Integrated Logistics
4PL Control Tower
Elekta - Supplier Training Pack
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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/](https://eorder.kuehne-nagel.com/)

*(KN employees will be automatically redirected to Single Sign-On page)*

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

eOrder Starting Page

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

Bookings

Orders

Shipments

Order Visibility

Shipment Visibility

Confirm

Access to KN Login

Inbound Supplier platform

Selected Customer

Selected User with Access to User Profile

Quick Access to Menu Items

Restricted Information and Basic Personal Data
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
- Supplier Confirms 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

- Status 20 Released
- Status 31/32 Updated
- Status 35 Accepted
- Status 33 Rejected
- Status 40 Committed
- Status 45 Confirmed
- Status 50 Delivered

Elekta action
Supplier / K+N action
EDI flow Elekta – KN CT

KN CT books the Transport – No PO update allowed after commitment

Pick-up Timestamp In KN Login

Delivery Timestamp
2 eAccept

Release/Update ➟ Acceptance ➟ Commitment ➟ Confirmation ➟ Delivered
eAccept

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:

<table>
<thead>
<tr>
<th>1_ACCEPT</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Duration</strong></td>
<td><strong>Communication</strong></td>
</tr>
<tr>
<td>0 HRS</td>
<td>Start Notification  (as soon as PO received from Elekta)</td>
</tr>
<tr>
<td>24HRS</td>
<td>1st Reminder Sent  (24 hours after start notification)</td>
</tr>
<tr>
<td>48 HRS</td>
<td>2nd Reminder Sent  (48 Hours after start notification)</td>
</tr>
<tr>
<td>72 HRS</td>
<td>Final Notification  (72 Hours after notification)</td>
</tr>
</tbody>
</table>
eAccept

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.

Dear Supplier,

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

<table>
<thead>
<tr>
<th>Order No</th>
<th>Line No</th>
<th>Schedule Line No</th>
<th>Order Type</th>
<th>Part</th>
<th>Quantity</th>
<th>Service Level</th>
<th>Pickup</th>
<th>Delivery</th>
</tr>
</thead>
<tbody>
<tr>
<td>1204351</td>
<td>010000</td>
<td>000001</td>
<td>PO / Purchase Order</td>
<td>1022123</td>
<td>1</td>
<td>r/a</td>
<td>ELEKTA_27988_S</td>
<td>ELEKTA_N00_W_C</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>r/a</td>
<td>S.H. Moffett limited</td>
<td>Elekta Beijing Medical Systems CoLt</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>AIR</td>
<td>Ashdown House</td>
<td>3FL Warehouse 1</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Lamberts Road</td>
<td>No.9-2 Nanfaxin Sector</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>TNZ 3EH</td>
<td>101310 Shuning Road, Shunyi District</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>TUNBRIDGE WELLS</td>
<td>UNITED KINGDOM</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>UNITED KINGDOM</td>
<td>CHINA</td>
</tr>
</tbody>
</table>
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
- Consignee: Search for specific consignee
- Ready for Pickup Date: Click on calendar to search for specific pickup date range.
- Advanced search: Click to reveal search filters

![Image of eAccept interface](image_url)
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.

Click to filter the selected orders only

Tick the appropriate order that you wish to Accept or Decline
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.

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.
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.

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:

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

**What information do the messages contain?**

The messages 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.

