Carrier Instruction

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Changes from previous issue

New section 4.1 *Sustainability in inbound logistics.*
Section 4.2 *Environment* has been deleted.
Section 5.1.1 *Inbound transports: Requirements for the Collection and delivery time windows* have been added.
Section 6.5.1 *Collection at Scania suppliers: Requirement on reporting of deviations concerning goods collected* have been added.
Changes are shaded.

Introduction

Carrier instruction summarises Scania’s demands and expectations on carriers contracted by Scania for transporting of goods and is covering demands based on Scania Logistic Manual STD4172.

Carrier instruction’s target group is carriers transporting Scania goods to and from suppliers, packaging pools and Scania units.
1 Scope

This instruction is valid for carriers transporting Scania goods to and from suppliers, packaging pools, Scania production units and packaging manufacturers.

All documents mentioned in this instruction can be found at Scania Supplier Portal (http://supplier.scania.com) under the section General Purchasing > Logistics.

For questions concerning login or password for Scania Supplier Portal, please contact your representative at Scania purchasing.

2 Terms and definitions

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Consignor / Consignee</td>
<td>In this document the sender of goods is referred to as consignor and the consignee as receiver.</td>
</tr>
<tr>
<td>iTMS</td>
<td>Transport Management System used by Scania Inbound, provided by Inet.</td>
</tr>
<tr>
<td>Scania CT</td>
<td>Scania Control Tower</td>
</tr>
</tbody>
</table>
3 Responsibilities, communication and contacts

The carrier has the full responsibility for its drivers and possible subcontractors and also to forward this information to them.

Scania has the right to update this standard when the transport process demands so, and the carrier must keep updated on the latest updates and fulfil the possible new demands.

3.1 Scania Contact Information

Scania Control Tower (CT), located in Södertälje and Zwolle, is responsible for planning, payment and measuring of quality for all inbound, component and packaging transports.

<table>
<thead>
<tr>
<th>Control Tower</th>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nordic (SE, NO, DK, FI, EE, LT, LV, PL)</td>
<td>+46 (0)8 553 71344</td>
<td><a href="mailto:inbound.transport-nordic@scania.com">inbound.transport-nordic@scania.com</a></td>
</tr>
<tr>
<td>Europe</td>
<td>+46 (0)8 553 71333</td>
<td><a href="mailto:inbound.transport-europe@scania.com">inbound.transport-europe@scania.com</a></td>
</tr>
<tr>
<td>Packaging Nordic</td>
<td>+46 (0)8 553 71336</td>
<td><a href="mailto:packaging.transports-nordic@scania.com">packaging.transports-nordic@scania.com</a></td>
</tr>
<tr>
<td>Packaging Europe</td>
<td>+46 (0)8 553 71333</td>
<td><a href="mailto:packaging.transports-europe@scania.com">packaging.transports-europe@scania.com</a></td>
</tr>
<tr>
<td>Components</td>
<td>+46 (0)8 553 71333</td>
<td><a href="mailto:component.planning@scania.com">component.planning@scania.com</a></td>
</tr>
<tr>
<td>Invoicing and rates</td>
<td>-</td>
<td><a href="mailto:Inbound.invoicing@scania.com">Inbound.invoicing@scania.com</a></td>
</tr>
</tbody>
</table>

Office is manned 07:00 – 17:00 CET. Outside of these hours, regular phone numbers are forwarded to personnel with on call duty. E-mails are not monitored outside of office hours.

3.2 Carrier communication

Scania expect immediate communication in case of deviations effecting or risking to effect agreed collection and / or delivery. In this case following information shall always be given:

- iTMS Load number
- Reason for the delay
- New collection time and date
- New ETA, time and date
- Position of the trailer

If this info is communicated to Scania by email, the subject of the email shall be constructed according to the following format:

Load number / Issue / Loading city – Unloading city

If several loads are affected on the same relation and collection date, all load numbers need to be specified.
4 Sustainable Transport Solutions

Scania’s vision is to be the leader in sustainable transport solutions. This starts with Scania’s supply chain, why Scania always seeks sustainable transport solutions in its network. The decisions are always based on a balance in sustainability, quality and cost, that is how Scania takes planet, people and profit in consideration and how Scania conduct responsible business.

