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RTV Onboarding For Carriers

Transporeon Visibility Hub



Carrier onboarding – step by step guide

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1. Connect

The basics of carrier onboarding in the Visibility Hub: How does Visibility Hub work in a nutshell

Carrier setups - how can you share data?

Learn about the different carrier setups, based on transport execution, and which best practices we suggest for carriers to connect

2. Data privacy

Security first: how Visibility Hub makes sure that data is secure, and you remain in full control of your data

3. Provide RTV

Allocations - how to connect a vehicle to a transport: How to maintain sustainable RTV usage in your project

Communication / Support paths: A carrier guide on where to find answers to your questions

1. Connect

The best real-time visibility service in the market

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Transporeon is the largest logistics platform, connecting Shippers and carriers throughout Europe and the whole world.

Automate your processes by using [E-CMR](#) or gain visibility in the market with the [Carrier Premium Account](#).

Become part of a network of over [1200 shippers and 120000 carriers](#) around the world.

Best plan your [capacity](#) and find suitable loads with [Transporeon Freight Matching](#).

Profit from technical support by [the largest operations team in Europe](#) consisting of 250 members with 120 dedicated onboarding colleagues.

Visibility Hub provides [Real-time Visibility](#) in the Transporeon network, allowing you to monitor shipments and share [ETAs](#) with your customers.

[Gain efficiency](#) in your processes and save money by automating manual tasks. Also get visibility and an overview of your [subcarriers](#).

[Significantly reduce](#) your check calls and your email communication freeing up resources for value adding tasks.

Use [our carrier products](#) like the fleet monitor allowing you to manage your fleet in real time.

The actual carrier onboarding: the basics of carrier onboarding for real time visibility

The carrier onboarding is the foundation of a RTV project. Carrier onboarding refers to connecting a valid (active) source of a GPS signal with Visibility Hub / Transporeon. This can be done, after an account with Transporeon/Visibility Hub is created.

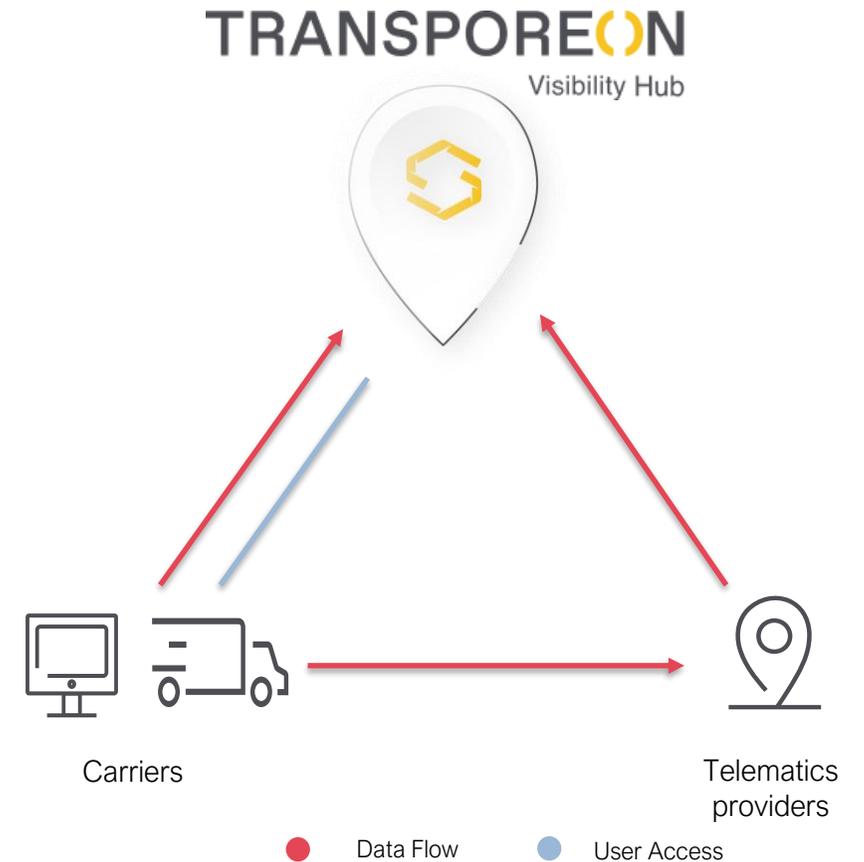
In order to drive the onboarding process as efficiently as possible, it is worth investing time and finding out what your setup is.