---

**Dear supplier,**

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

<table>
<thead>
<tr>
<th>Order No</th>
<th>Line No</th>
<th>Schedule Line No</th>
<th>Order Type</th>
<th>Part</th>
<th>Quantity</th>
<th>Service Level</th>
<th>Service Type</th>
<th>Mode</th>
<th>Requested Pickup Date</th>
<th>Requested Delivery Date</th>
<th>Pickup</th>
<th>Delivery</th>
</tr>
</thead>
<tbody>
<tr>
<td>1283304</td>
<td>001000</td>
<td>000001</td>
<td>PO / Purchase Order</td>
<td>1640774</td>
<td>12 n/a</td>
<td>n/a</td>
<td>ROAD</td>
<td>2019-10-10 08:00 UTC+08:00</td>
<td>2019-10-21 23:59 UTC+08:00</td>
<td>ELEKTA_07300_S Shanghai Shenyin Communication Equipment Co., Ltd. No. 138 Huaying Road, Pudong District Eastern Section of Zhangjiang 201201 Shanghai CHINA</td>
<td>ELEKTA_N00_W_C Elekta Beijing Medical Systems Co., Ltd. 3PL Warehouse No. 2, Nanfuchang Sector Shunping Road 101216 Shunping Road CHINA</td>
<td></td>
</tr>
</tbody>
</table>
eCommit
Commitment, Transport execution and Planning cut-off

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.
### eCommit

#### Order Open for Commitment Search

- **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

- **Consignee**
  - Search for specific consignee

---

<table>
<thead>
<tr>
<th>Order Number</th>
<th>Part Code</th>
<th>Part Description</th>
<th>Planned Pickup</th>
<th>Planned Delivery</th>
<th>Ship From</th>
<th>Ship To</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>1303193</td>
<td>0100000-000002</td>
<td>BB B/E1 002000-000000</td>
<td>01 Oct 2020</td>
<td>08 Oct 2020</td>
<td>Medical Intelligence Medizintechnik GmbH, Schwabmuenchen, 8030, Germany, Elekta_015947_S</td>
<td>Elekta Limited UK, Via DHI Supply Chain, Cherwell 2, Oxon OX16 4RS, OX10 4RS, UNITED KINGDOM, ELEKTA_0000_Y_C</td>
<td>4 Places</td>
</tr>
<tr>
<td>1303193</td>
<td>0200000-000002</td>
<td>BB B/E1 002000-000000</td>
<td>01 Oct 2020</td>
<td>08 Oct 2020</td>
<td>Medical Intelligence Medizintechnik GmbH, Schwabmuenchen, 8030, Germany, Elekta_015947_S</td>
<td>Elekta Limited UK, Via DHI Supply Chain, Cherwell 2, Oxon OX16 4RS, OX10 4RS, UNITED KINGDOM, ELEKTA_0000_Y_C</td>
<td>4 Places</td>
</tr>
<tr>
<td>1303193</td>
<td>0300000-000002</td>
<td>BB B/E1 002000-000000</td>
<td>01 Oct 2020</td>
<td>08 Oct 2020</td>
<td>Medical Intelligence Medizintechnik GmbH, Schwabmuenchen, 8030, Germany, Elekta_015947_S</td>
<td>Elekta Limited UK, Via DHI Supply Chain, Cherwell 2, Oxon OX16 4RS, OX10 4RS, UNITED KINGDOM, ELEKTA_0000_Y_C</td>
<td>6 Places</td>
</tr>
<tr>
<td>1303193</td>
<td>0400000-000002</td>
<td>BB B/E1 002000-000000</td>
<td>01 Oct 2020</td>
<td>08 Oct 2020</td>
<td>Medical Intelligence Medizintechnik GmbH, Schwabmuenchen, 8030, Germany, Elekta_015947_S</td>
<td>Elekta Limited UK, Via DHI Supply Chain, Cherwell 2, Oxon OX16 4RS, OX10 4RS, UNITED KINGDOM, ELEKTA_0000_Y_C</td>
<td>6 Places</td>
</tr>
</tbody>
</table>
How to Commit

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.

