SmartHub: Ticketing Tool Training

Ticketing Tool

1 **General concepts**

2 **Tool Overview**

3 **Activities to be performed**

4 **Robot Process Automation functionality**

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Ticketing Tool Main Concept

Objectives

- Centralize and standardize all SmartHub related communication across Europe
- Monitor and track all transport related alerts and requests
- Measure response times and completions times
- Capture data to enrich reporting
- Enable continuous improvement by giving process exception visibility

Ticketing Tool Features

Workflows	Redirect tickets to all users and track communication history
Approvals	Functionality to request approvals to pre-defined stakeholders
Status tracking	Ticket Status and Updates visibility
Reporting	Automatic reporting with all standardize data captured and response times
Mobile access	Quick access to ticket creation and status via mobile app

Tool Language

English

*Explanations can be provided on local languages

Time Zones and service hours

MONDAY - FRIDAY
8AM - 7PM CET

EUROPE

Users

Smart Hub

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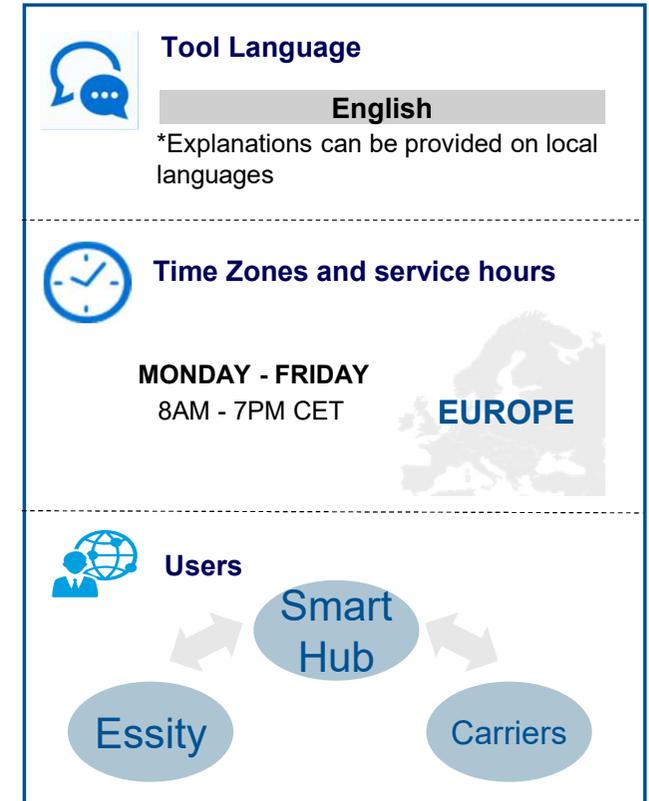
Carriers

Communication methodology

In order to sustain process and ensure all carriers are informed on time, a unique communication approach has been defined…