The most common GPS sources are:

- FMS / Telemetry system
- Subcontractors FMS / Telemetry system
- In-house TMS

Find our video guide on how to get connected [here](#)

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Carrier setups – how can you share data?

Asset owner

The majority of asset owning carriers, has a fleet management system (telemetry) in place. Here the effort is the lowest, and the connection between your FMS and Visibility Hub is performed directly in the Visibility Hub.

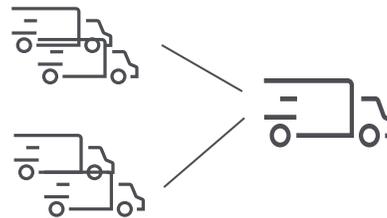
→ Best Practice: [connect your telematic system in less than 10 minutes](#) or have a look at our [video guide](#).



Combined asset owner

In addition to the own fleet, subcarriers may be used to execute transports. Being part of the Transporeon network grants you the possibility to benefit from the already existing subcarriers in the network.

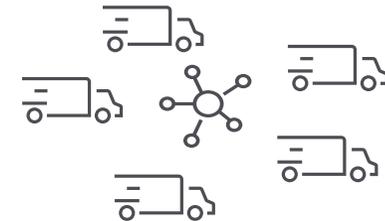
→ Best practice: [Invite your Subcarriers to the platform](#)



Freight forwarder

For freight forwarders, the best way to share data is an interface between the Transporeon platform and your internal system – The interface reduces additional manual work and minimizes transmission errors.

→ Best Practice: Connect your TMS via [Tracking and Visibility interface](#)



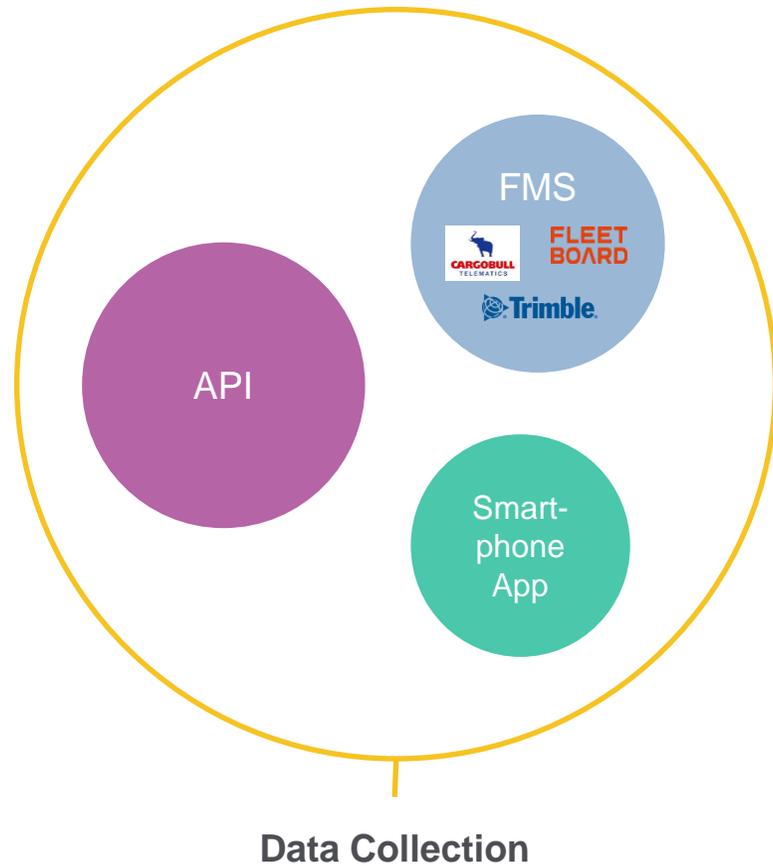
For full control over your fleet and your transports, find more information to the Transporeon Carrier Interfaces [here](#).

2. Data Privacy

Data Vault

Transparent data collection and retention

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Data Retention

- The data is available on the live platform for 90 days.
- All data will be **deleted** after 24 months latest.
- The data **won't be shared with anyone**. It is only used for continuous improvement of our real-time visibility service.
- Most importantly all of this happens in an **anonymized** and **aggregated** form.