4.1 Sustainability in inbound logistics

4.1.1 Sustainability – planet perspective

Carrier fleet transporting Scania goods shall be minimum environmental class Euro 5, unless otherwise specifically agreed.

Scania seek partners with internal ambitions within sustainability, why a carrier is obliged to decrease overall CO₂ emissions by at least 3.0% (in relation to shipped volume) on annual basis, unless otherwise specifically agreed. Example of CO₂ reduction solutions is to use different type of modality, alternative fuels and different type of equipment. Please note that to ensure the transport industry does not contribute to an increased demand of palm oil, Scania does not allow palm oil content in Scania’s own transport flows. HVO containing PFAD, which is a co-product of palm oil production, can be accepted only if the PFAD is traceable back to the plant and in line with the sustainability criteria defined for biofuels in the EU Renewable Energy Directive.

4.1.2 Sustainability – people perspective

Scania wants to secure that the supply chain is in accordance with Scania’s core values. Due to this demands regarding drivers salaries and conditions apply. See appendix 8, Fair Transports Demands, for more information.

4.2 Inbound logistics quality management

The intention of Scania is to continuously reduce the number of deviations in the daily process. To support these activities, Scania reports and logs deviations. This in order to find the root cause and take corrective actions to prevent it from happening again and to monitor the performance of the carrier.

For a more detailed description of the deviation handling process Scania obligates all transport suppliers to read the document “How Scania handles deviations from logistic service providers” which is available at the Scania Supplier Portal in the same page as this document (see Chapter 1).
4.3 Intermodal transports

When a new flow is implemented the route is decided and the used modalities used on different legs are specified. Any changes to the decided set-up shall be agreed by Scania. This is valid both for temporary and permanent changes.

4.3.1 Train solutions

Due to higher risks connected to intermodal train transports it is not allowed to use these without Scania's approval. Setups including trains can only be used when they are approved and quality secured by Scania prior to implementation. One time exceptions can be discussed during extreme volume peaks, but Scania shall always be consulted and approve this first.

Security

Due to risk of theft, the trailers must be stored at a secured area at the terminals.

Availability

Scania needs all involved parties (including the train operator) to be available during the time when the cargo is being transported.

This is a way for Scania to get control over the flows in order to prevent stock shortage and line stop. It is therefore a must that operational staff from both parties with the right seniority and authority to handle crisis management and alternative unloading locations are available 24/7.

Proactive Plan

The nominated carrier is responsible for monitoring the conditions of the train flow and if they foresee potential disturbances directly inform Scania up front.

Example of, but not limited to, disturbances:

- Weather conditions that can cause delays, e.g. storms, snow etc.
- Problems within the infrastructure.
- Strikes that can have an impact on the transport.

This information shall be investigated daily and also informed via a daily email where this information and statuses are presented.

The information in this daily email will also be part of the decision basis whether to go by rail or road.

Contingency plan

The carrier is responsible to provide Scania with a plan for how to handle force majeure related problems also including equipment related and infrastructure related problems. Alternative unloading locations (minimum 1 per flow) and trucking capacity shall also be secured and presented in the plan.

The carrier shall be able to shift from rail road to road the same day, with maintained lead time, when it’s being requested by Scania due to foreseeable risks.

Another part of the contingency plan is that the carrier is obliged to limit delays and inform Scania at once a deviation to terminal exceeds 121 minutes.
The information as of below shall be sent to Scania once per hour or until delivery or the deviation is back to below 121 minutes.

