse declares the physical delivery

***eOrder is a central platform that connects suppliers to Elekta via the KN Control Tower. All actions in the system provide a subsequent update in the Elekta order management system***

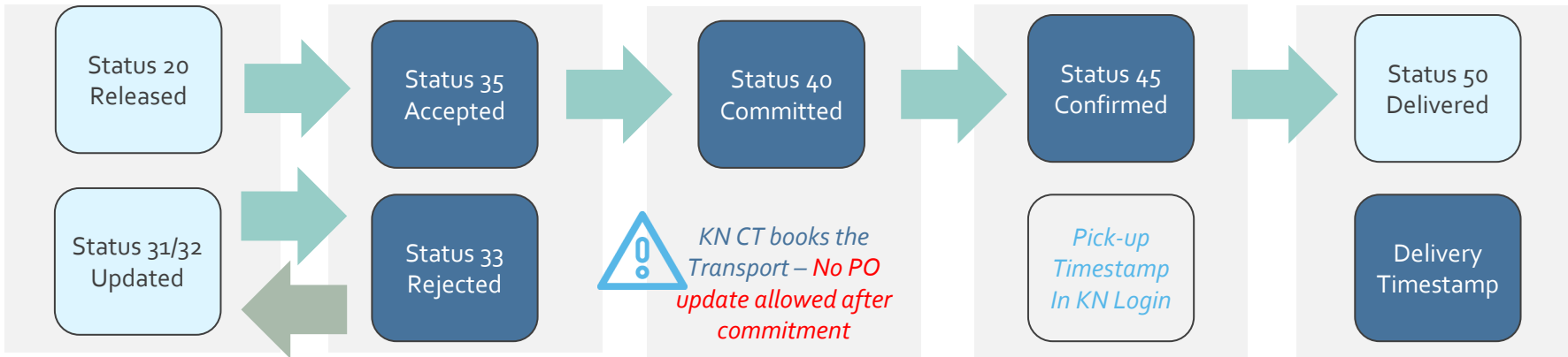
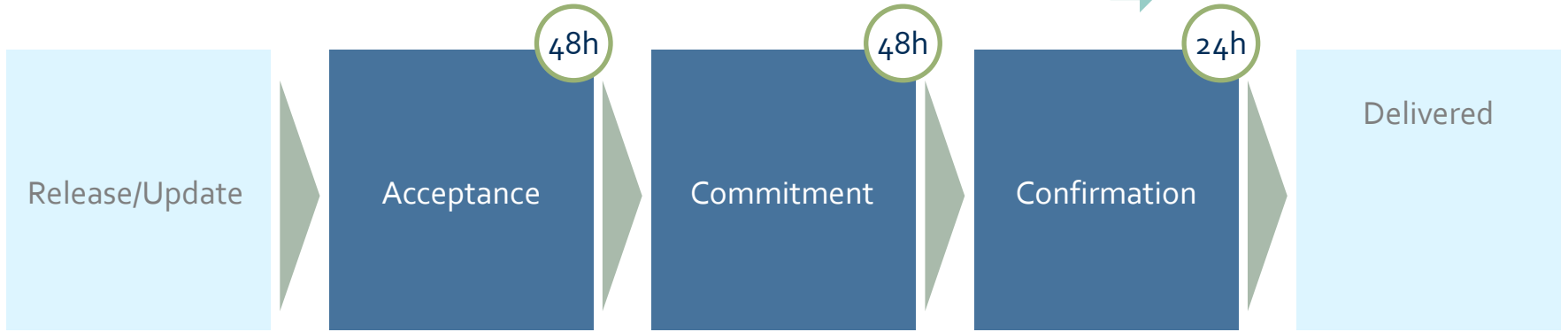
# eCommit

## Inbound process – Status Updates to Elekta

 Elekta action

 Supplier / K+N action

 EDI flow Elekta – KN CT





# 2

## *eAccept*

Release/Update

Acceptance

Commitment

Confirmation

Delivered



## How do I know there is a PO available for Accept?

The KN Control Tower will send email messages to the supplier based on the agreed contact details shared by Elekta and set-up as master data in the KN Control Tower system. The messages will flow as follows:

1_ACCEPT			
Duration	Communication	Text in Communication	Report Status
0 HRS	Start Notification (as soon as PO received from Elekta)	Please <b>accept</b> your open Purchase Order 1234567 within the next 48 Hrs	Open Accept
24HRS	1st Reminder Sent (24 hours after start notification)	Please <b>accept</b> your open Purchase Order 1234567 within the next 24Hrs	Open Accept
48 HRS	2nd Reminder Sent (48 Hours after start notification)	Please <b>accept</b> your overdue Purchase Order 1234567 immediately	Overdue Accept
72 HRS	Final Notification (72 Hours after notification)	The <b>accept</b> window for Purchase Order 1234567 has now been missed and data will be captured into your monthly supplier scorecard	No Accept



## What information do the messages contain?

The message all provide clear information in regards to the pick-up date, PO Line, Part, Quantity etc and the amount of time left in order to complete the Accept step.



Tue 24/09/2019 09:32

donotreply@kuehne-nagel.com

[OFS - systemtest] #TEST 1st REMINDER Kuehne & Nagel eAccept: 1264351 ready for ACCEPTANCE

To knlux.il.gct.elekta; Loewenbrueck, Jan / Kuehne + Nagel / LUX FY-C

Cc High, Graeme / Kuehne + Nagel / BHM NY-B

Dear Supplier,

Please **accept** your open Purchase Order 1264351 within the next 24Hrs

Order No	Line No	Schedule Line No	Order Type	Part	Quantity	Service			Requested Pickup Date	Requested Delivery Date	Pickup	Delivery
						Level	Type	Mode				
1264351	010000	000001	PO / Purchase Order	1022123	1	n/a	n/a	AIR	2019-10-03 08:00:00 UTC+01:00	2019-10-24 23:59:00 UTC+01:00	ELEKTA_27356_S S.H. Muffett limited Ashdown House Lamberts Road TN2 3EH TUNBRIDGE WELLS UNITED KINGDOM	ELEKTA_N00_W_C Elekta Beijing Medical Systems CoLd 3PL Warehouse 1 No.9-2 Nanfaxin Sector 101316 Shunping Road, Shunyi District CHINA

# eAccept

## Accessing page



**KUEHNE+NAGEL**  
systemtest

eOrder  
Home >

Bookings

Create Booking ▾

Order Visibility

Shipment Visibility

Confirm

Accept

Commit

KN Portal ▾

 **Elekta**

GBCWY07 - Elekta ▾

 Steven Schepper De ▾

Kuehne + Nagel welcomes you to its industry leading logistics information network

- Acceptance function allows **suppliers to accept or reject purchase order lines.**
- Suppliers review the PO line data and decide to accept or reject PO lines.
- via *Accept* you can access the search screen

# eAccept

## Order Open for Acceptance Search



Purchase Order ID  
Search for specific  
Purchase Order / Article

Ready for Pickup Date  
Click on calendar to search  
for specific pickup date  
range.

Advanced search  
Click to reveal  
search filters

Consignee  
Search for specific  
consignee

The screenshot displays the eAccept web application interface. At the top, there is a navigation bar with the KUEHNE+NAGEL systemtest logo, user information (eCommit Home > Accept), and the Elekta logo with user details (GBCWY07 - Elekta, Oana-Iulia Hurmuzescu). Below the navigation bar is a search bar with the text "Search by Order number / Part". To the right of the search bar are options for "Configure columns 9 / 12", "Export Data to Excel", and "Advanced search".

The main search area contains several filters:

- Order Number / Part:** A text input field.
- Date type:** A dropdown menu with "Requested Pickup" selected.
- Date from:** A date input field with a calendar icon.
- Date to:** A date input field with a calendar icon.
- Ship From:** A text input field.
- Ship To:** A text input field.

Below the filters are buttons for "Accept", "Decline", "Reset", and "Search".

