Scania Logistics Manual – Carrier Instruction

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Changes from previous issue

This new standard STD4172-5 replaces STD4568 and is part of the STD4172-series. Editorial changes have been made and requirements has been clarified. No requirement setting is changed.
1 Scope

This standard is part of the STD4172-series “Scania Logistic Manual” and contains instructions for carriers. It defines Scania’s demands and expectations on carriers contracted by Scania for the transportation of goods.

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

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

Following IATF16949 terminology the Suppliers delivering to OEM (customer) are called Organisations and tier 2- are defined as Suppliers.

2 Terms and definitions

The glossary contains words and abbreviations that are used within this document. A more extensive list can be found in the main STD4172 document.

<table>
<thead>
<tr>
<th>Terms and abbreviations</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 TC</td>
<td>Scania Transport Control</td>
</tr>
<tr>
<td>Trunkload</td>
<td>Load starting from an x-dock and going to Scania production unit or starting from packaging pool going to x-dock</td>
</tr>
<tr>
<td>SRT</td>
<td>Swedish Road Train (truck+dolly and semi-trailer or tractor+semi-trailer and centre axle trailer)</td>
</tr>
<tr>
<td>MSRT</td>
<td>Mega Swedish Road Train (as above but megatrailer)</td>
</tr>
<tr>
<td>Consignment</td>
<td>Goods collected at one Organisation to one consignee (Scania Units or unloading locations within the unit) with one set of Transport documents.</td>
</tr>
<tr>
<td>T1</td>
<td>Customs documents for goods in transit (simplified)</td>
</tr>
<tr>
<td>Manifest</td>
<td>Loading list and load overview (excel sheet)</td>
</tr>
<tr>
<td>HVO</td>
<td>Hydrotreated Vegetable Oil</td>
</tr>
<tr>
<td>PFAD</td>
<td>Palm Fatty Acid Distillate</td>
</tr>
</tbody>
</table>
3 Responsibilities, communication and contacts

The carrier has the full responsibility for its drivers and any subcontractor to assure they meet the demands in this standard.

3.1 Scania Contact Information

Scania TC, located in Sweden and Netherlands, is responsible for planning, payment and measuring of quality for all inbound, component and packaging transports and the carrier point of contact for any deviations or expected problems.

<table>
<thead>
<tr>
<th>Table 2 – Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transport</td>
</tr>
<tr>
<td>Nordic Europe (SE, NO, DK, FI, EE, LT, LV, PL)</td>
</tr>
<tr>
<td>Central Europe</td>
</tr>
<tr>
<td>Packaging Nordic Europe</td>
</tr>
<tr>
<td>Packaging Central Europe</td>
</tr>
<tr>
<td>Components</td>
</tr>
<tr>
<td>Invoicing and rates</td>
</tr>
</tbody>
</table>

Office hours 07:00 – 17:00 CET. 17:00-00:00, 05:00-07:00 regular phone numbers are forwarded to staff with on call duty. E-mails are not monitored outside of office hours.

3.2 Carrier communication

Carrier shall send information with truck or trailer id and iTMS load number for each load to Project 44 (Solutions provider for Scania track system).

Carrier is responsible for communication without delay in case of deviations effecting or risking to affect agreed collection and/or delivery. Any deviation shall be reported to TC, between 07:00-17:00 email, outside office hours via phone, and contain the following information:

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

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

Load number/Issue (type of deviation) / Loading city – Unloading city

If several loads are affected on the same relation and collection date, all load numbers shall be specified.
4 Transport requirements

4.1 Sustainability in inbound logistics
Carrier fleet transporting Scania goods shall be minimum environmental class Euro 5. Scania does not allow palm oil content in any fuel. HVO containing PFAD is accepted only if it is traceable back to the plant and in line with the sustainability criteria defined for biofuels in the EU renewable energy directive.

4.2 Inbound logistics quality management
Scania tries to reduce the number of deviations in the daily process and report and logs deviations. For a more detailed description of the deviation handling process see STD4172-3.

4.3 Security
The carrier shall make sure that each driver is instructed to act in a way to minimise risks of theft. All suspicious activity shall immediately be reported to Scania TC. Due to risk of theft, the trailers must be stored at a secured area at terminals.

4.3.1 Special security demands for transports of high risk for theft material
These demands are valid for transports of Engines, Gearboxes, Axles, Cabs and Tyres.

