

Advanced Ticketing tool Best practices



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Ticketing Tool Main Concept

- The main objective of the Ticketing tool is to centralize and standardize all SmartHub related communication across Europe. It allows to redirect tickets to all users (carriers, customer service, transport coordinators, warehouses) and track communication history



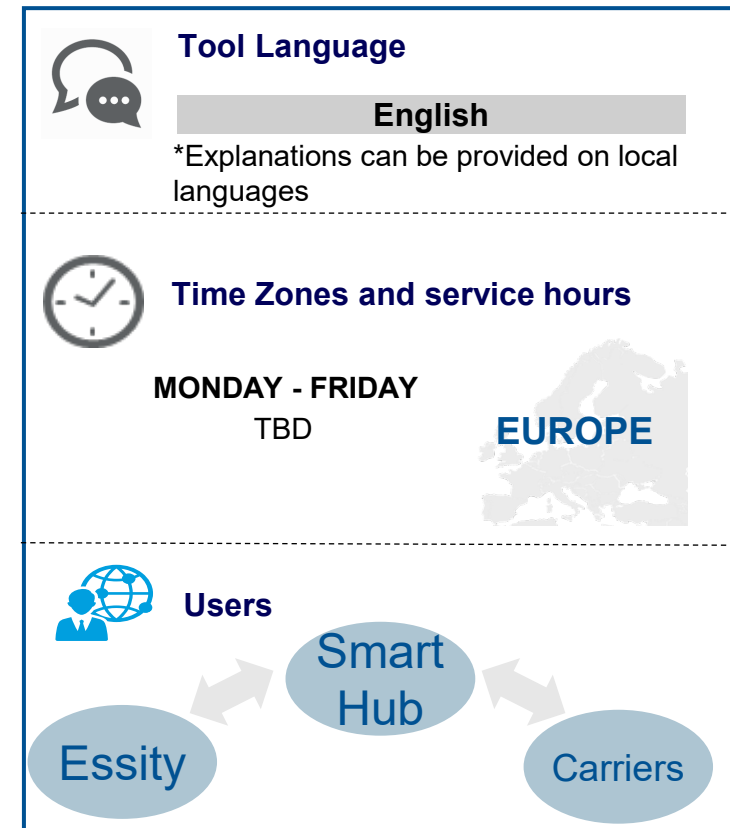
Ticketing tool is **the main communication approach to manage and solve transport incidents**



E-mail is used from SmartHub to carriers to inform about shipments



Telephone should be used **only on urgencies**



RPA – Typical errors when creating a ticket

- When ticket has just been opened and then someone writes a comment the ticket goes to RPA errors
- When the stakeholders put the same delivery 1 and delivery 2
- When the carriers open the ticket with PO number or a shipment/delivery that doesn't exist in SAP
- When adding 2 deliveries from 2 different shipments. RPA can only process 1 delivery.
- When adding in the field fake number, *, space, any letter

RPA – Typical errors when creating a ticket

WRONG ✘

RIGHT ✔

Shipment number: 1000297552 / 0028503295



Shipment number: 1000297552

Shipment number: 1000293452 to be loaded today



Shipment number: 1000293452

Summary: 1000297552 / 0028503295

Shipment number:



Summary: 1000297552 / 0028503295

Shipment number: 1000297552

Delivery number: 1000456782



Delivery number: 0028503295

Shipment number: 1000... + 1000... + 1000...



Must be one ticket per shipment

RPA – Typical errors

When does Smart Hub ask me to provide the information again?

1. When the shipment and delivery number are not linked to each other
2. When there is a typing mistake: letter, symbol, incorrect shipment/delivery number

Note: There is a reminder and an example below the fields

Shipment number *

Number of 10 digits starting by "1". No text nor symbols are allowed. (i.e. 1000456789)

Delivery number 1 *

Number of between 8 to 10 digits, typically starting by "0", "2" or "4". No text nor symbols are allowed. (i.e. 23456789)

Transporeon overview



Shipment ID:

Transport No. 1001626717



Transporeon-ID	751007321	Carrier
Scheduling unit	Gemerska Horka	
Scheduler	TP XP Service Account	
Weight	2,933.06 kg	
Volume	31.51 cbm	
Vehicle (Requirement)	Truck_34 PL	