The main content area displays a table with the following columns: Order Number, Line, Part Code, Part Description, Planned Pickup, Planned Delivery, Ship From, Ship To, and Open. The table contains three rows of data:

Order Number	Line	Part Code	Part Description	Planned Pickup	Planned Delivery	Ship From	Ship To	Open
1303140	030000-000001	1532395	FRU - MOTOR CONTROL PUMP (WCS)	30 Jun 2020	14 Jul 2020	ETM ELECTROMATIC INC., NEWARK, 94560, UNITED STATES, ELEKTA_28317_S	Elekta Limited UK, Via DHL Supply Chain, Cherwell 2, Oxon OX16 4RS, OX16 4RS, UNITED KINGDOM, ELEKTA_B00_W_C	1 Pieces
1303140	040000-000001	1532395	FRU - MOTOR CONTROL PUMP (WCS)	30 Jun 2020	14 Jul 2020	ETM ELECTROMATIC INC., NEWARK, 94560, UNITED STATES, ELEKTA_28317_S	Elekta Limited UK, Via DHL Supply Chain, Cherwell 2, Oxon OX16 4RS, OX16 4RS, UNITED KINGDOM, ELEKTA_B00_W_C	1 Pieces
1303140	040001-000001	1532395	FRU - MOTOR CONTROL PUMP (WCS)	30 Jun 2020	14 Jul 2020	ETM ELECTROMATIC INC., NEWARK, 94560, UNITED STATES, ELEKTA_28317_S	Elekta Limited UK, Via DHL Supply Chain, Cherwell 2, Oxon OX16 4RS, OX16 4RS, UNITED KINGDOM, ELEKTA_B00_W_C	1 Pieces

# eAccept

## How to Accept or Reject?



### Accept a PO Line

Select **Accept** by pressing on this button

### Reject a PO Line

Select **Decline** by pressing on this button

### Mass Acceptance or Rejection

Select these buttons to Accept or Decline all lines which have been ticked.

<input type="checkbox"/> Show Selected		<input checked="" type="checkbox"/> Accept	<input type="checkbox"/> Decline	1532395 - (4) 30 Jun 2020		<input type="button" value="Reset"/>	<input type="button" value="Search"/>		
<input checked="" type="checkbox"/>	1303140	000001	1532395	CONTROL PUMP (WCS)	30 Jun 2020	14 Jul 2020	ETM ELECTROMATIC INC, NEWARK, 94560, UNITED STATES, ELEKTA_28317_S	Elekta Limited UK, Via DHL Supply Chain, Cherwell 2, Oxon OX16 4RS, OX16 4RS, UNITED KINGDOM, ELEKTA_B00_W_C	1 Pieces
<input checked="" type="checkbox"/>	1303140	040001-000001	1532395	FRU - MOTOR CONTROL PUMP (WCS)	30 Jun 2020	14 Jul 2020	ETM ELECTROMATIC INC, NEWARK, 94560, UNITED STATES, ELEKTA_28317_S	Elekta Limited UK, Via DHL Supply Chain, Cherwell 2, Oxon OX16 4RS, OX16 4RS, UNITED KINGDOM, ELEKTA_B00_W_C	1 Pieces
<input checked="" type="checkbox"/>	1303140	050000-000001	1532395	FRU - MOTOR CONTROL PUMP (WCS)	30 Jun 2020	14 Jul 2020	ETM ELECTROMATIC INC, NEWARK, 94560, UNITED STATES, ELEKTA_28317_S	Elekta Limited UK, Via DHL Supply Chain, Cherwell 2, Oxon OX16 4RS, OX16 4RS, UNITED KINGDOM, ELEKTA_B00_W_C	1 Pieces
<input type="checkbox"/>	1303147	010000-0001	1539690	SERVICES PDU	23 Jun 2021	24 Jun 2021	CHEMIGRAPHIC LTD, CRAWLEY, RH10 9NF, UNITED KINGDOM, ELEKTA_10270_S	Elekta Limited UK, Via DHL Supply Chain, Cherwell 2, Oxon OX16 4RS, OX16 4RS, UNITED KINGDOM, ELEKTA_B00_W_C	1 Pieces

Showing items 16 - 20 from a total of 20 items

Navigation: << < 1 2 3 4 5 ... 20 > >>

Items per page 5

Click to filter the selected orders only

Tick the appropriate order that you wish to Accept or Decline



# eAccept

## Completing the Acceptance



Once you have hit the Acceptance button the system will take you to this screen whereby you can either **Cancel** if you have selected the wrong PO or **Accept** to confirm the Acceptance.

Click **Show sidebar** if sidebar on right-side of screen is not visible

**PO: PURCHASE ORDER** Hide sidebar

**SHIPPER**

ETM ELECTROMATIC INC  
ELEKTA\_28317\_5  
35451 DUMBARTON COURT  
NEWARK 94560  
UNITED STATES

**CONSIGNEE**

Elekta Limited  
ELEKTA\_B00\_W\_C  
Cherwell 2  
Middleton Close  
Banbury OX16 4RS  
UNITED KINGDOM

**ADDITIONAL REFERENCES**

**LINE DETAILS**

Search:

Order Number	Line	Part Code	Part Description	Supplier Article	Planned Pickup	Planned Delivery	Requested Delivery	Release Date	Ship From	Ship To	Open
1303140	030000-000001	1532395	FRU - MOTOR CONTROL PUMP (WCS)		30 Jun 2020	14 Jul 2020	14 Jul 2020		ETM ELECTROMATIC INC., NEWARK, 94560, UNITED STATES, ELEKTA_28317_5	Elekta Limited UK, Via DHL Supply Chain, Cherwell 2, Oxon OX16 4RS, OX16 4RS, UNITED KINGDOM, ELEKTA_B00_W_C	1 Pieces

Showing items 1-1 from a total of 1 Items per page 500

**Line Details**

Cancel

Accept

Possible to reveal the PO Line Details field by clicking here as well

Click on the **LINE DETAILS** field to reveal the PO details. Scroll right if the details don't fit onto your screen.

# eAccept

## Completing the Decline

When **Declining** any order you are now required to choose a **Reason Code** from the drop down menu to provide some visibility of the issues

Please also update the **Order Remark** section to provide a more detailed explanation of the reason for declining the order. Details here should include, a new possible pick-up date, an alternative Quantity, etc depending on the reason

Click **Show sidebar** if sidebar on right-side of screen is not visible



PO: PURCHASE ORDER Hide sidebar

Reason Code: 8030 / Date Deviation

Order Remark: Enter shipping and handling notes... Stock will not be ready for another month

Line Details

Cancel

Decline

LINE DETAILS

Search:

Reason Code	Remark	Order Number	Line	Part Code	Part Description	Supplier Article	Planned Pickup	Planned Delivery	Requested Delivery	Release Date	Ship From	Ship To	Open
8030 / Dat...	Stock will not be ready for another month	1303140	030000-000001	1532395	FRU - MOTOR CONTROL PUMP (WCS)		30 Jun 2020	14 Jul 2020	14 Jul 2020		ETM ELECTROMATIC INC., NEWARK, 94560, UNITED STATES, ELEKTA, 28317 5	Elekta Limited UK, Via DHL, Supply Chain, Cherwell 2, Oxon OX16 4RS, OX16 4RS, UNITED KINGDOM, ELEKTA, B00, W, C	1 Pieces

Showing items 1-1 from a total of 1

Once you have hit the Decline button the system will take you to this screen whereby you can either **Cancel** if you have selected the wrong PO or **Decline** to confirm the Decline

## Responsibility of Each Party for Main Steps

- **Supplier:** Check PO lines details and Accept or Reject.
- **KN CT:** Identify and Report PO lines on daily basis if PO lines are still open after 3 notifications (>48h).
- **Elekta Planner:** Check the report and ensure the supplier actions the PO promptly



- **Supplier:** Choose a reason code when declining.
- **KN CT:** Provide PO reject report on a daily basis.
- **Elekta Planner:** Associate rejection reason to get an agreement with supplier on the PO lines and update status to 31.



# 3

## *eCommit*

Release/Update

Acceptance

Commitment

Confirmation

Delivered



## How do I know there is a PO available for Commit?

The KN Control Tower will send email messages to the supplier based on the agreed contact details shared by Elekta and set-up as master data in the KN Control Tower system. The messages will flow as follows:

2_COMMIT			
Duration	Communication	Text in Communication	Report Status
0 HRS	Start Notification (00:00 local time)	Please <b>commit</b> your open Purchase Order 1234567 within the next 48 Hrs	Open Commit
24HRS	1st Reminder Sent (24 hours after start notification - 00:00 local time)	Please <b>commit</b> your open Purchase Order 1234567 within the next 24Hrs	Open Commit
48 HRS	2nd Reminder Sent (48 Hours after start notification - 00:00 local time)	Please <b>commit</b> your overdue Purchase Order 1234567 immediately	Overdue Commit
72 HRS	Final Notification (72 Hours after notification - 00:00 local time)	The <b>commit</b> window for Purchase Order 1234567 has now been missed and data will be captured into your monthly supplier scorecard	No Commit (On Hold if not commit received before the transpot cut-off)



## What information do the messages contain?

The message all provide clear information in regards to the pick-up date, PO Line, Part, Quantity etc and the amount of time left in order to complete the Commit step.



