



# Forwarder Process

Track & Trace

Version 5.0

# MERAXIS

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## 5. AX4 Process Manual Sea / Air Freight

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# 1. Preface

This manual provides a comprehensive overview of the track and trace system implemented for Meraxis orders.

Contained within this manual are two distinct processes. To facilitate easy differentiation, each process has varying page colors.

Information relevant for  
Road, Sea and Air  
Freight

Information relevant for  
**Road Freight**

Information relevant for  
**Sea and Air Freight**

# MERAXIS

## 2. General Information

### AX4

The Meraxis AX4 - Portal provides visibility on transport orders due to an integrated solution with Meraxis ERP and the connected forwarders. Transport orders and milestones are available by the AX4 portal and / or connection through EDI. The data is processed on a „near-real-time“ base for Meraxis and its forwarders.

Link to AX4:  
<https://www.ax4.com/ax4/>

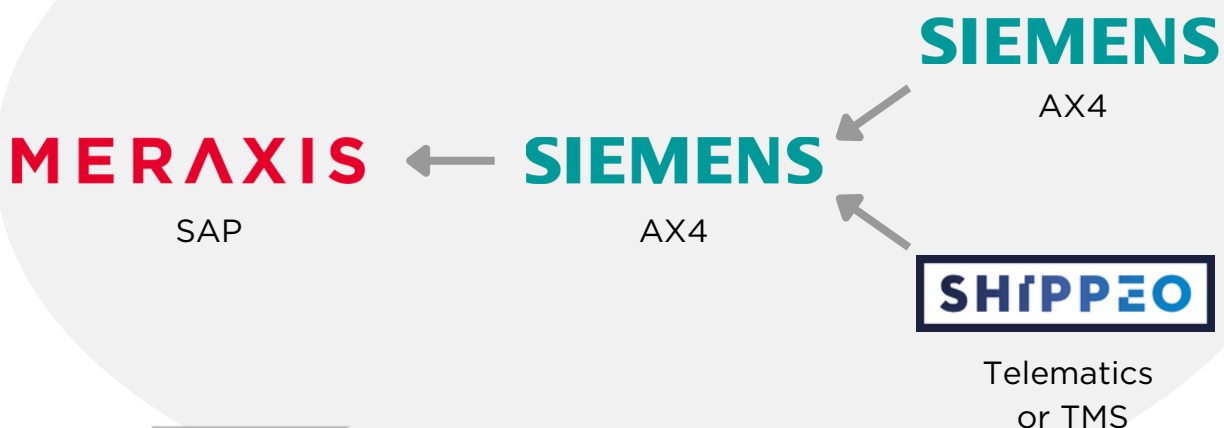
### Only relevant for Road Freight:

#### Shippeo

Meraxis offers an addition to the service of AX4 with Shippeo. It is a solution to link shipments shown on AX4 to either TMS or telematics. Information regarding shipments can be exchanged in real time with Shippeo. Shippeo will set events and report exceptions automatically if link to TMS or telematics is successful. You can choose whether you want to set the defined milestones manually in AX4 or be connected with Shippeo telematics or TMS. In any case, AX4 will be the working platform.

In any case, AX4 will be the working platform.

## Connection between systems

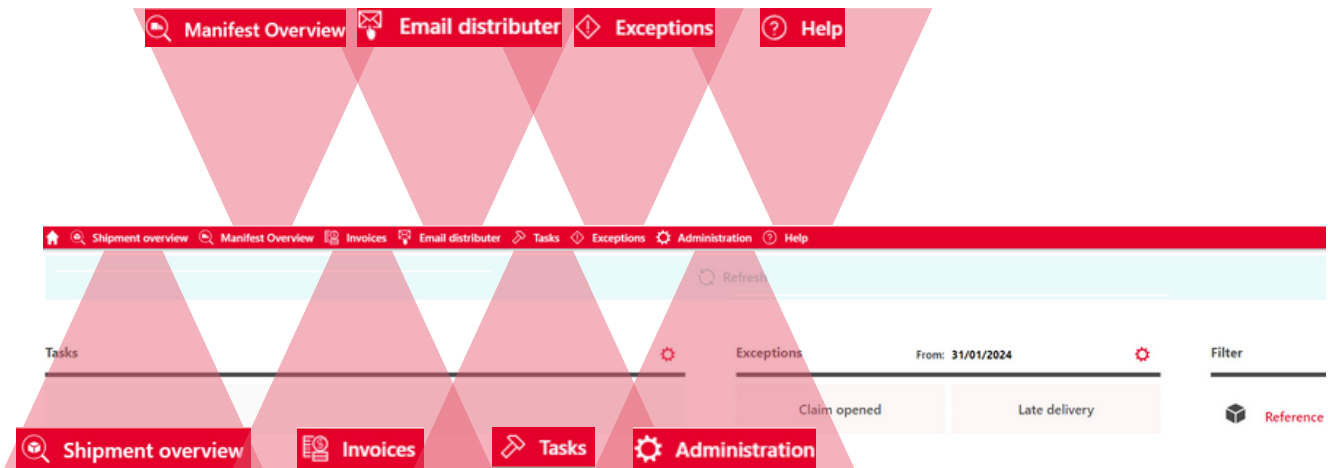


# MERAXIS

## 3. AX4 Visualization



# 3.1 Landing Page



## Shipment Overview

This page shows an overview of all shipments and it is the main workplace for the tasks within this forwarder process.

## Invoices

This page opens the invoice overview on which you can report extra costs. Detailed info available in chapter 2.6 on page 9.

## Tasks

This page opens all open tasks which are open to be completed.

## Administration

Management of personal data. In case you are nominated as master user you can set up new users through this button.

## Manifest Overview

This page shows an overview of all Manifests. This can be ignored for road transport.

## Email distributor

You can enter email addresses on your own on this page which can be defined for the distribution of automatic mails.

## Exceptions

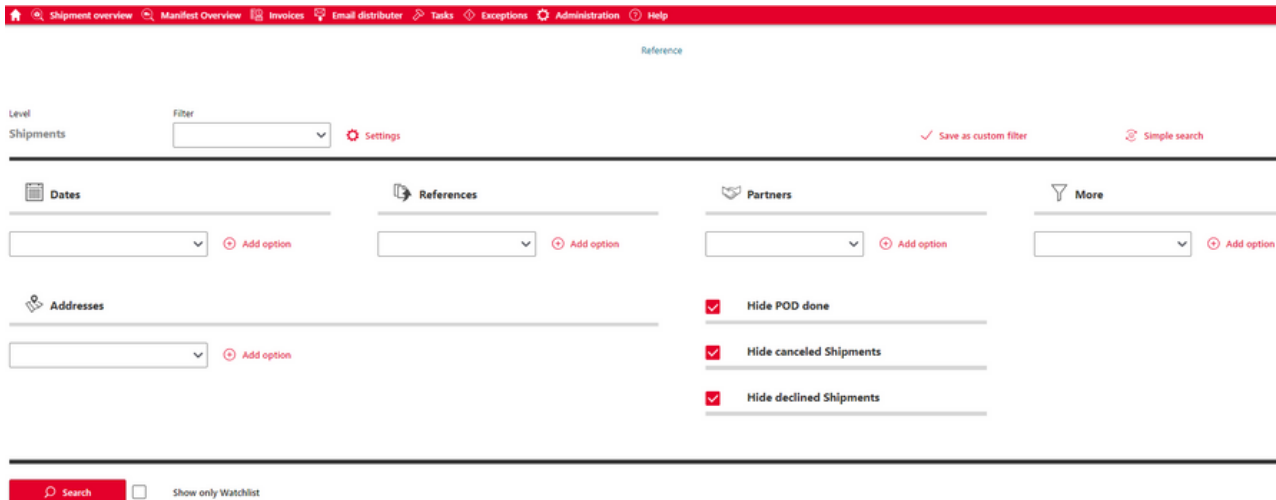
Overview of reported exceptions by forwarder.