- Trailers shall only be parked (if longer periods than 1 hour) within parking areas surrounded with either a fence with gate (min. height 230 cm) or with surveillance cameras and/or patrolling guards.
- The trailer should always be coupled to the truck. In exceptional situations where the trailer has to be uncoupled it must be secured with king pin lock.

4.4 Availability
Scania demands all involved parties to be available during the time when the cargo is being transported.

4.5 Proactive Plan Train
The contracted carrier is responsible for monitoring the conditions of the train flow and immediately report deviations in case of potential disturbances.

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 shall be investigated daily, informed via email to TC where this information and statuses are presented, since it is being part of the decision basis whether to go by rail or road.

4.5.1 Contingency plan – Train
The carrier shall be able to shift from railway to road the same day, with maintained lead time, when it is being requested by Scania due to foreseeable risks.

Carrier is obliged to limit delays and inform Scania at once a deviation to terminal exceeds 121 minutes.
The information below shall be sent to Scania once per hour until delivery or when delay 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:

4.5.2 Marshalling
Due to the sensitivity of Scania’s cargo and the G-forces caused by marshalling, Scania’s cargo is not allowed to be marshalled at a railway embankment.
A locomotive switch is approved, as long as the marshalling is executed with a locomotive.

4.5.3 Railway Safety Buffer
In order to achieve necessary stability in the flow, Scania is demanding a minimum safety buffer of 12 hours at the arrival terminal (after arrival 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).

4.6 Driver
The carrier is responsible that drivers follow Scania standards.
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.
- In case of problems, drivers shall call the carrier who may contact Scania TC if necessary.

4.7 Equipment
The required transport equipment is decided and agreed in the tender for each flow.
The points below specify the general demands on all equipment used:
- Loading and unloading for all transports shall be possible from left side as well as the rear of the units.
- The trailer shall be covered with curtain, canvas or box.

Figure 1 – Example of curtain side trailer
Figure 2 – Example of box trailer that can be loaded and unloaded from the side

- The equipment shall be waterproof.
- The equipment for securing shall be provided by the carrier.
- The minimum inner height of a Standard trailer shall be 2.68 metres. Valid also for SRT.
- The minimum inner height of a Mega trailer shall be 2.96 metres. Valid also for MSRT.
- Truck or trailer shall be equipped with GPS.
- Each truck shall minimum be equipped with the following:
  - Blank CMR or freight document
  - Fire extinguisher
  - First-aid equipment
  - Anti-slide mats (where applicable by national law)
  - Communication equipment.

5 Booking process and slot times windows

5.1 General

Carrier receives orders via iTMS.

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

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 co-load different shipments, this needs to be approved by Scania TC in advance.

5.1.1 Inbound transports

Transport bookings

For collections at Organisations the orders are released latest 15:00 Central European Time (CET) one 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 for collection at x-dock will be sent latest 17:00 day 0 for collection at the x-dock day 2 (evening day 1 where applicable). A booking includes delivery slot time at Scania unit and collection slot time at Scania x-dock where applicable.

**Collection and delivery time windows**

For collections at Organisation/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 Organisation. These exceptions will be communicated to the carrier by Scania TC. Carriers are allowed to contact Organisations to make agreements but Scania TC have to be informed by written confirmation from both parties.

Deliveries to Scania units and collections at Scania x-docks will be given specific slot times. The slot times are set separately in the iTMS and will be completed within the above stated time frames.

### 5.1.2 Component transports from Scania

**Transport bookings**

A booking for collection of components at Scania unit will be sent latest 14:00 CET one 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 one hour after the request.

**Collection and delivery time windows**

Component bookings have specific slot times for both collection and delivery, e.g. 10:15, included in the booking.

### 5.1.3 Packaging transports

**Transport bookings**

Transport bookings for collections at packaging pools are sent two 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 TC latest 14:00 CET one working day before collection. Latest 16:00 CET the day before loading, Scania TC will announce the decided time window. This is done by e-mail.

Empty packaging at the Organisations 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. Carrier shall check details of reference number for each transport type stated in chapters below.

If the consignor does not start loading the truck within 45 min after reporting to the dispatch point the carrier shall contact Scania TC who 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 STD4172-1. Carrier is allowed to use 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 no later than 16:00 CET the working day before collection.
- If a transport label is used, the Scania label is always leading.