Wed 25/09/2019 18:01

donotreply@kuehne-nagel.com

[OFS - systemtest] #TEST Kuehne & Nagel eCommit: 1283304 ready to get committed

To knlux.il.gct.elekta; Loewenbrueck, Jan / Kuehne + Nagel / LUX FY-C

Cc High, Graeme / Kuehne + Nagel / BHM NY-B

Dear supplier,

Please **commit** your open Purchase Order **1283304** within the next 48 Hrs

Order No	Line No	Schedule Line No	Order Type	Part	Quantity	Service			Requested Pickup Date	Requested Delivery Date	Pickup	Delivery
						Level	Type	Mode				
1283304	001000	000001	PO / Purchase Order	1540774	12	n/a	n/a	ROAD	2019-10-10 08:00:00 UTC+08:00	2019-10-21 23:59:00 UTC+08:00	ELEKTA_57350_S Shanghai Shenyan Communication Equi No 136 Huiqing Road, Pudong Distric Eastern Section of Zhangjiang 201201 Shanghai CHINA	ELEKTA_N00_W_C Elekta Beijing Medical Systems Co., 3PL Warehouse 1 No.9-2 Nanfaxin Sector Shunping Roa 101316 Shunping Road CHINA

# eCommit

## Commitment, Transport execution and Planning cut-off



KUEHNE+NAGEL  
systemtest

eOrder  
Home >

Bookings

Create Booking ▾

Order Visibility

Shipment Visibility

Confirm

Accept

Commit

KN Portal ▾

Elekta

GBCWY07 - Elekta ▾

Steven Schepper De ▾

Kuehne + Nagel welcomes you to its industry leading logistics information network

- eCommit is a platform that allows suppliers to commit purchase order lines.
- Suppliers commit to PO line quantities, pickup date, and packaging.
- PO lines committed after the planning cut-off deadline will be **planned in the next planning round**.



Order Number / Part  
Search for specific  
Purchase Order no / Article

Ready for Pickup Date  
Click on the calendar to  
search for specific pickup  
date range.

Advanced search  
Click to reveal  
search filters

Search by Order number / Part

Configure columns 9/12 Export Data to Excel Advanced search

Order Number / Part

Date type

Requested Pickup

Date from

Date to

Ship From

Ship To

Consignee  
Search for specific  
consignee

Commit

Reset

Search

Order Number	Line	Part Code	Part Description	Planned Pickup	Planned Delivery	Ship From	Ship To	Open
<input type="checkbox"/>	1292813	010000-000001	1532108 KIT,ACC RING & BASE FRAME ASSY	02 Oct 2020	12 Oct 2020	IKARUS ENGINEERING LTD, , BUDAPEST, 2060, HUNGARY, ELEKTA_10602_S	Elekta Limited UK, Via DHL Supply Chain, Cherwell 2, Oxon OX16 4RS, OX16 4RS, UNITED KINGDOM, ELEKTA_B00_W_C	5 Pieces
<input type="checkbox"/>	1303103	001000-000001	P10104-846 BB BF14 RECT. 700X2025/60L	01 Oct 2020	08 Oct 2020	MEDICAL INTELLIGENCE MEDIZINTECHNIK, GMBH, SCHWABMUENCHEN, 86830, GERMANY, ELEKTA_815947_S	Elekta Limited UK, Via DHL Supply Chain, Cherwell 2, Oxon OX16 4RS, OX16 4RS, UNITED KINGDOM, ELEKTA_B00_W_C	4 Pieces
<input type="checkbox"/>	1303103	002000-000001	P10104-847 BB BF14 RECT. 850x2025/80L	01 Oct 2020	08 Oct 2020	MEDICAL INTELLIGENCE MEDIZINTECHNIK, GMBH, SCHWABMUENCHEN, 86830, GERMANY, ELEKTA_815947_S	Elekta Limited UK, Via DHL Supply Chain, Cherwell 2, Oxon OX16 4RS, OX16 4RS, UNITED KINGDOM, ELEKTA_B00_W_C	4 Pieces
<input type="checkbox"/>	1303103	003000-000001	P10102-304 BF COVERSHEET TOTAL 2700X1400	01 Oct 2020	08 Oct 2020	MEDICAL INTELLIGENCE MEDIZINTECHNIK, GMBH, SCHWABMUENCHEN, 86830, GERMANY, ELEKTA_815947_S	Elekta Limited UK, Via DHL Supply Chain, Cherwell 2, Oxon OX16 4RS, OX16 4RS, UNITED KINGDOM, ELEKTA_B00_W_C	6 Pieces
<input type="checkbox"/>	1303103	004000-000001	P10102-210 BodyFIX® Manifold Tube 1000mm	01 Oct 2020	08 Oct 2020	MEDICAL INTELLIGENCE MEDIZINTECHNIK, GMBH, SCHWABMUENCHEN, 86830, GERMANY, ELEKTA_815947_S	Elekta Limited UK, Via DHL Supply Chain, Cherwell 2, Oxon OX16 4RS, OX16 4RS, UNITED KINGDOM, ELEKTA_B00_W_C	6 Pieces

Showing items 1-5 from a total of 8

Navigation: << < 1 2 > >>

Items per page 5



# eCommit

## How to Commit



Click to filter on the selected orders only

Commit  
Select "Commit" by clicking on this button

<input type="checkbox"/>	Order Number	Line	Part Code	Part Description	Planned Pickup	Planned Delivery	Ship From	Ship To	Open
<input type="checkbox"/>	1292813	010000-000001	1532108	KIT,ACC RING & BASE FRAME ASSY	02 Oct 2020	12 Oct 2020	IKARUS ENGINEERING LTD, ., BUDAPEST, 2060, HUNGARY, ELEKTA_10602_5	Elekta Limited UK, Via DHL Supply Chain, Cherwell 2, Oxon OX16 4RS, OX16 4RS, UNITED KINGDOM, ELEKTA_B00_W_C	5 Pieces
<input checked="" type="checkbox"/>	1303103	001000-000001	P10104-846	BB BF14 RECT. 700X2025/60L	01 Oct 2020	08 Oct 2020	MEDICAL INTELLIGENCE MEDIZINTECHNIK, GMBH, SCHWABMUENCHEN, 86830, GERMANY, ELEKTA_815947_5	Elekta Limited UK, Via DHL Supply Chain, Cherwell 2, Oxon OX16 4RS, OX16 4RS, UNITED KINGDOM, ELEKTA_B00_W_C	4 Pieces
<input checked="" type="checkbox"/>	1303103	002000-000001	P10104-847	BB BF14 RECT. 850x2025/80L	01 Oct 2020	08 Oct 2020	MEDICAL INTELLIGENCE MEDIZINTECHNIK, GMBH, SCHWABMUENCHEN, 86830, GERMANY, ELEKTA_815947_5	Elekta Limited UK, Via DHL Supply Chain, Cherwell 2, Oxon OX16 4RS, OX16 4RS, UNITED KINGDOM, ELEKTA_B00_W_C	4 Pieces
<input checked="" type="checkbox"/>	1303103	003000-000001	P10102-304	BF COVERSHEET TOTAL 2700X1400	01 Oct 2020	08 Oct 2020	MEDICAL INTELLIGENCE MEDIZINTECHNIK, GMBH, SCHWABMUENCHEN, 86830, GERMANY, ELEKTA_815947_5	Elekta Limited UK, Via DHL Supply Chain, Cherwell 2, Oxon OX16 4RS, OX16 4RS, UNITED KINGDOM, ELEKTA_B00_W_C	6 Pieces
<input type="checkbox"/>	1303103	004000-000001	P10102-210	BodyFIX® Manifold Tube 1000mm	01 Oct 2020	08 Oct 2020	MEDICAL INTELLIGENCE MEDIZINTECHNIK, GMBH, SCHWABMUENCHEN, 86830, GERMANY, ELEKTA_815947_5	Elekta Limited UK, Via DHL Supply Chain, Cherwell 2, Oxon OX16 4RS, OX16 4RS, UNITED KINGDOM, ELEKTA_B00_W_C	6 Pieces

Showing items 1 to 5 of 5 items. Page 1 of 1. Items per page 5

Multiple PO Lines can be consolidated into one 'Transport Order' (or 'K+N Execution Order') by checking the box for each line. Consolidation is possible as long as the collection / delivery date on each line is the same as the other which you would like to consolidate.



