

MERCAREON®
Short reference for carriers



MERCAREON GmbH

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Change management

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2010-05-26	3.2	3.1	SMS consignment	PS
2010-08-12	4.0	3.2	MERCAREON Update	OH

MERCAREON Glossary

Term	Is used by MERCAREON as follows	Your remarks
Dispatch status	Dispatch status of a loading process	
Push button	Control element (also: button)	
Time slot definition	Defining the number of time slots provided per time interval.	
Time slot status	Indication in the headline of a time slot. It can be "free", "blocked", "reservation" or a transport number.	
Icon	Control element which symbolizes an available action. This action is activated by clicking on the icon.	
Time interval	Free definable period. A time interval may contain one or several time slots.	

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1 Purpose

This manual describes the general functionalities of the trading platform MERCAREON®.

MERCAREON® enables to reserve real time and efficient time slots at the participating trading enterprises in order to minimize waiting times and related costs.

If several orders will be delivered with one vehicle, even from different suppliers, MERCAREON® offers the possibility to bundle these orders on one time slot. Hereby it will be assured that the incoming goods department can prepare systematically the respective transport, which reduces the error rate as well as the running times.

Moreover, there is the objective improving the transparency in the receipt of goods process for all partners.

2 The MERCAREON® user interface




















The screenshot shows the MERCAREON user interface. On the left is a sidebar menu with the following items: Unloading scheduler, Activate orders, Open bookings, Booking overview, and Help & FAQs. The main content area features a green header with the MERCAREON logo and a navigation bar. Below the header is a promotional banner with the text: "Informieren Sie Ihre Fahrer schnell und einfach: Mit dem mobilen Anlieferbeleg versenden Sie alle wichtigen Daten einer Zeitfensterbuchung bequem per SMS an Ihre Fahrer – und sparen den Papierbeleg". A red starburst graphic on the banner says: "Unser Service für Sie: Ab sofort alle SMS immer kostenlos versenden!". Below the banner is a "Quick reference" section with the following items:

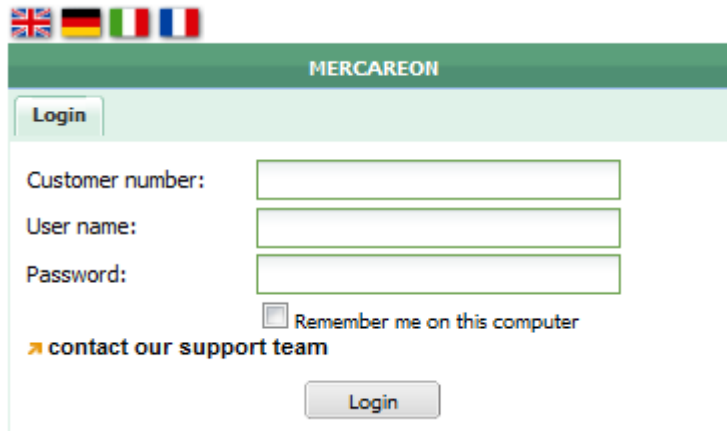
- Quick reference**
How to use MERCAREON:
- Menu item "Unloading scheduler"**
The "Unloading scheduler" displays all time slots of the selected recipient.
- Menu item "Activate orders"**
Click "Activate orders" to activate an order that has to be delivered to the selected recipient.
- Menu item "Open bookings"**
Click "Open bookings" to book time slots for activated orders.
- Menu item "Booking overview"**
Click "Booking overview" to see the list of booked orders for the selected recipient.
- Menu item "Help & FAQs"**
In "Help & FAQs" details of the selected recipients, contact data of the MERCAREON support team, and the current user guide of MERCAREON can be found.

- **Unloading scheduler**
In this tab you can see the possible time slots for the booking of your order. Possible modifications in an already reserved time slot can also be done in "Unloading scheduler".
- **Activate orders**
In order to activate an order and to book a time slot afterwards you should activate the order in the tab "Activate orders". Please note that the asked information can be different according to the recipient.
- **Open bookings**
In this folder you get an overview of the already activated but not yet booked orders.
- **Booking overview**
In this tab you get an overview of the already booked orders for the respective period or day.
- **Help & FAQs**
In this folder you can find the MERCAREON support contact data, the user manual for MERCAREON® in German and English as well as the special FAQs of the respective trading partner.

