INTERTRANS

... on all roads in Europe and worldwide

Online shipment platform
User Guide
www.intertrans.de

Register and manage shipments directly online

User Manual - Table of Contents

Dear Customer,

Welcome to the online platform of *INTERTRANS* GmbH at www.intertrans.de.

This initial help or brief instructions should make it easier for you to get started with the online shipment platform (formerly online shipment registration) so that you can quickly find your way around this system. Primarily intended for our new customers and newcomers, this document can also be used as a reference work.

The individual points and functions of the shipment platform as well as the procedure with the tools are described below.

Therefore, here is a brief overview of the most important topics:

Note on this help:

Details of where you can find settings in the system are shown as follows:
`Broadcast platform → Window A → Window B`
This means that you must first open or call up Window A in the broadcast platform menu in order to get to Window B.

Thank you for choosing our online system to register, manage and track your shipments easily and quickly.

Kind regards,

Your *INTERTRANS* team

INTERTRANS GmbH • European transport services
Industriestraße 6 • 67240 Bobenheim-Roxheim
Tel. +49 (621) 57 04 – 211 E-mail: webmaster @intertrans.de

side 2

Modified on 01.02.2023

INTERTRANS
... on all roads in Europe and worldwide
www.intertrans.de

0 1. Login

shipment platform, click Shipments Shipment Platform →to go to the login page.
Now enter in the box ...

Anmeldung	
Benutzername:	
Passwort:	
	Login

… enter your user name and password and then click on the *Login button* . If the authentication was successful, you will now see your start page of the broadcast platform, if the authentication was not successful, you will see an error message with information about what might not have worked. In this case, simply repeat the registration under the given points in the message. If this problem occurs frequently, please contact support.

Of course, your user data is handled securely and your user data is only stored in encrypted form in our system.

In the event that you forget your password, you should bear in mind that the password cannot be reset due to the security guidelines, and that a new password must be assigned in this case.

Note on using the Internet browser:

The broadcasting platform is compatible with most common Internet browsers and has been tested with Microsoft Internet Explorer® from version 7, Mozilla Firefox® from version 2 and Opera® from version 9.6. Of course, other compatible browsers can also be used. If the platform should still work incorrectly with a browser, just use an alternative.

Please note that for the online platform to function properly, cookies and JavaScript must be enabled and pop-ups should not be blocked, as some functions are displayed in a separate window (additional information, contact forms related to shipments, etc.).

INTERTRANS GmbH • European transport services
Industriestraße 6 • 67240 Bobenheim-Roxheim
Tel. +49 (621) 57 04 – 211 E-mail: webmaster @intertrans.de

side 3
Modified on 01.02.2023

0 2. The start page

The new start page of the broadcasting platform should make it easier for you to get started and summarize and make available the most important tasks of the broadcasting platform. You will also receive a brief summary of your shipments.

The icons shown represent the main categories of the broadcast platform:

- **new shipment** - the recording of shipment data and the transmission of these to and transmit them with just one click
- **Manage shipments** - an overview of all your shipments on the online platform, both submitted and newly added.
- **Daily log** – create an overview to print out for your shipments registered on the day so that you can hand them over to our driver if necessary
- **shipment** history is shown, if necessary you can call up the complete history of the shipment
- **Address book** - manage or create addresses of your recipients or senders that you need and want to use again and again
- **items** if you want to send one or more products again and again.
- **Account settings** - These settings affect your personal information such as address, user account settings and the like.
- **Capture** settings - These settings govern your individual settings for capturing shipments (types of packaging, franking, etc.)
- **New Freight Request** – Would you like to know the price for a specific freight from A to B without an offer? Just make a freight request!
- **Manage freight requests** - Manage your freight requests and see the freight price in the overview at first glance
- **statistics** - an overview of all your registered shipments as a diagram for a quick overview.

The start page can be set individually by you. In addition to the default start page described here, you can also specify whether you want to start directly with the shipment

INTERTRANS GmbH • European transport services
Industriestraße 6 • 67240 Bobenheim-Roxheim
Tel. +49 (621) 57 04 – 211 E-mail: webmaster @intertrans.de

side 4

Modified on 01.02.2023

data entry, or whether you want to start with the shipment overview or with the shipment history.

You can find the setting for this under `Shipment →platform Account settings →Section "Other settings"`

03. Register a new program

One of the core elements of the consignment platform is undoubtedly the recording of new consignments and their electronic transmission to the *INTERTRANS team* .

To register a new shipment, simply follow these step-by-step instructions:

Step 1: Enter address data

The address range is divided into 5 sections:

- The **customer** 's address - in this case, this is your address as the customer and cannot be changed in the shipment data entry.
- The **shipper** 's address - this is the address from which *INTERTRANS will collect* your goods (see also neutral shippers for further information).
- The **delivery** address - this is the address to which your goods will be delivered.
- **Neutral Sender** – This option specifies whether the sender address should be known or not. If the option is activated, the sender's address is printed on the forwarding order for *INTERTRANS* , but not on the labels that the customer sees!
- **Opening hours** – Here you can specify the opening times per day. If you have saved the recipient's opening times in your address book, they will be added automatically. You can use the arrow symbols to apply the opening hours of one day to several days.

Now simply enter your desired sender and recipient address in the address field of the shipment. The two option areas "Consignor = Customer" or "Consignor different" and "Recipient = Customer" or "Recipient different" affect the labeling of the goods (unless you have set the option "Neutral consignor"!). Sender = client means that the sender's address is given on the label (however, this is not the case in the forwarding order), or if you select "Sender different", the address given. If you select the option "recipient = customer", this means that the goods will be picked up from a different sender by *INTERTRANS* and delivered to you, or will be delivered to the specified address.