Once you have hit the Commitment button the system will take you to this screen whereby you can either **Cancel** if you have selected the wrong PO or **Commit** to confirm the Commitment (only after required details are filled in)

Click Show sidebar if sidebar on right-side of screen is not visible

PO: PURCHASE ORDER

SHIPPER

MEDICAL INTELLIGENCE MEDIZINTECHNIK

ELEKTA\_815947\_S  
ROBERT-BOSCH-STR-8  
SCHWABMUENCHEN 86830  
GERMANY

CONSIGNEE

Elekta Limited

ELEKTA\_B00\_W\_C  
Cherwell 2  
Middleton Close  
Banbury OX16 4RS  
UNITED KINGDOM

Requested Pickup \*  
01 Oct 2020

Requested Delivery  
08 Oct 2020

ADDITIONAL REFERENCES

PACKAGE DETAILS

Remove all packages Add package

UoM  
m/kg/m3

Pkg. Qty *	Pkg. type *	Length (m) *	Width (m) *	Height (m) *	Weight (kg) *
1	Pallet	1.2	0.8	1	100

Hide sidebar

Routing

Additional references

Package Details

Line Details

Cancel

Commit

Possible to reveal the Additional references and Line Details fields by clicking here or by clicking on the respective fields in the main part of the screen (scroll down to find all fields)



**Order Number**  
Purchase Order number coming from Order Mgmt system

**Part Code**  
Article code

**Planned Delivery**  
Foreseen date to deliver

**Ship From**  
Address of the shipper location

**Actual Quantity**  
Quantity that will be planned

Order Number	Line	Part Code	Part Description	Supplier Article	Planned Pickup	Planned Delivery	Requested Delivery	Release Date	Ship From	Ship To	Actual	Open
1303103	001000-000001	P10104-846	BB BF14 RECT. 700X2025/60L		01 Oct 2020	08 Oct 2020	08 Oct 2020		MEDICAL INTELLIGENCE MEDIZINTECHNIK, GMBH, SCHWABMUEJNCHEN, 86830, GERMANY, ELEKTA_815947_S	Elekta Limited UK, Via DHL Supply Chain, Cherwell 2, Oxon OX16 4RS, OX16 4RS, UNITED KINGDOM, ELEKTA_B00_W_C	4 Pieces	0 (4) Pieces

**Line**  
The specific line of the Purchase Order

**Part Description**  
Description of the Article

**Planned Pickup**  
Foreseen ready for pickup date

**Requested Delivery**  
Delivery date requested by Elekta

**Ship To**  
Address of the consignee location

**Open Quantity**  
What is not committed so far (out of total available)



**PACKAGE DETAILS**

**Pkg. Qty**  
Enter the package quantity

**Pkg. type**  
Select the appropriate package type

**Dimensions + Weight**  
Enter the package dimensions and weight (per package)

**UoM**  
Unit of Measure

**Add Package / Remove all packages**  
Additional packages can be added  
All packages can be removed if inputted incorrectly

**Routing**

**Additional references**

**Package Details**

**Line Details**

Pkg. Qty *	Pkg. type *	Length (m) *	Width (m) *	Height (m) *	Weight (kg) *
1	Euro Pallet	1	1.2	1	100

Stackable

1303103-001000-000001  
Order Line

4  
Qty

(0)

**Order Line**  
Confirm which PO lines should be in the package

**Stackable?**  
Confirm if each package is stackable of non-stackable

**Quantity**  
Confirm the committed PO quantity

UoM  
m/kg/m3



**PACKAGE DETAILS** ✕ Remove all packages ⊕ Add package

UoM  
m/kg/m3

Pkg. Qty *	Pkg. type *	Length (m) *	Width (m) *	Height (m) *	Weight (kg) *
1	Euro Pallet	1	1.2	1	100

Stackable

1303103-001000-000001 4 (0)  
Order Line Qty

✕ Cancel  
✔ Commit

### PO Line related to the package

Select the PO Line ID(s) from the drop down list which are packaged together. If you have chosen to consolidate PO lines, you will have the option to select the PO lines from the drop down list to add them to the package

### Commit on Quantity

Enter the committed quantity for each PO line. Orders can be under committed but they can never be over committed



**MEDICAL INTELLIGENCE MEDIZINTECHNIK**

ELEKTA\_815947\_S  
ROB  
SCHV  
GERM

**Elekta Limited**

ELEKTA\_B00\_W\_C  
Cherwell 2  
Middleton Close  
Banbury OX16 4RS  
UNITED KINGDOM

Requested Pickup \*  
01 Oct 2020

Requested Delivery  
08 Oct 2020

Cancel

Commit

**ADDITIONAL REFERENCES**

Shipping Instruction:

**Requested Pickup**  
Click on the calendar icon to select the Ready for Pickup Date

**Commitment Comments / Shipping Instructions**  
If Commitment different than initial date/quantity, the Supplier has to explain in the comments field:

- Reason of the difference from the initial data,
- Alternative option proposed

Supplier should indicate any specific requirements to realize the pick up, e.g. opening times, loading slot, tail lift...

# eCommit

## Completing the Commitment



*KN CT books the Transport – No PO update possible after commitment*

Hide sidebar

CONSIGNEE

**Elekta Limited**

ELEKTA\_B00\_W\_C  
Cherwell 2  
Middleton Close  
Banbury OX16 4RS  
UNITED KINGDOM

Requested Delivery  
08 Oct 2020

Routing

Additional references

Package Details

Line Details

Cancel

Commit

**Cancel**  
You can cancel if you have selected the wrong PO for example

**Commit**  
Click to complete the commitment process



## Responsibility of Each Party for Main Steps



- **Supplier:** Get package info and commit PO lines.
- **KN CT:** Identify PO lines on daily basis if PO lines are still open after 3 notifications (>48h).
- **Elekta Planner:** Check the report and ensure the supplier actions the PO promptly

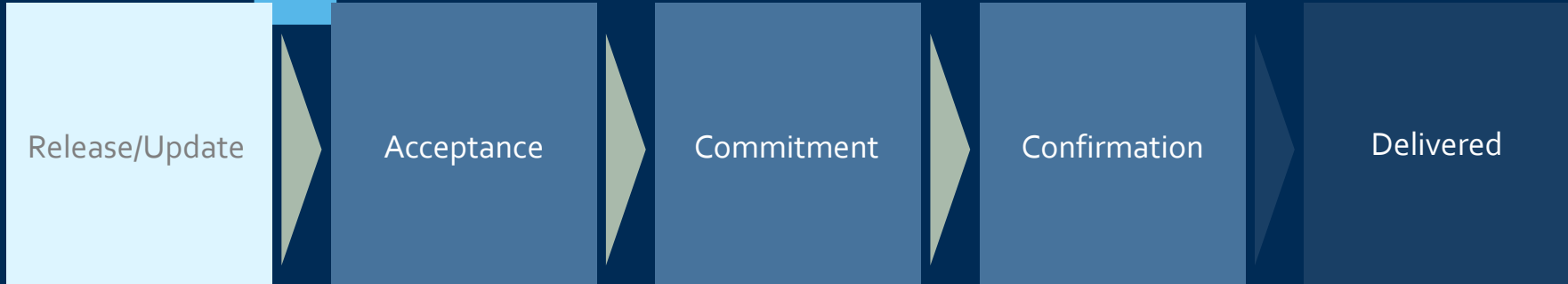
- **KN CT:** Provide PO lines on a daily basis with specific reason. codes
- **Elekta Planner:** Advise correct pick-up date for CT to update KN system for order quarantined
- **Elekta Strategic Buyer:** Provide template to CT containing the required supplier master data





# 4

## *eConfirm*





## How do I know there is a PO available for Confirm?

The KN Control Tower will send email messages to the supplier based on the agreed contact details shared by Elekta and set-up as master data in the KN Control Tower system. The messages will flow as follows:

3_CONFIRM			
Duration	Communication	Text in Communication	Report Status
0 HRS	Start Notification (00:00 local time on Early Pick-up Date)	Please <b>confirm</b> the below Purchase Order/s immediately once pick-up is completed	Open Confirm
24HRS	1st Reminder Sent (24 hours after start notification - 00:00 local time )	Please <b>confirm</b> the below Purchase Order/s immediately once pick-up is completed	Overdue Confirm
48 HRS	2nd Reminder Sent (48 Hours after start notification - 00:00 local time)	Please <b>confirm</b> the below Purchase Order/s immediately once pick-up is completed	Overdue Confirm
72 HRS	Final Notification (72 Hours after notification - 00:00 local time)	The <b>confirm</b> window for Purchase Order 1234567 has now been missed and data will be captured into your monthly supplier scorecard	No Confirm



## What information do the messages contain?

The message all provide clear information in regards to the pick-up date, PO Line, Part, Quantity etc and the amount of time left in order to complete the Confirm step.



