GROUPAGE QUESTIONS

With this questions aimed to one of our prospect clients for this tool, we wanted to get a better understanding of Groupage transport system as a whole and how logistics companies manage it. This also conveys for us a better look at what are some of the necessities of our user or what are the main elements lacking in Groupage management in order to make it as productive and efficient as it should be.

❖ Can you describe your current process for organizing and scheduling groupage shipments?

Groupage is ongoing, daily departures. Customer will provide with shipment details via our web booking system, EDI or by email. When all details are in our TMS we will send the collection order to our domestic partner via EDI.

❖ How do you currently communicate with customers regarding their groupage shipments? What feedback have you received from customers about the communication process?

For most countries customers use our Track & Trace, or by email and old fashion by phone!

Not much. Customers tell us that we do have a user friendly T&T

❖ How do you handle unexpected delays or changes in groupage shipments, and how do you communicate those changes to customers?

Depends on which country. For our main country (UK) we will receive an automatic update in our system. Some customers are linked to our system and will receive the same message. But most customers we have to call. By telephone is also most appreciated.

❖ Can you walk me through the steps a customer would take to book a groupage shipment with your company? Have you received any feedback about the booking process?

As described before. Email, web booking or EDI. We try to push customers to use our web booking. When using customers are positive. Again user friendly.

❖ What types of tracking and reporting do you currently offer customers for their groupage shipments? How do you ensure that this information is accurate and up-to-date?

Again for our UK business we are linked via our partners T&T to our own T&T. Every 30 minutes there is an update which also change the data in our system.

❖ Have you considered offering any additional services or features for your groupage customers, such as automatic notifications or alerts, real-time tracking, or personalized delivery options?

All services are already there. Automatic notifications we only use for B2C in the Benelux (small market for us)

❖ How do you currently handle customer complaints or issues related to groupage shipments? What steps do you take to ensure that customer satisfaction is maintained?

We will always call the customer personally to explain what happened. After the phone call we confirm this by email. There is also a notification in our TMS.

❖ Have you conducted any user research or gathered feedback from customers about their experience with your groupage service? If so, what were the main takeaways from that research?

None about service. If so it is concerning the rates.

❖ What are your company's goals for improving the groupage shipping experience for customers, and what steps are you currently taking to achieve those goals?

In the end we all want full live T&T for pallets. The same as in parcels. There is a project team working on this.

❖ Finally, what role do you see user experience playing in the success of your groupage shipping service, and how do you plan to prioritize UX in your future development efforts?

We are constantly in contact about how to develop our system with our top 10 groupage customers. Feedback from our users are discussed first internally and then with our foreign groupage partners.

❖ Would you like to see how much time it takes to process an order in our system and if so, would you rather see this for the entire process (i.e. from order entry to the end of the process in our system) or just for for example the groupage part?

It is difficult for me to estimate what the added value would be for us to express this in time. But if so the entire trajectory, otherwise I have no comparison.

❖ Once an order has been assigned to a line haul in our system, what information must be returned to the TMS at that time? After the order entry, we know that we have to fill in an x number of fields in the TMS (loading and unloading address, date, etc.), but that is still unclear to us for this process. In addition, the question is whether it is desirable that a confirmation email is sent to you and/or the carrier when the order is assigned to a line haul.

In principle, this remains the same as a direct shipment. The difference is that several carriers are active on 1 route, namely 3. Voorhaal within the Netherlands/Belgium, the Line Haul and Palletforce. However, all 3 are automatically added to our TMS when we link the relevant shipment to the Palletforce account. After all, the 3 partners are always the same. There is no need to email the line haul partner. For this partner it is and remains an FTL to England, regardless of what has been loaded.

❖ Question 3: How do you monitor the different 'parts' of the order? For example, the cargo goes from A to B, from B to C and from C to D. Your total order is from A to D, but do the intermediate stops still require several administrative actions or not?

The moment we link a shipment to the Palletforce account, our TMS automatically creates steps B and C as well. These are visible to us in the Alliance system of Palletforce, we do not have to do anything about this. Depending on what the customer wants to see or what we want what the customer sees, we let the steps come back automatically (believe every 30 minutes) in our Track & Trace system. We are no longer involved in this at all. So all scan moments are visible in the Alliance system of Palletforce and the system of our Dutch partner. Everything automatically comes to our TMS (and therefore also Track & Trace), there is no manual action in between. In short: the same administrative actions as with a direct shipment.