INTERTRANS GmbH • European transport services
Industriestraße 6 • 67240 Bobenheim-Roxheim
Tel. +49 (621) 57 04 – 211 E-mail: webmaster @intertrans.de

side 5

Modified on 01.02.2023

You can also select the addresses from your address book saved on the shipment platform. To do this, simply click on the small book symbol next to the name and select the appropriate address in the selection window, or search for the address. Add them accordingly with just one click on the address entry.

However, if you still want to enter the address manually, you can use the "Postcode/Town Search" tool (shown as a small map) to search for a place or a postcode and enter these two details directly.

Of course, you can also enter a standard address, so that your own address can always be used as the sender or recipient, for example. You can make this setting under Shipment Platform →Capture Settings .

Step 2: Capture positions

In order to transmit what you want to have transported, you must enter items in the shipment. This can be a single item or up to 4 items per shipment, but at least one.

INTERTRANS GmbH • European transport services
Industriestraße 6 • 67240 Bobenheim-Roxheim
Tel. +49 (621) 57 04 – 211 E-mail: webmaster @intertrans.de

side 6

Modified on 01.02.2023

Enter a personal identifier (e.g. an inventory number, a sequential number, or whatever) for the character and number. This field can also be left empty.

The next two pieces of information are essential for entering the shipment. On the one hand, it is the number of packages that you want to send, and on the other hand, the packaging or loading aids. Simply select the packaging for your goods to be transported from the list. You can also compile this list as you wish by only selecting the types of packaging or loading aids that you need. This setting can be found under `Broadcast Platform` → `Settings` → `Preferences` .

As a synopsis, you can enter what exactly is to be transported. This information also indicates certain properties of the shipment and how it is handled.

In addition, the entire weight of the item must be recorded and the dimensions of the complete item must be specified. If several packages are combined in one item, for example by specifying a number greater than 1, the weight must be added up. The same principle also applies to the dimensioning, whereby it must be taken into account whether the goods can be stacked or something similar.

If you need additional fields for the preset positions, you can add or remove them with the "+" and "-" buttons. You can change the default number of positions in the preferences of your user account.

If you enter recurring items because you want to send something more often, you can also fill an item using a template. To do this, simply create appropriate item templates as building blocks and insert them directly into the shipment entry using the *Template* button (for managing and creating item templates, see Chapter 9). When you click on the button, a selection dialog appears with the position templates you have saved so that you can select the desired position template directly.

INTERTRANS GmbH • European transport services
Industriestraße 6 • 67240 Bobenheim-Roxheim
Tel. +49 (621) 57 04 – 211 E-mail: webmaster @intertrans.de

side 7

Modified on 01.02.2023

The registration of dangerous goods

You have the option of registering the goods to be shipped as dangerous goods directly below the position entry. You can enter up to 10 dangerous goods items for the complete shipment.

The recording of dangerous goods proves to be more complex than recording the individual items as such. The following fields are available:

- Number – This means the number of containers that contain the hazardous materials
- Packaging - This is an indication of the type of container in which the hazardous substance is located
- Material – this is associated with the packaging, i.e. the specification of what material it is made of
- UN number - This is a code identifying the hazardous material
- Packing Group - Indicates the classification of the packing
- Tunnel code – This is a code that states which tunnels on the route the truck carrying dangerous goods to be transported may drive through, and which tunnels are blocked for traffic with the corresponding goods.

INTERTRANS GmbH • European transport services
Industriestraße 6 • 67240 Bobenheim-Roxheim
Tel. +49 (621) 57 04 – 211 E-mail: webmaster @intertrans.de

side 8

Modified on 01.02.2023

- Naming – Here the hazardous substance is named <u>precisely</u> .
- NAG - This abbreviation stands for "Not Otherwise Specified" and must contain the actual hazard trigger/hazardous substance.
- Hazard Label - Indicates the hazard of the substance by coding
- Transport category – indication of the transport category of the substance
- Weight/Mass, Liters Net Explosive Mass - Indicates the weight of a solid hazardous material, or the quantity in liters for a liquid hazardous material
- Limited Quantities and Exempted Quantities - refer to the dangerous goods points to be calculated
- Special regulations – special regulations apply to some substances, which are set out in the GGVSEB/ADR

It is best to always use the available dangerous goods database (in the basic setting of the shipment platform, this opens automatically as soon as you manually enter a valid UN number in the corresponding field. This behavior can be deactivated under `Shipment Platform` →`Settings` →`Defaults` if required.). The data in the dangerous goods database is updated annually by the Federal Institute for Materials Research (BAM) and transferred to the shipment platform. This way you are on the safe side when registering ADR with regard to the correctness and completeness of the information. ADR items without using the dangerous goods database are also marked for verification and a corresponding note is made in the forwarding order for a cross-check.

Important note on registering dangerous goods:

By registering dangerous goods, you accept the extended terms of use for recording dangerous goods with the shipment platform. This means **that you are primarily responsible for the information submitted** . This is important in that, should the worst come to the worst, not only can human health and the environment be adversely affected, but fines can also be imposed for incorrect information. When in doubt, always ask our team.

Step 3: Enter shipment data

In addition to the individual items, a few important details are required, which you can find in the last part of the shipment notification.

INTERTRANS GmbH • European transport services
Industriestraße 6 • 67240 Bobenheim-Roxheim
Tel. +49 (621) 57 04 – 211 E-mail: webmaster @intertrans.de

side 9

Modified on 01.02.2023

The Reference field is at your own disposal and can be filled in as you wish. This is equivalent to the delivery note number or similar information.

The specification of cubic decimeters is calculated from all information on the dimensioning of all recorded positions. possibly Is this field already filled in automatically?