From…

Carriers can be contacted using any communication tool in the market…

Email   Sms   Fax

What's app   Phone
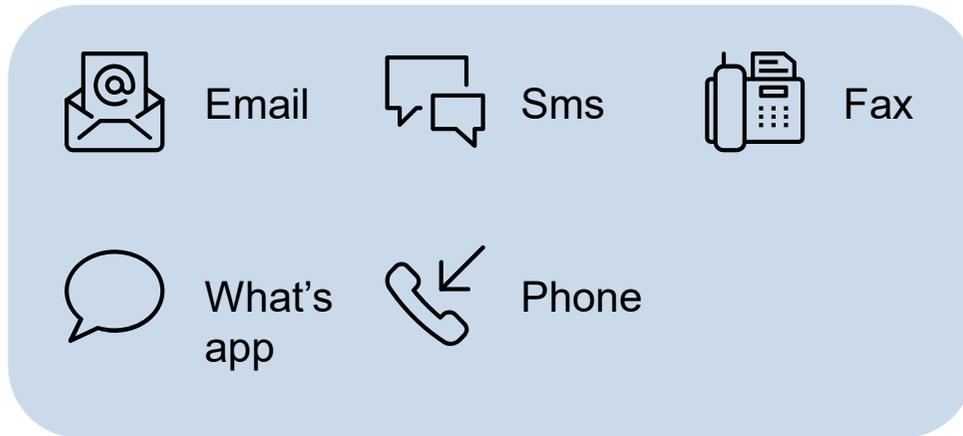
To…

A common and unique communication methodology…

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

E-mail should not be used

Telephone should be used **only on urgencies**

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Type of tickets

Level1	Level2	Description	The ticket must be created by
Load Update & Cancellation	Slot date needed	No slot available	**Carrier**
	Carrier Load Rejection	Last minute load rejection	**Carrier**
	Update/Request new Pick Up Slot	Pick up date slot update	**WH/Carrier**
	Update Delivery Date	Delivery date update	**CS/SuS/Carrier**
	Load Cancellation	Last minute shipment cancellation	**CS/SuS**
	Delivery Addition	Last minute delivery addition to an existing load	**CS/SuS**
	Delivery Cancellation	Last minute delivery cancellation of an existing load	**CS/SuS**
	Urgent/Special deliveries	Urgent or rush deliveries or special requirements such as two drivers	**CS/SuS/TC**
	Dangerous goods documentation	Send documentation needed for Dangerous goods for ferry booking for e.g. ferry booking	**SuS/TC**
	Delivery Removal	Last minute delivery removal from an existing load	**TC**
	TC Load Update	TMS planning is not correct. To be used by TC only.	**TC**

Type of tickets

Level1	Level2	Description	The ticket must be created by
Incidence Pickup Event	Truck waiting to be loaded	Carrier arrived on time to pick up but the loading did not start yet or took more time than expected.	**Carrier**
	Late Departure From Pick Up Premises	Carrier arrived on time and loading was done on time but departed late.	**Carrier**
	Carrier Late/Early Pick Up	Late/early pick up arrival, or carrier never came. It could be use to update the delivery date.	**Carrier/WH**
	Material Not Available/Not Prepared	Carrier arrived on time to pick up and nothing was there to collect or goods were not prepared.	**Carrier/WH**
	Damage During Loading	Goods were damaged during loading.	**WH**
	Wrong Equipment	Carrier arrived with wrong equipment to pick up the goods.	**WH**
	Carrier Behaviour Pick Up	Carrier behaviour was not correct during pick up.	**WH**
	Property Damage Caused During Collection	During collection property was damaged.	**WH**
	Product Overhang	Due to pallet overhang not all the quantity could fit in the truck.	**WH**

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Type of tickets

Level1	Level2	Description	The ticket must be created by
Incidence Delivery Event	Unloading waiting time	Carrier arrived on time but is waiting at destination for unloading	**Carrier**
	Customer Rejection	Customer rejected the goods when arrived.	**Carrier**
	Wrong/missed information	Wrong or missed information provided E.g: wrong address	**Carrier**
	Damage During Transit	Goods damaged during transit.	**Carrier**
	Update Delivery Slot Time	Last minute changes on the slot booked at destination site	**Carrier/CS/SuS**
	Delivery Delay	Carrier arrived late at destination.	**Carrier/CS/SuS**
	Carrier Behavior Delivery	Carrier behaviour was not correct during unloading.	**CS/SuS**
	Physical POD Request	Customer requests physical Proof of delivery	**CS**

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Type of tickets

Level1	Level2	Description	The ticket must be created by
Technical topics	Ticketing Tool technical or operational Issues	Issues when creating a ticket, ticket is not being redirected to right audience, … Proposal: add 'e.g. contact matrix wrong'	Carrier/TC/CS/SuS/WH
	New Ticketing Tool User	New ticketing tool user is needed	Carrier/TC/CS/SuS/WH
	New TMS User	New TMS user is needed	Carrier/TC/CS/SuS/WH
	TMS Access Issues	User is not able to access TMS.	Carrier/TC/CS/SuS/WH
	General Load Issues	Issues on the loads sent to SAP (Carrier missing, deliveries missing, etc)	TC/CS/SuS
	Integration / IDOCs	Idocs generated during TMS-SAP transmission and cannot be solved by Essity Key Users	TC/CS/SuS
	Delay In Cut Off Back	Orders are sent late to SAP & to Carriers.	CS/SuS
	Power BI Reporting Issue	Issues when using Power Bi Reports.	TC/RDM/Others
Costing	Extra Cost	Extra cost charged by the carrier. E.g. waiting time	Carrier