Information security

How we make sure your data is protected

- All services of Visibility Hub are hosted in data centers around Frankfurt (Germany). Google Cloud provides the security protection around the data.
- Transporeon is fully GDPR conform.
- The core data on the Visibility Hub platform is transport-related and not person related.
- We strictly follow the principle of data minimization, limiting the collection of person related data to only what is necessary. This means we even remove identifiable parameters from the GPS.
- Finally, it is extremely important that we only share the data, when appropriate.
- More about your possibilities to control your data and when data is shared, will be found later in the presentation.

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Your Truck is only shown when appropriate

protecting your business data

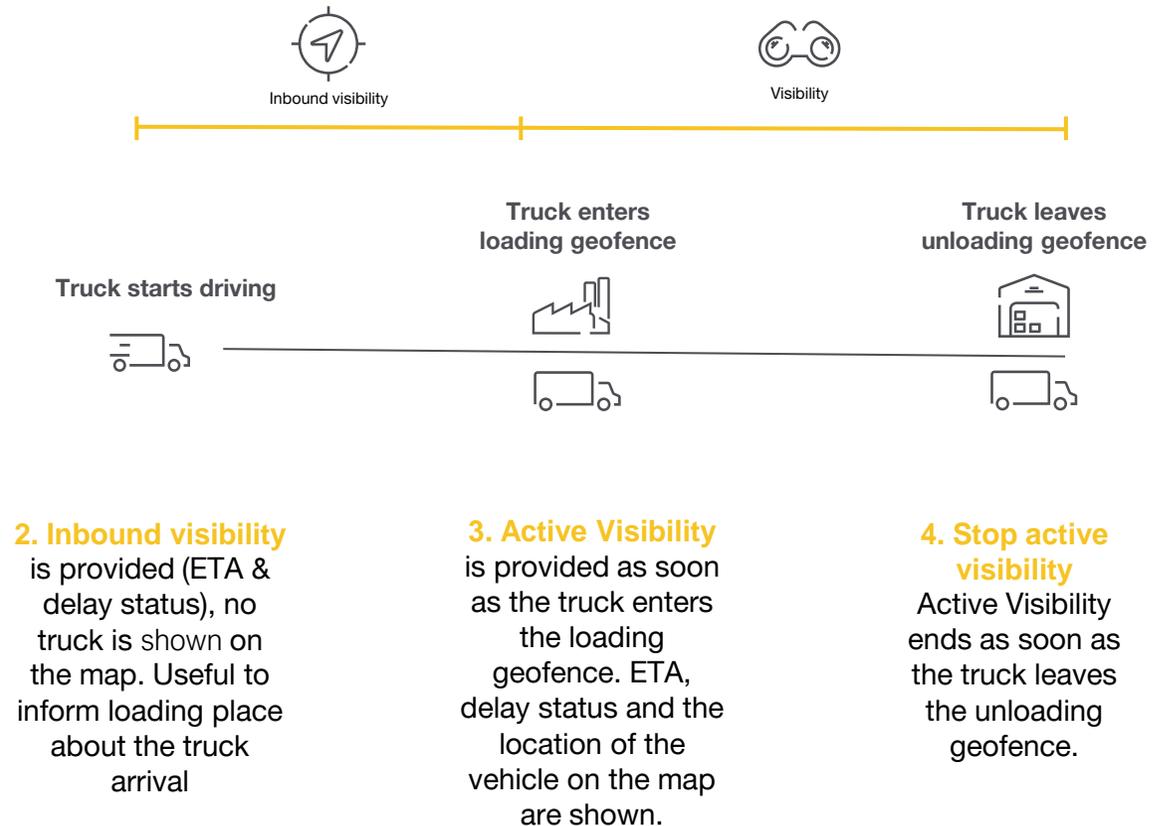
1. Internal Asset Monitoring

- Typically, 3 hours before the loading timeslot, **internal asset monitoring** starts.*
- No truck is shown on the map
- mainly to detect early arrivals

As shown on the right, our smart data engine makes sure that your business data is protected, and visibility and data sharing is only enabled for an active transport.

Active visibility is triggered by entering a smart geofence.

