Port-Net Study 03-3

“EDI and Cargo Flows in the Mediterranean Sea”

APPENDIX A

“EDI Portals and WEB Services »

NORTH East South West INTERREG IIIC

PROJECT PART-FINANCED BY THE EUROPEAN UNION

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1. APPENDIX A: Analysis of Available EDI and WEB Portals

1.1. Introduction

The main purpose of Appendix "Analysis of available EDI and WEB services" is to provide an overall mapping of the offering of innovative ICT solutions for the operators of the logistic sector that could be accessible through Internet.
Output of this analysis is represented by:

- identification of portals and web pages dedicated to logistic operators at transnational level;
- mapping of the main operators, which have developed or are developing EDI solutions for the target groups;
- description of the most relevant services already available on the market;
- assessment of the identified functionalities and of the market opportunities.

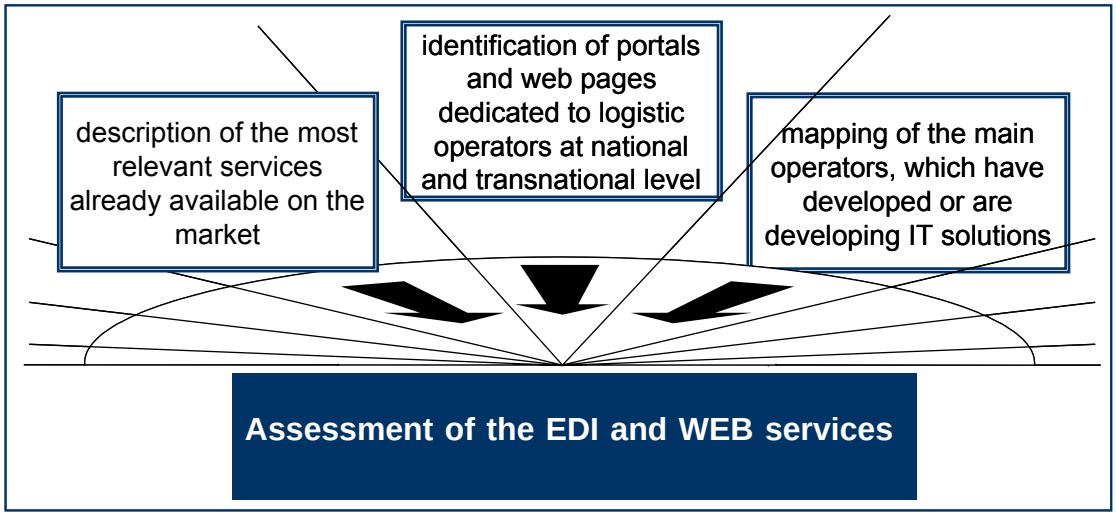


Figure 1-1 WEB services and Portals

The knowledge of EDI and WEB services could provide support for the definition of strategies in the future e-logistics platform developments, through relevant information and data about:

- already available competitors;
- needs and demand of logistic operators already fulfilled by services available at national and transnational level;
- opportunities offered by the analysed market.

2. Portals dedicated to logistic operators

The analysis has been focused on the following aspects:

- identification through an on-line research of the main portals, projects and operators offering innovative ICT solutions for the logistic sector;
- description of the main characteristics of the identified portals, projects and operators;
- definition of the offered services and solutions;
- identification of the target groups addressed by the previously mentioned services.

All the information collected have been directly provided by the analyzed services through their websites. The project team is therefore not responsible for any incorrect or not complete information contained in the selected website
The results of the market analysis of the existing on-line services for the transport and logistics field are presented in the following pages.

The analysis has been focused on two main items:

- Independent portals dedicated to transport and logistics business
- Portals of logistics operators offering innovative on-line services

Both the items have been classified into categories (as shown below), depending on the contents of portals / web sites.

Independent portals	**Geographic Coverage**	**Link**
Portal providing Logistic Services		
Free Cargo – Freight and equipment exchange	Europe and U.K.	FreeCargo
Gifts – Global Intermodal Freight Transport System	Europe	GIFTS
Intermodal Portal	Europe	Intermodal Portal
Inttra	Worldwide	INTTRA
Maritime Global Net	Worldwide	MGN
Information Portal		
eyefortransport	Worldwide	eyefortransport
Freightworld	Worldwide	Freightworld
The Cargo System Channel	Worldwide	Cargo Systems
Transport Web	Worldwide	Transport Web
IT Solutions Portal		
Eurift – European Reference Center for Intermodal Freight Transport	Europe	Eurift
Ogenet TransporT SolutionS	Italy	Ogenet

Portals of logistic operators	Country	Geographic Coverage	Link
Logistic Services Provider (LSP) - Forwarder			
Ahlers - Logistics and Maritime Services	Belgium	Europe, Asia, Baltic	Ahlers
Astros Logistics	Belgium	Russia, Baltic, Central Asia	Astros
Unimasters Logistics Group	Bulgaria	Southeast Europe	Unimasters Logistics Group
M. Ward Group	Czech Republic	Central Europe	M.Ward Group
Jeuro Denmark	Denmark	Central Europe	Jeuro Denmark
Maersk Logistics	Denmark	Worldwide	Maersk
Air Cargo Estonia	Estonia	Europe, Baltic	ACE
Beweship	Finland	Europe	Beweship
SDV – International Logistics	France	Worldwide	SDV
Deugro	Germany	Worldwide	Deugro
DHL	Germany	Worldwide	DHL
Keuhne & Nagel	Germany	Worldwide	Kuehne&Nagel
Shenker	Germany	Europe	Shenker
Piraeus Port Authority	Greece	Worldwide	ΟΛΠ Α.Ε
Thessaloniki Port Authorit	Greece	Worldwide	Thessaloniki
TR Group	Ireland	Europe	TR Group
Genoa Port Authority	Italy	Worldwide	Genoa Port
Messina Line	Italy	Worldwide	Messina Line
Danser Container Line	Netherlands	Europe	Danser
Vos Logistics	Netherlands	Europe	Vos Logistics
P&O Nedlloyd	Netherlands	Worldwide	P&O Nedlloyd
Eurolis	Portugal	Worldwide	Eurolis
Elfor TL	Russia	Worldwide	Elfor
MSC – Mediterranean Shipping Company	Switzerland	Worldwide	MSC
Evergeen Marine Corp.	Taiwan	Worldwide	Evergreen
IT Solutions / Products Providers			
SeT-Sistemi e Telematica	Italy	Europe	SeT
Geodis Logistics	France	Worldwide	GEODIS
SIT – Safe and secure intermodal transport	Europe	Worldwide	SIT
Freightgate	U.S.A.	Worldwide	Freightgate
TransCore	U.S.A.	Worldwide	TransCore
Wincanton	U.K.	Europe	Wincanton
Research Operators			
BMT Transport Solutions	Germany	Europe	BMT
SGKV	Germany	Germany	SGKV

2.1. Independent portal dedicated to logistic operators

Details of portals listed in the previous section are provided in the following pages. The paragraph dedicated to a portal includes:

- short description
- link to the web site
- target groups
- project partners (if available)
- provided services.

2.1.1. Free Cargo© – Freight and Equipment Exchange

Short Description

Free Cargo is a World Wide Web accessible database of available freight, and empty equipment specially designed for shippers, brokers, hauliers and truckers. Free Cargo is a free of charge service, available 24 hours a day, 7 days a week, and 365 days a year.

- Link: FreeCargo: Road Haulage Freight Exchange for European Transport Companies

Figure 2-1: Free Cargo - Home page

Target

- Shippers
- Brokers
- Hauliers
- Truckers

Provided Services

Only companies in the business of transportation are allowed to subscribe to Free Cargo service. Services provided by country are:

- Searching available loads (freights)
- Searching available trucks (equipments)
- Adding available load
- Adding available trucks
- Removing available load
- Removing available trucks

Figure 2-2: Free Cargo – Example of a searching loads web page

2.1.2. Gifts – Global Intermodal Freight Transport System

Short Description

GIFTS is an European Community (5th Framework Programme) funded project by Information Society Technologies Programme (IST).
GIFTS is an open-access Internet portal/e-marketplace providing services to the logistics and freight transport industry in the EU. It enables competition in the freight transport market by providing technology services to small and medium-sized enterprises (SME).

Through its platform GIFTS provides technologies for the three main elements of the intermodal supply chain:

- the door-to-door movement of cargoes
- the electronic documentation that identifies the cargo
- the administrative functions that manage the cargo procedures.

The project activities have been ended with the Final Review Meeting held in Rome on 25 October 2004.