## Help

Gives further details on your account in case you requested help from Meraxis and this info is needed for investigation.

# MERAXIS

# 3.2 Shipment Overview



The Shipment Overview presents all orders.

Individual filters can be set for each search or saved as a customized filter layout, which can be selected whenever required.

Following pre-filters are set for you already but can be deleted if wished:

- Hide POD done: all orders which are completed are being excluded from the normal overview
- Hide canceled Shipments: all orders which were canceled from Meraxis side are being excluded from the normal overview
- Hide declined Shipments: all orders which were declined from your side are being excluded from the normal overview

Individual filters can be created and saved for later use.

Shipments can be added to a watchlist which can be searched for individually.



# 3.2 Shipment Overview

Click on the search button to see all shipments as selected through the filters:

Import to Shipper	Forwarder Reference Truck ID Trailer ID	Shipment Reference Consolidation ID Shipment AX4 ID	POSITIONTEXT	Creation Date Modification Date	Pick up Date Supply Date	Terms of Delivery Incoterms Destination	Loading Address	Unloading Address	No. of Positions Quantity delivered Unit	Exception Impact Indicator	Reached Milestone Reason Last Tracking Date Status	Next Step	Milestone Plan	Report Exception	Attachments
<input type="checkbox"/>	82744563	82744563		07.03.2024 14:55 08.03.2024 17:00	07.03.2024 08.03.2024	(DDP) Delivered Duty Paid Delach Draucar	Villanienstraße 11V, St. Nicolausmarkt, Quay 1155 B 9130 Kato Belgien	Eurostat Kunststoffbehälter- Schmelz 83 83 9772 Delach Draucar Austria	1 24.00 kgm		Confirmed 08.03.2024 07:10				82744563

## Import to Shipper

Green sign: Import to Shipper was successful. ✓

Red sign: Import to Shipper failed. ❌

## Forwarder Reference / Truck ID / Trailer / Container ID

Forwarder reference: Shows reference in case you enter one for your internal use. This reference will not be used for communication with Meraxis.

Truck ID: Shows license plate of truck when you add them.

Trailer / Container ID: Shows license plate of trailer or Container number.

## Shipment Reference / Consolidation ID / Shipment AX4 ID

Shipment Reference: leading reference for communication with Meraxis.

Consolidation ID: Appears whenever shipments have been consolidated. all Shipments within one consolidation share the same ID.

Shipment AX4 ID: internal AX4 reference. This should not be used.

## Positiontext

Remarks to shipment (only available if there are remarks added by Meraxis). 📄

## Shipment Details

Details of shipment which are not available in the overview - further explained in chapter 2.3.

## Shipment Order

PDF version of transport order 📄

## Number of Packages / Weight / Volume

Shows the number of packages, weight and volume of the shipment (in case all details are added by Meraxis)

## Next Step

Set next milestone ➡

## Milestone Plan

View all milestones - ones which were already set and ones that must be set in future. 📍

## Report Exception

Report exception in milestone plan if loading or delivery is delayed. If freight costs are incorrect upon checking order, exception can be reported as well. 📄

## Attachments

View and upload documents 📄

## Watchlist Add to watchlist

Orders can be added to watchlist with selecting orders on the left side and scrolling to the bottom of page.



# 3.3 Shipment Details Road Freight

**Manifests**

Manifest AX4 ID	Manifest Reference	Freight Charges	Freight Cost Currency	Delay	Reached Milestone	Last Status Date
36960512	0080094269	1494.96	EUR		Imported	06/02/2024 08:17

Shipment Reference: 0080094269 | AX4 No.: 80628142 | Total Gross Weight: 24000 kg | Volume: m3 | No. of Packages: 1

First Name: Svetlana | Surname: Micic | Mail: svetlana.micic@meraxis-group.com | Phone: +41 41 726 83 35

Forwarder: [Input: XYZ] | Forwarder Reference: [Input: XYZ] | Order Date: 06/02/2024  
Truck ID: [Input: ABC] | Pick up Date: 06/02/2024  
Trailer / Container ID: [Input: 123] | Supply Date: 07/02/2024

Shipper: Meraxis AG, Worbstrasse 50, CH-3074 Muri b. Bern, Switzerland  
Receiver: Europlast Kunststoffbehälter-, Schmelz 83 83, 9772 Dellach Drautal, Austria

**Positions**

No. of Packages	Packaging	Description of Goods	Weight	Length	Width	Height	Stackable	Number of handling units
0		08120	24000.00	0.00	0.00	0.00	<input type="checkbox"/>	0

Position remarks

Article No.	Content/Description	Loading Reference
000000029010911001	HDPE Elystene HD 6070 UA	7013444

Click on the Shipment Details button of a shipment to see more detailed information. If you must contact Meraxis by email / phone you can see contact person on this page.

You can edit the following listed details inbetween setting milestones:

- Forwarder Reference
- Truck ID
- Trailer / Container ID

This is of most importance in case you are connected to Shippeo and don't know the license plates yet when you set milestone confirmed. If you enter the milestones in this page after setting milestone confirmed, the Truck and Trailer ID will still be sent to Shippeo.

# 3.4 Shipment Details Sea / Air Freight

### Shipment Details

Manifests

Manifest AX4 ID	Manifest Reference	Freight Charges	Freight Cost Currency	Delay	Reached Milestone	Last Status Date
3090512	0080094269	1494.96	EUR		Imported	06/02/2024 08:17

Shipment Reference: 0080094269    AX4 No.: 80628142    8231749    Total Gross Weight: 24000 kg    Volume: m3    No. of Packages: 1

First Name: Svetlana    Surname: Micic    Mail: svetlana.micic@meraxis-group.com    Phone: +41 41 726 83 35

Forwarder: Roosenboom Transport en Expeditie B.V., Slingerveg 5, 4613 BR Bergen op Zoom, Netherlands    Forwarder Reference: XYZ    Order Date: 06/02/2024

Shipper: Meraxis AG, Worbstrasse 50, CH-3074 Muri b. Bern, Switzerland    Truck ID: ABC    Pick up Date: 06/02/2024

Receiver: Europlast Kunststoffbehälter-, Schmelz 83 83, 9772 Dellach Drautal, Austria    Trailer / Container ID: 123    Supply Date: 07/02/2024

Positions

No. of Packages	Packaging	Description of Goods	Weight	Length	Width	Height	Stackable	Number of handling units
		Item Status	Condition Value	Currency Key	Unit of Dimension			
0		08120	24000.00	0.00	0.00	0.00	<input type="checkbox"/>	0
				0.10	EUR	M		

Position remarks

Article No.	Content/Description	Loading Reference
000000029010911001	HDPE Egyptene HD 5070 UA	7013444

Click on the Shipment Details button of a shipment to see more detailed information. If you must contact Meraxis by email / phone you can see contact person on this page.

You can edit the listed details inbetween setting of milestones:

- Vessel Number
- Departing Port
- Arriving Port
- Sending Number
- Container Number
- Seal Number
- BL Number /AWB Number / Booking Number
- Forwarder Reference
- Truck ID
- Trailer ID

# 3.4 Consolidation ID Sea / Air Freight

Import to Shipper	Spediteur-Referenz Zugmaschine Auflieger	Sendungsreferenz Consolidation ID AX4 Nr.	POSITIONTEXT	Creation date Änd.Datum	Abholdatum Zustelldatum
<input type="checkbox"/>		0080094349 000013 83053445		14.03.2024 10:43 14.03.2024 11:01	18.04.2024 31.05.2024

The Consolidation ID is shown in the shipment overview.

This ID appears for shipments which were consolidated by Meraxis.

It stands for a merger of several shipments and the criteria is that shipments must be shipped together by the same vessel.

For consolidated shipments you are able to save entries made on AX4 for all or several shipments within the same Consolidation ID. A popup immediately opens whenever you click on the save button for a shipment which belongs to a consolidation to choose if changes should be added to other shipments of the same consolidation.