*exceptions are really short (1 hour) or long tours (8 hours)



2. Inbound visibility is provided (ETA & delay status), no truck is shown on the map. Useful to inform loading place about the truck arrival

3. Active Visibility is provided as soon as the truck enters the loading geofence. ETA, delay status and the location of the vehicle on the map are shown.

4. Stop active visibility Active Visibility ends as soon as the truck leaves the unloading geofence.

Which personal data is being used?

GDPR and RTV link together

Data within Transporeon:

The personal data processed by Transporeon is limited to the minimum and only a “side product” of the transport:

- First- and last name
- Business contact details

This is necessary to know your business partner and how to contact him (e.g. which user scheduled the transport and what's his direct dial?) Check out the [Transporeon privacy notice](#).

Data within Visibility Hub:

In order to provide accurate real-time visibility, the following data shall be provided to Visibility Hub:

- License plate number
- GPS position of the vehicle

Other data is only processed by Visibility Hub if it is available from the FMS (temperature, fuel) this data is not person related

Data within the App:

If no telematic system is in place, RTV may also be introduced with the usage of our App. The app doesn't process any additional data but the vehicle and a driver ID have to be added to your TPW master data.

What does it mean for me?

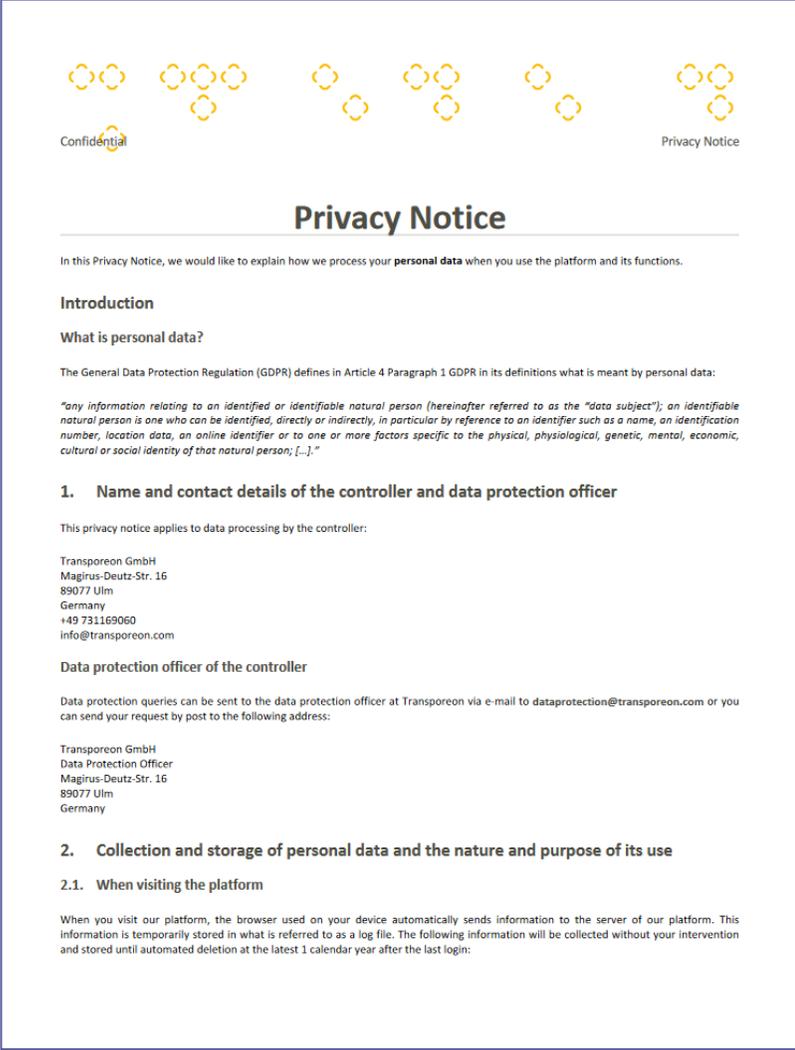
Full transparency

We inform the participants as follows:

- Provide **privacy notes to all users** on the platform
All necessary information in accordance with Art. 13 GDPR
- Provide **privacy note especially for drivers**
Addressed to their requirements
- Collecting **consent through the carriers** via our contracts
– the so-called **Platform User Agreement**
Carriers to fulfill Art. 6 GDPR directly

Data Usage:

- Only in **anonymized** and aggregated form
Making it impossible to identify single customers or users



Confidential

Privacy Notice

Privacy Notice

In this Privacy Notice, we would like to explain how we process your **personal data** when you use the platform and its functions.