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Ticketing Tool

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Tool Overview

How to access the Ticketing Tool

1. Open Internet web browser (Google Chrome, Internet Explorer and Mozilla Firefox are all compatible with the Ticketing Tool app)

2. Go to the Ticketing Tool web page

   https://shissuemanagementacc.atlassian.net/servicedesk/customer/portal/1

3. Enter your credentials (e-mail and password that you set up when registering)

4. Click the "Login" button

Log in to Help Center

Email

③

Next

Need an account? Sign up
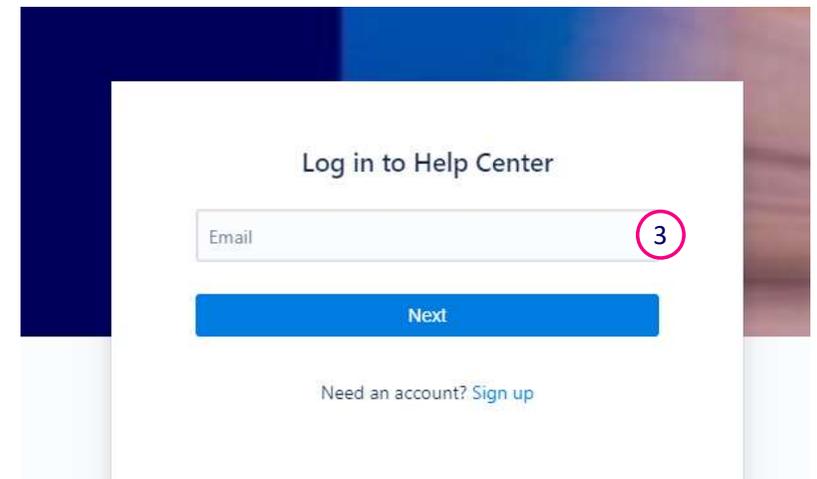
Tool Overview

Main Ticketing Tool Menu: Help Center

The Ticketing Tools includes different menu sections located throughout the display. When each menu is selected, it is expanded in the central part of the display.

Main Area

1. User Profile
2. Issue Search Area
3. Smart Hub Ticketing Tool to get to the ticket creation screen

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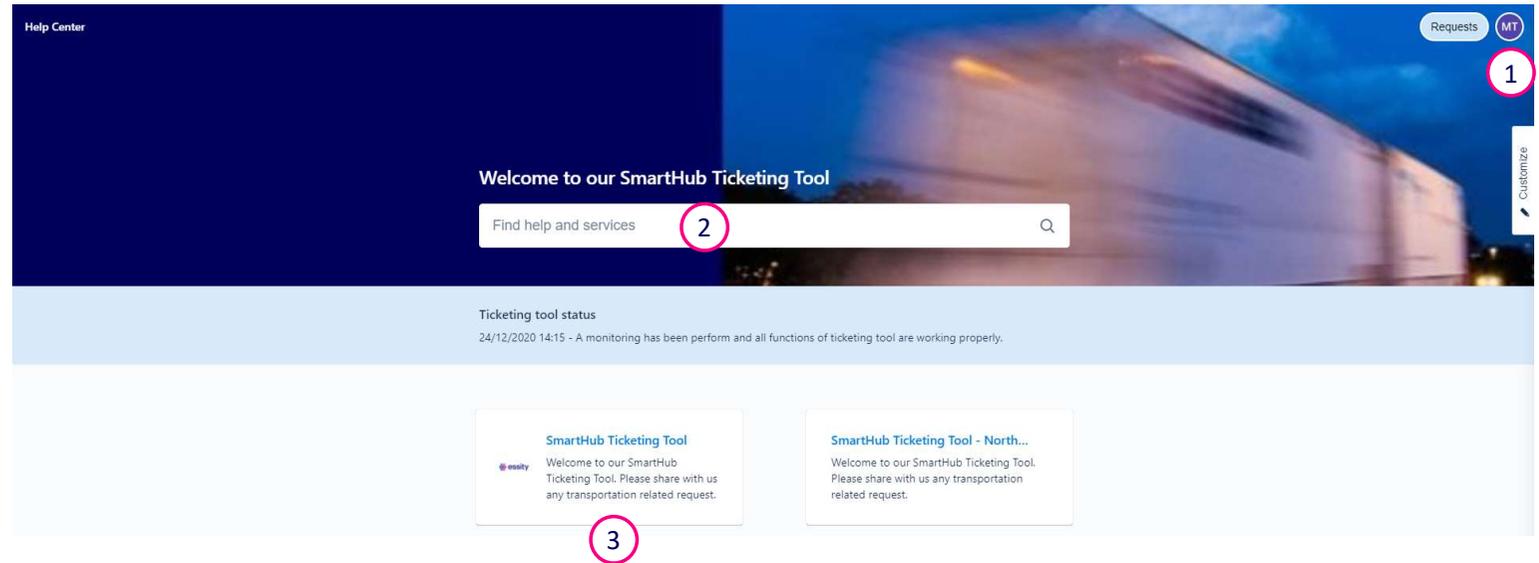
Tool Overview