**Connected shipments** ✕

Sendungsreferenz

- 0080094349
- 0080094351
- Confirm for all shipments

**Bestätigen** **Stornieren**

If a shipment is being rolled and cannot be put on the same vessel, you need to report an exception. Please click on Report Exception for the shipment which was rolled. Choose Status Code Other and Reason Code Rolling of the Transport Order. Click on Save. Shipment will be excluded from the existing Consolidation ID.

\* Status  ✕

\* Reason  ✕

# 3.5 Milestone Plan Road Freight

The milestones can be set with clicking on the next step button 

The mask for confirming the next milestone in line appears automatically

## Imported

- Appears whenever new shipment has been uploaded by Meraxis

## Confirmed

- Confirms that shipment order has been checked by you and that all the inputs are correct
- Milestone must be set within two hours after import

## Pickup


- Confirms that shipment is loaded
- Milestone must be set on the day of loading until 16:00
- **Is set automatically by Shippeo if connected**





## Delivered

- Confirms that shipment is delivered
- Milestone must be set on the day of delivery until 17:00
- **Is set automatically by Shippeo if connected**

## POD done

- Confirms that CMR has been uploaded
- Milestone must be set whenever from delivery place signed CMR is available

Milestone overview for each shipment can be opened in milestone plan when clicking the following icon in the Shipment Overview. 

Milestones								
Milestone Reason	Actual Date	Requested Date	Partner	Explanation	Modification Date	Truck ID	Trailer / Container ID	Shippeo Flag
 Imported	 11/02/2022 11:16		LLP Contibotover - Meraxis project *	Shipment is created # 64714290	11/02/2022 11:16			
 Late confirmation Alerted by system	 11/02/2022 12:17				11/02/2022 12:17			
 Confirmed	 15/02/2022 15:28	11/02/2022 00:00	LSK WALTER INTERNATIONALE TRANSPORTORGANISATION AG WIENER NEUDORF		16/02/2022 09:19			

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# 3.6 Milestone Plan Sea / Air Freight

The milestones can be set with clicking on the next step button >

The mask for confirming the next milestone in line appears automatically

## Shipment released

- Appears whenever new shipment has been uploaded by Meraxis

## Confirmed

- Confirms that shipment order has been checked by you and that all the inputs are correct Milestone must be set within two hours after import

## Pickup

- Confirms that shipment is loaded at loading place

## Vessel left port

- Confirms that shipment has left the port of loading
- Milestone must be set on the day of vessel departure until 23:59

## BL done (POD)


- Confirms that final BL or AWB has been sent to Meraxis
- Can be set by clicking on next step (if BL was sent to Meraxis by e-mail) or on attachments and uploading it onto AX4

## Arrival Destination Port

- Confirms that shipment has arrived at the port of destination
- Milestone must be set on the day of vessel arrival until 23:59

## Delivered

- Confirms that shipment is delivered
- Milestone must be set on the day of delivery until 17:00
- Only necessary if Incoterm includes shipment to delivery site

Milestone overview for each shipment can be opened in milestone plan when clicking the following icon in the Shipment Overview. 

# MERAXIS

# 3.7 Exception Handling

With the help of exceptions you can reports incidents happening for each shipments which interfere with the normal milestone plan. [✍](#)

Shipments								
Shipment AX4 ID	Shipment Reference	Shipper	Receiver	No. of Packages	Total Gross Weight	Volume	Reached Milestone	Last Tracking Date
65889496	9080054343	Valkeniersmaats N.V.	Sicht-Pack Hagner GmbH	1.0	25000.00		Delivered	19/04/2022 00:00

Actual Date\*  
19/04/2022 15:20

Status\*  
Please choose

Reason\*  
Please choose

Explanation

Save

Exceptions can be reported for:

- Incorrect freight costs (must be reported before setting milestone “Confirmed”)
- Planned loading date cannot be managed or other delays regarding loading
- Planned delivery date cannot be managed or other delays regarding delivery

## Status Code

For each incident you can choose a status code. This indicates to which milestone the exception belongs to.

Status\*

Please choose

- Other
- Late delivery
- Late pick up
- Refuses delivery
- Waiting Time Loading Point
- Waiting time unloading point

## Reason Code

For each incident you can choose a reason code which gives details on the incident.

Reason\*

Please choose

- Acceptance refused
- Weather conditions / Force Majeur
- Traffic jam
- Increased Waiting Time
- Damaged Vehicle
- Carrier related - Lack of driving time

- You can add further info in the Explanation field (not mandatory).
- Please contact Meraxis by phone / email in case the exception is urgent.
- Exceptions caused by delays are reported automatically if Shippeo is connected.
- Exceptions can be reported manually even if you are connected to Shippeo. These events replace the automatic ones in any case.

# MERAXIS

# 3.8 Extra Costs Handling

The invoice overview shows all open orders for which extra costs can be reported. Individual filters can be set for each search or saved as a customised filter layout, which can be selected whenever required.



**Extra costs process**

- If you report extra costs for waiting time, detail on waiting hours must be added in additional details
- Extra costs must be reported within seven days after POD upload
- Feedback from Meraxis is uploaded on AX4 and notification is sent to your mail
- If an extra costs case must be discussed in further details, you can send a mail to contact person of the shipment (shown in Shipment Details)

**Invoicing**

- If you report extra costs for waiting time, detail on waiting hours must be added in additional details
- Extra cost



## 3.9 Automatic Emails

### New Shipment

Sent whenever Meraxis uploads a new transport order to AX4.

a new order has been created for you.

Shipment Reference: 0080059012  
Shipment AX4 ID: 436322208

### Shipment Update

Sent whenever existing shipment is updated. Important changes will be pre-advised by Email.

one of your orders has been updated.

Shipment Reference: 0080058612  
Shipment AX4 ID: 435584418

Changed values:

Weight: 2309.0

### Reminder

Sent whenever milestone has not been set until defined time.

Please be so kind and confirm the pending shipment.

Shipment Reference: 0080047074  
Shipment AX4 ID: 414095158

### Cancellation

Sent whenever a shipment has been cancelled. If Meraxis cancels a shipment you are notified in advance.

Please be informed that the shipper has cancelled following shipment.

Shipment Reference: 0080050569  
Shipment AX4 ID: 421712221

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# 3.10 Reporting

Your performance of working with AX4 and your delivery reliability is being measured monthly. Reporting is being sent by e-mail.

## AX4 performance in %

Your performance of working with AX4 is measured through counting the alerts generated by AX4.

- Late confirmation: If milestone Confirmed is not set two hours after order has been imported (if the alert is generated after 5pm it is not counted)
- Late pickup: If milestone Pickup is not set at 4pm of loading date (or if Shippeo calculates an ETA later than 7pm)
- Late delivery: If milestone Delivered is not set at 5pm of delivery date (or if Shippeo calculates an ETA later than 7pm)

If you set a reason code for any pickup or delivery delays and inform Meraxis in advance, order is being amended accordingly. Please note, that with a Shippeo connection, only the milestone Confirmed needs to be set manually. Once license plates are entered on AX4, milestone tracking is triggered automatically.

Formula:  
 $(\text{number of orders without alert}) / (\text{total number of orders}) = \text{AX4 Performance in \%}$

## Delivery reliability in %

Your delivery performance is measured. The requested ETA date on the transport order is compared with the date of the milestone Delivered. If the dates do not align, the deviation days are calculated.