- **Reason for the delay:**
- **Expected Total delay:**
- **Position of the train:**
- **Nearest possible offloading terminal and proposal of solution possibilities:**
- **ETA of trailer if Scania chooses to change modality:**

A series of pulse meetings can also be requested if or when Scania decides that it is necessary.
Locomotive

- Due to the sensitivity of Scania's cargo and the G-forces caused by marshalling, Scania’s cargo cannot be marshalled at a rail road embankment.
- A locomotive switch is approved, as long as the marshalling is executed with a locomotive.

Safety Buffer

In order to achieve necessary stability at the flow, Scania is demanding a minimum safety buffer of 12 hours at the arrival terminal.

Meaning that when the trailer is arriving in time to the terminal, it shall be able to stand at the terminal for 12 hours before departing and still make it in time within the requested lead time.

Train operator, Terminal & Train Path (Schedule)

When Scania is deciding upon a certain flow setup, we are also in detail evaluating the train operator, the terminals and how the train path/schedule fits with our existing intermodal setups.

This is also why none of these parameters shall be changed unless approved by Scania. Since changes can affect the quality and/or our risk exposure.

4.4 Driver

The carrier shall educate and ensure that drivers are well informed about Scania procedures and requirements as given in this Scania standard.

The drivers shall:

- Obey all regulations applicable at loading and unloading locations.
- Always wear suitable safety clothing (e.g. yellow / green high visibility west) and safety shoes during loading and unloading.
- Never engage in any discussions with the consignor / consignee in case of disagreements. In case of problems, drivers shall call the carrier who may contact Scania if necessary.
- Be familiar with the equipment.

4.5 Risk awareness

4.5.1 General demands

The carrier shall make sure that each individual driver is instructed and acts in a way to minimize risks of theft. All suspicious activity shall immediately be reported to Scania.

4.5.2 Special security demands for transports of high risk for theft material

- These demands applies for transports of Engines, Gearboxes, Axles, Cabs and Tires.
- Trailers shall only be parked (if longer periods than 1hour) within parking areas surrounded with either a fence with gate (min. height 230 cm) or with surveillance cameras and/or patrolling guards.
The carrier should strive not to uncouple the trailer from the truck, but if necessary, the trailer shall then always be protected by a king pin lock.

### 4.6 Equipment

The required transport equipment is agreed between Scania and the carrier based on which flow the carrier is operating. The list below describes the general demands on all equipment used:

- Loading and unloading for all transports shall be possible from both sides as well as the rear of the units.
- The equipment shall be covered with curtain, canvas or box.

![Figure 1 – Example of curtain side trailer](image)

- The equipment shall be in good shape so it is possible to e.g.
  - secure the load to follow international and national legislation and regulations.
  - smoothly open and close the trailer for loading and unloading.
- The equipment shall have a flat loading floor, which shall be clean, free of damage and have good possibilities for load securing.
- The equipment shall be water proof.
- The equipment for securing shall be provided by the driver.
- Each truck shall minimum be equipped with the following:
  - Loose span sets (shall be in good condition to follow international and national legislation and regulations)
5 Booking process

5.1 General

The carrier is obliged to accept all received bookings for awarded lanes. Transport bookings are issued via Scania Transport Management System (iTMS), through which carriers can get orders via EDI and / or fetch the information via a Web-portal.

In case an EDI integrated carrier have any doubts regarding the bookings they shall always double check the information in the Web-portal.

If Scania requests a "speed transport" the possibilities to arrange this will be discussed with the carrier via phone and confirmed via e-mail or alternatively managed within the iTMS via the spot sourcing function.

If a carrier wants to re-load or co-load different shipments, this shall be communicated to Scania for acceptance.

5.1.1 Inbound transports

Transport bookings

For collections at suppliers the orders are released latest 15:00 Central European Time (CET) 1 working day before the loading day. For Great Britain, Ireland & Portugal the corresponding time is 16:00 CET and for Estonia, Latvia, Finland, Lithuania, and Turkey 14:00 CET.