Transport comment

Total number of pallets: 19.0
Total pallet places: 19.0

Transport Visibility relevant

Additional specifics

Delivery ID:

Delivery No. 0036569963-100

Delivery 1/1

Loading station

Essity Slovakia, s.r.o. - SK21
GEMERSKÁ HÔRKA 400
SK-04912 GEMERSKA HORKA
2022-03-29



Unloading station

VVZ LANGENBACH
AM LOGISTIK PARK 1
DE-85416 LANGENBACH
2022-03-31 09:00 - 18:00



Measurements

Weight 2,933.06 kg
Volume 31.51 cbm

Miscellaneous

Inco term FH

Delivery comment

Number of pallets: 19.0

Pallet places: 19.0

Order Number: 1016837362

Zeitfenstermanagement via MERCAREON
WARENANNAHME MO-FR 6-17, Keine Jumbo-LKWs!
LIEFERANTENNUMMER : 20036782

Additional specifics

SalesOrg	DE84
Pallets	19.0
Customer purchase order No.	1002141989

PO number:

Privacy notice

This transport might contain personal data. This data is processed in accordance with our [privacy notice](#).

Advanced request report

Is used for more detailed info. Can be entered from profile menu

- 1 By using MORE+ the users will be able to add different filters that they prefer
- 2 By using Manage columns one can add or remove different columns to make the view more suitable
- 3 To understand to whom the ticket is assigned you need to check the filter "Main Stake Holder"

Essity Requests ▾ Customer Request Status: All ▾ Reported by anyone ▾ Request Type: All ▾ Contains text Search More +

Main Stakeholder: Carrier, C... ✕ Shipping Country: DE ✕

Export ▾ Manage Columns

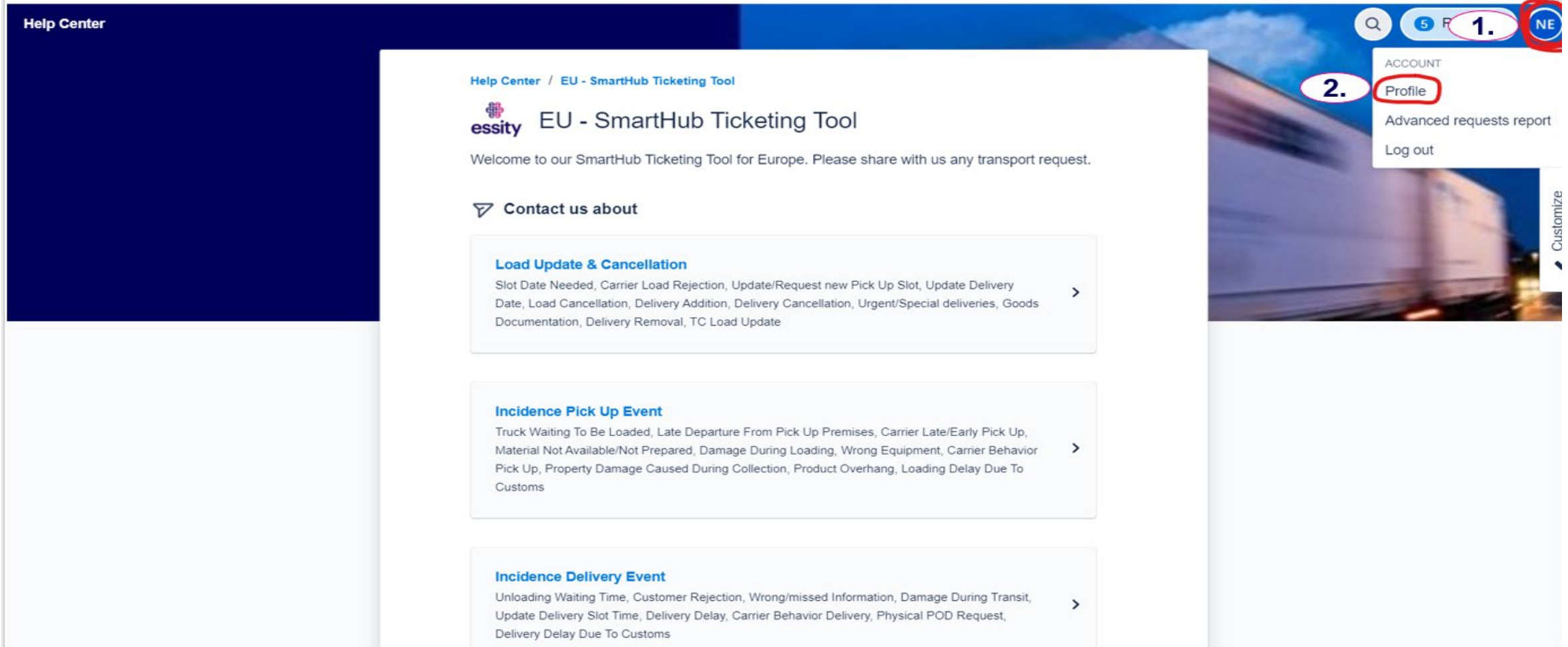
Created	Creator	Delivery ID	Delivery number 1	Delivery number 2	Description	Extra Cost Amount	Extra Cost Type	Load ID / Shipment Number	Notify To	Main Stakeholder	Organizations	Pick Up Date / Loading Date	Reference	Request Type	Sales Organizer
2022-09-15	Import RL Europea...		37148853						TC DACH DE95 DE02	Transport Coordinator	TC / RDM all markets 6170136 R&L European...		REQUEST-375193	*Update/Request new Pick Up Slot	NL67