The specification of the loading meters is an optional specification if you have calculated it and want to specify it.

The total weight refers, similar to the indication of cubic decimeters, to all recorded items of the shipment and represents a cumulation of all weight information. Has this information already been filled in automatically?

The fields relating to the exchange of loading equipment are used to specify exchangeable loading equipment, i.e. if you want to exchange flat Euro pallets (standardized) or lattice box pallets (standardized) with *INTERTRANS* . It should be noted here that an exchange of loading equipment requires that you as a customer have concluded the appropriate agreements with INTERTRANS. Our team will be happy to help you with any questions you may have about exchanging loading equipment (loading equipment department, Tel. (0621) 5704-244) .

The franking indicates the payment conditions under which the goods are to be transported. Simply select a shipment type (import, export, national shipment or parcel shipment) and then select a franking from the list. The default is usually "free domicile",

INTERTRANS GmbH • European transport services
Industriestraße 6 • 67240 Bobenheim-Roxheim
Tel. +49 (621) 57 04 – 211 E-mail: webmaster @intertrans.de

side 10

Modified on 01.02.2023

but you can change the `default` franking as well as the choice of frankings in the preferences under `Mail Platform` →`Settings Preferences` →.

Just in case - should your goods be damaged during transport, the information as to whether you are a waiver customer or not applies. If you choose "Yes", this means that you have insured the goods yourself. If you choose "No", the goods will be covered by the insurance of *INTERTRANS* . However, the value of the goods must also be specified.

When scheduling, you can specify when the goods can be picked up from the sender and when delivery is to take place. If no appointment is made, the delivery will be determined by our dispatcher on the corresponding delivery route. With an appointment service or a fixed date, you can specify directly when the consignment must arrive at the recipient.

Information as to whether the shipment is in stock or not, whether your goods are already in storage with us and are to be delivered by the forwarding agent, or whether you would like to temporarily store your goods with us. You can find out about our warehousing conditions in the relevant department (see `storage services` →on our website)

With the text notes and the comment field, you can transmit predefined and frequently used notes about the shipment, or you can make individual information or comments.

The indication of the agreed freight price is for your orientation and is an optional field. This is only printed on the forwarding order and is only used for administrative purposes.

Add documents

You have the option of adding documents to your shipment declaration, such as delivery notes, customs documents, etc. Word® documents , Excel® documents , PDF files , image files and text files are possible. To do this, simply click on "Manage documents" and open the document manager. Here you can now add new documents and assign them to a category, or remove existing documents.

INTERTRANS GmbH • European transport services
Industriestraße 6 • 67240 Bobenheim-Roxheim
Tel. +49 (621) 57 04 – 211 E-mail: webmaster @intertrans.de

side 11

Modified on 01.02.2023

Step 4: Save and/or transmit shipment

When you have entered all the data, click on "Next". Your data will now be validated again and, if necessary, can be revised again with the "Correction" button. You can now save the data and make another entry, or register directly. The data is saved and at the same time transmitted directly to the forwarding agent. Of course, you can always cancel the process.

| Sendung speichern und anmelden | ...oder: | Speichern | Korrektur | | Abbrechen |
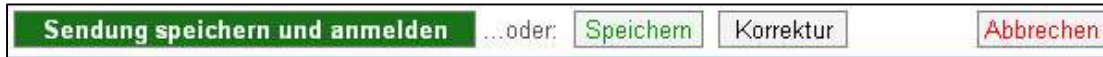
Please note that registering the shipment already includes saving the shipment data on the platform, but saving does not include logging in. This means that saving the shipment does not also lead to data transmission, but that it is first available on the platform as a new shipment that has not yet been transmitted and still has to be registered. The reason for this is that several shipments are recorded and then all are registered at once, or permanent changes can be made to the shipment data.

A click on the "Correction" button allows you to make changes to the information on the spot, so to speak, before the shipment has been transmitted or saved. This is particularly the case if incorrect information or missing mandatory information is given in the data check by the system.

Clicking on "Cancel" takes you back to the start page of the shipment platform and cancels data collection for this shipment. In this case, all entries made for the shipment will be reset.

INTERTRANS GmbH • European transport services
Industriestraße 6 • 67240 Bobenheim-Roxheim
Tel. +49 (621) 57 04 – 211 E-mail: webmaster @intertrans.de

side 12

Modified on 01.02.2023

0 4. The shipment data view

If you have registered a shipment with INTERTRANS, you will get to the shipment data overview. In terms of structure, this is identical to the shipment data entry, but you can no longer make any changes to the shipment data since these have already been sent to us.

Nevertheless, certain options are available to you in this overview, which are now described as follows and which you will find at the end of the data view in the form of the symbols shown.

forwarding order

The first option gives you the opportunity to obtain the forwarding order. This is the document that is sent to *INTERTRANS electronically, so to speak* , and with which you order the shipment. This document is in PDF format (see end of paragraph for more information). All the information that you entered in the shipment data entry is listed on the forwarding order, as well as a signature field for the driver as a receipt. You will also find a barcode on the document, which represents the consignment number for the clear identification of your goods to be transported, for example

20340400150000191403
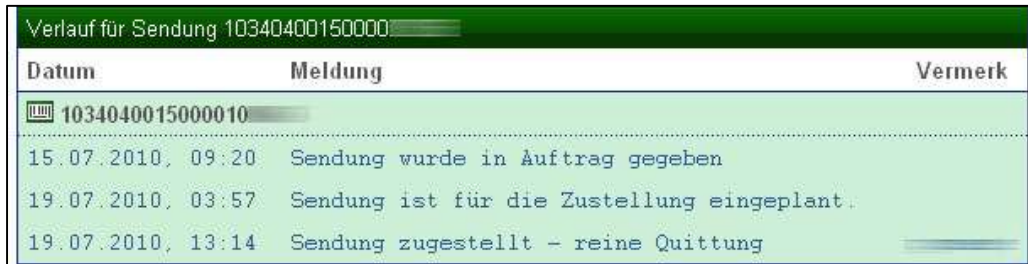
This number can be read by the driver's scanners and thus processed.