2.1 The MERCAREON® toolbar

Icon	Description
	Fields, that are marked with this icon can be filled with data,
	Booking of a time slot,
	Booking a time slot is not possible yet. Generally specifications are missing,
	Control and selection of an already reserved time slot,
	By clicking on this icon you can combine the selected order with another order,
	This icon describes a combined order,
	Dispatch status „planned“ (Example),
	Dispatch status „Arrival“ (Example),
	Dispatch status „Unloading begin“(Example),
	Dispatch status „Departure“ (Example),
	This icon describes a free slot,
	This icon describes a locked slot, Or: By clicking on this item you can delete an order from the “open bookings”,
	Print,
	Refresh,
	Calender function,
	By clicking on this item you can open the booking conditions,
	By clicking on this item you can open the SMS dialogue box;

3 Login MERCAREON®



The login to MERCAREON® happens via the web browser (www.mercareon.de).

MERCAREON® supports Internet Explorer from version 7 as well as Mozilla Firefox from version 3. In the login window the language of the MERCAREON® user interface can be chosen by clicking on the respective flag icon.

Please enter your customer number, user name and password and click on login. If you don't have a customer number for MERCAREON® yet, please click on the link "contact our support team" and you will be automatically transferred on the MERCAREON homepage with all relevant support contact data.

If you check at "Remember me on this computer" your login data will be saved for your next login



Tip: Save the web-address in the browser as bookmark.

3.1 The first step after the login

If you logged in to MERCAREON® you will be transferred automatically to the program interface.

Please select first in the field “consignee” the desired recipient in order to use all the functionalities of MERCAREON®.



The screenshot shows the MERCAREON web interface. On the left is a sidebar menu with the following items: "Consignee:" (with a dropdown menu showing "MERCAREON GmbH"), "Unloading scheduler", "Activate orders", "Open bookings", "Booking overview", and "Help & FAQs". Below the menu is the MERCAREON logo. The main content area has a green header with the MERCAREON logo and "Logged in as: Test | logout". Below the header is a promotional banner with the text: "Informieren Sie Ihre Fahrer schnell und einfach: Mit dem mobilen Anlieferbeleg versenden Sie alle wichtigen Daten einer Zeitfensterbuchung bequem per SMS an Ihre Fahrer – und sparen den Papierbeleg". To the right of the banner is a red starburst graphic that says: "Unser Service für Sie: Ab sofort alle SMS immer kostenlos versenden!". Below the banner is a "Quick reference" section with the following items: "How to use MERCAREON:", "Menu item 'Unloading scheduler'" (The "Unloading scheduler" displays all time slots of the selected recipient.), "Menu item 'Activate orders'" (Click "Activate orders" to activate an order that has to be delivered to the selected recipient.), "Menu item 'Open bookings'" (Click "Open bookings" to book time slots for activated orders.), "Menu item 'Booking overview'" (Click "Booking overview" to see the list of booked orders for the selected recipient.), and "Menu item 'Help & FAQs'" (In "Help & FAQs" details of the selected recipients, contact data of the MERCAREON support team, and the current user guide of MERCAREON can be found.).

If you selected the recipient the respective logo of the trading partner/recipient will appear.

4 Tab “Activate orders“


In order to book a time slot you have to activate the respective available orders. Please enter into the fields marked with a yellow pencil the respective data. You can find details concerning the required information in the specific Help and FAQ area.


If you did your entries please click on the button “Activate orders”.

The activated orders will appear on the bottom of the page and will be automatically transferred into the tab “Open bookings”. If you would like to delete the activated orders in the table, e.g. in order to activate further orders, please click on the button “Reset table”.

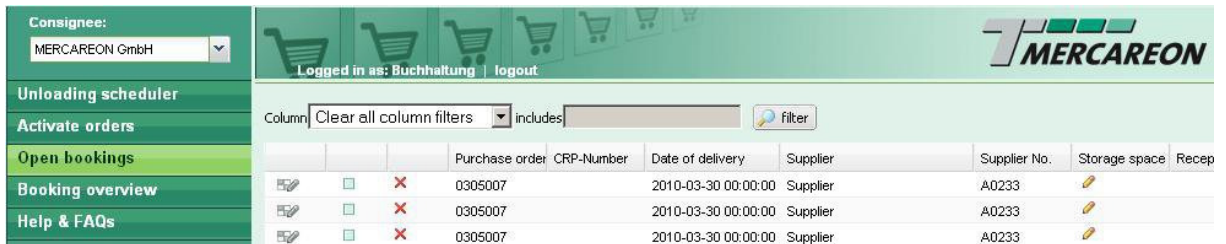
5 Tab “Open bookings”










In the tab “Open bookings“ you can see all orders, that have already been activated, but for which no time slot has been reserved yet.