- Link: GIFTS - Global intermodal freight transport system

Figure 2-3: GIFTS - Home page

Target

- Transport operators (freight forwarders and carriers)
- Consignors/consignees(shippers, distributors, manufacturers, end users)
- Authorities (customs, ports, administrative bodies)
- Financial Services operators (bank, insurance companies)

Project Partners

- Telespazio Spa (Italy), Thomas Miller & Co. Ltd (U.K.), Hellenic Institute of Transport (Greece, Alcatel-Bell Space (Belgium), Transeuropean Consulting Unit of Thessaloniki SA (Greece), Dipartimento di Idraulica, Trasporti, Strade (Italy), PTV Planung Transport Verkehr AG (Germany), Proodos SA (Greece)

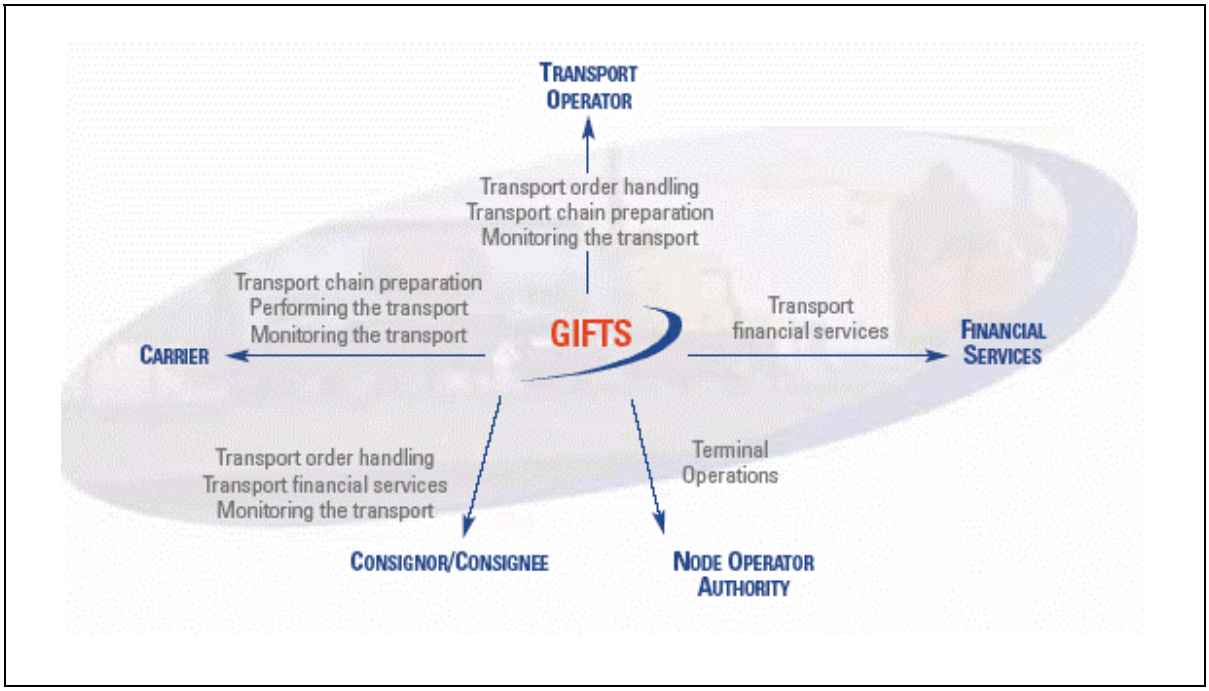


Figure 2-4: GIFTS – Interactions scheme

Provided Services

The main GIFTS objective is to design and develop, for the project pilot cases, a fully Integrated Operational Platform for the use of systems that manage door-to-door freight transport in an intermodal as well as unimodal sense.
The GIFTS aims is to provide the blueprint of a integrated service to freight transport operation that will be particularly accessible to the small and medium "players" in the field.
It will provide applications for the operational (e.g. track, trace and monitor the door-to-door journey, aid in trip management, goods tracing and tracking, fleet management, etc), as well as all the e-commerce functions and insurance of a door to door freight transport chain, in the fullest sense (i.e. including order matching, e-document transfer, e-payment, etc).
The developed platform (GIP, GIFTS Integrated operational Platform), will also have its own administrative functions for registration, secured access, customer profiling, etc. It will be mode independent: it should be applicable to both unimodal as well as multimodal transport applications.

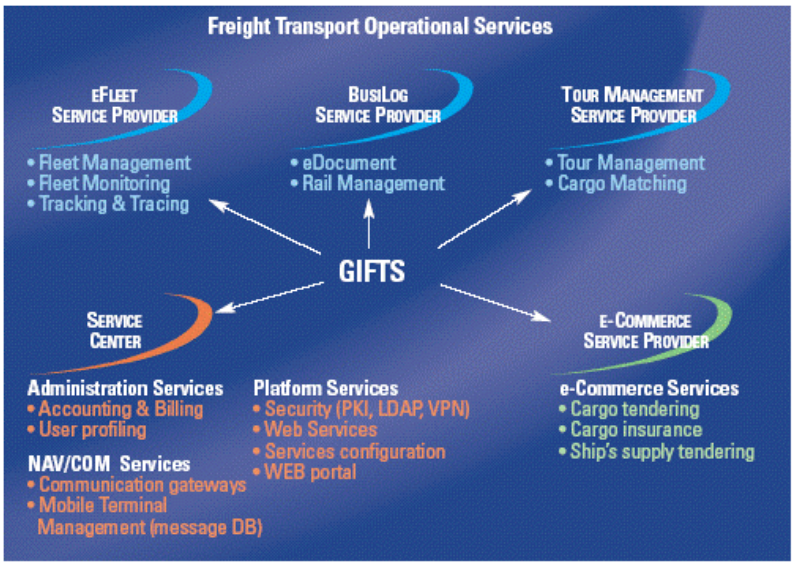


Figure 2-5: GIFTS – Provided Services

The GIFTS integrated Platform is a distributed IT environment for services-oriented application. It is composed of the GIFTS Service Centre (GSC) and four distributed Service Providers (SP). The platform architecture based on Web Services technology enables a high level of automated business process integration where each SP is specialised in offering different services-oriented applications.