Introduction

What is personal data?

The General Data Protection Regulation (GDPR) defines in Article 4 Paragraph 1 GDPR in its definitions what is meant by personal data:

"any information relating to an identified or identifiable natural person (hereinafter referred to as the "data subject"); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person; [...]."

1. Name and contact details of the controller and data protection officer

This privacy notice applies to data processing by the controller:

Transporeon GmbH
Magirus-Deutz-Str. 16
89077 Ulm
Germany
+49 731169060
info@transporeon.com

Data protection officer of the controller

Data protection queries can be sent to the data protection officer at Transporeon via e-mail to dataprotection@transporeon.com or you can send your request by post to the following address:

Transporeon GmbH
Data Protection Officer
Magirus-Deutz-Str. 16
89077 Ulm
Germany

2. Collection and storage of personal data and the nature and purpose of its use

2.1. When visiting the platform

When you visit our platform, the browser used on your device automatically sends information to the server of our platform. This information is temporarily stored in what is referred to as a log file. The following information will be collected without your intervention and stored until automated deletion at the latest 1 calendar year after the last login:

3. Provide RTV

Allocations – how to connect a vehicle to a transport

In order to maintain sustainable RTV usage in your project, a vehicle allocation process needs to be established and executed. Here again the aim is to automate processes, in order to minimize effort and eliminate potential errors

Manual allocation options

Click here:

[TPW "Assigned Transports"](#)
[TSM "Booking dialog"](#)
[Visibility Hub "Detailed view"](#)

Use Case

The vehicle allocation can be done by you manually for :

- Own vehicle
- Subcarrier vehicle
- Alias (App TP Trucker)



Automated allocation

Click here:

[Transporeon allocation interface](#)
 → Reach out to support.transporeon.com

Use Case

Automating the allocation process delivers following benefits :

- Reduction of manual effort
- Reduces human errors
- Establishes a sustainable approach to RTV



Shipper allocation

Click here:

[Shipper allocation options](#)
 → Reach out to support.transporeon.com

Use case

In general, shippers have the same vehicle allocation options as carriers

This can be useful e.g., in case the license plate information is available in the ERP system of the shipper



Communication / support paths – where to go with which questions?

Project specific questions

A dedicated project team from your customer (shipper) was nominated. The team will give you answers around the expectations of the project and which KPIs are measured.

Questions covered

- What are the shippers expectations on this project?
- In which business areas is the shipper using RTV?
- What KPIs are measured?
- What happens if i don't participate

Technical questions

Our support team will assist you with questions around the setup of your system integration and usability. They are also glad to receive feedback and improvement suggestions around the product.

→Reach out to support.transporeon.com

Questions covered

- How do I integrate my telematic system
- What do different warnings / cancelation reasons mean
- How can I improve my KPIs
- I use subcontractors, how can I deliver RTV
- I use multiple vehicles for one transport how can I deliver real time visibility

Visibility product questions

The Visibility Hub help center, is a collection of feature and functionality explanations. It includes also a Q&A section where many basic questions are covered.

Questions covered

- How do I add an FMS
- How do I allocate a vehicle to a transport
- How do I allocate a subcarrier vehicle
- How do I allocate multiple vehicles

Link

<https://intercom.help/sixfold/en/>

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Thank you

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Contact data or further business information

Transporeon GmbH
Heidenheimer Straße 55/1
89077 Ulm
Germany

info@transporeon.com
www.transporeon.com

HOW TO IMPROVE
YOUR VISIBILITY?

QUICK TIPS TO IMPROVE GPS DATA QUALITY

Once you are ready to provide visibility, make sure you allocate licence plates to your customers' transports **constantly**. No transport can be tracked in real time otherwise.

If you want to know more about allocating the transports assigned to you, please, refer to the manual [How to allocate?](#) available in **Transporeon-Help** on your Transporeon account.

Allocating all transports is crucial to increase your real time visibility quota. Please, [remember to allocate a vehicle before loading the goods](#) (or shortly after).

If you work with subcontractors, make sure they have already joined your visibility network. You may find additional information on how to invite your subcontractors in our manual [How to invite your subcontractors?](#) available in **Transporeon-Help** on your Transporeon account.