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).
<table>
<thead>
<tr>
<th>Order Number</th>
<th>Part Code</th>
<th>Part Description</th>
<th>Supplier Article</th>
<th>Planned Pickup</th>
<th>Planned Delivery</th>
<th>Requested Delivery</th>
<th>Release Date</th>
<th>Ship From</th>
<th>Ship To</th>
<th>Actual</th>
<th>Open</th>
</tr>
</thead>
</table>

- **Order Number**: Purchase Order number coming from Order Mgmt system
- **Part Code**: Article code
- **Part Description**: Description of the Article
- **Planned Delivery**: Foreseen date to deliver
- **Ship From**: Address of the shipper location
- **Ship To**: Address of the consignee location
- **Actual Open Quantity**: What is not committed so far (out of total available)

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

**Planned Pickup**
Foreseen ready for pickup date

**Requested Delivery**
Delivery date requested by Elekta
## Package Details Explanation

**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.

### Order Line
Confirm which PO lines should be in the package.

### Stackable?
Confirm if each package is stackable or non-stackable.

### Quantity
Confirm the committed PO quantity.
eCommit

How to commit on Quantity and Date?

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.
### 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

CONSIGNEE

Elekta Limited
ELEKTA_B00_W_C
Cherwell 2
Middleton Close
Banbury OX16 4RS
UNITED KINGDOM

Requested Delivery
08 Oct 2020

<table>
<thead>
<tr>
<th>Routing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Additional references</td>
</tr>
<tr>
<td>Package Details</td>
</tr>
<tr>
<td>Line Details</td>
</tr>
</tbody>
</table>

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
eConfirm

- Release/Update
- Acceptance
- Commitment
- Confirmation
- Delivered
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:

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

The messages 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.

<table>
<thead>
<tr>
<th>K+N Execution Order</th>
<th>Order No</th>
<th>Line No</th>
<th>Order Type</th>
<th>Requested Pickup Date</th>
<th>Requested Delivery Date</th>
<th>Pickup</th>
<th>Delivery</th>
</tr>
</thead>
<tbody>
<tr>
<td>125763579987-286494651</td>
<td>1281551</td>
<td>001000-000001</td>
<td></td>
<td>26-09-2019 08:00 UTC+01:00</td>
<td>27-09-2019 23:59 UTC+01:00</td>
<td>ELEKTA_10210_S BROADWATER MOULDINGS LTD</td>
<td>ELEKTA_B00_W_C ELEKTA LIMITED CHERWELL 2 MIDDLETON CLOSE OX16 4RS BANBURY</td>
</tr>
<tr>
<td></td>
<td>1280658</td>
<td>001000-000001</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>1281261</td>
<td>001000-000001</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>1283381</td>
<td>001000-000001</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>1283831</td>
<td>001000-000001</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>1284747</td>
<td>001000-000001</td>
<td></td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td></td>
<td>1284946</td>
<td>001000-000001</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
eConfirm is a platform that allows suppliers to confirm that purchase order lines have been loaded.
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

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).
Select Order Confirmation

Select Pencil for editing the requested order
eConfirm
Select Order Confirmation

If the sidebar is not visible on the right side of the screen, click “Show sidebar”
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
eConfirm

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.
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!!!
eConfirm
Document Upload

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

- Daily reminders

- Final Notification
eConfirm

Document Upload

Drag or Upload the required document

Select your document type

Upload the document

Drag a file here to upload or click to browse files on your computer
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
6 Order Visibility
Order Visibility
Order Search

A/ Search with Execution Order
B/ Search with PO number

Order view: Complete address overview
Order Visibility
Order Search

A/ Search with Execution Order
B/ Search with PO number

Line view:
- Planned PU and DL date
- PO Status
Priority PO’s
Priority PO’s Process

Different process workflow

Release
- Elekta buyer aligns with supplier that goods are ready and releases a priority PO

Accept
- Acceptance step is bypassed – no eAccept required!

Commit
- PO becomes available for commitment directly
- Priority Order email notification sent to supplier immediately
- Supplier commits PO as per usual process

Confirm
- KNCT organises pickup immediately
- Supplier confirms pickup as per usual process
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.