1. User Profile

In the User Profile Display the user details can be reviewed and edited in order to be aligned with the rest of the Ticketing Tool users, as well as personal preferences.
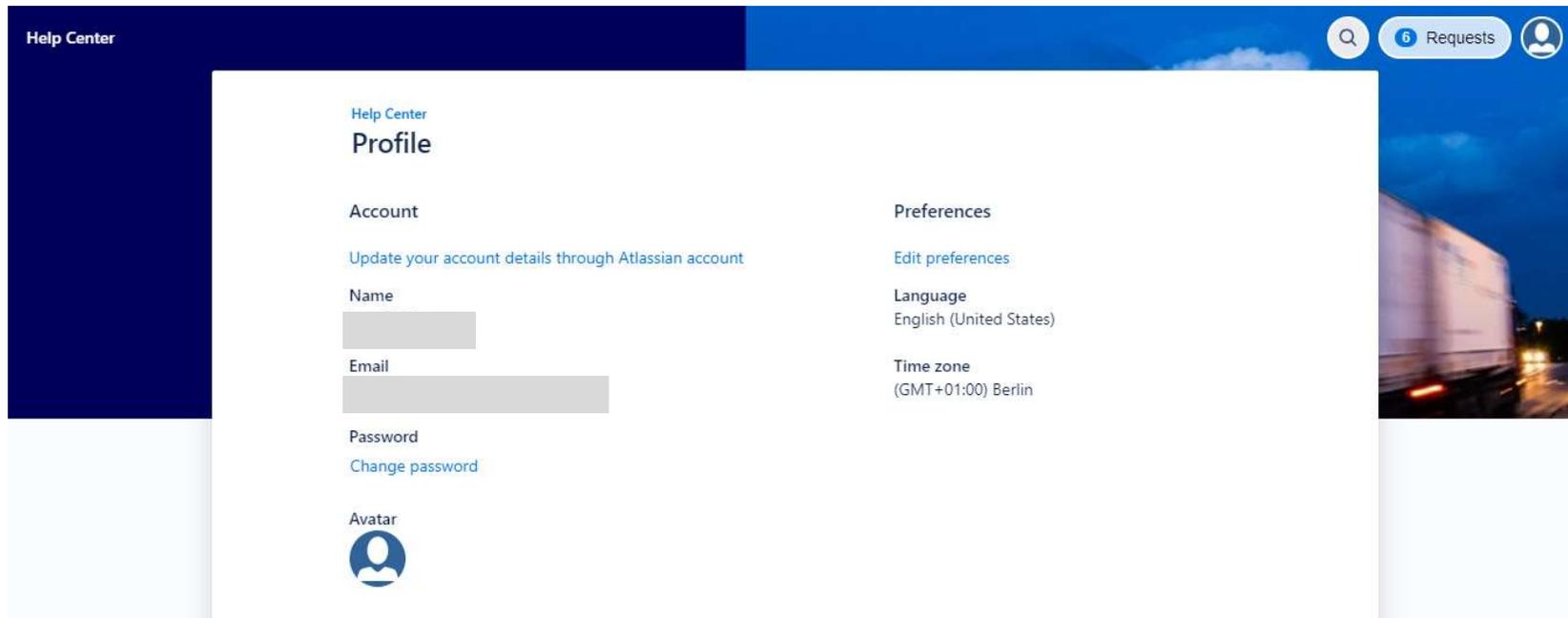
Tool Overview

2. Advanced request report

In this screen the users will be able to generate an advanced report and filter by Shipment number, delivery number, pick up date, Notify to...