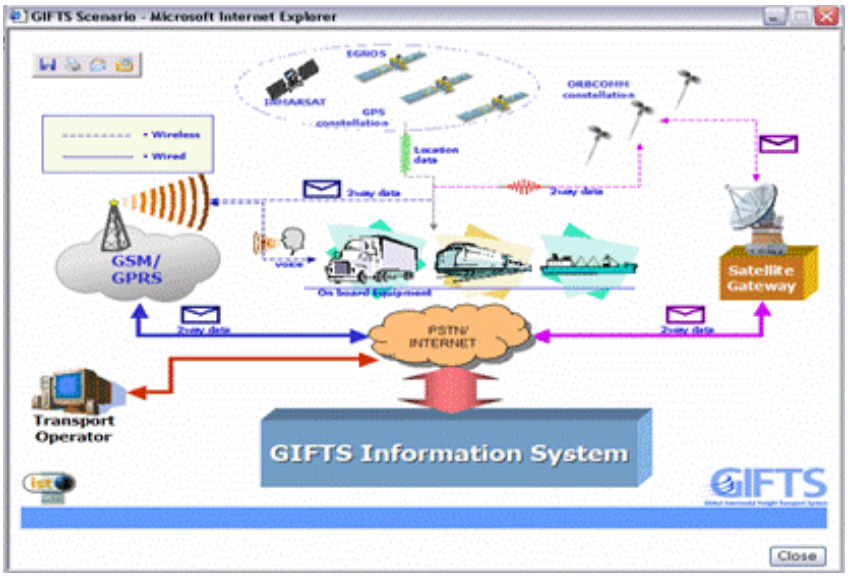


Figure 2-7 GIFTS – The complete scenario of the GIFTS platform

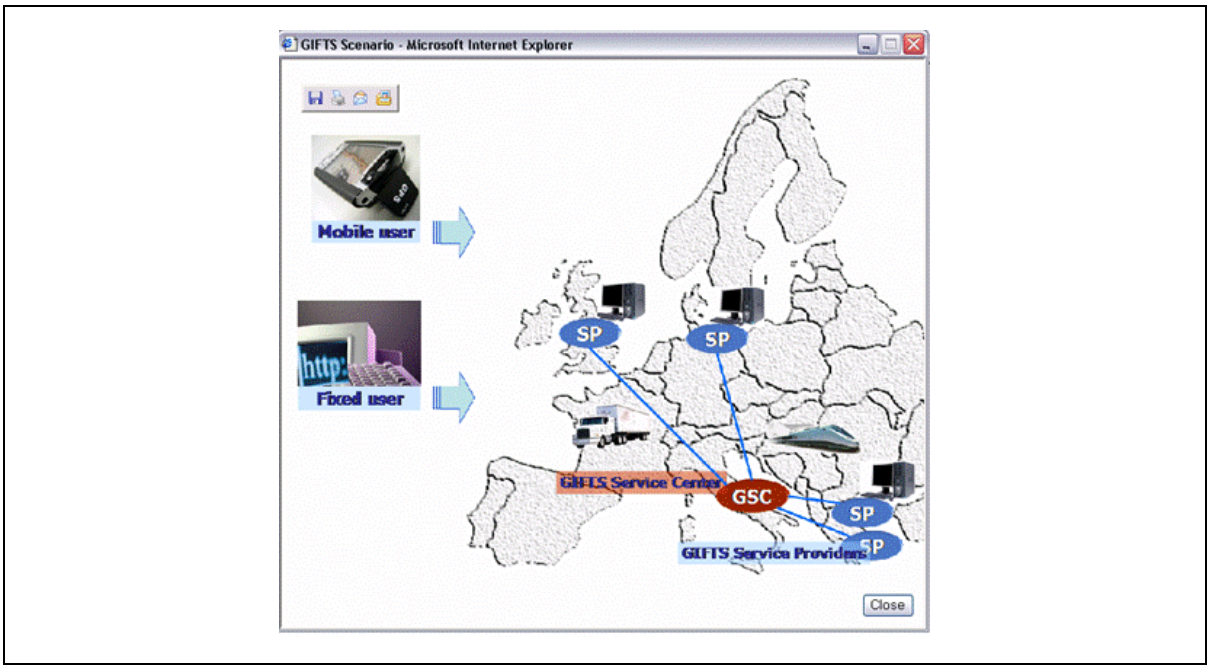


Figure 2-8 GIFTS – Platform distributed sites

- Administrative services

  The Administration service providers some basic functionalities to the "administrator" users of a subscriber (i.e. any Company registered to GIFTS), allowing them to manage their users, and to access to the Accounting and Logging reports area.

- e-Document Service

  The Busilog is an internet-based platform, responsible for providing electronic document exchange and Rail Transport chain management & monitoring functionalities to the GIFTS end user.

  - Incoming message area: the user can browse present and past messages in web forms and retrieve the related information in XML based format; printable reports are also provided for reference.
  - Outgoing message area: the user has the possibility to formulate electronic documents and then submit them to an authorized recipient of the Ebusiness SMP; the message created can be stored in XML format to the local (client's) system whereas printable reports can be created for additional reference.
  - Message Management area: the processing status of each one of these documents is monitored by this service; all the procedures (reception, parsing, conversion, submission) through the lifetime of each message are logged and presented via this service to the end user; it covers all communication platforms (EDI, XML, WWW) by providing a uniform reporting mechanism for each message.

- e-Commerce Service
  - Ship Supply Tracking - The new WebLogistics tools provide the following:
    - Notification of incoming shipments
    - Creation of receipt notifications
    - Management of “in-stock” status at intermediate storage points
    - Creation of composite outbound shipments (i.e. consolidation of multiple orders or received shipments into a single outbound shipment)
    - Receipt of “next stage” shipment instructions
    - Creation of shipment notifications (to next party in the chain).

    All services are also supported by email alerts to the involved parties and the originating ship owner.
  - Cargo Transport tendering - Within this service package GIFTS has implemented the following transactions and processes:
    - Tender creation and edit
    - Route creation and edit
    - Association of routes with tenders
    - Tender submission
    - Bid receipt
    - View bids (by bidder and by route)
  - Cargo Insurance - The following transactions and processes are supported:
    - User Registration
    - User Login
    - Insurance Quotation
    - Insurance Purchase (using credit card)
    - Certificate Print
    - Edit Draft Certificate
    - Search for pre-existing Certificates (on multiple categories)

- Tour Transport

  The Tour Management web application is responsible for providing to the GIFTS end user a set of functionalities for setting up, monitoring and updating tours:
  - Combining available transport orders into tours
  - Defining the order in which the tour stops will be performed
  - Sending a message to the driver containing that information
  - Adding available transport orders into existing tours
  - Keeping track of the status of any tour and the respective transport orders, either by requesting status updates at various times or trough the status reports that each driver can send when arriving at stop points
  - Finding if there is any existing tour that can satisfy transport needs for small amounts of cargo that cannot be combined into tours

- Fleet Management

  The eFleet is an internet-based platform, responsible for providing fleet management and fleet monitoring functionalities to the GIFTS end user:
  - Administration of the vehicle fleet
  - Monitoring the transport activities of each vehicle on duty
  - Providing value added services depending on the actual position of the vehicle
  - Visualization of information in detailed lists and on digital cartography (map of Europe, down to city-level)

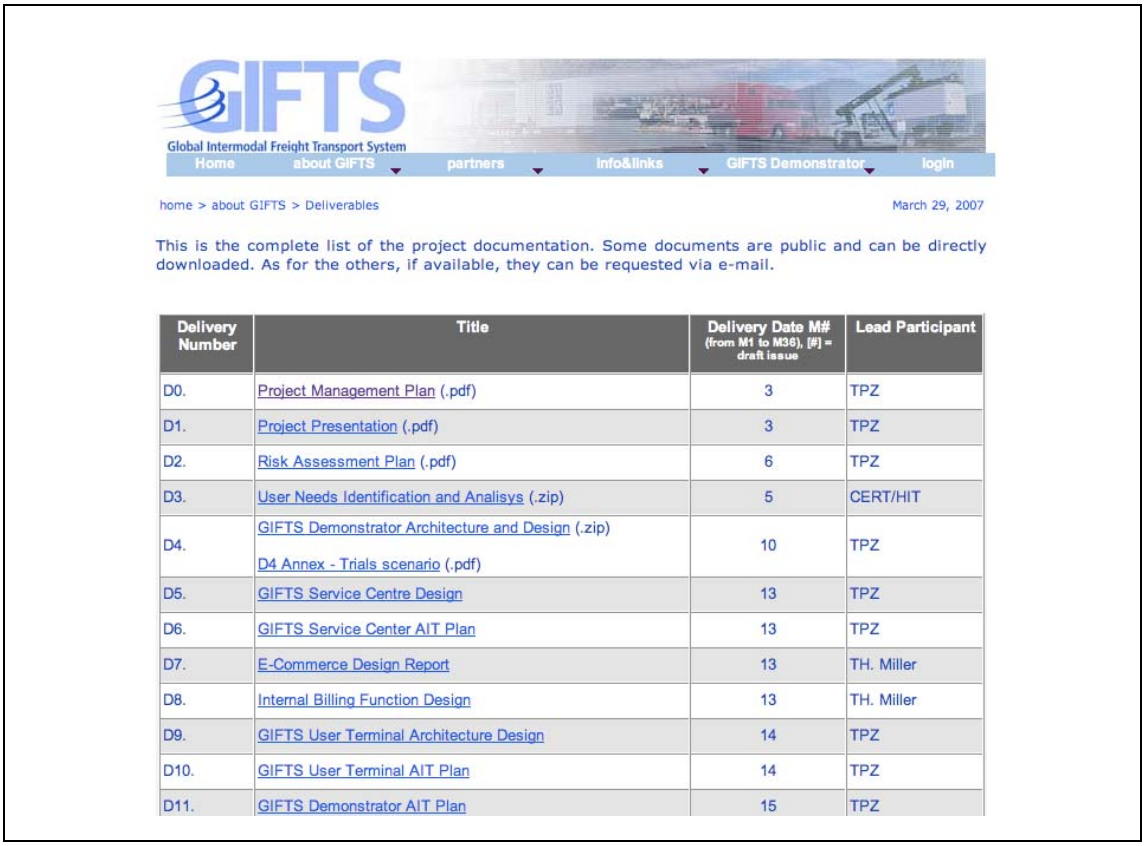
- Rail Transport Planning

  The Busilog is an internet-based platform, responsible for providing electronic document exchange and Rail Transport chain management & monitoring functionalities to the GIFTS end user:
  - Wagon Registration (wagon's weight, number, wagon's shipment, muster registration etc.)
  - Train Management (train composition/recomposition, Train Time Stamping - this service provides for registration of arrival and departure of trains through stations -)
  - Tracking and Tracing (Train T&T; Wagon T&T)

- Rail Transport Monitoring
  - Yard Management (searching through inbound trains, allowing line assignment on wagon level and monitoring queues of already assigned wagons)
  - Transport Control (trip duration, ETA and deviation reports)

Only registered user can access the services provided by GIFTS, while project deliverable are available without registration.

GIFTS deliverables (project management plans, services designs, final report) are available on the portal.