Labels in DIN A4 and DIN A6

The labeling of the individual packages is very important when sending your goods. With the help of the affixed labels, it is possible to clearly allocate the individual packages to the complete shipment and also to read the recipient directly. In addition, labels also contain additional information about the package itself, for example your marking (character and number), information about the weight and the contents of the goods, which can be of great importance for some goods. In the case of recorded dangerous goods items, some basic dangerous goods information is also listed on the labels, which can also turn out to be important for the handling of the goods.

In addition to this information, there is a corresponding barcode on each package, similar to the one on the forwarding order. It is important that each package has its own number based on the same scheme as the actual consignment number. This package number, or SSCC for short (number of the shipping unit) is the unique reference of your packages. Using this number, the data exchange of all partners involved and the underlying scanner system, a history of the shipment can be created and a current status of the shipment

INTERTRANS GmbH • European transport services
Industriestraße 6 • 67240 Bobenheim-Roxheim
Tel. +49 (621) 57 04 – 211 E-mail: webmaster @intertrans.de

side 13
Modified on 01.02.2023

can be created. This means that every partner involved can see what happened to the individual packages and where.

Incidentally, the progress is visible to you in the shipment data view as an overview with a green background.

That is why we particularly recommend that you label your packages at this point, because this is the only way to improve quality and service.

By the way, a green tick next to the corresponding symbol for a forwarding order or label means that you have already created it. Of course, you can call up the forwarding order and the labels again at any time and have them displayed on your screen.

daily log

As an additional option in the shipment data overview, you can call up a daily log directly, which shows you the shipments of the current day. This is also a PDF document, similar to the forwarding order, but with the difference that all shipments are displayed together. You can also give the driver a copy of the daily report as a loading list.

If you would like to view a daily log for a different date, you can do this via the start page under `Broadcast platform Start` →`page` →`Daily log`.

Here you can now specify the desired date, whereby all shipments created and also transmitted on this specified day are summarized in the daily log. Alternatively, you can also create the current daily log with just a push of a button.

direct contact

If you would like to report inquiries, additions or problems with an individual shipment, you can do this directly from the shipment data view using the direct contact option. Clicking on the symbol with the envelopes opens the following input window:

INTERTRANS GmbH • European transport services
Industriestraße 6 • 67240 Bobenheim-Roxheim
Tel. +49 (621) 57 04 – 211 E-mail: webmaster @intertrans.de

side 14

Modified on 01.02.2023

Sendungsplattform - Direktkontakt

Sendungsnummer: 2034040015000

Bitte teilen Sie uns Ihr Anliegen mit:

☐ Ich möchte noch zusätzlich etwas anmerken oder hinweisen
☐ Ich möchte einen inkorrekten Sachverhalt zu meiner Sendung klären
☐ Ich möchte ein Problem zu meiner Sendung klären
☐ **Ich möchte meinen Auftrag stornieren!**

Wie können wir Sie erreichen für Rückfragen:

◉ via E-Mail unter meiner hinterlegten Adresse
○ via Telefon unter meiner hinterlegten Telefonnummer
○ via Fax unter meiner hinterlegten Faxnummer

Ihre Mitteilung an uns:

[Absenden] [Abbrechen]

Mit diesem Formular können Sie direkt ihren Ansprechpartner zu dieser Sendung kontaktieren und diesem etwas zu dieser Sendung mitteilen. Bitte verwenden Sie dieses Formular nur für Fragen oder Hinweise zu Ihren Sendungen und nicht für technische Probleme. Die Anfrage wird bearbeitet durch *azubi810@intertranslu.de.*

Simply select one or more options from the contact categories and the contact method (e-mail, fax or telephone), then you can compose your message. This will then be forwarded directly to our team.

INTERTRANS GmbH • European transport services
Industriestraße 6 • 67240 Bobenheim-Roxheim
Tel. +49 (621) 57 04 – 211 E-mail: webmaster @intertrans.de

side 15

Modified on 01.02.2023

0 5. Manage Shipments

You can find your new, not yet registered programs as well as a certain number of your most recently registered programs in the program overview. You can access this under the `Shipment platform Manage shipments` →menu .

The shipment overview is divided into two basic parts. The upper part shows you the programs that have been recorded but not yet registered. You can edit them accordingly or register them directly from the overview (you can find multiple registrations for all new programs or a selection for registering new programs directly in the menu item below the view).

Neue, noch nicht angemeldete Sendungen (5 Sendungen)			
Empfänger	Referenz/Pos./Sdg.Nr.	Datum	Aktion
	1 Position 10340400150000	22.02.2010	✏ Bearbeiten ⊖ Löschen 🚚 Sendung anmelden
	1 Position 10340400150000	19.02.2010	✏ Bearbeiten ⊖ Löschen 🚚 Sendung anmelden

The lower part of the shipment overview shows the last registered shipments and gives the option of directly displaying the forwarding order or the labels as a PDF (see sections 3 and 4). Here, too, a green tick marks whether a document has already been generated or not. If there is a shipment history instead, you can call it up directly from this view.