Formula:  
 $(\text{number of orders without deviation}) / (\text{total number of orders}) = \text{Delivery reliability in \%}$

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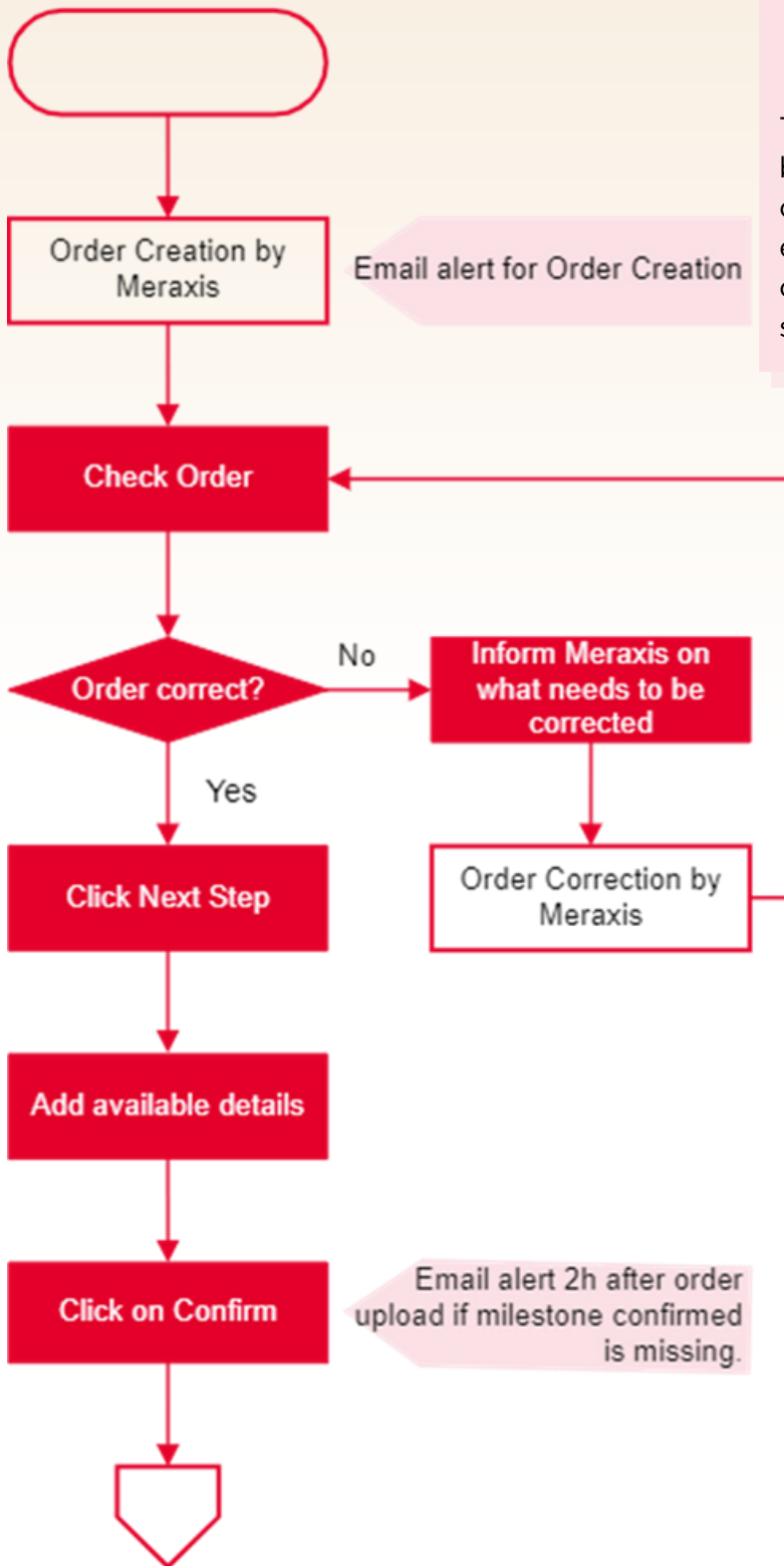
# MERAXIS

## 4. AX4 Process Manual

### Road Freight



# 4.1 Process



**Task for Forwarder**

**Task for Meraxis / Shippeo**

This process only covers tasks to be done in AX4 / directly connected to AX4 and no exceptions (for example change of ETD / ETA and how this should be communicated).

**Milestone Confirmed**

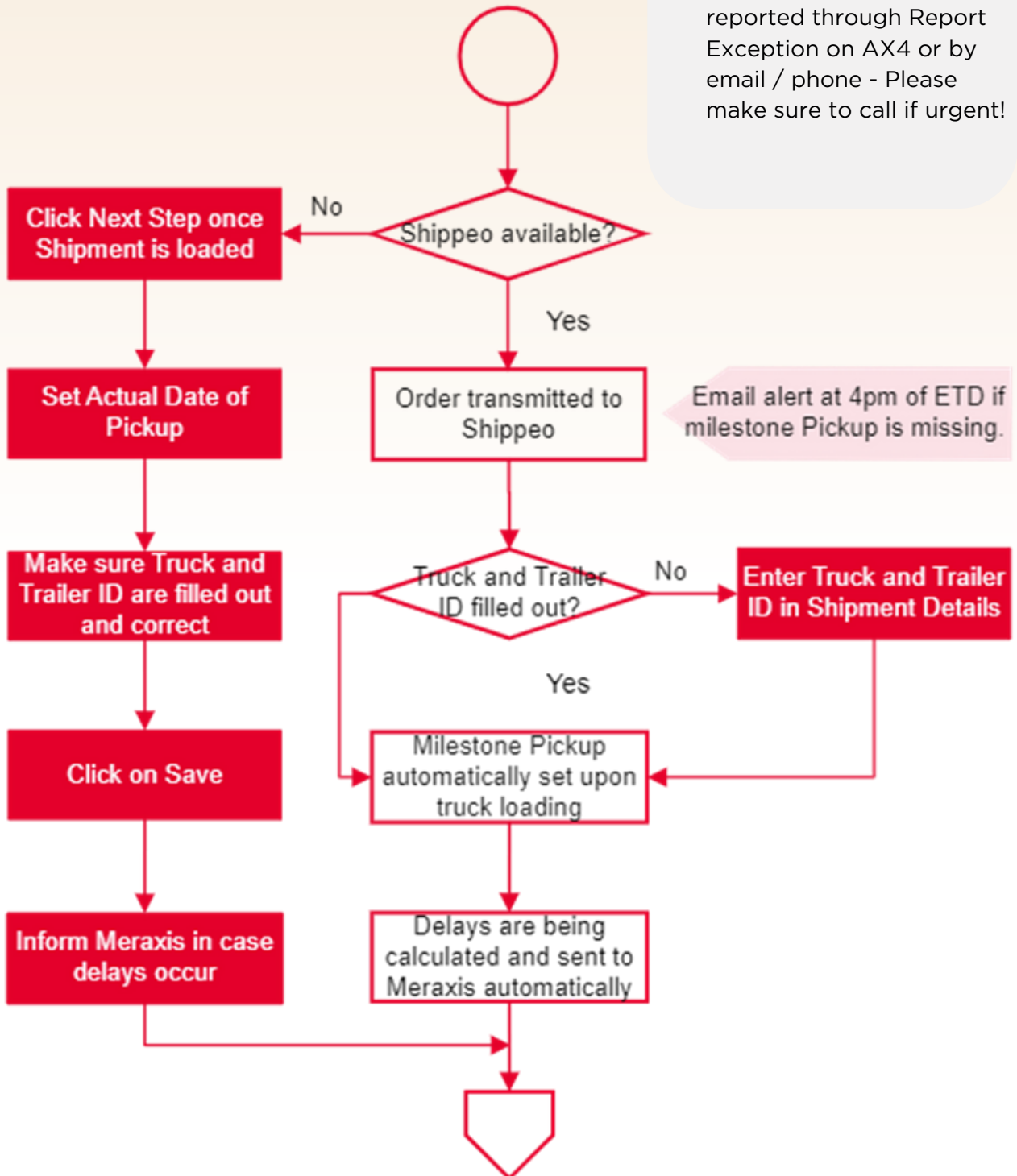
- Setting milestone confirmed sends info to Meraxis that order has been checked and input approved by you.
- Forwarder Reference can be added for your own order management. Reference will not be shared and not used for communication with Meraxis.
- Truck ID and Trailer ID can be added if available. The input in these fields can still be edited at later stages.
- If freight costs are incorrect, you can click on report exception and mention the correct amount. When freight costs have been amended from Meraxis side you can go ahead and confirm the shipment - no need for declining the shipment if costs are incorrect!