6.3 Loading
The driver shall open trailer 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.
- The driver shall check the number of pallets on consignment level and report any deviations to TC. All deviations (e.g. quantity, damage etc.) shall be noted on the CMR. All deviations have to be reported on consignment level.
- The driver shall make a visual inspection of the goods on pallet level to ensure that goods and packaging are undamaged. All pallets that are dropped or damaged shall be clearly marked with a sticker or a coloured label. In case of damaged goods endangering the safety, the driver shall immediately contact the consignor. If there are remarks (e.g. safety reasons) regarding the loading, this shall be brought up directly with the consignor.
- 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.

6.4 Securing of goods
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/instructions applicable.
Any additional loading requirements, e.g. anti-slide mats, more than an average number of span sets etc, will be provided by Scania TC.

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 Organisation, which will be communicated to the carrier by Scania TC.
The carrier shall inform Scania TC about goods that are not collected with reason why (e.g. goods not ready for collection at Organisation).
- Deviations concerning goods collected at Organisations shall be reported on the CMR.
- Deviations concerning goods not passing an x-dock shall be reported by e-mail to TC.
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 loads, the driver has to state all loads and also indicate the correct loading sequence to the consignor.

6.5.3 Collection at packaging Organisations/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 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 no later than 17:00 CET one day before pickup.

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 loads, 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 after which the driver shall close and lace up the trailer.

7.2 Additional delivery instructions

7.2.1 Delivery to Scania units
The goods shall be unloaded per consignee. Goods shall be unloaded within the specified slot time. The trailer number shall be reported in iTMS no later than 17:00 CET the working day before delivery via EDI or directly in iTMS. The driver shall report at the gate with the load number upon arrival.
Note: For deliveries to Scania Production Zwolle the trailer number shall be presented instead.
Scania will not reload goods with exception of violation of traffic regulations or security risks.

7.2.2 Delivery to Scania Organisations and Suppliers
Goods can be unloaded 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 Organisation, 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.

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

8.2 Collecting at Scania Organisations and Suppliers
Organisations shall provide the driver with the following documents:

- CMR (accessible 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 Organisations)
- Assignment list (optional) (is available for iTMS Organisations)

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
- Delivery note
- Invoice (for goods not customs cleared within EU)
8.6 Deviations

All deviations or remarks shall be written on the CMR and signed by the consignor and driver. If any party refuses to sign the CMR, Scania TC shall be contacted immediately. See section 3.1 for contact details.
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/precollection 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></td>
<td>45 minutes</td>
</tr>
</tbody>
</table>

**08:00 – 17:00 slot time window**

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.
10.2 Bank holiday planning

In order for the planning process to work it is crucial that Scania TC, 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 TC 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 sent to Scania TC no later than 5 months in advance to the affected calendar month.

2. Scania TC 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 TC month in advance to affected calendar month.

3. When carriers and x-dock operators receives the information they shall review and give feedback to Scania TC. 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 to Scania TC.

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 or driving prohibitions. 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 finalised the week before.

A transport is finalised when it has got the correct status in iTMS. Table 3 describes the status needed for different type of transports and the party responsible.

<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>Precollection 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 and confirmed by Scania TC 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 finalised and the transport order is in status clearable. Claims shall be added no later than Thursday week after it was finalised (received status clearable) and Scania will aim to give feedback by accepting or rejecting the claim before the billing runs 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 TC by email.

The carrier is responsible for adding any claims concerning differences in quantities, weight, volume and loading metres. 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 of contact ways for support](image-url)
13 Referenced documents and IT-System

References to standards, other than STD or CVS, refer to the highest level of the international standards (e.g. ISO or EN). International standards may be available as national editions at the respective national standardisation organisation (e.g. SS-ISO, SS-EN, DIN ISO, etc.).

13.1 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the issue cited applies. For undated references, the latest issue of the referenced document (including any amendments) applies.

<table>
<thead>
<tr>
<th>STD4172</th>
<th>Scania Logistic Manual</th>
</tr>
</thead>
<tbody>
<tr>
<td>STD4172-1</td>
<td>Scania Logistic Manual – Scania EDI</td>
</tr>
<tr>
<td>STD4172-3</td>
<td>Scania Logistics Manual – Requirements and Deviation Handling from Organisations and Logistics Service Providers</td>
</tr>
</tbody>
</table>

13.2 Referenced IT-System

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

| ITMS | Transport Management System used for all regular Scania Inbound transport bookings |
| Webstars | Transport confirmation and tracking system used by Scania part Suppliers and Scania Logistics. |