Just using the search button, the screen will be filtered by. You can use "&" to filter by a group of numbers or letters.

Tool Overview

3. Issue Search Area

The search bar allows the user to quickly find the ticket to create by issue group. Clicking on "SmartHub Ticketing Tool" the main menu the user can choose each ticket template to create based on the following ticket categories.
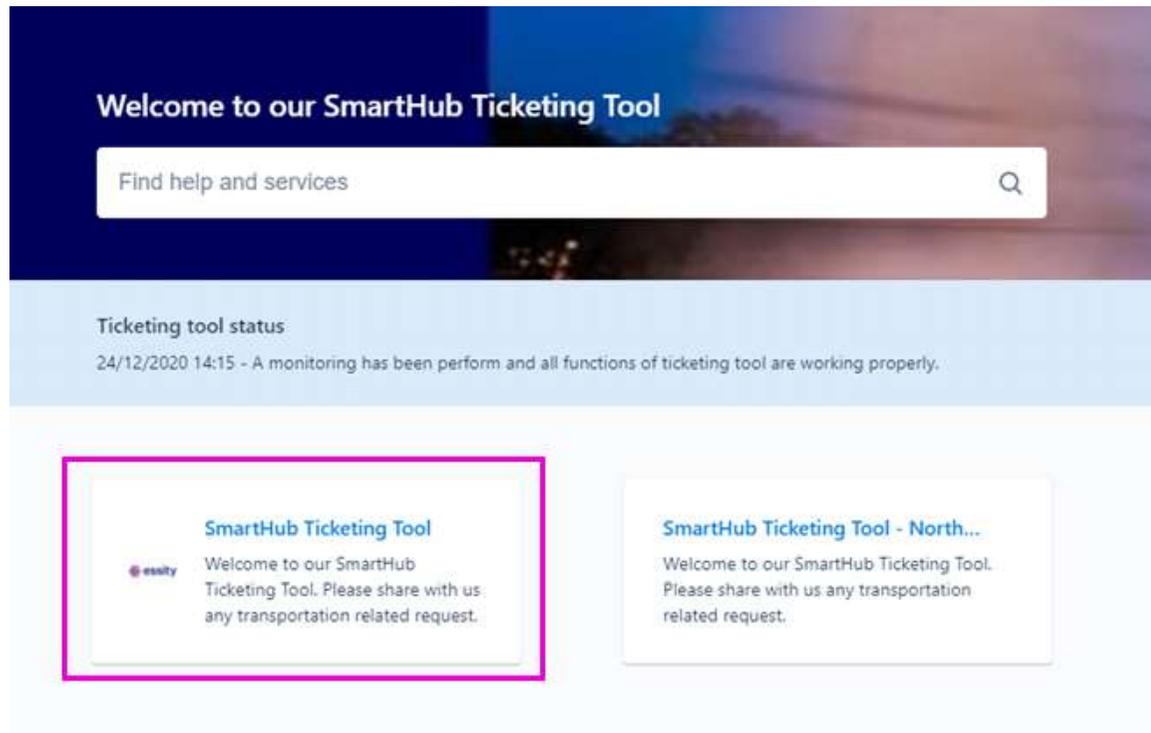
Tool Overview

4. Ticket Creation Area

Help Center / SmartHub Ticketing Tool

essity SmartHub Ticketing Tool

Welcome to our SmartHub Ticketing Tool. Please share with us any transportation related request

▽ Contact us about

Load Update & Cancellation
Slot date needed, Carrier Load Rejection, Update/Request new Pick Up Slot, Update Delivery Date, Load Cancellation, Delivery Addition, Delivery Cancellation, Urgent/Special deliveries, Dangerous goods documentation, Delivery Removal, TC Load Update ›