Angemeldete Sendungen (Die letzten 5 Sendungen, insgesamt 32 Sendungen)			
Empfänger	Referenz/Pos./Sdg.Nr.	Datum	Aktion
	1 Position 10340400150000	02.03.2010	🚚 Sendung ansehen 📄 Speditionsauftrag 📄 Labels (DIN A4) 📄 Labels (DIN A6)
	1 Position 10340400150000	01.03.2010	🚚 Sendung ansehen 📄 Speditionsauftrag 📄 Labels (DIN A4) 📄 Labels (DIN A6)

INTERTRANS GmbH • European transport services
Industriestraße 6 • 67240 Bobenheim-Roxheim
Tel. +49 (621) 57 04 – 211 E-mail: webmaster @intertrans.de

side 16

Modified on 01.02.2023

INTERTRANS
... on all roads in Europe and worldwide
www.intertrans.de

0 6. Shipment status/shipment history

As already described in the labeling section, it is possible to display the current shipment status and thus a shipment history compiled from all previous statuses. However, this only works with labeled packages, since referencing and thus tracking them via the package number (NVE for short) is only made possible.

This system is based on the drivers' on-board computers and the terminals in the transshipment halls, which are equipped with barcode scanners. Using these, the barcode with the package number can be read and thus processed electronically. Thus, both the condition of the shipment and its whereabouts can be traced exactly!

> **That is why we particularly recommend that you label your packages at this point, because this is the only way to improve quality and service.**

To get an overview of the current status of your most recent shipments, you can call up the "Shipment status" item on the start page or in the menu. This can be found under `shipment` →`platform shipment status` or under `shipment` →`platform start page` →`shipment status` .

The overview automatically shows the current month and the current year when you call it up. The last X shipments are listed below, where X is the number of shipments that is also displayed in the shipment overview. Alternatively, you can also display all the programs for a month.

The overview is similar to shipment management, but has the difference that the last determined status of a shipment is also always displayed. A barcode symbol leads you to the option of calling up the complete shipment history with all the associated shipment data. You can also contact our team directly electronically if there are any discrepancies due to status reports that have been delivered.

To search for shipment statuses or shipment history, you can also use the twenty-digit package or shipment number and then search the database using the appropriate search field. It must be said, however, that the status search function can only be used to find shipments that already have a shipment history. For example, newly registered programs are not yet included in the search results.

0 7. Manage addresses

In order to be able to register your shipments conveniently and easily, you have the option of saving addresses in your personal address book directly on the shipment platform.

To manage the addresses, simply proceed as follows:

INTERTRANS GmbH • European transport services
Industriestraße 6 • 67240 Bobenheim-Roxheim
Tel. +49 (621) 57 04 – 211 E-mail: webmaster @intertrans.de

side 17
Modified on 01.02.2023

Open the personal address book on the shipment platform under
`shipment platform → address book` . You will now receive an overview of all your addresses saved in the database, which are displayed as small business cards. A distinction is made between sender addresses (**blue**) and recipient addresses (**green**).

If you click on Edit, a new, small window opens in which you can change the stored address data. Addresses always consist of the following elements:

- Company name (1)
- Company name (2)
- Street and house number
- Postal code and location
- country
- Matchcode/customer number (optional information, any value)
- Remarks and other information such as contact person, telephone number, etc. (optional information, any information)

Simply change the desired values and then click on "Save".

To delete addresses, simply click on the "Delete" button of the respective address in the overview and confirm the process.

In order to be able to navigate quickly and easily in your address database, you have the option of filtering alphabetically (represented by the row of letters at the top), whereby this filtering uses the name in the address database as a criterion, or the option of a full-text search with the integrated search field.
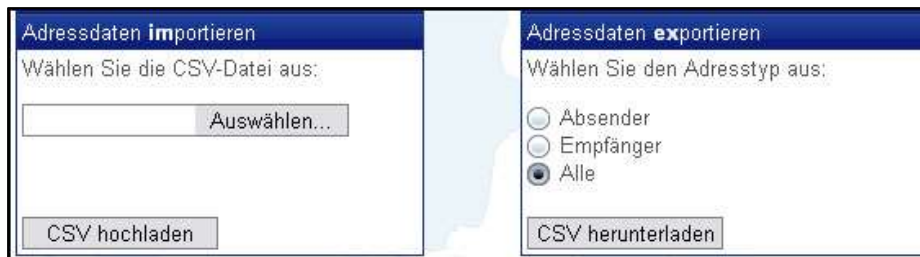
Creating a new address is based on the same functionality as changing an address. Simply click on "Create new address" to call up the address data editor and fill in the fields accordingly.

Address management via CSV has been added as an additional feature. This is a mechanism that allows address data to be compared or inserted "in one go", so to speak, or to obtain the complete address database as a CSV and make it available to other applications.

INTERTRANS GmbH • European transport services
Industriestraße 6 • 67240 Bobenheim-Roxheim
Tel. +49 (621) 57 04 – 211 E-mail: webmaster @intertrans.de

side 18

Modified on 01.02.2023

CSV files are simple text files, similar in structure to spreadsheets, used for data storage and supported by many programs (Microsoft® Access, Microsoft® Excel, database systems, etc.). CSV stands for comma-separated values, i.e. comma-separated values. Each row represents a data set whose values are separated by a comma or semicolon (or equivalent control character/delimiter). Example:

```
"Mark"; "doe"; "15 Sample Street"; "99999"; "model house"
```

It is important here that the number of values per data record is always the same and that there are also empty fields, otherwise data inconsistency and incorrect reading will occur.

To insert or match addresses, simply upload your CSV file to the server. The CSV must correspond to the structure specified when calling up the CSV import and export. The file is then read and the data processed. Reference is always made via the match code or customer number. If a customer with the same matchcode or customer number already exists, his address will be replaced with the new information from the CSV - otherwise the customer will be created. Short note: If no address type has been set, it is always assumed that these are recipient addresses.