Please enter in the field, marked with a pencil, the requested data of the trading partner (here: Number of storage space). If the relevant data have not been entered yet, the open orders cannot be booked  (see 2.1. Description of icons).


If you entered the data you can book a time slot for the open order by clicking on the booking icon  (see 2.1. Description of icons). Therefore you will get automatically into the tab “Unloading scheduler”. Here the unloading capacities will be indicated, which can be booked for the respective order.

The search of open orders has been made easy for you because of the filter function.



			Purchase order	CRP-Number	Date of delivery	Supplier	Supplier No.	Storage space	Recep
	<input type="checkbox"/>		0305007		2010-03-30 00:00:00	Supplier	A0233		
	<input type="checkbox"/>		0305007		2010-03-30 00:00:00	Supplier	A0233		
	<input type="checkbox"/>		0305007		2010-03-30 00:00:00	Supplier	A0233		

6 Combining orders


If several orders will be delivered with one vehicle, even from different suppliers, MERCAREON® offers the possibility to bundle these orders on one time slot. In order to combine several activated orders and bundle and book those orders, please click in the tab “Open bookings” on the icon  (see 2.1. Description of icons) next to your required order. The dialogue box “combine orders” opens.



You can add further orders to the main order and combine them. In order to do that, select an order in the area below. After that click on “add” and on “Ok”.

If would like to remove an already added order please select the order, click on “remove” and afterwards on “Ok”.

The rules, which orders can be combined, are defined by the goods recipient. There can be e.g. limitations on assortment and supplier level.

If you combined the order the icon “combined order”  appears in the list „book orders“ and in the column “Purchase order number” the entry “multiple” appears. Due to this modification you know that this order is a combined order.

7 Booking process in the tab “Unloading scheduler”

After activating the order and entering the necessary data please click on the icon “book” (see 2.1. Description of icons).

You will be automatically transferred to the tab “Unloading scheduler”.

The screenshot shows the MERCAREON Unloading scheduler interface. On the left, there is a sidebar with navigation options: 'Unloading scheduler', 'Activate orders', 'Open bookings', 'Booking overview', and 'Help & FAQs'. Below these is a 'Location and gate' section with dropdown menus for 'Ulm' and 'All', and a calendar for August 2010. The main area displays a detailed unloading schedule for 'Ladestelle Ulm 1' and 'Ladestelle Ulm 2' on Monday, 2010-08-16. The schedule is a grid where each cell represents a time slot (e.g., 06:00-07:00) and its status (e.g., 'occupied', 'Free').

Time	Ladestelle Ulm 1	Ladestelle Ulm 2
06:00	occupied	occupied
07:00	occupied	Free
08:00	Free	Free
09:00	Free	occupied
10:00	occupied	Free
11:00	occupied	Free
12:00	occupied	occupied
13:00	occupied	

7.1 Booking process

- Click in a time slot on "free", the booking dialogue opens,
- In the booking dialogue your company name is indicated,
- Enter the license plate number, a comment and a subcontractor in the provided fields,
- According to the recipient some more fields could be provided. The mandatory fields are marked with a * ,
- To close the dialogue and save your changes, click on „Book“;

create date at: Fri. 2010-08-13 11:30
✕

📄 Book
📄 Book + SMS
✖ Cancel

Booking
SMS

For company

Licence plate number *

Driver name *

Driver mobile No. *

DPL customer

Comment (non-binding)

Number of pallets

Sub contractor

Date of delivery

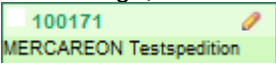
Booking No.