Dear Supplier,

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

<table>
<thead>
<tr>
<th>Order No</th>
<th>Line No</th>
<th>Schedule Line No</th>
<th>Order Type</th>
<th>Part</th>
<th>Quantity</th>
<th>Service Level</th>
<th>Service Type</th>
<th>Mode</th>
<th>Requested Pickup Date</th>
<th>Requested Delivery Date</th>
<th>Pickup</th>
<th>Delivery</th>
</tr>
</thead>
<tbody>
<tr>
<td>1304110</td>
<td>010000</td>
<td>000001</td>
<td>PO / Purchase Order</td>
<td>1540833</td>
<td>1</td>
<td>PRIORITY</td>
<td>n/a</td>
<td>ROAD</td>
<td>2020-09-25 23:59:00 UTC+01:00</td>
<td>2020-09-29 23:59:00 UTC+01:00</td>
<td>ELEKTA_10524_S HILTI (GB) LTD</td>
<td>ELEKTA_B00_W_C Elekta Limited UK Via DHL Supply Chain, Cherwell 2 Middleton Close, Banbury OX16 4RS Oxon OX16 4RS UNITED KINGDOM</td>
</tr>
</tbody>
</table>
Timelines
**eAccept**
*When available to accept*

**Step 1 = Acceptance**
- 1st Acceptance notification
- At PO lines receipt
- 48h

**Step 2 = Commitment**
- Plan & book
- Transport
- Delivery Friday Aug 23rd

**Step 3 = Confirmation**

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

**Mail notifications and Reminders**
- 24 Hrs: 1st Reminder
- 48 Hrs: 2nd Reminder
- 72 Hrs: Final Notification

Elekta Planner Buyer releases the PO lines
eCommit
Transport Cut-off Times

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.*

<table>
<thead>
<tr>
<th>Working Days prior to pick-up</th>
<th>Pick-up Date</th>
<th>Transport Lead Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>-8</td>
<td>-7</td>
<td>-6</td>
</tr>
<tr>
<td>Road</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Air</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sea</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Key**
- Various Transport lead times as per TDM MD
- Day zero pick-up date
- Transport Cut-off Time per Mode - Order no longer available for commitment
- 2nd reminder triggered
- 1st reminder triggered
- Notification for open to commit
eCommit
When available to commit

- Elekta Planner Buyer releases the PO lines

**Acceptance**
- 1st Acceptance notification
  - At PO lines receipt
  - 48h

**Commitment**
- 1st Commitment notification
  - Friday Aug 16th
  - 48h

**Transport**
- Plan & book
- 48h
- Pick-up
  - Thursday August 22nd
- 48h
- Delivery
  - Friday Aug 23rd
  - 48h

**Confirmation**
- Confirmation available
  - Thu Aug 22nd
  - 48h

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

**Mail notifications and Reminders**
- 24 Hrs: 1st Reminder
- 48 Hrs: 2nd Reminder
- 72 Hrs: Final Notification
- 24 Hrs: 1st Reminder
- 48 Hrs: 2nd Reminder
- 72 Hrs: Final Notification
- 24 Hrs: 1st Reminder
- 48 Hrs: 2nd Reminder
- 72 Hrs: Final Notification
eConfirm
When available to Confirm

Acceptance
- 1st Acceptance notification
  At PO lines receipt

Commitment
- 1st Commitment notification
  Friday Aug 16th

Transport
- Plan & book
- 48h

Confirmation
- Pick-up
  Thursday August 22nd
- Delivery
  Friday Aug 23rd
- 48h:
  1st Remind.
- 24 Hrs:
  1st Remind.
- 72 Hrs:
  Final Notification

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

Planning cut-off
Wednesday
Aug 21st 13:00 CET

Pick-up
Thu Aug 22th

Delivery
Fri Aug 23th
User Profile
Under User name it is possible to adjust own **User Profile** Settings that will be applied across the **eOrder** application.
10 Exception handling
## Exceptions

### Inbound – Process Exceptions - Acceptance

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

### Inbound – Process Exceptions - Commit

<table>
<thead>
<tr>
<th>Exception</th>
<th>Mitigation</th>
</tr>
</thead>
<tbody>
<tr>
<td>7 Supplier commits late</td>
<td>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</td>
</tr>
<tr>
<td>8 Supplier doesn’t commit PO</td>
<td>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</td>
</tr>
<tr>
<td>9 Supplier under commits</td>
<td>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</td>
</tr>
<tr>
<td>10 Supplier over commits</td>
<td>This is not possible. The KN system will not allow the supplier to over commit</td>
</tr>
<tr>
<td>11 Supplier changes Ship from address</td>
<td>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</td>
</tr>
</tbody>
</table>