Best practices & Common mistakes

1. When creating a ticket, please differentiate between issues with loading and delivery – open a separate ticket for each issue and shipment.
2. If a ticket is closed, but you do not agree with closing or another issue appears, you can reopen the existing ticket.
3. You can reply to a ticket even if it is not assigned to you.
4. If you won't unload on time, please open a ticket. Please use in the Ticketing Tool the request category “Incidence Delivery Event” and ticket type “Delivery Delay”.
5. If the ticket is assigned to you (meaning that you can see on the corner “assigned to carrier”), you must answer even if it's just an “ok” so you confirm that you saw the information.
6. Choose the correct request type for your issue while creating the ticket.
7. Write correctly the shipment number (they start by 100) and the delivery number (normally starting by 200, 002, 35, 4...) while creating the ticket.

Change your user name

Click on the avatar and choose “Profile”



The screenshot shows the user interface of the SmartHub Ticketing Tool. At the top right, there is a search bar and a user profile icon labeled '1.'. A dropdown menu is open, showing the 'ACCOUNT' section with 'Profile' highlighted by a red circle and labeled '2.'. Other options in the menu include 'Advanced requests report' and 'Log out'. The main content area displays the 'EU - SmartHub Ticketing Tool' header and a list of support topics under 'Contact us about', including 'Load Update & Cancellation', 'Incidence Pick Up Event', and 'Incidence Delivery Event'. The 'essity' logo is visible in the bottom left corner.

Click on the field “Manage your account”

[Help Center](#)

Profile

 Your changes may take up to five minutes to appear.



Personal details

Name

Natália Bajžíková (SmartHub Essity)

Email

natalia.bajzikova@essity.com

3.

Manage your account

Language and time zone

Language

English (United States) [Default]

Time zone

(GMT+01:00) Berlin

Edit account preferences

Click inside the field with your user name to change the “Public name”

Atlassian account


- Profile and visibility
- Email
- Security
- Account preferences
- Connected apps
- Products

NE

may access.

[Learn more about your profile and visibility](#) or [view our privacy policy](#).

Profile photo and header image



Who can see your profile photo? ⓘ

Anyone

About you

Field	Value	Who can see this?
Full name	Natália Bajžíková (SmartHub Essity)	Anyone
Public name ⓘ	Natália Bajžíková (SmartHub Essity)	Anyone
Job title	Your job title	Anyone
Department	Your department	Anyone