A booking order for collection at x-dock location (trunk load) will be sent latest 17:00 day 0 for collection at the x-dock in the evening day 1 or day 2. Slot times for the deliveries to the Scania
Units can be set or adjusted after the mentioned time-limits for bookings, since the slot times are sent separately from iTMS. However, there will always be a slot time set and communicated on the same day as the transport booking is sent.

Collection and delivery time windows

For collections at supplier, it is allowed to collect goods any time between 08:00–17:00 local time (time for loading needs to be considered; goods shall be loaded by 17:00), unless a specific agreement exists for the concerned supplier. These exceptions will be communicated to the carrier by Scania CT. Local carriers are allowed to contact suppliers to make agreements. Scania have to be informed by written confirmation from both sides.

Deliveries to Scania units and collections at Scania x-docks will be given specific slot times, e.g. 17:45 or 00:30. The slot times are set separately in the iTMS and will be completed within the above stated time frames.

5.1.2 Component transports

Transport bookings

A booking order for collection of components at sending Scania unit will be sent latest 14:00 CET 1 working day before the loading day.

If there is a request for a “speed transport” for a component transport, Scania will send an e-mail requesting this before 14:00 CET. The carrier shall provide Scania with an answer within 1 hour after the request.

Collection and delivery time windows

Component booking will have specific slot times for both collection and delivery, e.g. 10:15. This information is included in the original transport booking.

5.1.3 Packaging transports

Transport bookings

Transport bookings for collections at packaging pools are sent 2 days before pick-up. Collections at packaging manufacturer are sent one day before pick-up.

Collection and delivery time windows

Empty packaging at the packaging pools shall be loaded and unloaded within a booked specified time window / slot provided by Scania. The carrier shall advise a preferred time window via e-mail to Scania CT latest 14:00 CET 1 working day before collection. Latest 16:00 CET the day before loading, Scania CT will announce the decided time window. This is done by EDI, via the information in iTMS Web-portal or by e-mail.

Empty packaging at the suppliers can be loaded and unloaded between 08:00- 17:00.
6 Collection and loading of goods

6.1 General collection instructions

The driver shall report to the appropriate dispatch point at consignor and state the final destination for the booked collection and collection reference. Please check details of reference number for each transport type stated in chapters below.

If the carrier arrives within specified time frame and the consignor does not start loading the truck within 45 min from arrival the carrier shall contact Scania CT. Scania CT will decide if the carrier shall wait or is allowed to leave the site.

6.2 Labelling

The consignor will label the goods according to Scania demands. In case the carrier also wants to mark the goods with their own transport labels, these shall not interfere with the Scania labels.

If agreed between Scania and the carrier, the carrier is allowed to require the consignor to put on labels for transport purposes. These have to be provided by the carrier and shall be available for the consignor latest 16:00 CET the working day before collection.

- If a transport label is used, the Scania label is always leading.
- In case a consignor does not attach a transport label, the carrier shall assure that the goods go through their network without any delay to secure agreed lead time.

6.3 Loading

The driver shall open the equipment as instructed by the consignor and close and lace up the trailer after the loading is finished.

The consignor is responsible for loading the vehicle but the driver shall assist the loading staff if required. The loading shall be done in a cooperative way between the driver and the consignor so the loading of the goods can take place in a sufficient way.

- If there are any kind of remarks (e.g. safety reasons) regarding the loading, this shall be brought up directly with the consignor.
- In case of disagreements between consignor and driver, this shall be noted on the CMR.
- The driver shall check the number of pallets on a consignment level (a consignment is goods collected at one consignor to one consignee).
- The driver shall make a visual inspection of the goods on pallet level to ensure that goods and packaging are undamaged.
- All deviations (e.g. quantity, damages, etc) shall be noted on the CMR. All deviations have to be reported on consignment level.
- If the driver is not allowed to enter the loading area and check the number of pallets and visual inspection, this shall be written on the CMR.
- In case of damaged goods endangering the safety, the driver shall immediately contact the consignor.
6.4 Securing of goods

The loading shall be done in a cooperative way between the driver and the consignor so that securing of the goods can take place in a sufficient way.