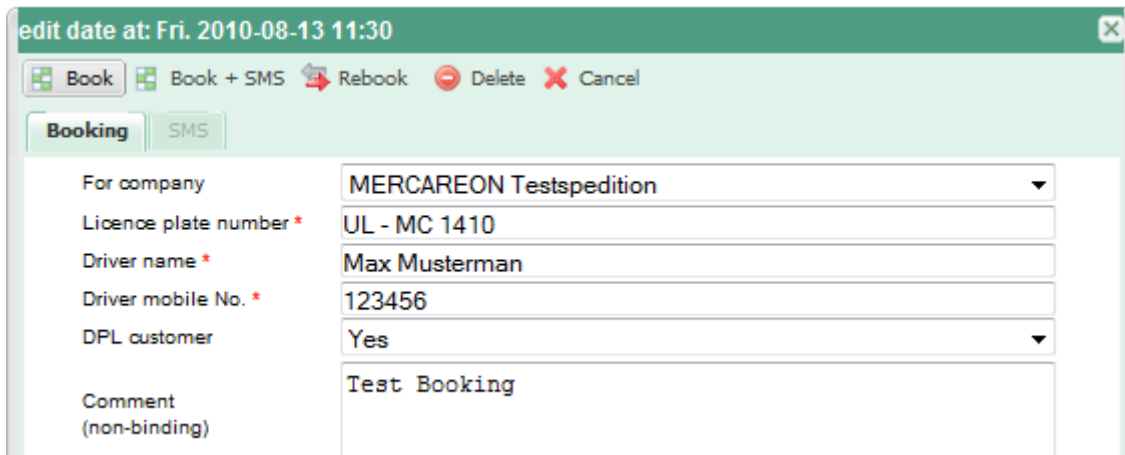
Order details

Purchase orde	Supplier	Date of delive	Pallets (Actua	Reception warehouse
180002	Mercareon Su	2010-06-20	16	Ladestelle Ulm 1

* Required

7.2 Modify booking

- Open the „Unloading scheduler“,
- In the time slot with the booking you want to change, click on the indicated tour number or the edit icon, to open the booking dialogue  ,
- Enter your changes (e.g. the subsequent entering of the license plate number),
- To close the dialogue and save your changes, click on „Book“;

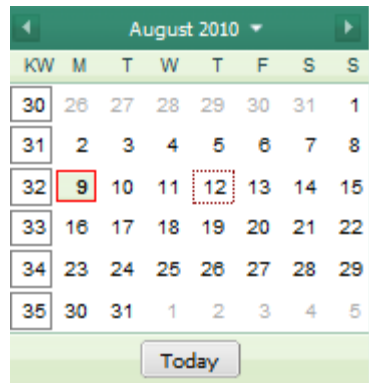


7.3 Rebook bookings

Already reserved bookings can be rebooked on other time slots.

- Open the “Unloading scheduler” and click on the edit icon or on the indicated transport number,
- The booking dialogue opens,
- Click on the button “Rebook”. The tab “Unloading scheduler” will be indicated,
- Here you have two possibilities:
 - To continue the rebooking click on the new time slot.
If the time slot shall be reserved for a day that is not displayed please select the day first in the calendar.
The booking resp. reservation will be displayed in the new time slot,
 - Please click on the button “Cancel” in order to cancel the rebooking. The booking resp. reservation remains unchanged;

7.4 Calender function



August 2010							
KW	M	T	W	T	F	S	S
30	26	27	28	29	30	31	1
31	2	3	4	5	6	7	8
32	9	10	11	12	13	14	15
33	16	17	18	19	20	21	22
34	23	24	25	26	27	28	29
35	30	31	1	2	3	4	5

Today

Click on the icon "<" to display a previous month.

Click on the icon ">" to display a later month.

Click on a day to select the day

Click on "today" to select the current day again.



Tip: The current date is highlighted in colour.

8 Booking overview

In the tab “Booking overview” you have the possibility to display all the bookings for one goods recipient for a determined period. Different filter and search functions may help you.