Thu 26/09/2019 15:58

donotreply\_OTM\_IL4\_PROD

NOTIFICATION - Pick-up Confirmation required in the Web Supplier Portal for Transport Order KNEU/ELEKT.125763579987-286494651

To knlux.il.gct.elekta

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Dear supplier,

Please confirm the below Purchase Order/s immediately once pick-up is completed.

Right-click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

K+N Execution Order	Order No	Line No	Order Type	Requested Pickup Date	Requested Delivery Date	Pickup	Delivery
	1281551	001000-000001					
	1280658	001000-000001				ELEKTA_10210_S	ELEKTA_B00_W_C
	1281561	001000-000001				BROADWATER MOULDINGS LTD	ELEKTA LIMITED
125763579987-286494651	1283381	001000-000001	TO	26-09-2019 08:00 UTC+01:00	27-09-2019 23:59 UTC+01:00	BENACRE ROAD, ELLOUGH	CHERWELL 2
	1283831	001000-000001					MIDDLETON CLOSE
	1284747	001000-000001				. BECCLES	OX16 4RS BANBURY
	1284946	001000-000001					

# eConfirm

## Loading confirmation



**KUEHNE+NAGEL**  
systemtest

eOrder  
Home >

Bookings

Create Booking ▾

Order Visibility

Shipment Visibility

Confirm

Accept

Commit

KN Portal ▾

 **Elekta**

GBCWY07 - Elekta ▾

 Steven Schepper De ▾

Kuehne + Nagel welcomes you to its industry leading logistics information network

- eConfirm is a platform that allows suppliers to confirm that purchase order lines have been loaded.

# eConfirm

## Searching for Order



KUEHNE+NAGEL eOrder Home > Home > Confirm Bookings Create Booking > Order Visibility Shipment Visibility Confirm Accept Commit KN Portal > Elekta GBCWY07 - Elekta > Steven De Schepper >

2 Q Search by Order Number

Configure columns 24 / 24 > Export Data to Excel > Advanced search >

OR

2 Customer Reference Type Purchase Order

Order Type TO / Transport Order

Customer Reference

Ship From Location

Ship To Location

Date type Date from Date to

Current Status 0170 / Booking transmitted

Reset Search

### Search after PO no:

- Click on "Advanced search" to reveal the advanced filters
- "Customer Reference Type" field: select "Purchase Order" from dropdown list
- "Customer Reference" field: add PO no (with no empty space before or after the reference)
- Click "Search"
- The next screen will take you to the transport order that includes the PO you have entered and any other PO's that were shipped in the same transport order (those which were consolidated together during the commit process).

Most common ways of searching an order are with one of the below references:

- K+N Execution Order Number (provided in the Confirm email notification)
- PO Number

# eConfirm

## Select Order Confirmation



	Order Number	Order Type	#Lines	Requested Pickup	Planned Pickup	Actual Pickup	Requested Delivery	Planned Delivery	Actual Delivery	Ship From ID	Ship From Name	Ship From City	Ship From Country	Ship To ID
	101739160922-1198907845	TRANSPORT ORDER	1	2019-01-02 08:00:00	2019-01-02 08:00:00	2019-01-02 08:00:00		2019-01-03 17:00:00	2019-01-03 17:45:00	ELEKTA_10332_S	FREDRIKSONS VERKSTADS AB	VADSTENA	SWEDEN	ELEKTA_A01_W
	102195639170-1039443671	TRANSPORT ORDER	1	2019-01-02 08:00:00	2019-01-02 08:00:00	2019-01-02 11:00:00	2019-01-16 23:59:00	2019-01-09 15:00:00	2019-01-09 11:00:00	ELEKTA_812711_S	COMPUTERIZED IMAGING REFERENCE	NORFOLK, VIRGINIA	UNITED STATES	ELEKTA_B00_W
	102259225823-1753610449	TRANSPORT ORDER	1	2019-01-02 08:00:00	2019-01-02 09:00:00	2019-01-02 15:48:00		2019-01-04 12:00:00	2019-01-04 10:52:00	ELEKTA_10223_S	BRT BEARINGS LTD	HOVE	UNITED KINGDOM	ELEKTA_ZA1_W
	102259310625-2024453795	TRANSPORT ORDER	1	2019-01-02 08:00:00	2019-01-02 09:00:00	2019-01-02 15:48:00		2019-01-04 12:00:00	2019-01-04 10:52:00	ELEKTA_10223_S	BRT BEARINGS LTD	HOVE	UNITED KINGDOM	ELEKTA_ZA1_W
	100173948338-30046480	TRANSPORT ORDER	1	2019-01-03 08:00:00	2019-01-03 08:00:00	2018-12-03 06:38:00		2019-01-10 08:00:00	2018-12-07 06:38:00	ELEKTA_57350_S	SHANGHAI SHENYAN COMMUNICATION	SHANGHAI	CHINA	ELEKTA_N00_W

Showing items 1 - 5 from a total of 1519

Navigation: << < 1 2 3 4 5 ... 304 > >>

Items per page 5

Select Pencil for editing the requested order

# eConfirm

## Select Order Confirmation



KUEHNE+NAGEL

eOrder

Home > Confirm > 157140017477-671079375

Elekta

GBCWY07 - Elekta

Oana-lulia Hurmuzescu

Bookings Create Booking Order Visibility Shipment Visibility Confirm Accept Commit Administration KN Portal

### ORDER

Show sidebar

Line Number  
**000001-000001**

Part Code  
4513330406102C

Part Description  
ADAPTOR,PIPE

Article Description

UoM PCS

If the sidebar is not visible on the right side of the screen, click "Show sidebar"

### PACKAGE DETAILS

Remove all packages

Add package

Pkg. Qty *	Pkg. type *	Length (m) *	Width (m) *	Height (m) *	Weight (kg) *
1	Generic Box	0.5	0.5	0.4	5

Stackable

Additional references

# eConfirm

## Confirming Shipping Actuals



### ORDER LINES

1-000001  
1508950

Qty  UoM

### PACKAGE DETAILS

Pkg. Qty *	Pkg. type *	Weight (kg) *	<input type="button" value="X"/>		
<input type="text" value="1"/>	<input type="text" value="20FT Box"/>	<input type="text" value="69"/>			
	Length (m) *	Width (m) *	Height (m) *		
	<input type="text" value="0.9"/>	<input type="text" value="0.8"/>	<input type="text" value="0.45"/>		
				<input type="button" value="+ Additional references"/>	

1-000001  1 (0)

Order Line Qty

### Routing

Additional references

Documents

Line details

Package details

Confirm Packages, (depending on the selected Package Type some dimensions might be auto-populated)

**On the bottom of the page click "Confirm Pickup"**

N.B.

The package count refers to the number of pallets/boxed etc collected by the carrier, not the number or articles in the PO





## Responsibility of Each Party for Main Steps



- **Supplier:** Confirm package details within 24h of collection.
- **KN CT:** Identify PO lines on daily basis if PO lines are still open for confirmation (>24h).
- **Elekta Planner:** Check the report and ensure the supplier actions the PO promptly.

# eConfirm

## Document Upload



Documents should be uploaded to eConfirm

The document upload should take place after the eCommit has been triggered.