The cargo securing shall fulfil all national and/or international regulations for sending and receiving countries including countries of transit. The driver is responsible for securing the goods correctly for all transport modes. Some countries (e.g. Germany) require by law that the load securing is done partly by the consignor. Re-securing of goods during transport shall be done if needed.

For certain flows, a specific load securing certificate/instruction are applicable.

If there are additional loading requirements, e.g. anti-slide mats, more than an average number of span sets etc, this information will be provided by the Scania CT.

6.5 Additional collection instructions

6.5.1 Collection at Scania suppliers

The driver shall report with the iTMS Load number, unless a specific agreement exists for the concerned supplier. These exceptions will be communicated to the carrier by Scania CT.

The carrier shall inform Scania CT about goods that are not collected and the reason why (e.g. goods not ready for collection at supplier).

- Deviations concerning goods collected at suppliers shall be reported on the cmr waybill
- Deviations concerning goods not passing a x-dock shall be reported by e-mail.

6.5.2 Collection at packaging pools

The carrier shall present the delivery note number upon arrival at the pool. In case the carrier is co-loading multiple files, the driver has to state all loads and also indicate the correct loading sequence to the consignor.

6.5.3 Collection at packaging suppliers / manufacturers

Upon arrival the carrier shall present the delivery note number provided by Scania, otherwise the iTMS load number shall be presented.

6.5.4 Collection of components at Scania units

The carrier shall present the iTMS Load order number upon arrival. Components shall be loaded within the specified slot time and the carrier will receive the specified slot time in the transport booking order. For some Scania units stand trailers can be demanded.

Upon request, a status update of the transport shall be sent in agreed time interval (e.g. in the morning and in the late afternoon).
The trailer number shall be reported via iTMS latest 17:00 CET one day before pickup for component bookings.

6.5.5 Collection at Scania x-docks

The driver has to report with the iTMS Load number.

In case the carrier is co-loading multiple files, the driver has to state all loads and also indicate the correct loading sequence to the x-dock operator.

7 Delivery of the goods

7.1 General delivery instructions

When arriving at the unloading location the driver shall report to the gate or the goods reception and ask for further instructions. The driver shall hand over the transport documents to the consignee. The driver shall open the trailer at the left side for unloading, unless otherwise is required.

The consignee unloads the trailer, but the driver shall assist the unloading staff if required. The driver shall close and lace up the trailer after the unloading is finished.

7.2 Additional delivery instructions

7.2.1 Delivery to Scania units

The goods shall be unloaded per consignee. Please note that several different consignees can occur within the same town of delivery. Goods shall be unloaded within the specified slot time.

The trailer number shall be reported in the iTMS latest 17:00 CET the working day before delivery via EDI or directly in the iTMS. The driver shall upon arrival at Scania report at the gate with the load number. Apart from Scania Production Zwolle where the trailer number shall be presented instead.

Scania will not reload goods except in case of violation of traffic regulations or security risks.

7.2.2 Delivery to Scania suppliers

Goods can be unloaded at suppliers between 08:00 – 17:00, if no other agreement has been made.

7.2.3 Delivery to packaging pools

The carrier shall present the delivery note number upon arrival at the pool.
8 Documents

8.1 General

If the supplier, x-dock or Scania does not provide a CMR, the carrier shall provide one.

- One copy shall be handed to the consignor, one copy shall accompany the goods and the rest shall be kept by the carrier.
- Signatures on the CMR may be printed or replaced by the stamps of the consignor and the carrier if the law of the country in which the CMR has been issued so permits.

The documents must always accompany the shipment, but shall not be attached to the goods.