## Exceptions

### Inbound – Process Exceptions

<table>
<thead>
<tr>
<th>Exception</th>
<th>Mitigation / Impact</th>
</tr>
</thead>
<tbody>
<tr>
<td>12</td>
<td>Supplier commits to a later pick-up date&lt;br&gt;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</td>
</tr>
<tr>
<td>13</td>
<td>Supplier commits to an earlier pick-up date&lt;br&gt;This is not possible. The KN system will not allow this to be processed</td>
</tr>
<tr>
<td>14</td>
<td>Supplier has a technical issue when executing accept/commit/confirm&lt;br&gt;The KNCT should be informed who will try to resolve and raise to the KN Business System Support team if necessary</td>
</tr>
<tr>
<td>15</td>
<td>Elekta update the PO after supplier commit&lt;br&gt;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</td>
</tr>
<tr>
<td>16</td>
<td>Supplier confirms late&lt;br&gt;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</td>
</tr>
<tr>
<td>17</td>
<td>Supplier has a problem in the KN system&lt;br&gt;The supplier should contact the KNCT and advise of the IT issue who will support to find a solution</td>
</tr>
</tbody>
</table>
### Exceptions

**Inbound – Process Exceptions - Confirm**

<table>
<thead>
<tr>
<th>Exception</th>
<th>Mitigation / Impact</th>
</tr>
</thead>
<tbody>
<tr>
<td>18  Supplier doesn’t confirm</td>
<td>The data will be captured into the suppliers monthly scorecard</td>
</tr>
<tr>
<td>19  Supplier doesn’t load what was committed</td>
<td>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.</td>
</tr>
<tr>
<td>20  Dates in M3 don’t match those in the KN portal</td>
<td>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</td>
</tr>
<tr>
<td>21  The supplier doesn’t receive notifications or reminders from KN Portal</td>
<td>The supplier should notify the KNCT about the issue will contact the KN IT team to investigate and help to resolve the issue</td>
</tr>
<tr>
<td>22  The supplier has a new member of staff who needs system access or someone leaves the business</td>
<td>The supplier should notify the KNCT who will update the master data contact information accordingly</td>
</tr>
</tbody>
</table>
Frequently Asked Questions
## Frequently Asked Questions

### Inbound – Process Exceptions

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>1  Should the supplier contact the local office of the Logistics service provider directly</td>
<td>No the supplier should always contact the KNCT for any queries rather than the local LSP office.</td>
</tr>
<tr>
<td>2  How does the booking process work?</td>
<td>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</td>
</tr>
<tr>
<td>3  What actions is required if the pick-up date in the KN system is incorrect?</td>
<td>The pick-up date can be updated during the ecommit process to the required pick-up date</td>
</tr>
</tbody>
</table>
| 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 ([knlux.il.gct.elekta@kuehne-nagel.com](mailto:knlux.il.gct.elekta@kuehne-nagel.com))

All suppliers located in Asia Pacific should contact the KN Shanghai Control Tower ([knbjs.il.gct.elekta@kuehne-nagel.com](mailto:knbjs.il.gct.elekta@kuehne-nagel.com))

| 5  Why is the PO not available for commitment                           | Examples are:
|                                                                            | - PO was released to late by planner/buyer
|                                                                            | - PO was updated to late by planner/buyer
|                                                                            | - Late action taken by the supplier to commit                                                                 |
Thank you

KN 4PL Control Tower
Kuehne + Nagel Integrated Logistics
Email Luxembourg = knlux.il.gct.elekta@kuehne-nagel.com
Email Shanghai = knlbjs.il.gct.elekta@kuehne-nagel.com