Delivery Number	Title	Delivery Date M# (from M1 to M36), [#] = draft issue	Lead Participant
D0.	Project Management Plan (.pdf)	3	TPZ
D1.	Project Presentation (.pdf)	3	TPZ
D2.	Risk Assessment Plan (.pdf)	6	TPZ
D3.	User Needs Identification and Analisys (.zip)	5	CERT/HIT
D4.	GIFTS Demonstrator Architecture and Design (.zip) D4 Annex - Trials scenario (.pdf)	10	TPZ
D5.	GIFTS Service Centre Design	13	TPZ
D6.	GIFTS Service Center AIT Plan	13	TPZ
D7.	E-Commerce Design Report	13	TH. Miller
D8.	Internal Billing Function Design	13	TH. Miller
D9.	GIFTS User Terminal Architecture Design	14	TPZ
D10.	GIFTS User Terminal AIT Plan	14	TPZ
D11.	GIFTS Demonstrator AIT Plan	15	TPZ

Figure 2-9: GIFTS – Example of available project deliverables

2.1.3. Intermodal Portal

Short Description

The Intermodal Portal project improves the integration of ports into intermodal transport chains by means of harmonization of administrative procedures, and offering a set of information and communication (ICT) tools and services for easing the mandatory data supply as well as the data delivery to other partners in the chain.
Intermodal Portal is a portal supplying services to simplify documents preparation.

- Link: Intermodal Portal

Target

- Intermodal transport operators

Figure 2-10: Intermodal Portal - Home page

Project Partners

- European Commission, Euromar, Portel (Spain), Sistemi e Telematica (Italy), Marseille Gyptis International (France), Infoport Valencia (Spain), Innovation Strategy (Spain), ISL (Germany), Marintek (Norway), TfK (Sweden), EDI Management (Finland), DBH (Germany)

Provided Services

- Single Desk

  Objective of Single Desk is to simplify and harmonize the administrative procedures that should be carried out when a ship is calling at a port.
  SINGLE DESK COMMUNICATION AREA consists of several agents that exchange some documents in order to cover a Voyage Business Cycle:
  - The starter of the Business Cycle is the Shipping Line who prepares a voyage plan that includes several EU seaports.
  - The Shipping Line must deliver mandatory documentation in every port of call.
  - Because of most of the information included in the documentation should be constant data and/or data with few modifications, starting form a Voyage document filled by the Shipping Line, the mandatory Call Requests are created and delivered to each Shipping Agent that the Shipping Line's got in every port of call.

  Username and password are required to access the service.

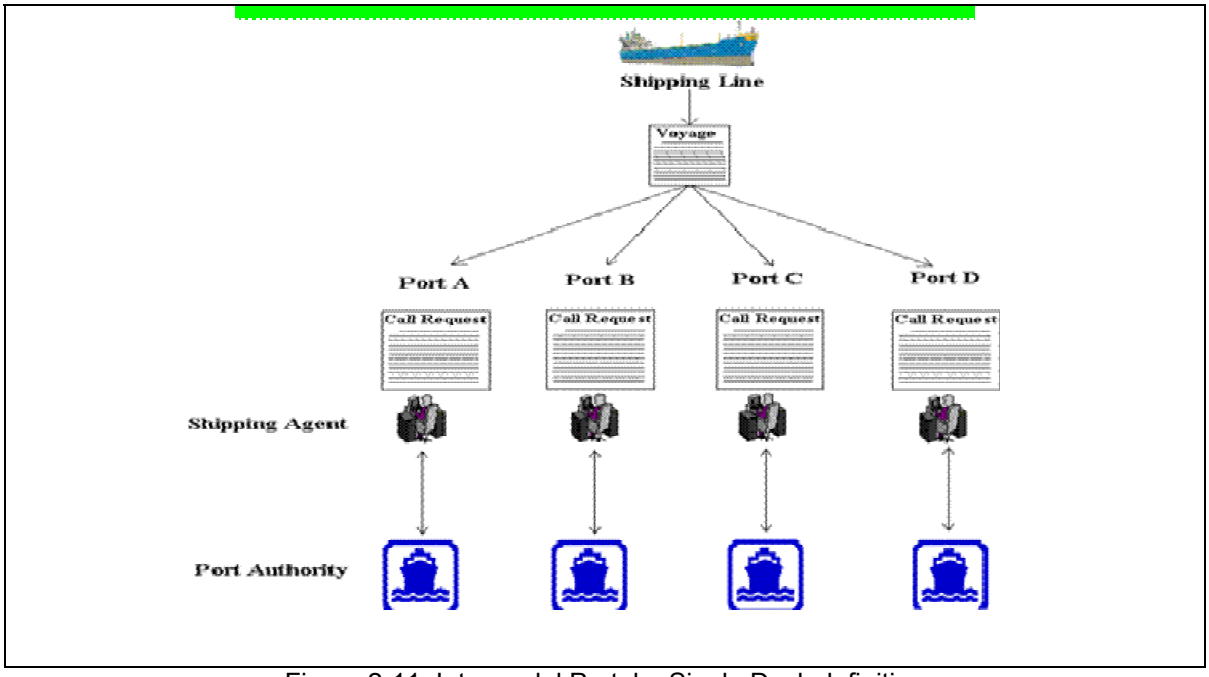


Figure 2-11: Intermodal Portal – Single Desk definition

- Dangerous Goods Declaration

  Objective of the Dangerous Good Declaration is to facilitate the interchange of information on dangerous goods both inside a port community with the designated authorities, both between port communities.
  - The shipping line or the representing shipping agent should submit to the local designated authority Dangerous Goods Notification reporting information on the dangerous goods to be loaded, to be unloaded or in transit in the port.
  - The declaration of dangerous goods is carried out in ports using port-specific procedures.
  - It is a typical local process as is it is carried out by the local shipping agent and the designated authority by exchanging dangerous good declarations and dangerous goods authorizations.

- Sailing Schedules Service [this section is linking the PWL website: http://www.pwl.de/]

  This service provides the information on voyages schedules from a port to another (by a simple search it is possible to find the actual departures of the ships); there are different ways to find a voyage:
  - by port
  - by continent
  - by ship owners
  - by cargo type
  - by date of departure

- Real Time ETA Service

  Objective of the Real Time ETA module is designed for passing on the ETA information of the inbound vessels for public use.
  The VTS stations record the vessel's positions once the vessel reached the VTS station area, normally most vessel traffic systems are capable of calculating the ETA of a vessel to the next port of call.
  This information is highly valuable to many different types of users such as the Customs offices, Port Authorities and import/export companies not to forget the onward carriers like road hauliers.

- Port Order On-Line Service

  Objective of the Port order On-line Service is to support transport companies offering a comfortable system for sending port orders.
  - All participants need only an internet-browser to take part of the so called Harbour Telematics loading the offered JAVA-APPLET.
  - The systems would be portable to each and every port or a group of ports.
  - The main idea of PORT-ORDER@ONLINE is to transfer information: a customer/user is able to use the internet without investing to send his specific PORT-ORDER online to members of his specific transport chain all over Europe e.g. using IP-NODES.

- Transport Order for Truck Service

  The transport order for trucks is a service offered by the IP web application in order to facilitate the work of clients.

Figure 2-12: Intermodal Portal – Transport Order for Truck Service

- Bill of Lading

  Objective of the Information Bill of Lading is to simplify the transmission of the information contained on the BL keyed by the forwarder and to provide to forwarders a tool allowing them to key entry the information of BL and to transfer to the shipping agent the needed information.
  The Info BL Communication Area consists of several forwarders that exchange the information of a BL with a shipping agent.
  - The starter of the Business Cycle is the Forwarder who prepares a BL that includes the description of the voyage, the companies linked to the good and a description of the goods
  - The Forwarder must deliver mandatory documentation in the port of departure.
  - The Shipping Agent concerned will receive the data of the BL (in IP system or in his private system).
  - The Shipping Agent next has to stamp the BL, validating the data.
  - The information are dispatched to the destination port of call to the import agent.