Of course, the CSV way also works the other way around. Choose whether you only want to receive recipient or sender addresses, or the complete address database. Then click on the "Download CSV" button to obtain the file. The structure of this corresponds to the structure of CSV files described in the CSV import and export.

If you want the files to have a different structure, for example to keep them compatible with your applications, simply contact support.

0 8. Settings

According to the term, personalized settings for the broadcast platform can be written individually by each user. The "Settings" options on the start page or in the menu are the key point here, which takes you to the corresponding view.

The settings are divided into two areas:

- Settings for your user account
- Data collection settings

Account Settings – change your details

The own data, which you can deposit, refer to your personal data. These are of course important for the processing of the shipments to be registered, since your company address is entered here as the client, or to consult with you about the contact options given. The following changes are available or will be displayed to you:

INTERTRANS GmbH • European transport services
Industriestraße 6 • 67240 Bobenheim-Roxheim
Tel. +49 (621) 57 04 – 211 E-mail: webmaster @intertrans.de

side 19

Modified on 01.02.2023

account details

- Username (cannot be changed, constant value)
- User number (cannot be changed, constant value)
- Password (must be entered twice to rule out errors) - This field is empty by default to protect your personal password (even if it was stored encrypted in the database). Therefore, only fill it out if you really want to change the password

address data

- Company name (2 fields, but at least 1 field)
- Street and house number
- Postal code and location
- country

contact details

- Telephone number (optional field, does not have to be filled out)
- Fax number (optional field, does not have to be filled out)
- Email address (this is a mandatory field!)
- Your company website (optional field, does not have to be filled out)

Other settings

This field already influences the behavior of certain features of the broadcast platform. On the one hand, there is the default setting as to whether you are a waiver customer or not (regarding the transport insurance cover, you can find more information on this in our General Terms and Conditions or the ADSp).

You can also specify the number of shipments here that should be listed in the shipment overviews (this refers to the list of shipments that have already been registered as well as to the overview of the shipment statuses). At the same time , you can also specify a standard number of shipment items, which can be changed at any time during entry.

The integrated help system, which you can activate in this view, makes it easier for newcomers to use the broadcast platform. Each data field on the platform that is marked with a **(?)** can be provided with a short reference text to make it immediately clear what data is to be entered in this or that field.

The "Start page" option determines which page is to be called up immediately after logging in with your user account. On the one hand, this can represent the actual start page, on which you will find the options menu and the short summaries, or another page, so that you can, for example, start with the entry or with the shipment view.

Collection settings – behavior of the input mask

The default settings of the shipment platform allow you individual functionalities for entering shipments, which is why this part is probably quite extensive.

This view is divided into the 3 areas "Address specifications", "Shipment data" and "Item data" and thus represent the three core areas of shipment data acquisition.

Address Defaults

INTERTRANS GmbH • European transport services
Industriestraße 6 • 67240 Bobenheim-Roxheim
Tel. +49 (621) 57 04 – 211 E-mail: webmaster @intertrans.de

side 20

Modified on 01.02.2023

With the address specifications, you have the option of making various default settings for the sender and recipient addresses. Similar to your address book on the platform, the blue overview represents your senders and the green overview your recipients. Now click on the first letter of the company name to display the individual addresses and mark with the circle at the beginning of each address line, whether this address should be saved as an address to be inserted automatically. You can also choose the option that your own address should always be used, or that no address is automatically inserted and you will therefore find the fields empty when you start data collection so that you can fill them in again. Below the overview, the currently active address is shown as the company name.

Then click Save to have the changes take effect the next time you enter them.

Shipment Data

In the default data for the shipment data, you can store which shipment type you prefer. This is then marked by default when data collection is started. The well-known shipment types "National", "Import", "Export" and "Parcel shipment" are available for selection.

Below you will find a list of all available frankings, highlighted in yellow. The list shows two options.

INTERTRANS GmbH • European transport services
Industriestraße 6 • 67240 Bobenheim-Roxheim
Tel. +49 (621) 57 04 – 211 E-mail: webmaster @intertrans.de

side 21

Modified on 01.02.2023

1. Tick the square box if you want this franking to be displayed in the selection list when entering the shipment. You can filter all frankings and adapt the selection list to your individual needs.

2. Set the squiggle if you want to mark a franking as the franking selected by default, i.e. it should already be marked when data entry starts.

Please note that theoretically it makes no sense to set a franking as the standard that should not be listed in the franking selection of the shipment entry.

As a last standard option, you can store your pick-up times so that they are always pre-filled during the shipment entry, for example if your goods acceptance is linked to opening hours, or similar.

Then click "Save" to apply the changes the next time you collect data.

position data

With the item data, you have the option of storing pre-formulated markings for your packages (e.g. a specific number range or similar).

Do you always ship the same goods? Then you can also store a goods content by default. Please note that the specification of the content of the goods also serves to determine how a shipment is to be handled.

The last overview on the settings page lists all packaging options that are standard in the forwarding service. Tick the box to indicate which types of packaging are relevant to you in order to filter the packaging list during data collection and thus adapt the selection to your individual needs.

INTERTRANS GmbH • European transport services
Industriestraße 6 • 67240 Bobenheim-Roxheim
Tel. +49 (621) 57 04 – 211 E-mail: webmaster @intertrans.de
side 22
Modified on 01.02.2023

If you use packaging or a loading aid that was specially made for your transport or that is not otherwise included in the list, you can confidently use the "Customer-specific..." option.

Click on "Save" here as well to apply the changes immediately to the next entry.

