FREQUENTLY ASKED QUESTIONS

What is the difference between the Ticketing Tool, TMS and Transporeon?

The Ticketing tool is a ticket system that allows us to manage all the incidents/doubts/questions related to loads. It's a system that allows to link all relevant stakeholders (Planners, Transport Coordinators, Carriers, Customer Services, Warehouses, etc) involved during Transport. The ticket requires a unique code (shipment number or delivery number) so it can be automatically assigned to the market to which it belongs so that its resolution is as fast and complete as possible.

The TMS (Transport Managment System) is the system that SmartHub uses to control and optimize the incoming customer orders which are then transmitted to the Carrier and to Transporeon via a unique shipment number.

Transporeon is the system that Carriers use to accept/reject orders and book loading/unloading slots.

Why booking dates are different in PDF tender file and Transporeon? Which ones is correct?

The dates of a load can be changed over time for various reasons. This is why we recommend that you always check the dates in Transporeon since the system is always up to date.

I forgot my password, what shall I do to enter the Ticketing Tool?

When signing in there is an option "Can't log in?". Once you click on it, you need to put your email address and ask for the reset link which will be sent to your mailbox.
In case you can't see it, please check the SPAM folder.

I received an email notification about a new ticket but I cannot enter this ticket. Why can't I enter and what shall I do?

Most probably there was a mistake with the assignation of the ticket. In this case please open a ticket choosing the ticket type Technical Topics - Ticketing tool Technical or Operational Issue.

Sometimes I receive email notifications about the shipments with the loading points DE05 Gustavsburg or FR81 Hondouville/Aquigny, but I do not find them in Transporeon. What should I do?

Between 11.00 and 15.45 there are several jobs sending every certain time all the shipments with the origin location DE05 and FR81 to Transporeon. It means that if you receive an email notification about a shipment during this period of time, it will appear in Transporeon shortly. If it happens after 15.45, probably there is some technical problem between the systems and you should open a ticket.

I was going to accept a shipment in Transporeon, but it disappeared. What should I do?

We have an established time limit for the carrier to accept a shipment. For most of the cases it is 90 minutes since the shipment was sent to a carrier, but there are exceptions: for French domestic shipments the limit is 45 minutes. When the time expires, the shipment is automatically sent to another carrier.
In case if the shipment disappears from Transporeon but the time limit has not passed yet, please open a ticket, the SmartHub team will check possible reasons of the problem.

Is it possible to reopen a ticket or shall I create a new one?

You should always continue the conversation about one shipment in one ticket. Even if the ticket is closed, you can leave there a comment and it will be reopened. If you want to raise an issue regarding another shipment, then you need to open a new ticket.

Why can't I open a ticket? I get an error in shipment/delivery field.

Make sure you erased a blank space before or after the shipment/delivery number.
Also you have to follow the instructions written under each section.
For she shipment number: Number of 10 digits starting by "1". No text nor symbols are allowed. (i.e. 1000456789).
For the delivery number: Number of between 8 to 10 digits, typically starting by "0", "2" or "4". No text nor symbols are allowed. (i.e. 23456789).

Do I need to tell Essity to close the ticket or will they close it themselves once the case is resolved?

You can ask to close the ticket, but it is not mandatory. Smarthub team follows up all the tickets and closes them when the issue is solved.

Where can I check if the shipment has dangerous goods or not?

In the PDF tender file there is a field "Contains dangerous goods: YES or NO".

Where can I find the invoicing address for the shipments taken from spotbuy?

If you have an ongoing email conversation with Essity (with one of the Transport Coordinators), you should ask about the address there. If not, you should open a ticket using the ticket type Incidence Delivery Event - Wrong/missed information.