- Other Services
  - Ship information
  - Converter (rates, length, area units, volume, mass, temperature)

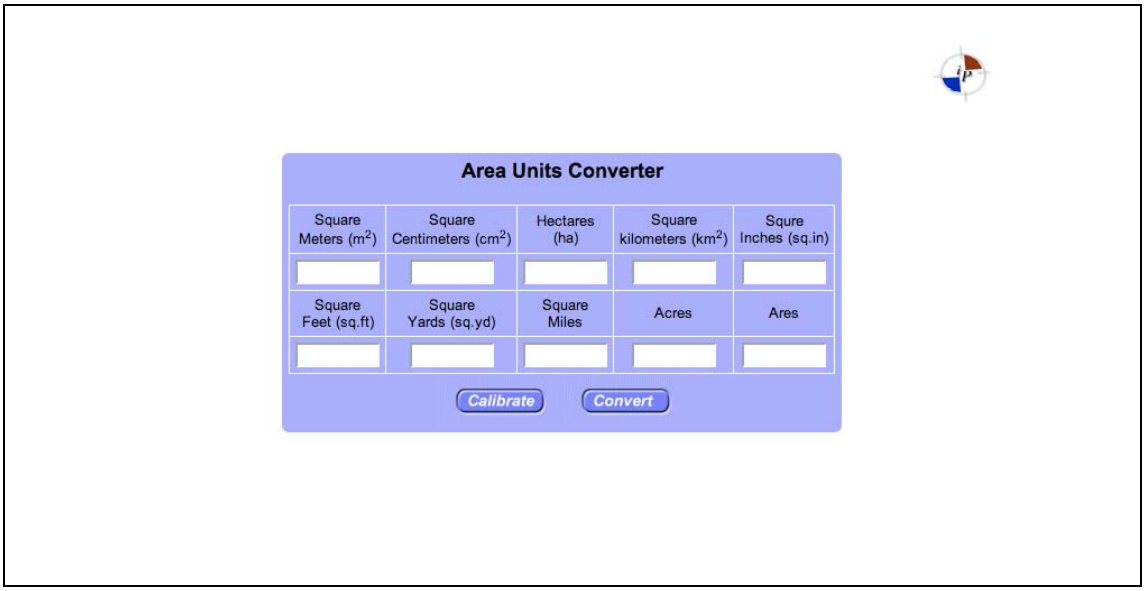


Figure 2-13: Intermodal Portal – Area Units Converter

2.1.4. INTTRA

Short Description

Incorporated in January 2001 and financially sponsored by a group of leading ocean carriers and logistics providers, INTTRA creates efficiencies for the ocean transportation industry by standardizing and optimizing traditionally inefficient processes.

INTTRA enables shippers, freight forwarders, third party logistics providers, brokers, importers, and industry portals to manage the scheduling, booking, documentation, Bills of Lading, and tracking of cargo and the negotiation of freight services across multiple shipping lines in a single integrated process.
INTTRA meets today's demand for simplicity, transparency, neutrality, and confidentiality across the global supply chain, and delivers connectivity by establishing global shipping standards.

Link: I N T T R A

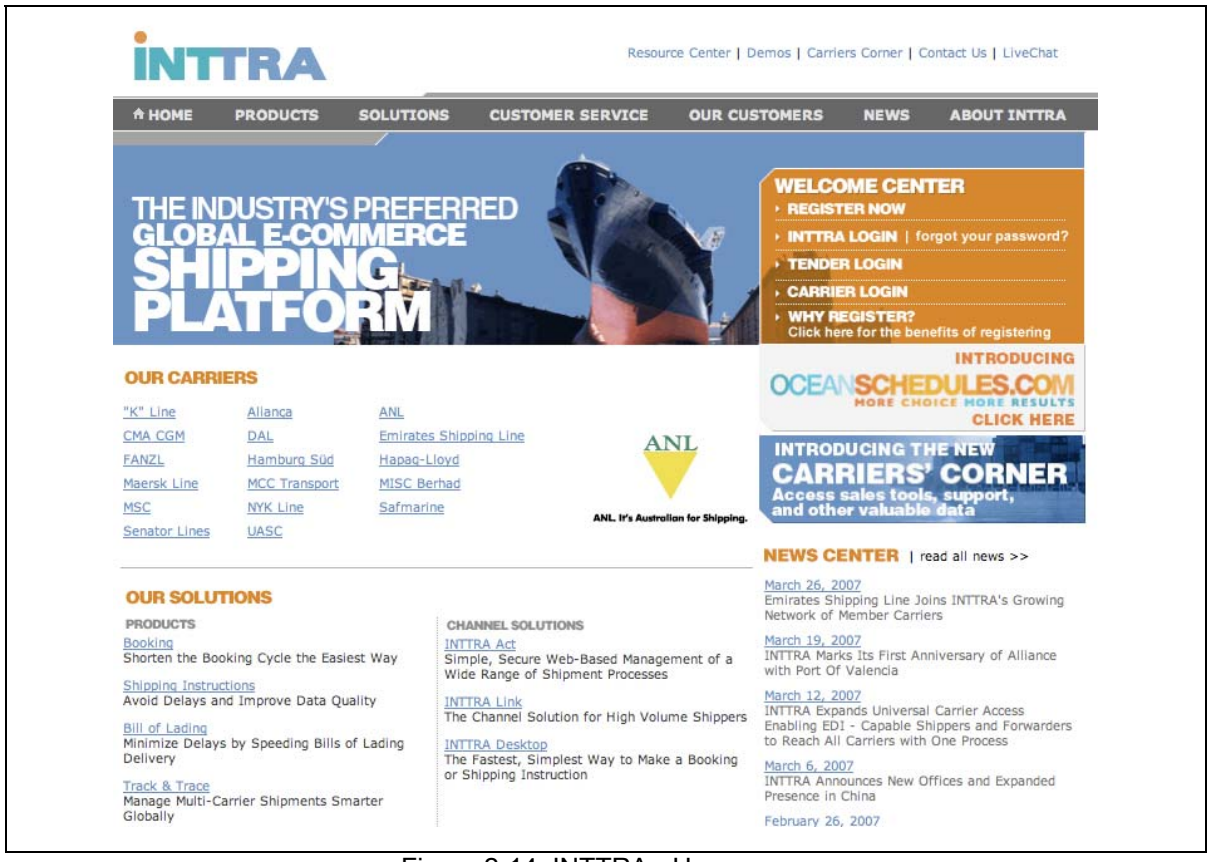


Figure 2-14: INTTRA - Home page

Target

- Shippers
- Freight forwarders

- Third party logistics providers
- Brokers
- Importers
- Industry portals

Provided Services

INTTRA offers two solutions to support all ocean-related EDI and B2B transactions.

- INTTRA–Act

  INTTRA-Act is a B2B web-hosted portal solution that supports across-the-board services for customers that book with one or more carriers and are in need of a standardized network system.

  - INTTRA-Act Shipping Instruction
    - Supports detailed information for multiple containers and multiple commodities
    - Supports split-goods and multi-level packaging
    - Facilitates CSI requirements
    - Supports 'one-step' booking/shipping instruction process
    - Formats completed shipping instruction data into generic bill of lading "layout" for easy viewing
    - Features Re-Use/Template and Amendment functions that allow previously-submitted data to be copied forward to create new shipping instructions, which can then be amended at a later time
  - INTTRA-Act Booking Schedules
    - Comprehensive schedule information across multiple carriers in a standardized format-
    - Portal seamlessly integrates selected carrier sailing schedules into booking
    - Standard booking process (and booking management) for multiple carriers creates savings in training/staffing
    - Rapid Reservation provides immediate ocean carrier booking number
  - INTTRA–Act Track & Trace
    - Provides global visibility to in-transit ocean cargo from origin to destination
    - Multi-criteria search capabilities include: vessel, voyage, container, dates, and Bills of Lading
    - INTTRA multi-carrier platform standardizes and consolidates carrier transactions
    - Provides unified view of all in-transit cargo via the web portal easily downloaded into CSV format
  - INTTRA-Act Reports
    - Self-service reporting module available 24x7

- Multiple selection parameters to customize output - Excel version allows for further manipulation
- Available Reports: TEU Loading (volumes booked and shipped), Booking Request Detail, Container Summary, Containers by Carrier/Port, Container Status Report, Booking Detail Report

Login is required to access INTTRA – Act services (registration is not free).

Figure 2-15: INTTRA – Act access page

- INTTRA–Link

  INTTRA-Link enables shippers and forwarders to conduct ocean cargo e-commerce via standardized transactions with multiple carriers.
  INTTRA-Link customers manage cargo and bookings, submit shipping instructions, and track and trace shipments around the globe.