Incidence Pick Up Event
Truck waiting to be loaded, Late Departure From Pick Up Premises, Carrier Late/Early Pick Up, Material Not Available/Not Prepared, Damage During Loading, Wrong Equipment, Carrier Behavior Pick Up, Property Damage Caused During Collection, Product Overhang ›

Incidence Delivery Event
Unloading waiting time, Customer Rejection, Wrong/missed information, Damage During Transit, Update Delivery Slot Time, Delivery Delay, Carrier Behavior Delivery, Physical POD Request ›

Technical Topics
Ticketing Tool technical or operational Issues, New Ticketing Tool User, New TMS User, TMS Access Issues, General Load Issues, Integration / IDOCs, Delay In Cut Off Back, Power BI Reporting Issue, TMS tariff update request ›

Costing
Extra Cost ›

Ticketing Tool

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Activities to be performed

Activities to perform on a daily basis

	Activity	Description
#1	Creation of a new ticket	Entire process to create a ticket in the ticketing tool
#2	Respond to a ticket	Once the mail has been received the activity is ready to be resolved
#3	Update or add a comment	Process in case additional comments are needed
#4	Reopen a ticket	Reopen a ticket that has been closed

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1. Creation of a new ticket

① Choose the ticket type you need to create

② Once the ticket type is selected, fill out all the information required in the display. Please note that the fields marked as **(*)** are compulsory in order to send the ticket.

③ Click on the Send button on the bottom of the page to submit your request

Ticketing tool status

24/12/2020 14:15 - A monitoring has been perform and all functions of ticketing tool are working properly.

Help Center / SmartHub Ticketing Tool

SmartHub Ticketing Tool

Welcome to our SmartHub Ticketing Tool. Please share with us any transportation related request.

Contact us about
Load Update & Cancellation

What can we help you with?
① Slot date needed
No slot available

Raise this request on behalf of *
MT Maria Paz Echeverria (CI Team) (maria.paz.echeverria@accenture.com)

② Summary *

Shipment number *

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

Suggested Pick Up Date/Loading Date *
e.g. 30/Dec/20   e.g. 17:16:37

Description

Share with *
🔒 No one

③ Send   Cancel

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2. Respond to a ticket (1/2)

① An email will be sent and you will have to click on "View Requests". You'll be redirected to the ticketing tool page

② The expected response time is specified

③ Action to be done

④ Shipment, Delivery number, Ship-To Name and Ship-to City info

Hello,

(note this is an automatic email, please, do not respond)

The REQUEST-116474 - "test ivan" has been ASSIGNED TO CUSTOMER SERVICE.

Required Action:
test info needed ③

Shipment Number: 1000305842

Delivery number: * / *

Ship-to Name: * / *   ④

Ship-to City: * / *

Your expected response time is: ②

Click on the following link to see all the details of your request:
https://shissuemanagementacc.atlassian.net/servicedesk/customer/portal/1/REQUEST-116474   ①

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2. Respond to a ticket (2/2)

③ Write in the text field the action done to comment the ticket

④ Click on "Save" to finalize the activity

⑤ Click on "Reply" button to add additional information

⑥ Click on "Reply" button on the bottom of the page to finalize the activity

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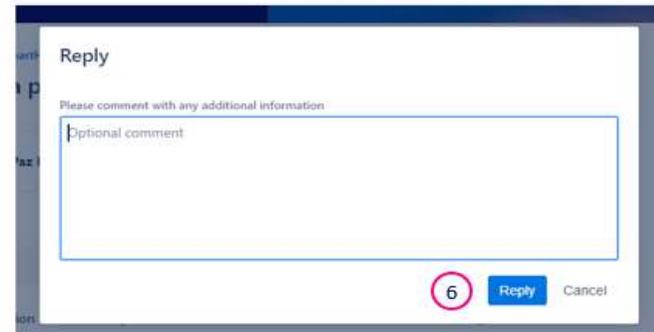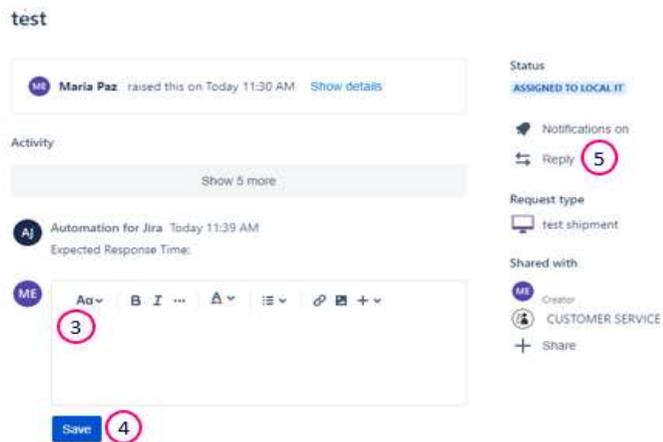
3. Update a comment