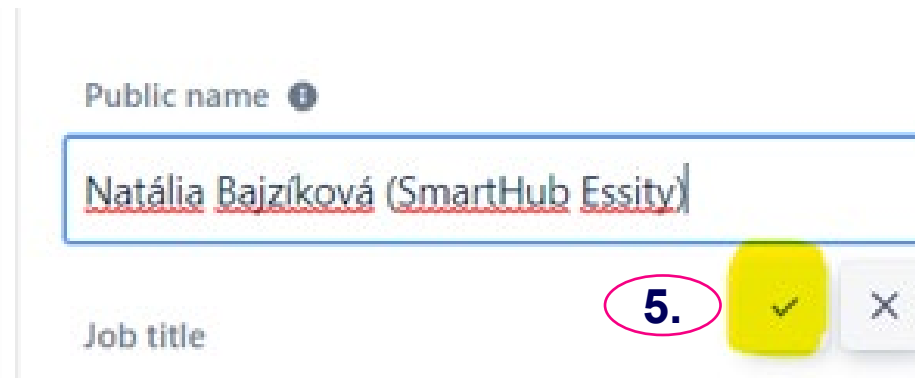
4.

The recommended format is Name Surname (company specification).

e.g. *Brad Pitt (Happy Logistics)*

Once you write your new user name, confirm the change is done with the tick. ✓

Now you have changed your user name!



Public name ⓘ

Natália Bajzíkuvá (SmartHub Essity)

Job title

5. ✓ ✕

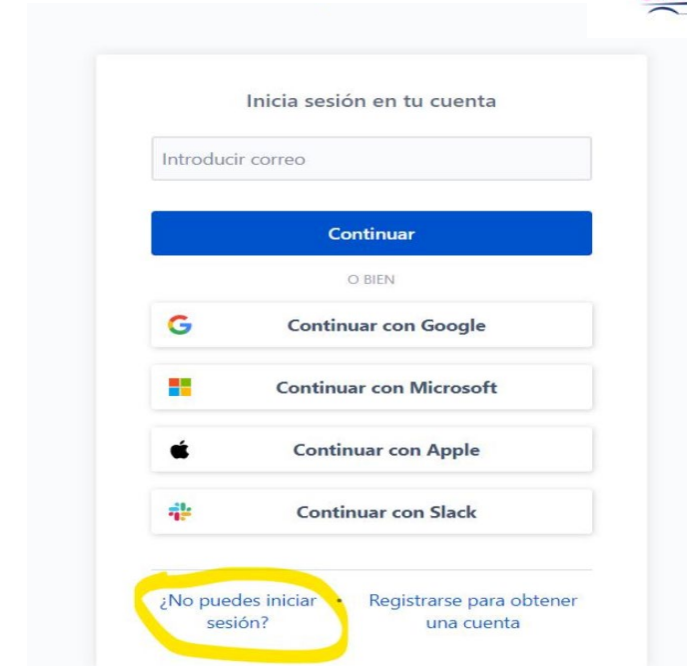
Detailed description: A screenshot of a user profile update form. The 'Public name' field is highlighted with a blue border and contains the text 'Natália Bajzíkuvá (SmartHub Essity)'. Below the field, the number '5.' is circled in pink, followed by a yellow button with a checkmark and a grey button with an 'X'.

Password reset

Users can reset their passwords themselves.

When signing in there is an option "Can't log in?" in English. Once you click on it, you need to put your email address and ask for the reset link which is sent to your mailbox.


In case you can't see it, please check the SPAM folder.





Inicia sesión en tu cuenta


Continuar

O BIEN

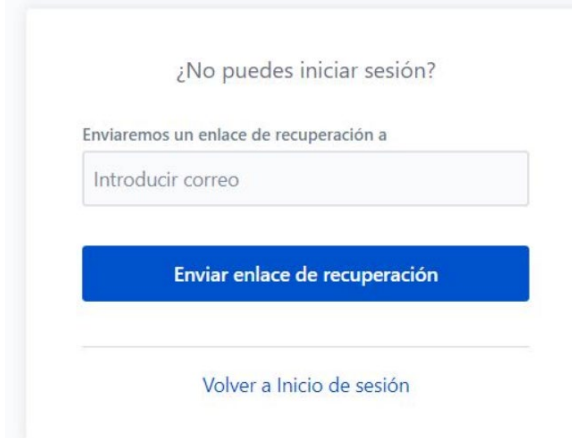
 Continuar con Google

 Continuar con Microsoft

 Continuar con Apple

 Continuar con Slack

¿No puedes iniciar sesión? Registrarse para obtener una cuenta



¿No puedes iniciar sesión?

Enviaremos un enlace de recuperación a

Enviar enlace de recuperación

Volver a Inicio de sesión