  - INTTRA-Link Shipping Instruction
    - Supports detailed information for multiple containers and multiple commodities
    - Facilitates CSI requirements and allows possible reduction of carrier fees by delivering data into carriers' back-end systems
    - Directs seamless booking/shipping instruction process
    - Supports split-goods and multi-level packaging
  - INTTRA-Link Booking
    - Provides the ability to book with multiple carriers using existing in-house systems
    - Facilitates standard confirmation messages to all receivers
    - Provides immediate ocean carrier booking number through Rapid Reservation
  - INTTRA-Link Track & Trace
    - Uniform visibility to in-transit cargo from origin to destination

- Global visibility to in-transit cargo reduces calls to customer service
- Multi-carrier platform standardizes and consolidates carrier transactions
- INTTRA delivers unified view of all in-transit cargo either through connectivity with in-house system or via the INTTRA portal

- INTTRA-Desktop
  - I-Desktop is a offline PC software that enables the user to create shipping documents and booking offline and then to send them via email or web services.
  - Features:
    - Standard process to use, create, save and edit templates in addition to an easier way
    - Easier way to archive and find information
    - Built-in forms to compliance with US Customs security
    - Formats for B/L viewing and automated confiermations.
  - INTTRA Desktop is available in multiple languages and requires a PC with internet connection

INTTRA provides the following services, available only for registered users:

- Schedules: schedule information in a standardized format
- Booking: booking process across multiple carriers
- Shipping instructions: information for multiple containers
- Reports: self-servicing reporting module
- Tender management: standardized tender process
- Track and trace: track and trace offers a user multiple methods of searching out a shiplment history (by: contaniner number, reference number, dates, locations, cargo destinations).
- Bill of Leading: system to get faster Bills of Leading

2.1.5. Maritime Global Net

Short Description

Since September of 1995, Maritime Global Net (MGN) has been an open resource to maritime professionals looking for news, industry sites, market information, and general contact details. Traffic has grown over the years and now averages over 200,000 user visits per month.
MGN offers access to products, services, news and other industry related data. MGN includes the details of over 80,000 maritime-related companies and contacts, from industry associations to world ports.

Link: Maritime Global Net

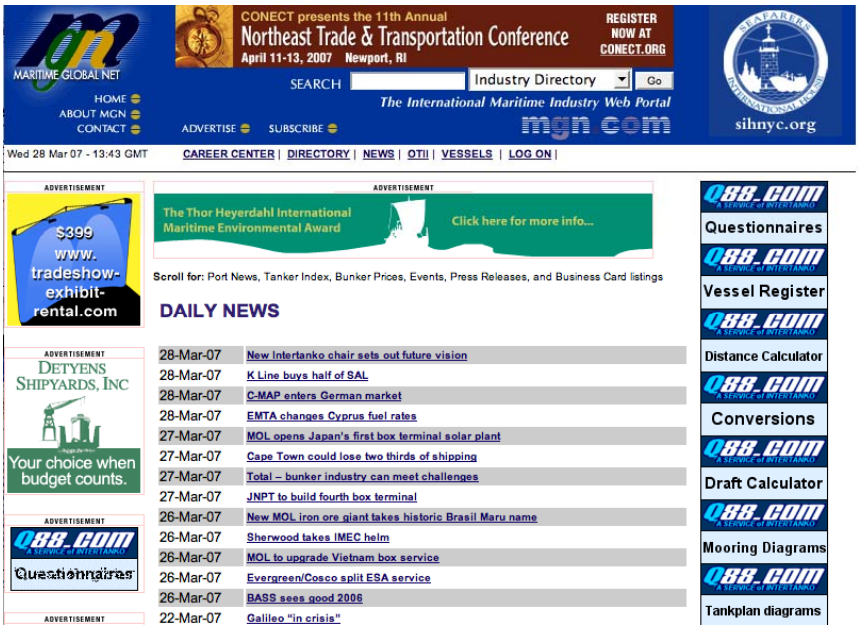


Figure 2-16: Maritime Global Net - Home page

Target

- Maritime professionals

Provided Services

- Daily News and Hot Port News
- On-line Tanker Industry Index
- Bunker prices
- Industry events
- Industry press releases
- Business card listings

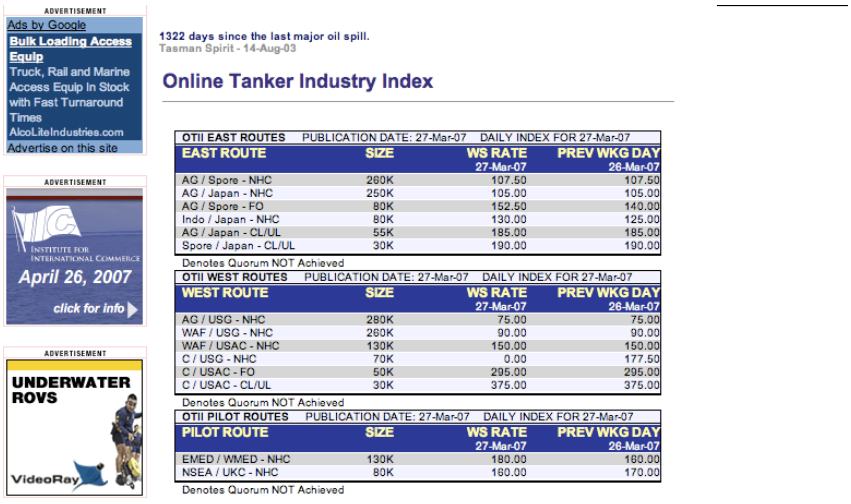


Figure 2-17: MGN – On-line Tanker industry Index

- World fleet/ vessel Search
- World port search
- Industry news search
- Industry directory search
- Brokers' exchange

2.1.6. Eyefortransport

Short Description

Established in 1998, **eyefortransport** has become the world's leading provider of Logistics and Transportation information and services.

Link

- eyefortransport

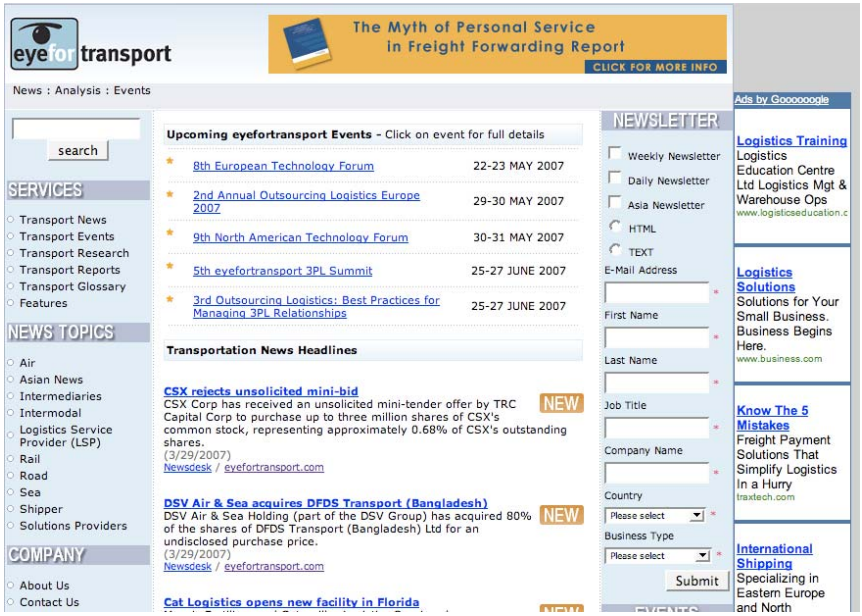


Figure 2-18: eyefortransport - Home page

Target

- Logistics service providers
- Solutions providers
- Shippers
- Intermediaries

Provided Services

- Leading industry news source

  Through a network of over 100 journalists, editors and consultants around the world, eyefortransport is able to cover every important news story and report on new trends in the logistics and transportation field throughout every major economic region.
  eyefortransport publish the logistics and transportation information via free website which is updated 24 hours a day and through free e-newsletters.
  The website, www.eyefortransport.com has over 190,000 industry users each month, making it the most visited logistics and transportation news website in the world.

- Executive level conferences

  eyefortransport is the leading producer of worldwide annual large-scale, executive level conferences covering the Transportation & Logistics industry. These events are focused to reflect the most important issues, current developments and latest trends in the industry.
  Recent events have focused on Wireless Technology, 3PL's and Cargo Security.