# MERAXIS

# 4.1 Process

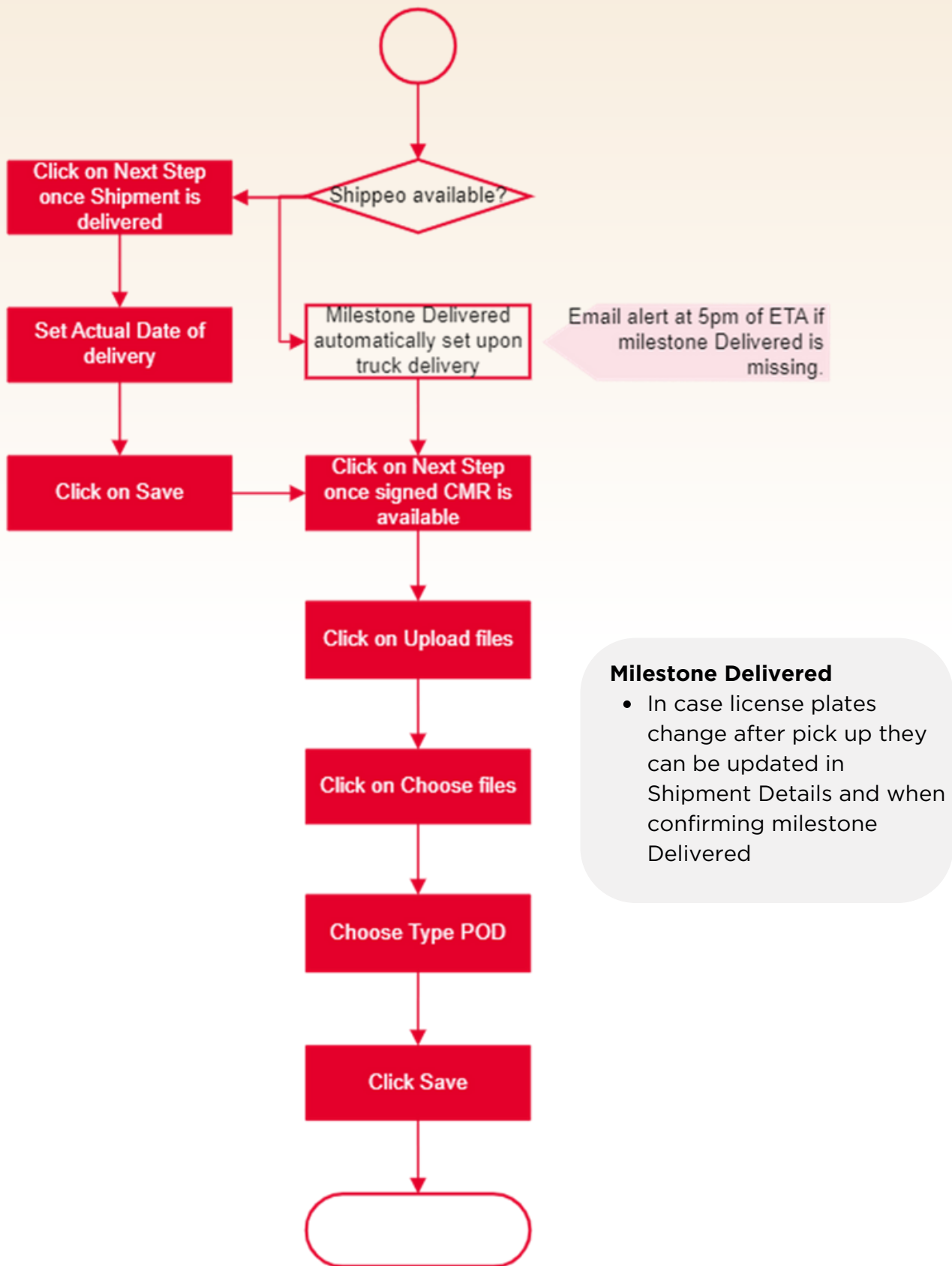
## Milestone Pickup

- Delays can be manually reported through Report Exception on AX4 or by email / phone - Please make sure to call if urgent!



# MERAXIS

# 4.1 Process



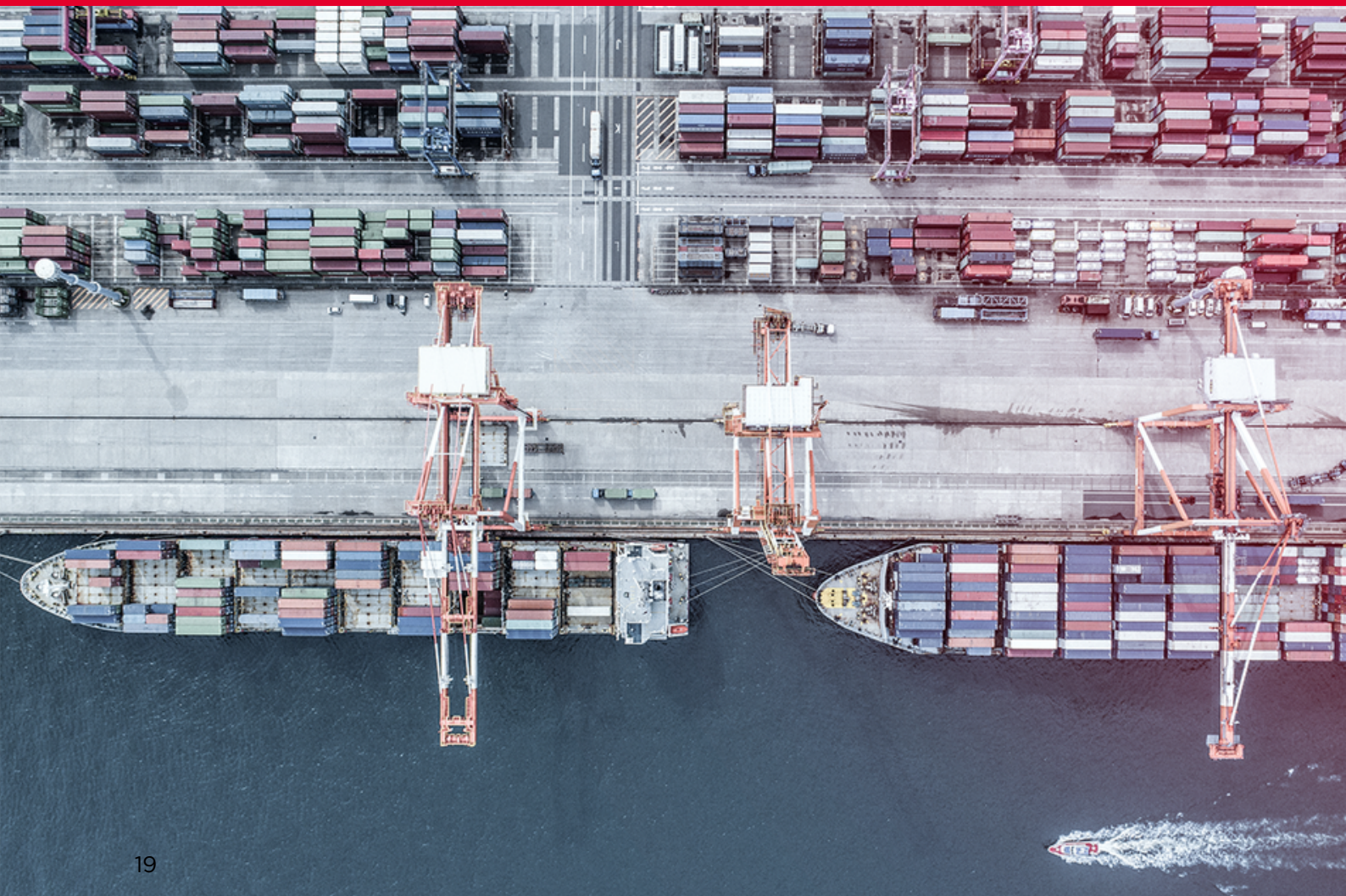
### Milestone Delivered

- In case license plates change after pick up they can be updated in Shipment Details and when confirming milestone Delivered