INTERTRANS GmbH • European transport services
Industriestraße 6 • 67240 Bobenheim-Roxheim
Tel. +49 (621) 57 04 – 211 E-mail: webmaster @intertrans.de

side 23

Modified on 01.02.2023

09. Position templates

If you want to register certain goods or product groups/types or items for transport again and again, these must of course also be listed in the item details of the shipment entry each time. However, since repeatedly entering the same data in the items can become quite annoying after a few times because it is always the same information, you can also save these items or product groups as item templates. To do this, simply click on shipment →platform item templates to access the management of these data modules.

To create a new template, just click on the appropriate button and you can capture the template. The input fields for the position specification correspond exactly to those that are also used to enter positions in the shipment notification. Fill in the information according to your requirements and save the template. This is now available when recording the shipment data if you want to select a corresponding item template (see chapter 03 on shipment registration).

To edit position templates, simply click on the pencil icon in the template overview to go to editing the template. This also largely corresponds to the input fields for entering position data when registering your shipments.

To delete an item template that is no longer required, simply click on the corresponding icon in the template overview.

INTERTRANS GmbH • European transport services
Industriestraße 6 • 67240 Bobenheim-Roxheim
Tel. +49 (621) 57 04 – 211 E-mail: webmaster @intertrans.de

side 24

Modified on 01.02.2023

10 . freight inquiries

As a customer of *Intertrans* , you will receive a corresponding offer with the overview of tariffs for most transports that you would like to handle with us. However, if you would like to have something transported that was not covered by an offer, you can process a freight inquiry directly using the online form provided. This corresponds to a greatly simplified version of shipment data entry:

If you call up the freight request, you will see that some of the fields have already been filled in, as some of your individual data could already be determined by the shipment platform. You can now simply enter the recipient, the goods to be transported and the shipment data and send the freight request. Our team receives this accordingly and can send you the price calculation and the corresponding tariff directly in the same way. You can then obtain and print out the freight request as a PDF document with all the information for your documents.

You can find the freight inquiries you have made and their status in a clear table in the *Your freight inquiries section of* the main menu.

INTERTRANS GmbH • European transport services
Industriestraße 6 • 67240 Bobenheim-Roxheim
Tel. +49 (621) 57 04 – 211 E-mail: webmaster @intertrans.de

side 25

Modified on 01.02.2023

Datum, Nr.	Empfänger	Positionen	Status	Aktion
006-000303 26.04.2013	_____ Schweiz	4× CC 1× FP	**Beantwortet** Preis: 270,00 €	Frachtanfrage als PDF Kontakt via E-Mail Als Sendung anmelden
006-000282 22.03.2013	_____ Deutschland	1× BL	**Noch offen**	Frachtanfrage als PDF Kontakt via E-Mail ...ist bereits beantwortet
006-000281 22.03.2013	_____ Deutschland	1× FP	**Noch offen**	Frachtanfrage als PDF Kontakt via E-Mail ...ist bereits beantwortet

Stellen Sie eine Frachtanfrage

Here you have all freight inquiries at a glance and you can also see the status of the freight inquiry and the total price for inquiries that have already been processed. In addition, you have the option of obtaining a freight inquiry at any time as a PDF document or of contacting the responsible person in our team directly online.

If our team has answered your freight inquiry in another way, for example via individual e-mail or fax, you can activate the option "has already been answered" so that the corresponding inquiry is marked as "answered".

And if you are satisfied with the conditions from your freight request, you can transfer the information you have already created to the entry mask for online shipment registration by clicking on Register *as shipment* !

INTERTRANS GmbH • European transport services
Industriestraße 6 • 67240 Bobenheim-Roxheim
Tel. +49 (621) 57 04 – 211 E-mail: webmaster @intertrans.de

side 26

Modified on 01.02.2023

11. The dossier

You will also find an online dossier containing your documents on the online shipment platform. These documents can be offers, tariffs, correspondence and the like. The documents will be made available to you by our team, but you also have the option of transferring your own documents to the dossier.

Dokument	Information	Bereitgestellt von	
CH, 2022-03-01	~~, 09.03.2022	~~	⊗
DE, 2022-05-08	~~, 08.05.2022	~~	⊗

(Eigenes Dokument hochladen) (Dokument anfordern)

Click on the name of a document to download and open it. You will be shown the type of document (Excel, Word, PDF, etc.) involved. You will also be shown additional information about the document as well as the responsible clerk in our team.

If you want to delete a document, click on the red X button of the entry and confirm the deletion in the security dialog.

To request a document for your online dossier, simply click on the appropriate button. Your standard mail program will open and you can then email your request to us.

To add your own documents, click on the "Upload your own document" button. A control element will then open, with which you can then upload the document. Then simply click on the green "Select document" button, whereupon an open dialog will appear in which you can select the document. Then confirm the dialog and click the "OK" button, and the document will be uploaded immediately. The following file types are allowed: PDF, Word document, Excel document, Powerpoint, graphics such as bitmap and JPEG, e-mail, text file. Please note that the online dossier is not a cloud service and your own documents are not synchronized with Intertrans. These remain safe and private in your dossier.

INTERTRANS GmbH • European transport services
Industriestraße 6 • 67240 Bobenheim-Roxheim
Tel. +49 (621) 57 04 – 211 E-mail: webmaster @intertrans.de

side 27

Modified on 01.02.2023

12. File Sharing

Using a new, modular interface, it is no longer possible for you to simply register your shipments manually, but instead to load a file with your shipment data records into the online shipment platform and to transmit your shipments to us electronically in this way. It is possible to individually adapt the file interface of our system to a format that suits you.

For whom is this procedure useful?

First and foremost, the registration of shipments via shipment file is useful if you already use forwarding software or a merchandise management system with logistics functions in your company, which can output shipment data in a file. In this case, you do not need to enter shipments to us again on the online platform, but can send them directly to Intertrans via file exchange.