Automate your operations by connecting your internal system (TMS) with Transporeon. Find out more about **Carrier Interfaces** [here](#). The technical documentation is available in **Transporeon-Help** on your Transporeon account.

If you use multiple GPS (telematics) systems on your vehicles, please, check [Visibility Hub Help Centre](#). We will guide you through the set-up and the process of providing real time visibility to your shippers.



HOW TO IMPROVE
YOUR VISIBILITY?

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HOW TO IMPROVE GPS DATA QUALITY?

Even if you allocated all vehicles, we are aware of technical challenges you might encounter related to the quality of GPS data provided. If the estimated time of arrival calculation is not adequate enough, this is mostly due to GPS data quality problems transferred from your vehicles.

Should this problem occur, you will be notified via the **real time visibility quota** tile, displayed on landing page of Transporeon-Web.

Click on [Show me how](#) , it will link you directly with tips and instructions for improvement.



In order to check on a specific transport, go to **Visibility Hub Control Centre**. Choose the tracking cancelled section and click on the cancellation reason you want to analyse. All the transports that have been affected will be shown.

Based on our experience the most common problems with visibility are:



missing telemetry – The vehicle assigned did not provide any GPS signal over the whole duration of the transport.



late telemetry - GPS signal needs to be provided at the start of the transport. By default, Visibility Hub will make the tour visible only if a license plate has been previously assigned. If an issue occurs, you will see a warning in the transport details view on VisibilityHub.



low telemetry - For good real time visibility results, it is essential to provide a minimum of a GPS update per 10 km. Once you notice a problem with data quality you are providing to your customers, please, involve your GPS provider and check if the data is provided at the right time and frequency.

CONTACT US:

Questions about how to connect your fleet, how to provide visibility or about our interfaces?
Get in touch with our Carrier Onboarding team:
<https://support.transporeon.com/carrieronboarding>

Already providing visibility but having questions about allocation/visibility rates, technical issues?

Contact our Customer Care team:
<https://support.transporeon.com/customercare>

Transporeon Help Centre System

How to get support?

- Any questions about how to start Real Time Visibility?

Please contact our Carrier
Onboarding team via:

<https://support.transporeon.com/carrieronboarding>

- Do you already use Visibility Hub but have questions or technical problems?

Contact
our Customer Care team via:

<https://support.transporeon.com/customer-care>



Welcome to our Help Center Portal.
Choose your way to log in:

I have a Transporeon account.
I will use it to raise a support request

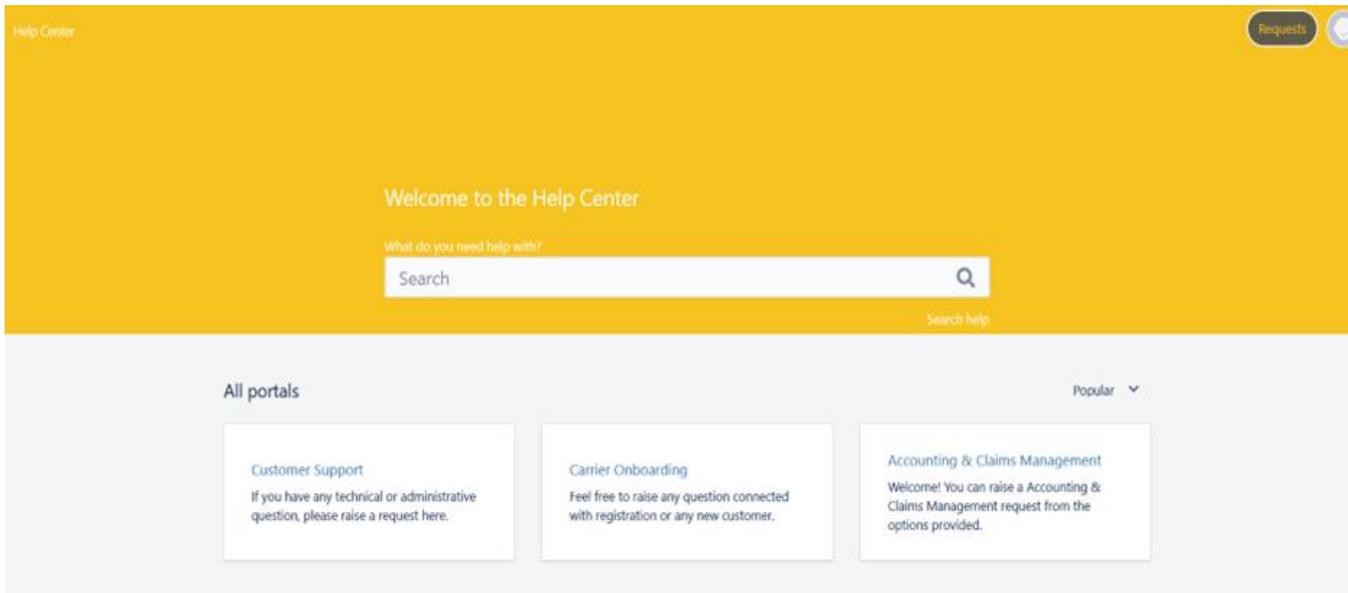
I do not have a Transporeon account yet.
I want to raise a support request