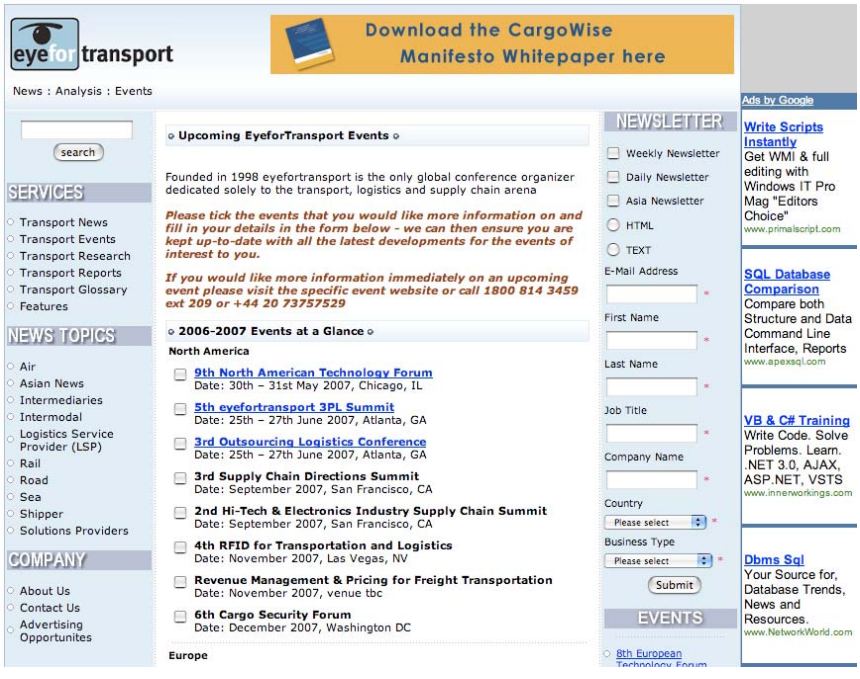


Figure 2-19: eyefortransport – Events web page

- Custom market research & competitive intelligence

  eyefortransport is a world leading research organization for the global mail, express, transport and logistics industries.
  By partnering with eyefortransport, companies receive access to an experienced business intelligence unit, with a team of highly trained

industry analysts with years of hands-on industry expertise. eyefortransport's analysts cover 9 languages and work on 4 continents.

- Marketing & lead generation program

  eyefortransport runs a program that provides credibility and awareness for a company's brand and/or solution to a global audience. They research, produce, write and market free downloadable white papers, sponsored by one company, on a topic of their choice. These white papers generate thousands of qualified leads and instant brand awareness for their sponsors.

- Industry reports

  eyefortransport write and publish a number of free and 'for purchase' reports and surveys.
  The most recent report: “The North American 3PL Market”, available for purchase from June 2004.

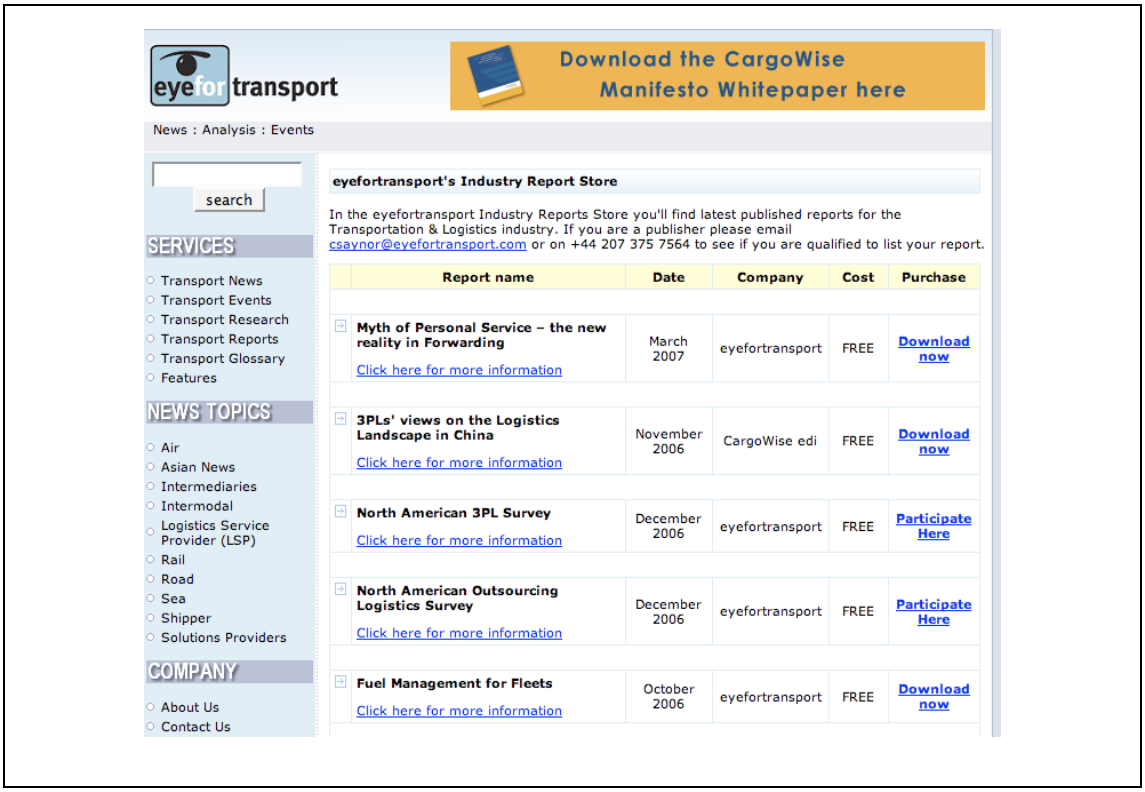


Figure 2-20: eyefortransport – Transport reports web page

2.1.7. Freightworld

Short Description

Freightworld is a professional guide to worldwide freight transportation and logistics, providing links of logistics operators.

- Link: Freightworld

Figure 2-21: Freightworld - Home page

Target

- All the users demanding links to logistics operators

Provided Services

Freightworld provides useful links to logistics operators, organized by service provided and by mode. The user can choose to visualize the links in alphabetical order or by geographical location.

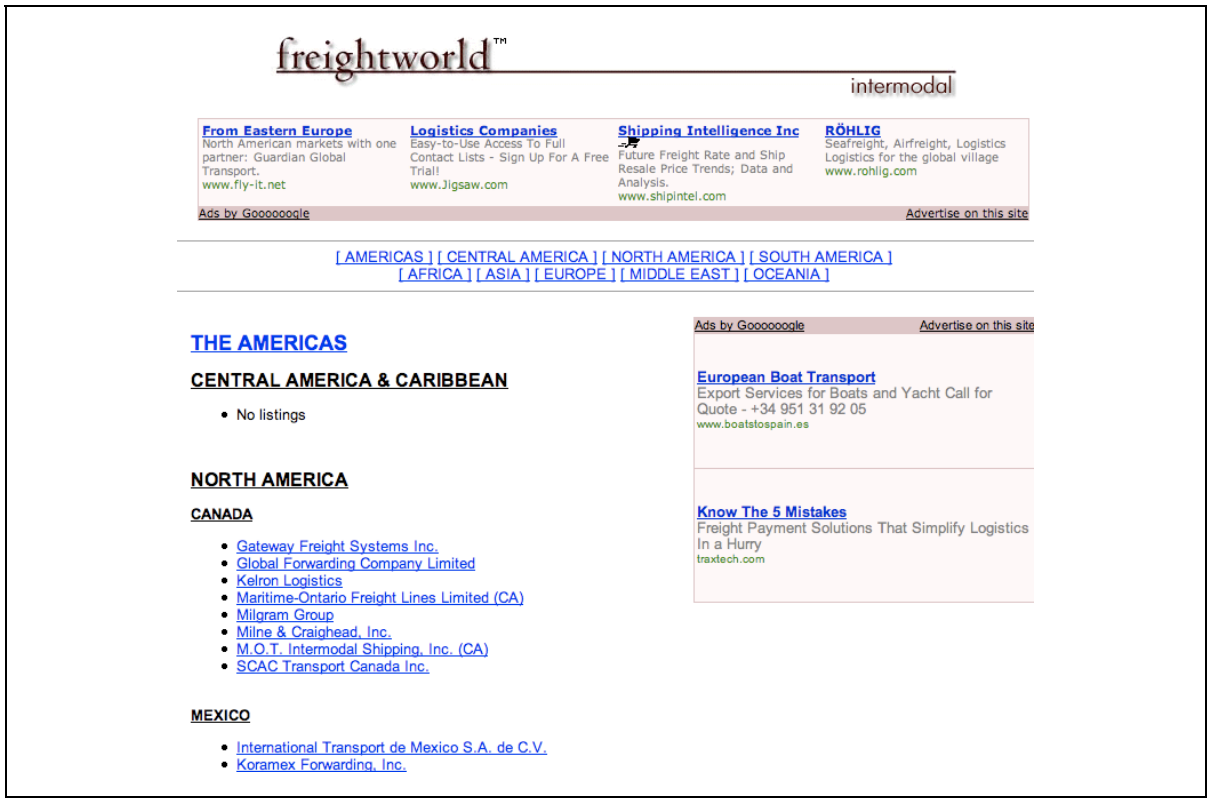


Figure 2-22: Freightworld –List of Intermodal Operators by country

2.1.8. The Cargo System Channel

Short Description

Cargo Systems is the leading global monthly publication covering all aspects of port development and privatization, container technology and intermodalism.
Cargo Systems on the Web is leading the change in publishing in the ports, intermodal and container handling sector.