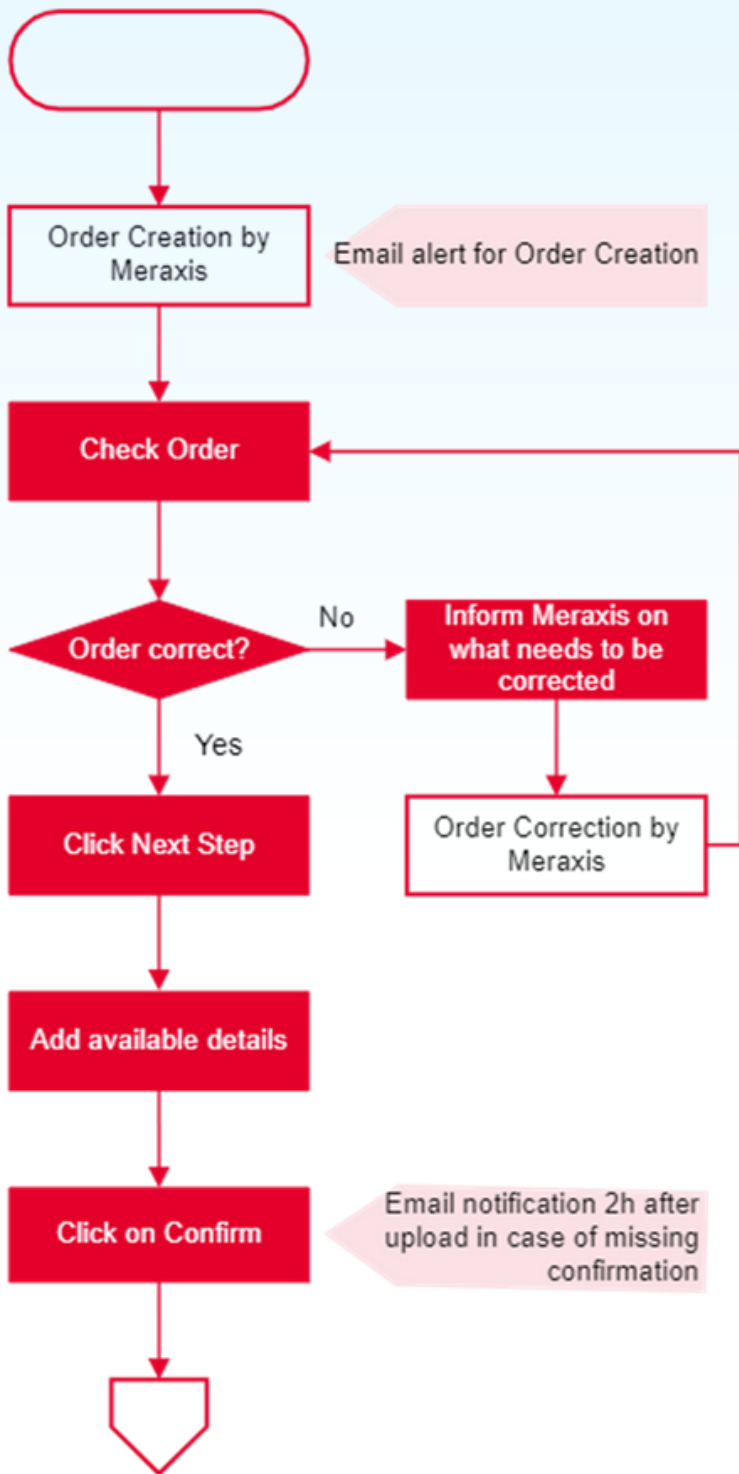
# MERAXIS

## 5. AX4 Process Manual

### Sea / Air Freight



# 5.1 Process



**Task for Forwarder**

**Task for Meraxis / Shipper**

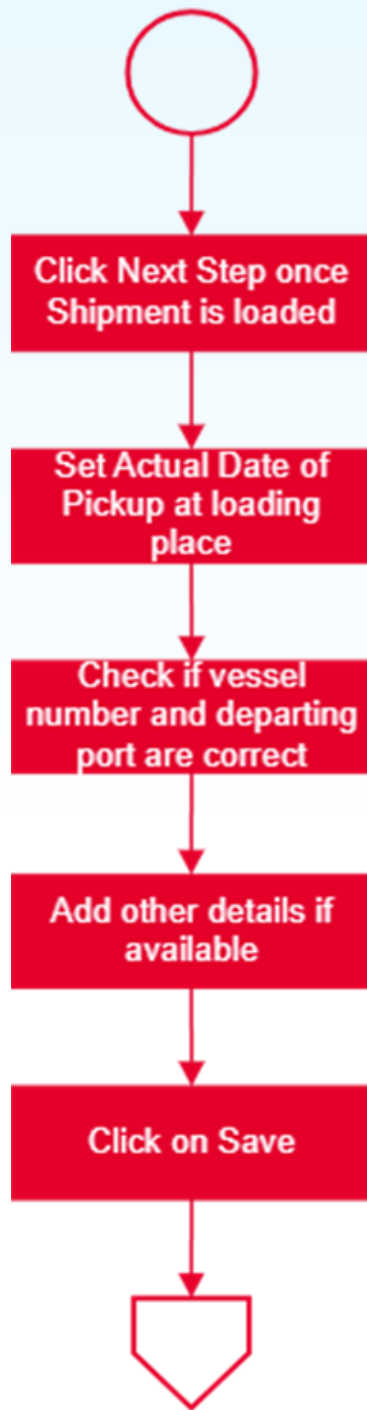
This process only covers tasks to be done in AX4 / directly connected to AX4 and no exceptions (for example change of ETD / ETA and how this should be communicated).

**Milestone Confirmed**

- Setting milestone Confirmed sends info to Meraxis that order has been checked and input approved by you.
- Enter details from booking confirmation into the fields which appear when clicking on Next Step for setting milestone Confirmed:
  - Vessel Number
  - Departing Port
  - Arriving Port
  - Sending Number
  - Container Number
  - Seal Number
  - BL / AWB / Booking Number
- Forwarder Reference can be added for your own order management. Reference will not be shared and not used for communication with Meraxis.