Powered by  Jira Service Desk
[Help](#) [Imprint](#) [Privacy Policy](#)
[Login for TRANSPOREON employees](#)

Do you have a Transporeon account?

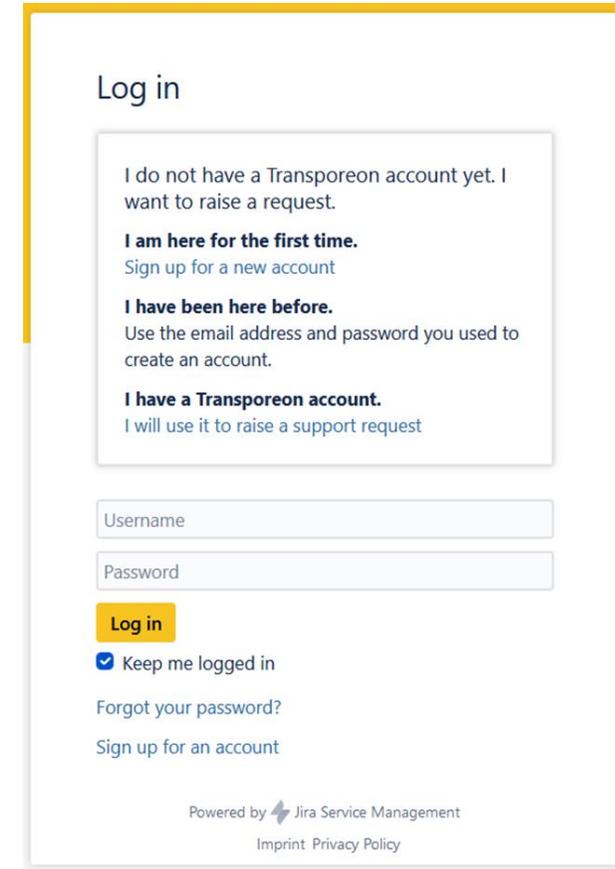
YES

Log in using your e-mail and password



NO

Create a new account



If you have question – raise a request

Choose the best option for you

This screenshot shows the 'Carrier Onboarding' section of the Transporeon Help Center. At the top, there are links for 'Change language' and 'Alternative support channels'. The main heading is 'Carrier Onboarding', followed by the text 'Feel free to raise any question connected with registration or any new customer.' Below this is a search bar with the placeholder text 'What do you need help with?' and a search icon. A 'Search help' link is positioned to the right of the search bar. On the left side, there is a vertical navigation menu with the following items: 'Registration', 'Relationship management', 'Freight Procurement (Tico...', and 'General'. The 'Registration' item is highlighted. To the right of the menu, there are four main categories, each with an icon and a brief description: 'Registration' (person icon) for requesting info about registration for Transporeon or Retail Time Slot Management (Mercareon); 'Contract update' (envelope icon) for requesting info about contract updates; 'Training' (headset icon) for requesting info about training resources; and 'Visibility solutions' (location pin icon) for requesting info about providing visibility for shippers and retailers. At the bottom, it states 'Powered by Jira Service Management' and 'Imprint Privacy Policy'.