8.2 Collecting at Scania suppliers

Suppliers shall provide the driver with the following documents:

- CMR (preferably printed from WebStars) or other freight document
- Delivery note
- T1 and invoice (for goods not customs cleared within EU)
- Dangerous goods declaration (if applicable)
- Pick-up sheet (optional) (is available for WebStars suppliers)
- Assignment list (optional) (is available for iTMS suppliers)

8.3 Collecting at Scania x-docks

The x-dock shall provide the driver with the following documents:

- CMR (1 CMR per consignee) or other freight document
- Delivery notes (received from supplier)
- T1 and invoice (for goods not customs cleared within EU)
- Dangerous goods declaration (if applicable)
- Updated manifest list per iTMS load number.

8.4 Collecting at Scania Units

Scania shall provide the driver with the following documents:

- CMR or other freight document
- Delivery note (applicable in non-component pick-ups at a Scania Unit)
- T1 and invoice (goods for customs clearance)
- Dangerous goods declaration (if applicable)
8.5 Collecting at Packaging pools

The pool shall provide the driver with the following documents:

- CMR or other freight document
- Delivery note
- Invoice (for goods not customs cleared within EU)

8.6 Deviations

All deviations or remarks (e.g. waiting hours or goods not ready) shall be written on the CMR and signed by the consignor and the driver. If any party refuses to sign the CMR, Scania CT shall be contacted immediately.
9  Waiting hours

Agreed rates include administrative-, waiting-, loading- and unloading time as illustrated below.

<table>
<thead>
<tr>
<th></th>
<th>Loading in hours</th>
<th>Unloading in hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>FTL</td>
<td>3.00</td>
<td>3.00</td>
</tr>
<tr>
<td>LTL / pre-collection according to pro ratio</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1/2 trailer</td>
<td>1.50</td>
<td>1.50</td>
</tr>
<tr>
<td>1/3 trailer</td>
<td>1.00</td>
<td>1.00</td>
</tr>
<tr>
<td>minimum</td>
<td>45 minutes</td>
<td>45 minutes</td>
</tr>
</tbody>
</table>

**Figure 3 – Waiting, loading and unloading hours**

Waiting hours exceeding what is stated above shall always be noted on the CMR or freight document and signed by both parties.

10  Lead times and bank holidays

10.1  Working days and lead time definitions

Saturday and Sunday is never considered as working days for transports for Scania. Also bank holidays/national holidays in either the pick up country/region, any transit country/region or the delivery country/region is not considered as working days. This means that those days are never counted as transport lead time.
The agreed and contracted transport lead time is always fixed and not dynamic. A lead time contracted for e.g. A-C means 3 days of transport from pick up to delivery, only counting working days as described above.

10.2 Bank holiday planning

Scania CT has a standardised process for planning impacts due to driving prohibitions and bank holidays. In order for the planning process to work it is crucial that Scania CT, carriers and x-dock operators have a close collaboration. The following steps describe activities and responsibilities in the holiday planning process.

1. The carrier/x-dock operator shall inform Scania CT about all local bank holidays and driving prohibitions that might affect bookings, lead times and deliveries during a certain calendar month. This information shall be send to Scania CT latest 5 months in advance to the affected calendar month.

2. Scania CT will use the information sent by the carrier/x-dock operator to estimate the impact of bank holidays and driving prohibitions on Scania's transports during the affected calendar month. Scania CT will send this estimation to the carrier/x-dock operator at least 3 months in advance to affected calendar month.

3. When carriers and x-dock operators receives the information they shall review the information and give feedback back to Scania CT within two weeks of receiving the information. The carrier/x-dock operator shall check and approve that the estimated impact of the holidays or driving prohibitions during the affected calendar month is correct and send appropriate feedback back to Scania CT.

Scania will not accept any extra cost due to longer lead times / stand trailers, positioning of trucks, fluctuating volumes or other special arrangements due to bank holidays. Such effects are predictable. Agreed rates are valid for deliveries / collection according to each countries all valid working days.

11 Billing and claims process

Scania uses self-billing and every week a billing run is created automatically in the iTMS and an excel file specification is sent to the carrier. The real self-bill can be retrieved in the iTMS in .pdf-format. The billing run is issued on Friday evening at 18:00 and it includes transports that were finalized the week before.