It is important to wait 15 minutes after commitment and prior to accessing eConfirm, to allow order transmission

Key steps:


- 1) Commit PO in eCommit
- 2) Following eCommit you will receive a notification email requesting document upload
- 3) Once all documents are available, please upload ASAP (Latest on day of pickup)
- 4) Pickup takes place
- 5) Action eConfirm by clicking "Confirm Pickup"

***Document upload is mandatory. Pick-up will not be planned without document upload!!!***



- Invitation message

**From:** G-Log Advisor <[donotreply\\_OTM\\_IL4\\_TEST@kuehne-nagel.com](mailto:donotreply_OTM_IL4_TEST@kuehne-nagel.com)>  
**Sent:** Thursday, December 17, 2020 3:16 AM  
**To:** Shah, Chirag / Kuehne + Nagel / Lux FY-IC <[chirag.shah@kuehne-nagel.com](mailto:chirag.shah@kuehne-nagel.com)>  
**Subject:** Elekta | Document Upload Invitation | CAPTEC LTD (STERLING) | GB to NL | 163858888142-1860280282

**KUEHNE+NAGEL** 

**Document(s) - Upload Invitation**

Relating to the below committed purchase order lines, please ensure ALL of the following documents are uploaded to the KN eOrder system immediately to ensure the timely collection of the goods:

PO ID(s):  
9047577;001000

Required Document(s):  
#Packing List  
#Commercial Invoice

*It is vitally important to ensure an exact match between documents, physical cargo and exact PO lines which were committed in the KN eOrder system. Non-conformance in document provision and document upload will complicate Customs Clearance and can lead to serious delay, investigation and could even lead to additional costs being recharged by Elekta to the supplier.*

- Daily reminders

**Partial Document(s) - Upload Reminder**

**Missing Document(s) - Upload Reminder**

- Final Notification

**Missing Document(s) - Final Notification**

- Upon eCommit you will receive a notification message clearly specifying
  - Execution Order (within Subject)
  - Purchase Order
  - Required documents
- Daily reminders will be send until the Pick up date if documents are missing or only partially uploaded.
- Final notification will be send on the Pickup date if documents are still not uploaded in full.

# eConfirm

## Document Upload



The screenshot shows the 'DOCUMENTS' section of the eConfirm interface. At the top right, there is an 'Upload' button with a plus icon. Below it is a dashed box containing a cloud icon and the text 'Drag a file here to upload or click to browse files on your computer'. A callout box on the left points to this area with the text 'Drag or Upload the required document'. Below the dashed box, a document card is visible with the title 'packing list\_Utrecht to Crawley-Tool Kits\_Unity\_EPOS\_template 1.pdf'. A callout box on the right points to a dropdown menu that is open, listing document types: 'Letter of credit', 'Lithiumion battery statement', 'Non Wood certificate', 'Packing List' (which is highlighted), 'Proforma Invoice', 'Proof of Delivery', and 'RAIL WAY BILL'. A callout box on the right points to this menu with the text 'Select your document type'. Below the document card, there is a circular icon with a cloud and an arrow, and a callout box at the bottom points to it with the text 'Upload the document'.



5

*Loadplan*

# Loadplan

## Confirmation of Shipment Planning



- Loadplan including details inputted by supplier during commit:
  - Dims & Weight per handling unit
  - Assigned Forwarder
  - Mode of Transport & Equipment
  - Reference numbers: PO's, KNIL Order + shipment ID
- Daily shared from the day of planning until day of PU (Incl.)

No feedback required



### Load Plan Report

Pick-Up Date	14-12-2020
Forwarder	EU_LL1_S_NTGMAA - NTG ROAD BV
Transport Mode	ROAD
Pick-Up Location	SILCOTEC EUROPE (SK) S.R.O, SK
Final Destination Location	ELEKTA, NL
Forwarder, Master ID	N/A
Equipment Type	STANDARD
KN Shipment ID	20201207-S-00007

Trailer in order according to Elekta procedures.

Goods handed over by dept.:

Handover datetime:

WH Goods Out - Name:

Trailer No.:

Picked up by:

Supplier Opening Time:



HANDLING_UNIT_TYPE	NO_OF_PIECES	WEIGHT	WEIGHT_UOM	VOLUME	VOLUME_UOM	LENGTH	LEN_UOM	WIDTH	WID_UOM	HEIGHT	UOM_HT	STACKABLE	PO_ID	KNIL_ORDERID
PALLET	1	21 KG		0.34 CUMTR		0.8 M		0.6 M		0.7 M		N	1300353;001000, 9046244;002000, 9046268;001000, 9047069;002000, 9047220;001000	151071986174-1862963557



6

*Order Visibility*

# Order Visibility

## Order Search

A/ Search with Execution Order

B/ Search with PO number



KUEHNE+NAGEL

eOrder  
Home > Order Search

Bookings Create Booking Order Visibility Shipment Visibility

Order Visibility

Accept Commit KN Portal



GBCWY07 - Elekta

Steven De Schepper

Search by Order Number

Clear filter

Configure columns 36 / 36

Export Data to Excel

Advanced search

Order Number

Order Type

Line / Part  
-- Any --

Line / Part Details

Customer Reference Type  
-- Any --

Customer Reference  
1312046

Current Status

Date from

Shipment Number

Date to

Ship From Location  
Type and select location

Ship To Location  
Type and select location

Date type  
Date from

Date to

Order View  Line View

Reset

Search

Order Number	Order Type	#Lines	Requested Pickup	Planned Pickup	Actual Pickup	Requested Delivery	Planned Delivery	Actual Delivery	Ship From ID	Ship From Name	Ship From City	Ship From Country	Ship To ID	Ship To Name	Ship To City	Ship To Country
1312046	PURCHASE ORDER	1							ELEKTA_60294_S	POWERSOLVE ELECTRONICS LTD	NEWBURY	UNITED KINGDOM	ELEKTA_B00_W_C	Elekta Limited UK	Oxon OX16 4R5	UN KIN
159023817822-633118793	Transport Order	1	19 Oct 2020 08:00			23 Oct 2020 23:59			ELEKTA_60294_S	POWERSOLVE ELECTRONICS LTD	NEWBURY	UNITED KINGDOM	ELEKTA_B00_W_C	ELEKTA LIMITED	BANBURY	UN KIN

Order view: Complete address overview



# Order Visibility

## Order Search

A/ Search with Execution Order

B/ Search with PO number



Search by Order Number

Clear filter Configure columns 18 / 18 Export Data to Excel > Advanced search >

Order Number Order Type

Line / Part -- Any -- Line / Part Details

Customer Reference Type -- Any -- Customer Reference 1312046

Current Status Date from Date to

Ship From Location Type and select location

Ship To Location Type and select location

Date type Date from Date to

Order View  Line View

Reset Search

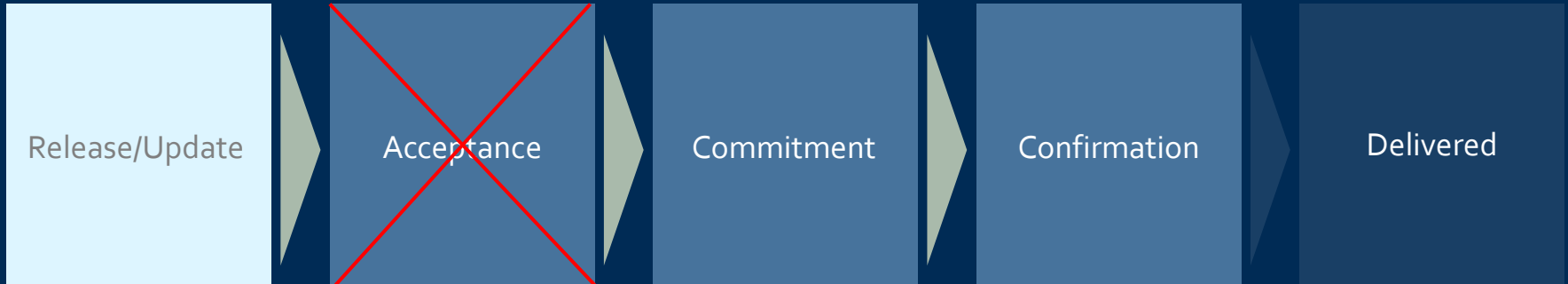
Order Number	Line	Order Type	Current Status	Status Date (UTC)	Part Code	Part Description	Open Qty	UoM	Weight	Volume	Planned Pickup	Actual Pickup	Planned Delivery	Actual Delivery	Ship From City	Ship To City
1312046	001000-000001	Purchase Order	Order creation Received	14 Oct 2020 11:16	1542929	PS300-18 PSU	8	Pieces			19 Oct 2020 08:00		23 Oct 2020 23:59		NEWBURY	Oxon OX16 4RS
159023817822- 633118793	000001-000001	Transport Order	Booking transmitted	12:11	1542929	PS300-18 PSU	1	Pieces	26	0.18					NEWBURY	BANBURY