And this is how it works

First of all: Before you can exchange files with our system, the exchange format must be specified in advance. Theoretically, all common files in ASCII format (no binary files!) such as text, CSV, Fortras and the like are possible. The format you want is then stored in our online system and is specially tailored for you. Only then can you upload files and transfer the shipment data.

If the interface for file exchange is set up, the following selection menu appears on the start page:

These 3 functions contain all the tools you need to manage your shipment data imported via file.

Import shipment file

If you click on this menu item, a field appears in which you can select a shipment file on your local workstation computer. This process is similar to the Open dialog box in many programs such as Word®, Excel®, etc.

Once you have selected the file, click the Load button to start the process. Your file will now be imported into the system and read out. Depending on the number of data records, this may take a moment.

After importing the data records, you will receive an overview of all shipment data records created in our system. Some information that is not contained in the file may be supplemented or corrected. You can also edit each individual shipment via the regular input mask of the shipment platform, or delete individual shipments via shipment management.

INTERTRANS GmbH • European transport services
Industriestraße 6 • 67240 Bobenheim-Roxheim
Tel. +49 (621) 57 04 – 211 E-mail: webmaster @intertrans.de

side 28

Modified on 01.02.2023

Please note that importing the shipment file first creates the data records in our system, but does not yet register them (because manual additions or changes can still be made).

Overview of the shipment files

In this program item you have the opportunity to get an overview of your imported shipment files. The file name is always the one you gave your file as when selecting the file. You can also delete shipment files in this overview, or create and print out all the labels contained in the shipment file.

Submit all shipments

In this program item you can transmit all shipment data records imported by means of a file and thus register your shipments. To do this, mark all programs to be registered with a tick and then click on "Register programmes".

INTERTRANS GmbH • European transport services
Industriestraße 6 • 67240 Bobenheim-Roxheim
Tel. +49 (621) 57 04 – 211 E-mail: webmaster @intertrans.de

side 29

Modified on 01.02.2023

13. Support, imprint

support

If you have technical questions about our online offer, or would like to send us your suggestions or constructive criticism, please do not hesitate to contact our IT department using the contact options listed below. We strive to constantly improve our offer for you, which is why we always have an open ear for your wishes or suggestions in order to be able to offer you the best possible service.

Contact regarding our online offer:

- Via email: webmaster@intertrans.de
- By phone: +49 (621) 57 04 – 211
- By fax: +49 (621) 57 04 – 291

If you have any questions about your shipments, you can reach our team at any time during our business hours by telephone, fax or e-mail. You are welcome to download a list of our colleagues to print out on your computer in the "Online Service" section, or view the employee gallery under `Company` →`Employees` . For individual shipments, you can also use the direct contact form on the shipment platform. You can open this directly by clicking on "Direct contact" in the shipment data view.

Please note that the IT department can only answer technical questions and not questions regarding your shipments.

We are also happy to offer online support via TeamViewer®. Simply download the current version of TeamViewer® from the homepage **www.teamviewer.com** . Then launch the downloaded executable file and follow the on-screen instructions. Once connected, feel free to contact us by phone for online support. Please note that TeamViewer® is a third-party executable file. Intertrans GmbH assumes no liability for the functionality or damage to the third-party software used. Of course, your sensitive data on your workplace remain unaffected.

Availability

In general, there is no entitlement to the permanent availability of the online offer of Intertrans GmbH. If the system is not available or not available with the full scope of services for reasons for which Intertrans GmbH is not responsible or for maintenance reasons, Intertrans GmbH is not liable for damage or consequential damage that a user may suffer as a result. By using our online offer, you accept these conditions.

INTERTRANS GmbH • European transport services
Industriestraße 6 • 67240 Bobenheim-Roxheim
Tel. +49 (621) 57 04 – 211 E-mail: webmaster @intertrans.de

side 30

Modified on 01.02.2023

Imprint

***INTERTRANS* Ltd** • *European Transport*
Services – IT department –
Industriestraße 6
67 240 Bobenheim-Roxheim

Tel.   +49 (621) 57 04 – 211
Fax.   +49 (621) 57 04 – 291

Email: info@intertrans.de

Managing Directors: Sigrid Peters, Michael Peters

We work exclusively on the basis of the latest version of the General German Forwarding Conditions (ADSp).

Intertrans GmbH is only liable for direct damage resulting from the use of our online offer in the case of intent and gross negligence on the part of Intertrans *GmbH* or its employees. Liability for consequential damage is excluded unless *Intertrans* GmbH has guaranteed the properties of its service in writing/by e-mail and the promise was intended to protect the customer against the damage that has occurred. In general, there is no entitlement to the permanent availability of the online offer of *Intertrans* GmbH. If the system is not available or not available with the full scope of services for reasons for which *Intertrans* GmbH is not responsible or for maintenance reasons, *Intertrans* GmbH is not liable for damage or consequential damage that a user may suffer as a result.

The order placed with *Intertrans* GmbH is only deemed to have taken place after receipt of an electronic (by e-mail), written or telephone confirmation. *Intertrans GmbH is only liable in* the event of intent and gross negligence on the part of *Intertrans* GmbH or its employees for damage resulting from incorrect or non-transmission of the data.

If you use the online offer of *Intertrans* GmbH, you accept these provisions.

Please note that no liability can be accepted for any errors in this manual.

INTERTRANS GmbH • European transport services
Industriestraße 6 • 67240 Bobenheim-Roxheim
Tel. +49 (621) 57 04 – 211 E-mail: webmaster @intertrans.de

side 31

Modified on 01.02.2023