① Update or add an additional comment in the text field, it will appear automatically below in the activity section

② Click to "Add" button
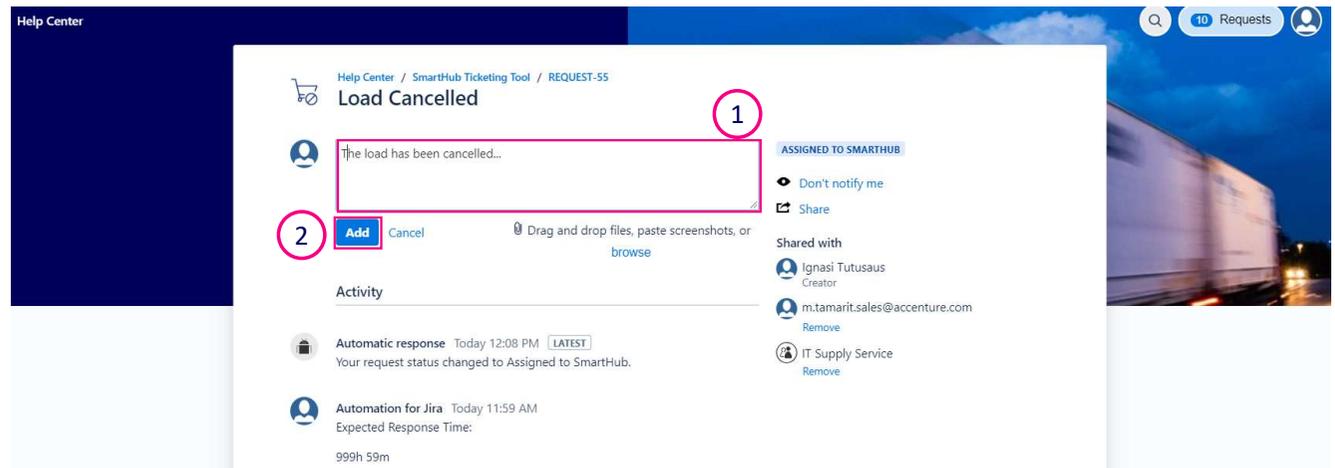
4. Reopen a ticket