# MERAXIS

# 5.1 Process

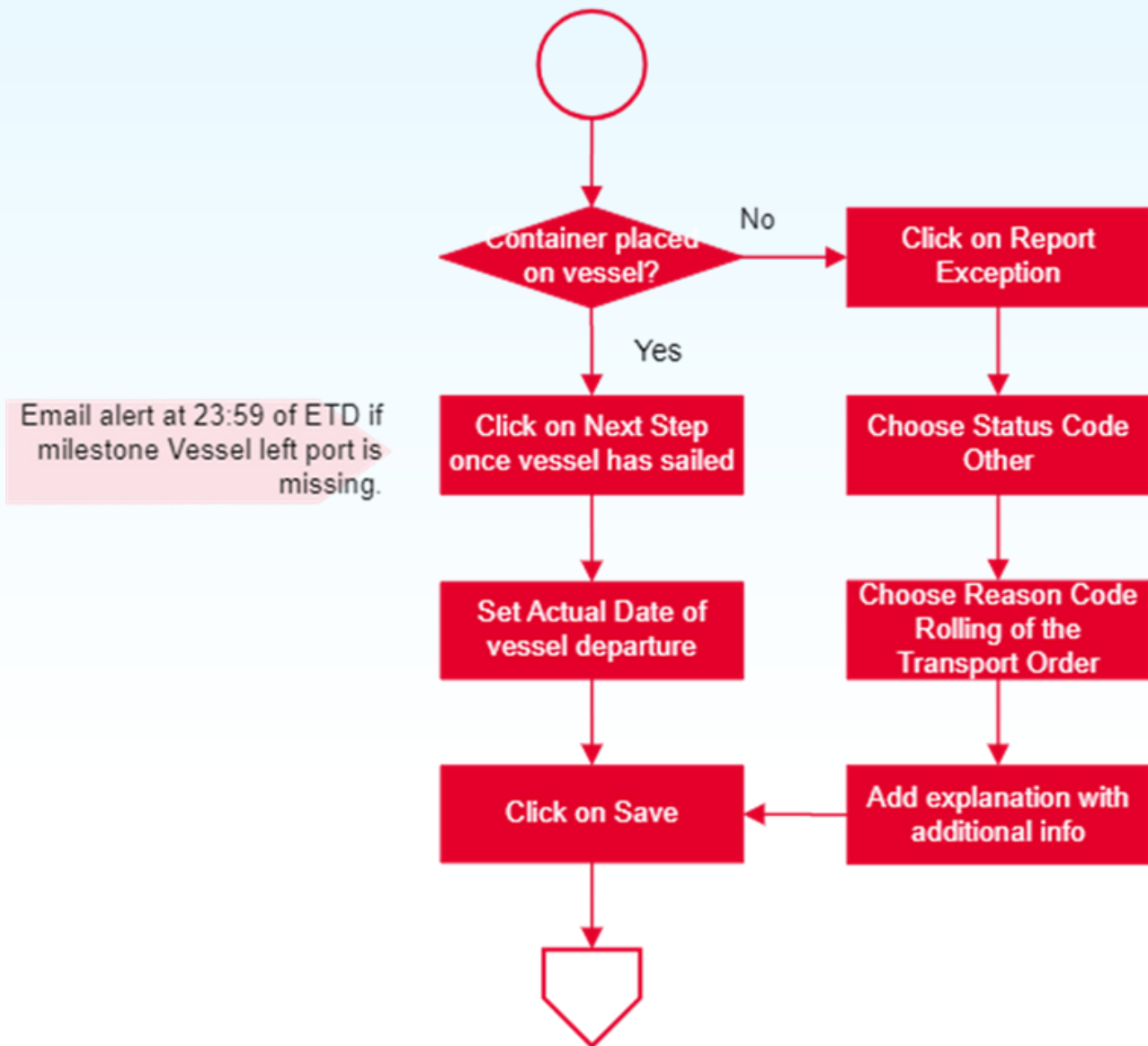


**Milestone Pickup**

- This milestone confirms that material has been picked up at loading place
- Vessel Number and Departing Port are mandatory to enter when setting milestone pickup



# 5.1 Process

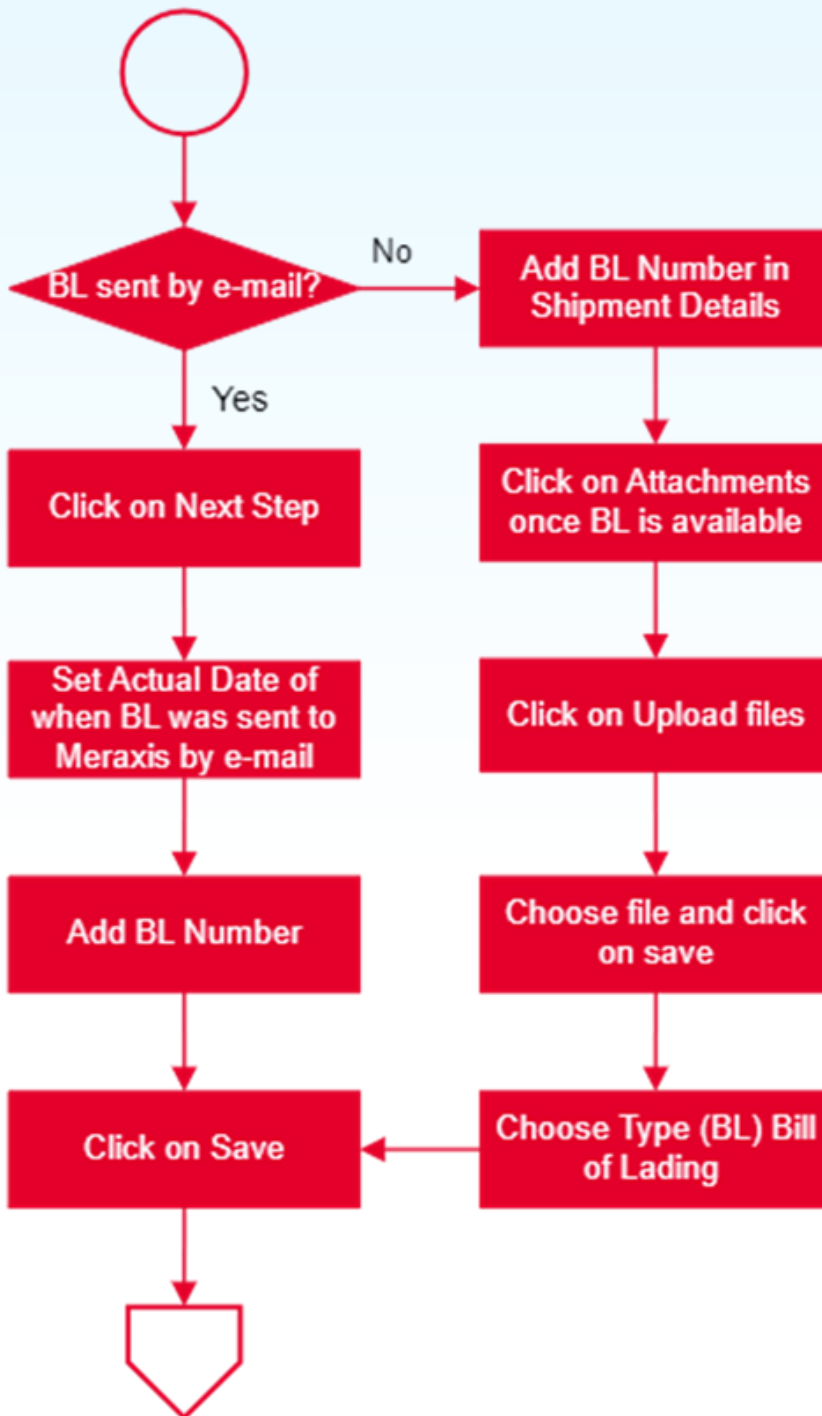


## Milestone Vessel left port

- Please inform Meraxis in case vessel ETD changes. This can be done by email or by setting reason code late pickup as described in chapter Exception Handling