Line view:  
- Planned PU and DL date  
- PO Status



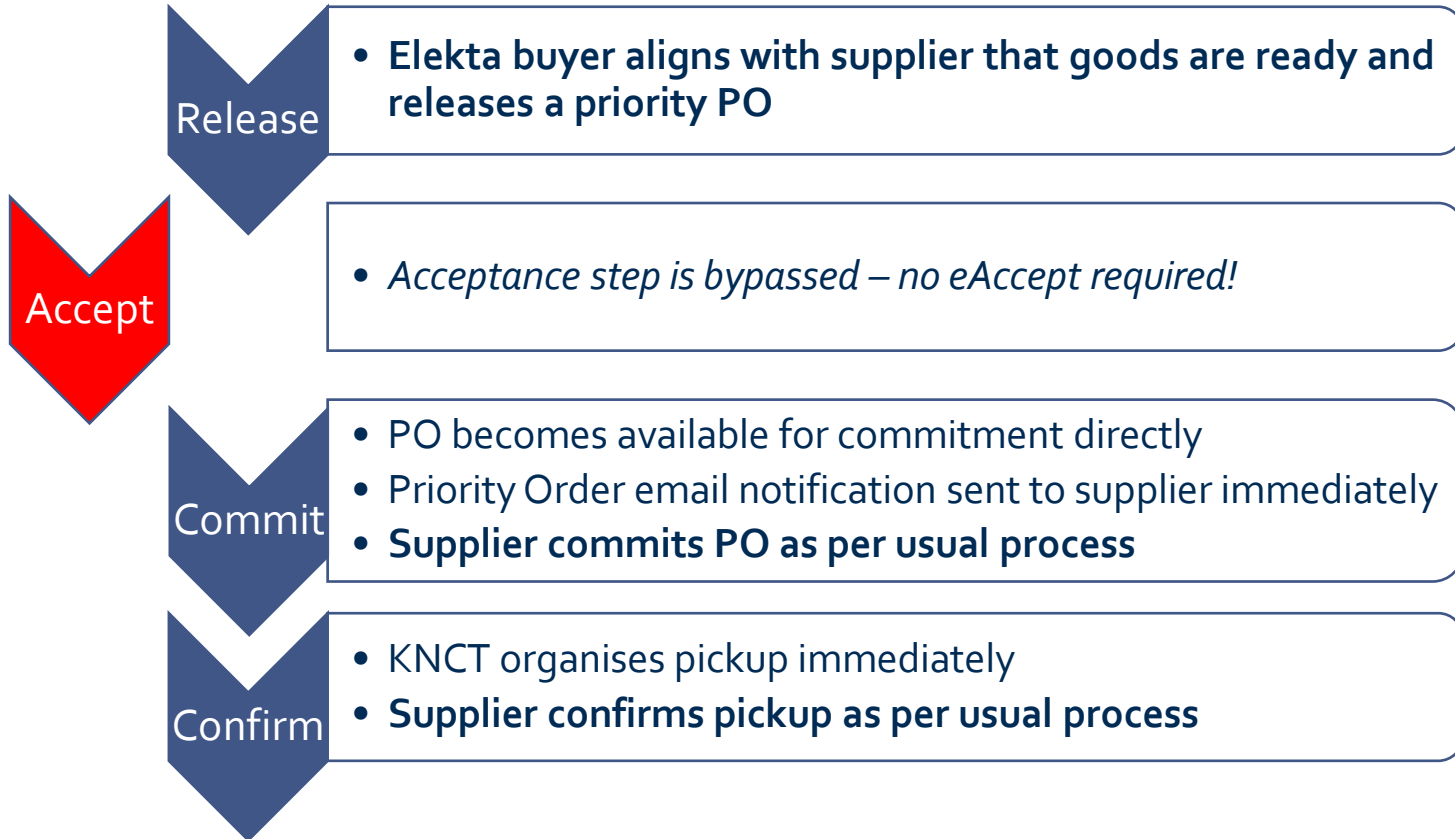
# 7

## *Priority PO's*



# Priority PO's Process

## Different process workflow



# Priority PO's Email Notification



## What information does the message contain?

The eCommit notification message clearly indicates that the PO is a Priority Order and therefore eCommit should be executed immediately.

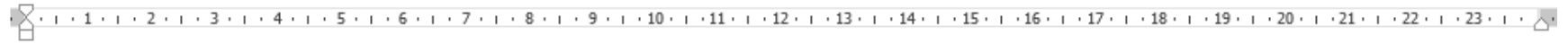


Do, 24.09.2020 15:16

donotreply@kuehne-nagel.com

[OFS - systemtest] #TEST **Priority Order** Kuehne & Nagel eCommit: 1304110 ready for COMMITMENT

To knlux.il.gct.elekt; Loewenbrueck, Jan / Kuehne + Nagel / LUX FY-IC



Dear Supplier,

Please commit Purchase Order 1304110 IMMEDIATELY as it has been flagged as high-priority by Elekt and requires transport planning urgently

Order No	Line No	Schedule Line No	Order Type	Part	Quantity	Service			Requested Pickup Date	Requested Delivery Date	Pickup	Delivery
						Level	Type	Mode				
1304110	010000	000001	PO / Purchase Order	1540833	1	PRIORITY	n/a	ROAD	2020-09-25 23:59:00 UTC+01:00	2020-09-29 23:59:00 UTC+01:00	ELEKTA_10524_S HILTI (GB) LTD . 1 Trafford Wharf RD, Trafford Park M17 1BY MANCHESTER UNITED KINGDOM	ELEKTA_B00_W_C Elekt Limited UK Via DHL Supply Chain, Chenwell 2 Middleton Close, Banbury OX16 4RS Oxon OX16 4RS UNITED KINGDOM



8

*Timelines*

# eAccept

## When available to accept

Example order:

RDD 23/08/2019

MOT: Road

Transport LT: 1 Day



Mail notifications  
and Reminders

Week xx

Elekta Planner Buyer  
releases the PO lines

STEP 1 =  
Acceptance

1<sup>st</sup> Acceptance  
notification  
At PO lines receipt

48h

24 Hrs: 1<sup>st</sup> Reminder

48 Hrs: 2<sup>nd</sup> Reminder

72 Hrs: Final  
Notification

Week 34

STEP 2 =  
Commitment

Plan &  
book

Transport

Delivery  
Friday  
Aug 23<sup>rd</sup>

STEP 3 =  
Confirmation



The transport cut-off times and the timing of the commit messages in relation to the planned pick-up date are displayed in the diagram to the right.

### Road / Air : 2 days (by 23h59) before PU

For example:

- if requested PU is Wednesday, the PO should be committed by Monday 23h59
- if requested PU is Tuesday, the PO should be committed by Friday 23h59

*\*This allows a 1 day transport planning window for the KN Control Tower.*

### Sea: 6 days (by 23h59) before PU

For example: if requested PU is Tuesday, the PO should be committed by previous Monday 23h59

*\*These shipments require a longer transport cut-off time in order for the KN Control Tower to secure a shipping container prior to stuffing and collection.*

### Commitment

	Pick-up									Transport Lead Time
	Working Days prior to pick-up Date									
	-8	-7	-6	-5	-4	-3	-2	-1	0	(See Master Data)
Road					Green	Yellow	Red	Dark Blue	Light Blue	Dark Purple
Air					Green	Yellow	Red	Dark Blue	Light Blue	Dark Purple
Sea	Green	Yellow	Red	Dark Blue	Dark Blue	Dark Blue	Dark Blue	Dark Blue	Light Blue	Dark Purple

Key	
Dark Purple	Various Transport lead times as per TDM MD
Light Blue	Day zero pick-up date
Dark Blue	Transport Cut-off Time per Mode - Order no longer available for commitment
Red	2nd reminder triggered
Yellow	1st reminder triggered
Green	Notification for open to commit