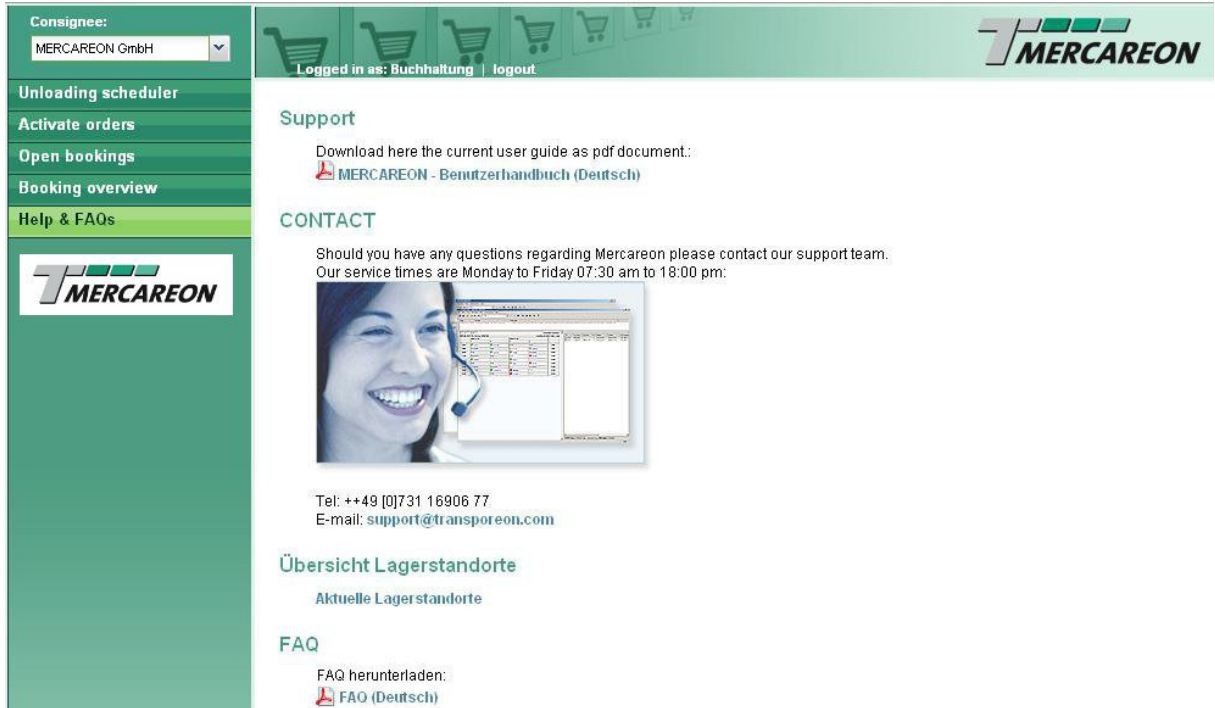
Furthermore you have the possibility to export the current search results into Excel.



Tip: With a click on the button “All locations” it is possible to show all bookings for all locations of the elected consignee in a period of time.

9 Tab Help & FAQs

In the tab “Help & FAQs” you can find the MERCAREON® user manual, the specific FAQs for the goods recipients and the contact data of the MERCAREON Support team.



The screenshot shows the MERCAREON web application interface. On the left is a navigation menu with the following items: 'Unloading scheduler', 'Activate orders', 'Open bookings', 'Booking overview', and 'Help & FAQs' (which is highlighted). Below the menu is the MERCAREON logo. The main content area has a green header with the MERCAREON logo and a login status: 'Logged in as: Buchhaltung | logout'. Below the header, there are three sections: 'Support' with a link to download the user guide, 'CONTACT' with contact information for the support team, and 'Übersicht Lagerstandorte' with a link to 'Aktuelle Lagerstandorte'. At the bottom, there is an 'FAQ' section with a link to download the FAQ in German.

Consignee: MERCAREON GmbH

Logged in as: Buchhaltung | logout

Support

Download here the current user guide as pdf document:
[MERCAREON - Benutzerhandbuch \(Deutsch\)](#)

CONTACT

Should you have any questions regarding Mercareon please contact our support team.
 Our service times are Monday to Friday 07:30 am to 18:00 pm:

Tel: ++49 [0]731 16906 77
 E-mail: support@transporeon.com

Übersicht Lagerstandorte

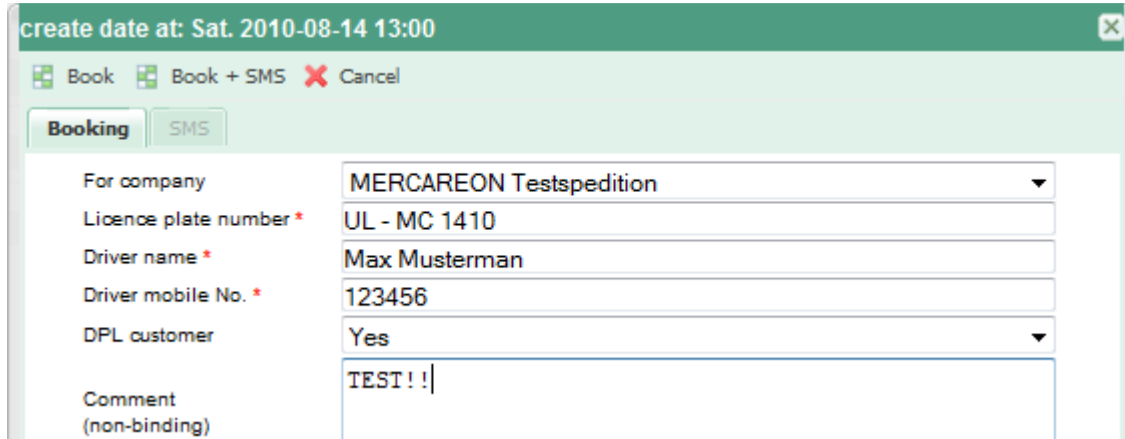
[Aktuelle Lagerstandorte](#)

FAQ

FAQ herunterladen:
[FAQ \(Deutsch\)](#)

10 SMS Consignment

To send the information of a booking via SMS you have to click on the button “Book + SMS”.

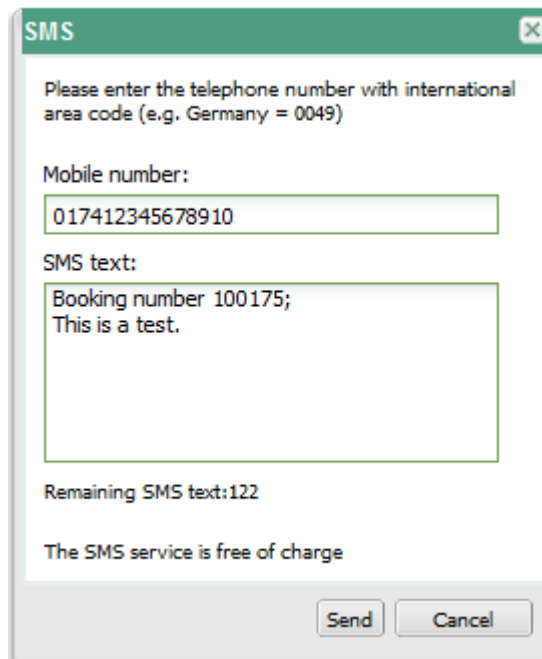


The screenshot shows a web application window titled "create date at: Sat. 2010-08-14 13:00". At the top, there are three buttons: "Book" (with a green icon), "Book + SMS" (with a green icon and a red 'X' over it), and "Cancel" (with a red 'X' over it). Below the buttons are two tabs: "Booking" (selected) and "SMS". The form contains the following fields:

- For company: MERCAREON Testspedition (dropdown)
- Licence plate number *: UL - MC 1410
- Driver name *: Max Musterman
- Driver mobile No. *: 123456
- DPL customer: Yes (dropdown)
- Comment (non-binding): TEST !!

A dialogue box to send the SMS appears. There you can place your text and the mobile phone number.

According to the consignee some information are already displayed, e.g. the booking number.



The screenshot shows a dialogue box titled "SMS" with a close button (X). The text inside reads:

Please enter the telephone number with international area code (e.g. Germany = 0049)

Mobile number:
017412345678910






SMS text:
Booking number 100175;
This is a test.

Remaining SMS text:122

The SMS service is free of charge

At the bottom, there are two buttons: "Send" and "Cancel".


At the tab “Booking overview” you have additionally the possibility to send a SMS. Click on the mobile-phone icon. The dialogue box to send a SMS appears.

Dispatch status	Booking No.	Date of delivery ▲
☰ Date of delivery: 2010-05-29 13:00:00		
    	X000016977	2010-05-29 13:00:00




Inside of the booking dialogue you can click on the tab “SMS” to see every sent SMS with their status.

edit date at: Sat. 2010-05-29 13:00 ✕

Booking **SMS**

Nummer	Datum	Status
0123456789	5/26/2010 4:52:24 PM von	

Place text here!

-  SMS is sending
-  Consignment was not successful
-  Consignment was successful

11 Support

If you have questions do not hesitate to contact the MERCAREON Support Team:

Tel.: + 49 [0] 731 16906 500

Fax: + 49 [0] 731 16906 199

E-mail: mercareon@mercareon.com

Homepage: www.mercareon.com