# MERAXIS

# 5.1 Process

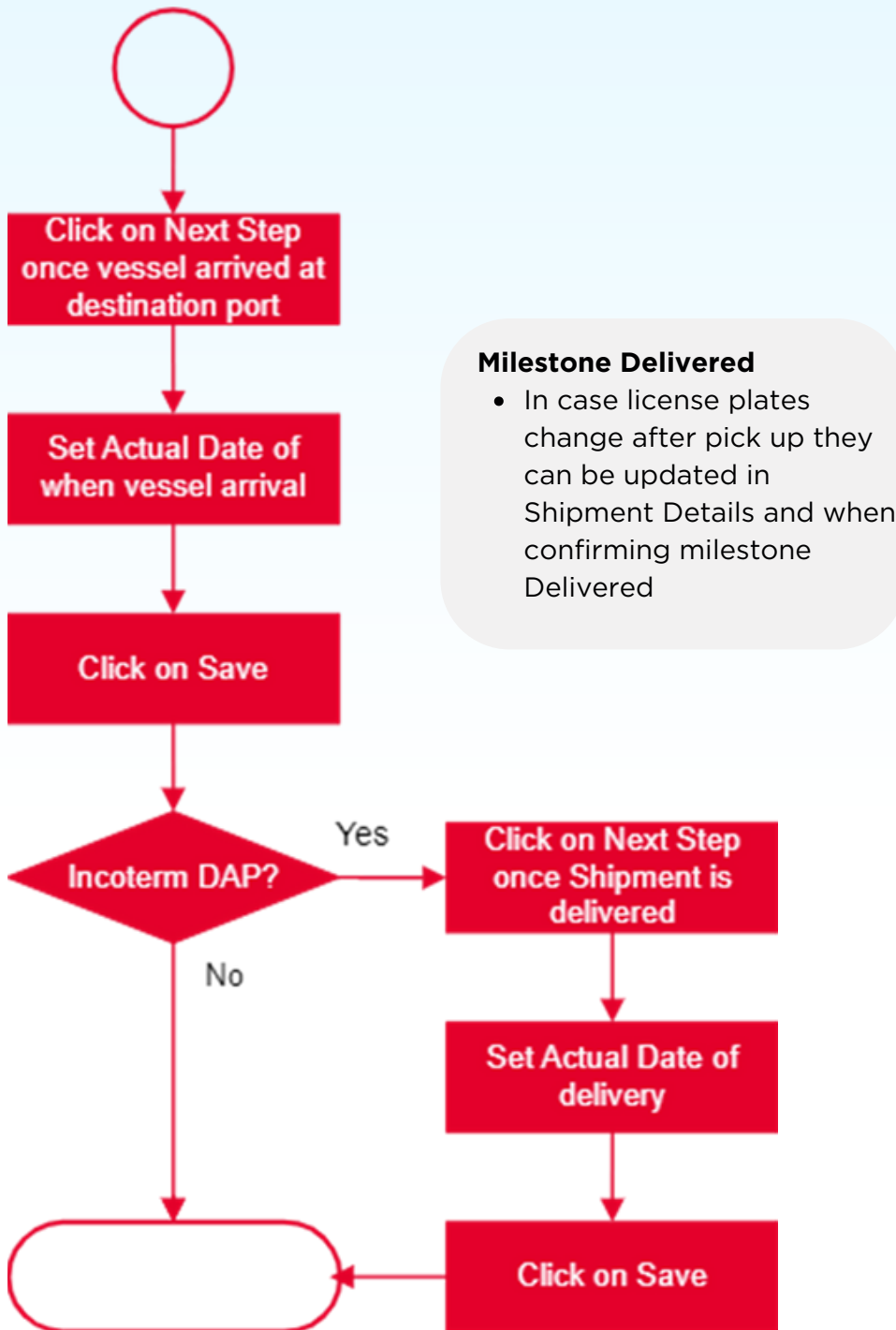


## Milestone BL done

- BL Number must be added latest when setting milestone BL done

# MERAXIS

# 5.1 Process



# MERAXIS

## 6. Shippeo



# 6.1 Shippeo Introduction

Shippeo allows us to bring transparency and efficiency to our supply chain processes. With it we are able to identify risks in advance and react in a timely manner before the event actually occurs.

Shippeo provides real time tracking with major advantages for the cooperation between Meraxis and its forwarders.



Milestones Pickup and Delivered will be set automatically by Shippeo in AX4. Manual labor needed will be therefore reduced to setting milestone confirmed, entering license plates and uploading POD.

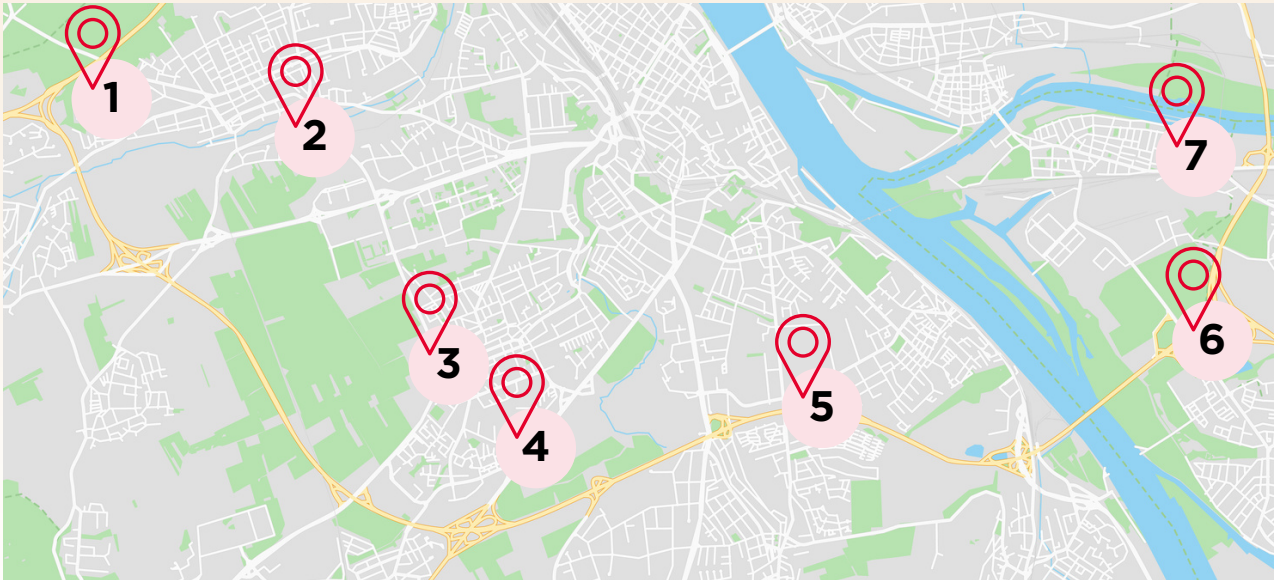


Calculation of ETA is dynamically and automatically done when Shippeo is connected. Meraxis is being notified automatically if delays occur and ETA changes, resulting in less manual enquiries needed from forwarders.

Only the transport between the loading and the unloading place are being tracked.

In order to make sure that only route between pickup and delivery place is tracked, Shippeo will start sharing tracking data to Meraxis one hour before loading slot.

## 6.2 Tracking Roadmap



Once milestone Confirmed is set on AX4, shipment will be transferred to Shippeo. No tracking data will be shared.



Tracking visibility starts one hour before planned pickup. If ETA of pickup changes Meraxis is informed automatically.



Shippeo will note once truck drives into geofence of loading place. This is the basis for later setting milestone Pickup.



Once truck is leaving the geofence of loading place, milestone Pickup is triggered in AX4.



If ETA at delivery place changes Shippeo will calculate new ETA and inform Meraxis automatically.



Shippeo will note once truck drives into geofence of delivery place. This is the basis for later setting milestone Delivered.



Shippeo will note once truck drives out of geofence of delivery place. This sets the milestone Delivered in AX4.

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## 6.3 Connection Modes

Connection modes possible when order is executed by **yourself**

### Telematics

Connection is made to the Onboard GPS directly.

- Trucks must be equipped with Telematic
- No or only small number of subcontractors

### TMS

Connection is made through an EDI interface between your TMS and Shippeo. Possible costs will be charged to forwarder wishing for a TMS connection.

- GPS data and license plates must be available in TMS

Connection modes possible when order is executed by a **subcontractor**

### Regular (<7): Classic

Connection to Shippeo can be made through telematic.

- List of subcontractors must be provided to Shippeo so onboarding can be made for each of them

### Regular ( $\geq 7$ ): SMC

Connection to Shippeo can be made through telematic.

- Shippeo creates a Sucontractor Management Center (SMC)
- You can create an onboarding for each carrier on SMC

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# MERAXIS

## GET IN TOUCH

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