# eCommit

## When available to commit

Example order:  
RDD 23/08/2019  
MOT: Road  
Transport LT: 1 Day



Mail notifications  
and Reminders



Week xx

Week 34

Week 35

Elekta Planner Buyer  
releases the PO lines

Acceptance

1<sup>st</sup> Acceptance  
notification  
At PO lines receipt

48h

24 Hrs: 1<sup>st</sup> Reminder

48 Hrs: 2<sup>nd</sup>  
Reminder

72 Hrs: Final  
Notification

Commitment

1<sup>st</sup> Commitment  
notification  
Friday Aug 16th

48h

24 Hrs: 1<sup>st</sup> Reminder

48 Hrs: 2<sup>nd</sup>  
Reminder

72 Hrs: Final  
Notification

Planning cut-off  
Wednesday  
Aug 21<sup>th</sup> 13:00 CET

Pick-up  
Thursday  
August 22nd

Plan &  
book



Delivery  
Friday  
Aug 23th

Confirmation

Confirmation  
available  
Thu Aug 22th

24 Hrs: 1<sup>st</sup> Reminder

48 Hrs: 2<sup>nd</sup>  
Reminder

72 Hrs: Final  
Notification

48h



# eConfirm

## When available to Confirm

Example order:  
RDD 23/08/2019  
MOT: Road  
Transport LT: 1 Day



Mail notifications  
and Reminders



Week xx

Week 34

Week 35

Acceptance

1<sup>st</sup> Acceptance  
notification  
At PO lines receipt

Commitment

1<sup>st</sup> Commitment  
notification  
Friday Aug 16th

Planning cut-off  
Wednesday  
Aug 21<sup>th</sup> 13:00 CET

Pick-up

Thursday  
August 22nd

Delivery

Friday Confirmation  
Aug 23<sup>th</sup>

Plan &  
book

Transport



48h

Confirmation  
available  
Thu Aug 22th

24 Hrs: 1<sup>st</sup> Remind.

48 Hrs: 2<sup>nd</sup> Remind.

72 Hrs: Final  
Notification



9

*User Profile*

# User Profile



- Under User name it is possible to adjust own **User Profile** Settings that will be applied across eOrder application.

**Open User Profile Settings**

**Menu for navigation between User Profile sections**

**List of assigned Customers**

**List of assigned Functional Rights**

**Change Location related Settings: Language, System of Measurement, Time Zone**

**Change Date, Time and Number format**

**USER PROFILE**

**Your Profile**

Username: Julia Zubets  
Email: julia.zubets@kuehne-nagel.com  
First Name: Julia  
Last Name: Zubets

**Assigned customers**

Customer Name	Customer ID
Caterpillar Logistics Services, Inc	BEVIL01
Roche	CHBSL19
DKSH Gmbh	DEWED51
Arysta LifeScience	FRNUE01
Elekta	GBCWY07

**Assigned functional roles**

- ECOM-KNLOGIN-BOOKINGOVERVIEW
- ECOM-CONFIRM
- ROLE\_CUSTOMER\_DELETE
- BOOKING-DOCUMENT-UPLOAD
- BOOKING-DOCUMENT-SEND

**Locale**

Language: English | System of Measurement: Imperial | Time Zone: Europe/Tallinn (UTC +02:00)

**Formats**

Date format: DD.MM.YYYY | Time format: HH:MM:SS | Number format: 123 456.78



# 10 *Exception handling*

# Exceptions



## Inbound – Process Exceptions - Acceptance

	Exception	Mitigation
1	Supplier doesn't accept PO	PO will no longer be available to the supplier and will be on hold pending further action from Elekta.
2	Elekta update PO prior to Accept	PO is updated in the KN system and the standard process is followed
3	Elekta cancelled PO prior to accept	Status received into KN system no further action required by KNCT
4	Elekta update PO after accept but before commit	PO is updated in the KN system and the standard process is followed
5	Elekta cancelled PO after accept but before commit	Status received into KN system no further action required by KNCT
6	Supplier enters incorrect dims/weights during commit ( <i>very high/low volume/weight for example</i> )	KNCT will validate the weights/dims with the supplier and amend in the KN system prior to transport execution

# Exceptions

## Inbound – Process Exceptions - Commit



	Exception	Mitigation
7	Supplier commits late	KNCT will liaise with Elekta and LSP's to find a solution. Considering the transport cut-off will have been exceeded then pick-up may be delayed or additional charges may occur. Non process compliance should be avoided and late commitment will be recorded in to the suppliers monthly scorecard
8	Supplier doesn't commit PO	PO will no longer be available to the supplier and will be on hold pending further action from Elekta. No transport planning will take place
9	Supplier under commits	The supplier commits to less quantity than requested by Elekta (systems only allows under-commit, over-commit is not possible in the system). An automated message reaches the supplier with the request to get in contact with the planner/buyer. If accepted then Elekta are required to create a Purchase Order sub-line for the outstanding material
10	Supplier over commits	This is not possible. The KN system will not allow the supplier to over commit
11	Supplier changes Ship from address	The supplier selects a different pick-up address during the commit process Most suppliers only have one pick-up address so this one is a rare exception

# Exceptions



## Inbound – Process Exceptions

	Exception	Mitigation / Impact
12	Supplier commits to a later pick-up date	The supplier commits using a different pick-up date. An automated message is sent to the supplier to get in contact with the planner/buyer. No updates possible via the Elekta/KN interface. The transport execution order needs to be updated manually by KN in the transport management system
13	Supplier commits to an earlier pick-up date	This is not possible. The KN system will not allow this to be processed
14	Supplier has a technical issue when executing accept/commit/confirm	The KNCT should be informed who will try to resolve and raise to the KN Business System Support team if necessary
15	<b>Elekta update the PO after supplier commit</b>	<b>No PO updates should be processed after commit. The Elekta planner/buyer should always check the latest status in M3 prior to transmitting a PO update</b>
16	Supplier confirms late	If PO is booked into the Elekta WH (status 50) then later the confirm message is triggered (status 45) then status update wont be processed in M3 and an EDI error message will be received by Elekta IT
17	Supplier has a problem in the KN system	The supplier should contact the KNCT and advise of the IT issue who will support to find a solution

# Exceptions



## Inbound – Process Exceptions - Confirm

	Exception	Mitigation / Impact
18	Supplier doesn't confirm	The data will be captured into the suppliers monthly scorecard
19	Supplier doesn't load what was committed	In the first instance the LSP should refuse to load PO's which are not detailed on the Pick-up Notification. This may not always be possible for the driver to validate. Secondly this may only be identified when being booked in at Elekta's warehouse. In this case a POD will be requested via the NCR process. KNCT can check with the LSP and Elekta may need to follow up with their supplier depending on root cause.
20	Dates in M3 don't match those in the KN portal	Elekta should notify KNCT of the data mismatch. A investigation will take place and KN and/or Elekta IT may need to be engaged to sync both systems
21	The supplier doesn't receive notifications or reminders from KN Portal	The supplier should notify the KNCT about the issue will contact the KN IT team to investigate and help to resolve the issue
22	The supplier has a new member of staff who needs system access or someone leaves the business	The supplier should notify the KNCT who will update the master data contact information accordingly





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*Frequently  
Asked  
Questions*

# Frequently Asked Questions

## Inbound – Process Exceptions



	Question	Answer
1	Should the supplier contact the local office of the Logistics service provider directly	No the supplier should always contact the KNCT for any queries rather than the local LSP office.
2	How does the booking process work?	Once the supplier has committed the purchase order the KNCT will plan the order in the transport management system and send the booking to the local office of the LSP. The LSP will then contact the supplier in order to arrange the pick-up
3	What actions is required if the pick-up date in the KN system is incorrect?	The pick-up date can be updated during the ecommit process to the required pick-up date
4	What are the Control Tower contact details and which Control Tower should I contact?	All suppliers located in Europe or North America should contact the KN Luxembourg Control Tower ( <a href="mailto:knlux.il.gct.elekta@kuehne-nagel.com">knlux.il.gct.elekta@kuehne-nagel.com</a> )  All suppliers located in Asia Pacific should contact the KN Shanghai Control Tower ( <a href="mailto:knbjs.il.gct.elekta@kuehne-nagel.com">knbjs.il.gct.elekta@kuehne-nagel.com</a> )
5	Why is the PO not available for commitment	Examples are: <ul style="list-style-type: none"><li>- PO was released to late by planner/buyer</li><li>- PO was updated to late by planner/buyer</li><li>- <b>Late action taken by the supplier to commit</b></li></ul>

# Thank you



## **KN 4PL Control Tower**

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