This screenshot shows the 'Customer Support' section of the Transporeon Help Center. At the top, it says 'Help Center' and 'Customer Support', followed by the text 'If you have any technical or administrative question, please raise a request here.' Below this is a search bar with the placeholder text 'What do you need help with?' and a search icon. A 'Search help' link is positioned to the right of the search bar. The main content area lists six support categories, each with an icon and a brief description: 'Platform support' (wrench icon) for reporting an issue about the Transporeon platform; 'User management' (person icon) for requests for managing users and email notifications; 'Log-in issue' (key icon) for assistance with logging in or resetting a password; 'Relationship management' (handshake icon) for managing a carrier pool; 'Technical issue' (server rack icon) for reporting technical issues with modules, interfaces, or connections; and 'Change of company name' (factory icon) for requesting changes in company data. At the bottom, it states 'Powered by Jira Service Management' and 'Imprint Privacy Policy'.

Visibility Requests

If you want to learn how to provide visibility for your shippers or retailers, select Visibility solutions

The screenshot shows the 'Carrier Onboarding' section of the Transporeon Help Center. At the top, it says 'Help Center' and 'Carrier Onboarding'. Below that, it invites users to 'Feel free to raise any question connected with registration or any new customer.' There is a search bar with the placeholder text 'Search' and a magnifying glass icon. To the right of the search bar is a 'Search help' link. On the left side, there is a navigation menu with the following items: 'Registration' (bolded), 'Relationship management', 'Freight Procurement (Tico...', and 'General'. The main content area on the right lists four categories, each with an icon and a description: 'Registration' (person icon) with the description 'Request info about registration for Transporeon or Retail Time Slot Management (Mercareon)'; 'Contract update' (envelope icon) with the description 'Request info about contract updates'; 'Training' (headset icon) with the description 'Request info about training resources available for you'; and 'Visibility solutions' (location pin icon) with the description 'Request info about how to provide visibility for your shippers and retailers'. The 'Visibility solutions' category is highlighted with a red rectangular border. At the bottom of the page, it says 'Powered by Jira Service Management' and 'Imprint Privacy Policy'.

Visibility Requests

If you have a technical issue with RTV, please select Customer Support > Technical Issue > Road Visibility

If you are providing visibility and have a general support question related to RTV, select Customer Support > Platform support

Help Center / Customer Support
Technical issue

Attachment (optional)
Drag and drop files, paste screenshots, or browse

Language
English

Product/s
Transport Assignment
Time Slot Management
Analytics (Reporting)
Road Visibility
Ocean Visibility
Freight Procurement (Ticontract)
Time Slot Management for Retailers

Description (optional)
Aa B I ...

Private request

Please select the type of issue you are currently facing: *

Help Center
Customer Support

If you have any technical or administrative question, please raise a request here.

What do you need help with?
Search

Search help

Platform support
Use the form below to report an issue about Transporeon platform.

User management
Use the form below for requests for managing users in your company's account and/or set email notifications.

Log-in issue
Use the form below if you need assistance with logging in, or resetting your password.

Relationship management
Manage your carrier pool for Time Slot Management and Transport Execution

Technical issue
Use the form below to report a technical issue with a module, your interface, and/or connection. (Data connection or transmission issues)

Change of company name
Use the form below to request changes in your company's data.

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Help Centre System

Available languages

Transporeon platform

Help Centre System

Change language ✕

Please select language

<input type="radio"/> Bahasa Indonesia	<input type="radio"/> Hrvatski	<input type="radio"/> Русский
<input type="radio"/> български	<input type="radio"/> Italiano	<input type="radio"/> Slovenski
<input type="radio"/> Český	<input type="radio"/> Lietuvių	<input type="radio"/> Slovenský
<input type="radio"/> Deutsch	<input type="radio"/> Magyar	<input type="radio"/> Suomi
<input checked="" type="radio"/> English (UK) - British English	<input type="radio"/> Nederlands	<input type="radio"/> Svenska
<input type="radio"/> English (USA) - American English	<input type="radio"/> 日本語	<input type="radio"/> Tiếng Việt
<input type="radio"/> Español	<input type="radio"/> ภาษาไทย	<input type="radio"/> Türkçe
<input type="radio"/> Français	<input type="radio"/> Polski	<input type="radio"/> 中文
<input type="radio"/> 한국어	<input type="radio"/> Português	
<input type="radio"/> हिन्दी	<input type="radio"/> Română	

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BU, HR, NL, HU, CZ, SK