① Write in the text field the why a ticket needs to be reopen

② Click on "Reopen" button

③ Click on "Reopen" button

5. Ticketing Tool via phone access

1. Type in the following URL in the phone internet browser:

   https://shissuemanagementacc.atlassian.net

2. Download the APP

   or

3. Press continue with the mobile application

4. Log in with your credentials

5. Create the ticket needed
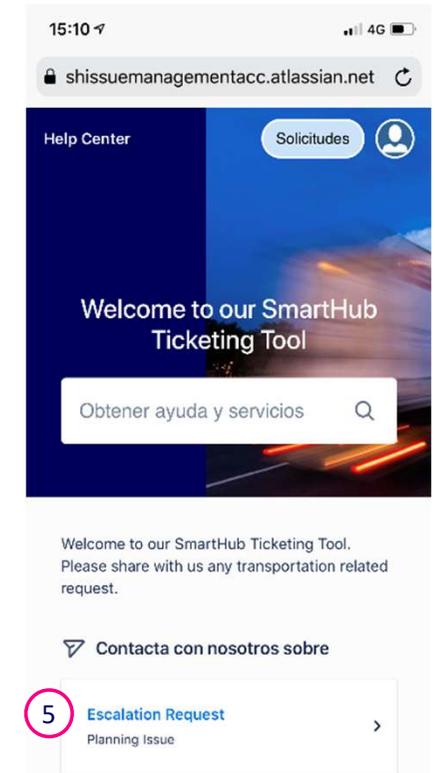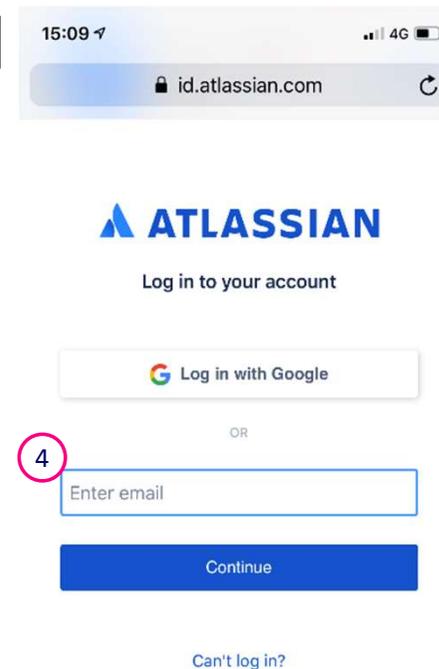
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1. Robot Process Automation (RPA) – Functionality

- Automatic way to capture the shipment and delivery information from SAP. The information is filled out by the robot in the ticket

  simplifying the ticket creation

- The robot is executed every 10 min → you need to wait maximum 10 min to have the full information in your ticket.

- You can enter the shipment number or the specific delivery number you want the information for (maximum of two deliveries).

- The robot can read only numbers, **that means you must enter only number**

Benefits:

- ✓ **Simplify** the creation of the tickets by reducing the inputs

- ✓ **Precision** and **accuracy** of the information

- ✓ **Speed up** the creation of the ticket

2. Robot Process Automation (RPA) – User view before RPA

INPUT SHIPMENT NUMBER

Help Center / SmartHub Ticketing Tool / REQUEST-30433

Brief description of the issue

ME **Maria Paz Echeverria** raised this on Today 7:31 PM   Hide details

Shipment test
1000215027

Description test
Any other information you would like to add

Activity

ME | Aa⌄ | **B** *I* ··· | A⌄ | ☰⌄ | ⊘ ▣ +⌄

Save

Status
OPEN

🔔 Notifications on

Request type
🖥 Update/Request new Pick Up Slot

Shared with
ME Maria Paz Echeverria
Creator
+ Share

INPUT DELIVERY NUMBER

Help Center

Brief description of the issue

ME **Maria Paz Echeverria** raised this on Today 8:47 PM   Hide details

Delivery test
2002612108

Delivery test 2
*

Activity

ME | Aa⌄ | **B** *I* ··· | A⌄ | ☰⌄ | ⊘ ⊞ +⌄

Save

Status
OPEN

🔔 Notifications on

Request type
🖥 test delivery

Shared with
ME Maria Paz Echeverria
Creator
+ Share

2. Robot Process Automation (RPA) – User view after RPA

Help Center / SmartHub Ticketing Tool / REQUEST-25919

Brief description of the issue

Maria Paz Echeverria raised this on Today 1:08 PM

Shipment test
1000181460

Delivery test
2002612108

Sales Organization test
IT67

Plant test
LUCCA 2 - IT32

Ship To name test
UNICOOP FIRENZE SCARL

Ship-To Country test
ITA

Ship-To city test
50018, SCANDICCI FI

Carrier info test
6137641 - Full Load Logistica Integrata Società Cooperativa

Local Customer test
*

Special Process test
*

Pick up Date/ Loading Date test
19/12/2019

Description test
I need a new slot time at 11 am (testing as example)

Status
OPEN

🔔 Notifications on

Request type
🖥 *Test

Shared with
Maria Paz Echeverria
Creator
+ Share

Activity

ME [Aa ⌄ **B** *I* ⋯ A ⌄ ☰ ⌄ 🔗 🖼 + ⌄]

Save

The information will be showed in the following order:
Shipment
Delivery 1
Delivery 2

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3. Robot Process Automation (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	→	Shipment number: 1000456782
Shipment number: 1000… + 1000… + 1000…	→	Must be one ticket per shipment

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4. Robot Process Automation (RPA) – Common question

When does Smart Hub asked 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)

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Thank you

Any question?

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