A transport is finalized when it has gotten the correct status in iTMS. Table 3 below describes the status needed for different type of transports and the party responsible.
Table 3 – Transport types and responsibility

<table>
<thead>
<tr>
<th>Transport type</th>
<th>Status needed</th>
<th>Responsible</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ending at Scania site</td>
<td>Goods receipt</td>
<td>Scania</td>
<td>Automatically transferred from internal IT-system</td>
</tr>
<tr>
<td>Ending at non-Scania site (e.g. packaging)</td>
<td>Load delivered</td>
<td>Carrier</td>
<td>Mandatory via EDI or iTMS web-Portal</td>
</tr>
<tr>
<td>Pre-collection to x-dock</td>
<td>Load delivered</td>
<td>Carrier</td>
<td>Not mandatory. If no signal is sent, transport is released for payment upon arrival at Scania.</td>
</tr>
</tbody>
</table>

11.1 Claims

All extra costs for carriers not included in the agreement (e.g. higher cost for another ferry route) must be communicated by email to, and confirmed by Scania CT within 24hrs after occurrence.

If a carrier wants to claim extra costs for a transport this is done by the carrier in the iTMS. Claims can only be added after the transport is finalized and the transport order is in status clearable. Claims shall be added no later than Thursday week after it was finalized (received status clearable) and Scania will aim to give feedback by accepting or rejecting the claim before the billing run same Friday. After the claim period, additional costs will not be accepted in the web-portal. All claims shall be accompanied with documentation supporting the extra cost. The needed documentation is the e-mail conversations where extra cost agreements have been made and, if possible, the signed CMR for waiting hours. Loading meter adjustments must always be reported to and approved by Scania CT by email.

The carrier is responsible for adding any claims concerning differences in quantities, weight, volume and loading meters. Scania is responsible for releasing payments for wasted journeys.

11.2 Billing

If a carrier believes that the wrong amount is added to the self-bill it is important that the carrier contacts Scania Inbound Invoicing. The contact must be made latest 60 days after the creation of the self-bill. If the carrier contacts Scania Inbound Invoicing within 60 days it is possible for Scania to handle the carrier’s complaint and adjust the self-bill. Scania Inbound Invoicing will not handle more than 60 days old complaints.
12 Support iTMS

Figure 4 summarises the contact ways for support regarding the iTMS.

![Diagram showing contact ways for support regarding the iTMS]

Figure 4 – Different contact for support
13 Appurtenant documents and IT-system

13.1 Appurtenant documents

The documents listed below supplement this standard and are necessary for the application of the standard.

The latest issue of the document applies when the issue has not been stated.

<table>
<thead>
<tr>
<th>Document designation</th>
<th>Issue</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>STD4172</td>
<td>–</td>
<td>Scania Logistic Manual</td>
</tr>
</tbody>
</table>

13.2 Appurtenant IT-systems

This standard is linked to the IT systems stated below. Any changes in the standard shall be done in adjustment to them.

<table>
<thead>
<tr>
<th>IT System</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inet TMS (iTMS)</td>
<td>Transport Management System used for all regular Scania Inbound transport bookings</td>
</tr>
<tr>
<td>Webstars</td>
<td>Transport confirmation and tracking system used by Scania part suppliers and Scania Logistics.</td>
</tr>
</tbody>
</table>
Annex A (informative) Change history

<table>
<thead>
<tr>
<th>Issue</th>
<th>Issue date</th>
<th>Changes from previous issue</th>
</tr>
</thead>
</table>
| 2     | 2019-10-09 | New section 4.1 Sustainability in inbound logistics.  
        |            | Section 4.2 Environment has been deleted.  
        |            | Section 5.1.1 Inbound transports: Requirements for the Collection and delivery time windows have been added.  
        |            | Section 6.5.1 Collection at Scania suppliers: Requirement on reporting of deviations concerning goods collected have been added. |