- Link: The Cargo Systems Channel

Target

- Supplier of logistics equipment and services
- Purchasers of logistics equipment and services

Figure 2-23: The Cargo System Channel - Home page

Provided Services

- Archive of reports and directories
- Links to the following industries
  - Equipment suppliers
    - Crane manufacturers
    - Crane and container handling equipment components
    - Containers manufacturers
    - Container handling equipment manufacturers
    - Container sales and leasing
    - Container components
    - Reefer equipment
    - Tractor and trailer manufacturers
  - Ports and terminals
    - Terminal operators
    - Consultants/construction
    - Ports on the West Coast of North America
    - Ports on the East Coast of North America
    - Ports in South America
    - Ports in Northern Europe
    - Ports in Southern Europe
    - Ports in Africa
    - Ports in Russia
    - Ports in the Middle East
    - Ports in Asia

  - Ports in Australia

- Information Technology
  - Freight forwarder/shipper IT systems
  - Maritime portals
  - Message switching services-Ports/shipping community systems IT
  - Ports and terminal operating systems
  - Port automation
  - Radio data communications
  - Remote reefer monitoring
  - Satellite communications
  - Satellite tracking
  - Specialist container software
  - Terminal simulation
- Service Suppliers
  - Container repairers
  - Cargo inspection and surveying
  - Transport and Port Consultants/Agents
  - Classification
- Associations
- Tank Container

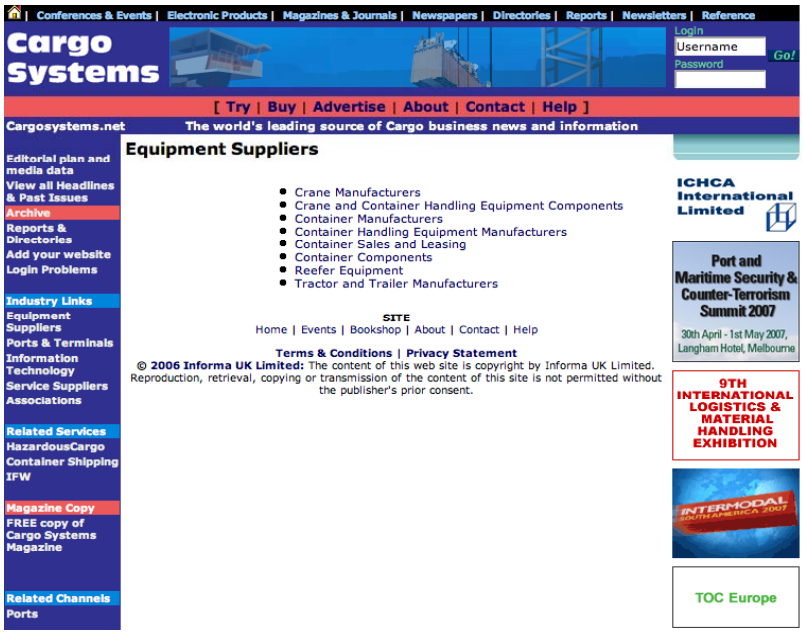


Figure 2-24: The Cargo System Channel – Example of a links page

2.1.9. Transport Web

Short Description

Transport Web has a collection of transport databases which are fully searchable, covering subjects such as freight management, transportation logistics and transport software.

There are also other sections as “For sale and wanted”, a “General Notices section” to post transport related questions and queries on, and the “Diary”.

Link

- *Transport Web*

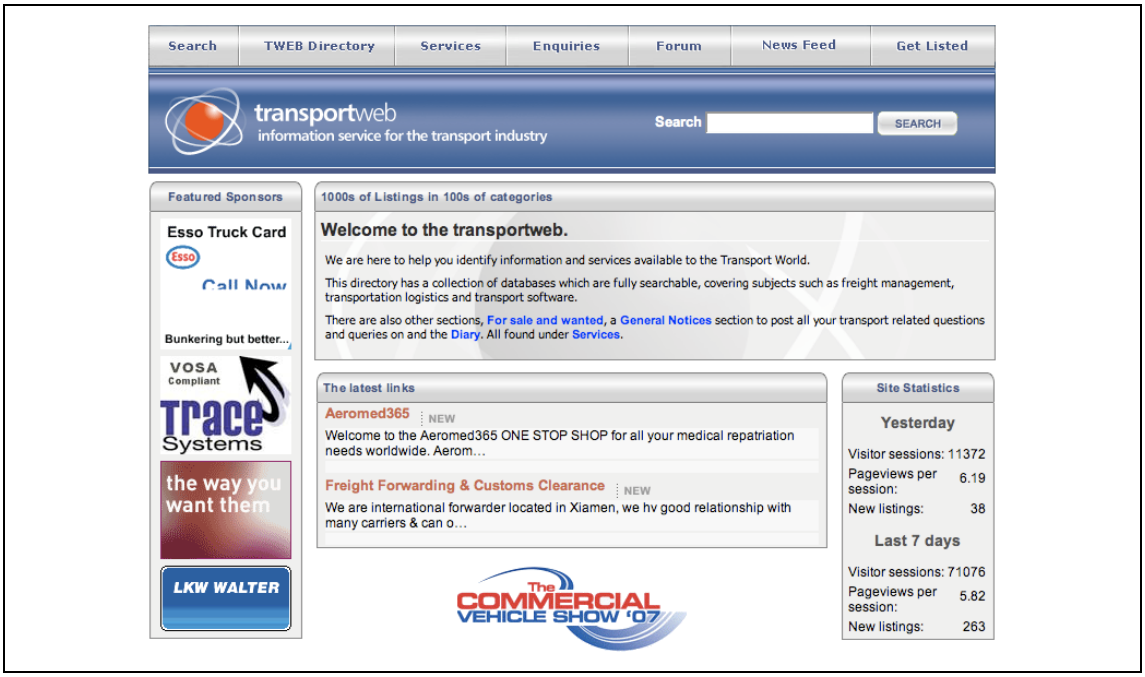


Figure 2-25: Transport Web - Home page

Target

- Everyone who need transport and logistics information or links

Provided Services

- A very large Database with Information about all logistics and transport actors

A forum is also under reconstruction.

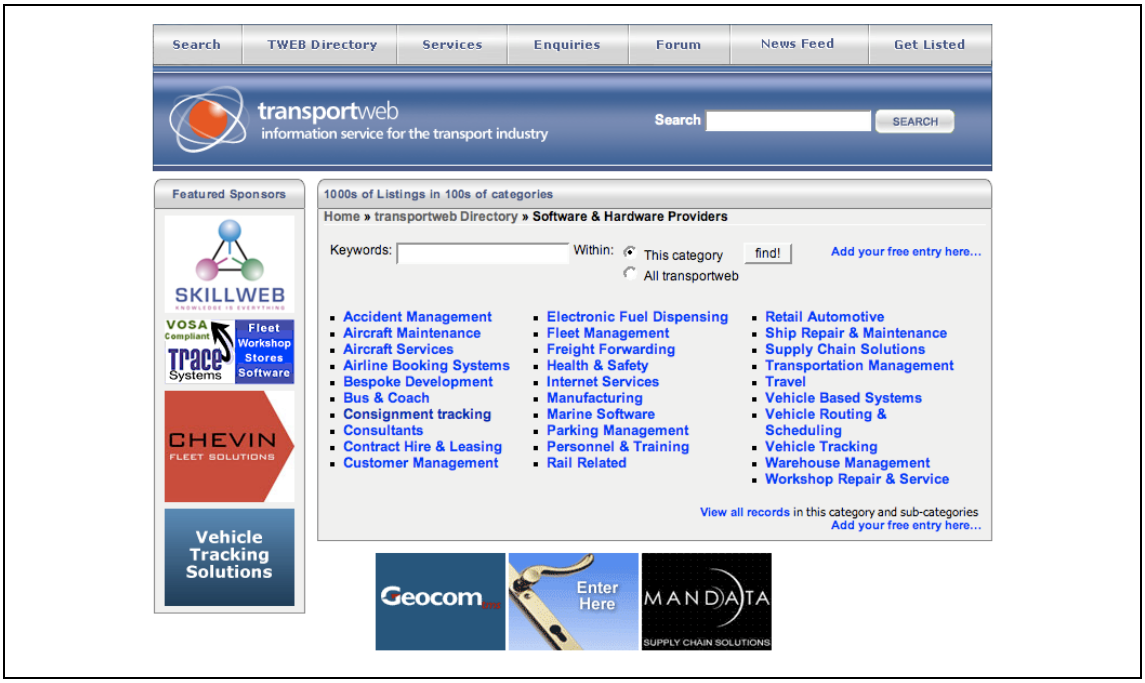


Figure 2-26: Transport Web – Software & Hardware Providers Directory

- Resources
  - Transport links: a categorised list of over 1200 transport sites
  - Transportation required
  - For sales and wanted: advertise goods for sale or wanted

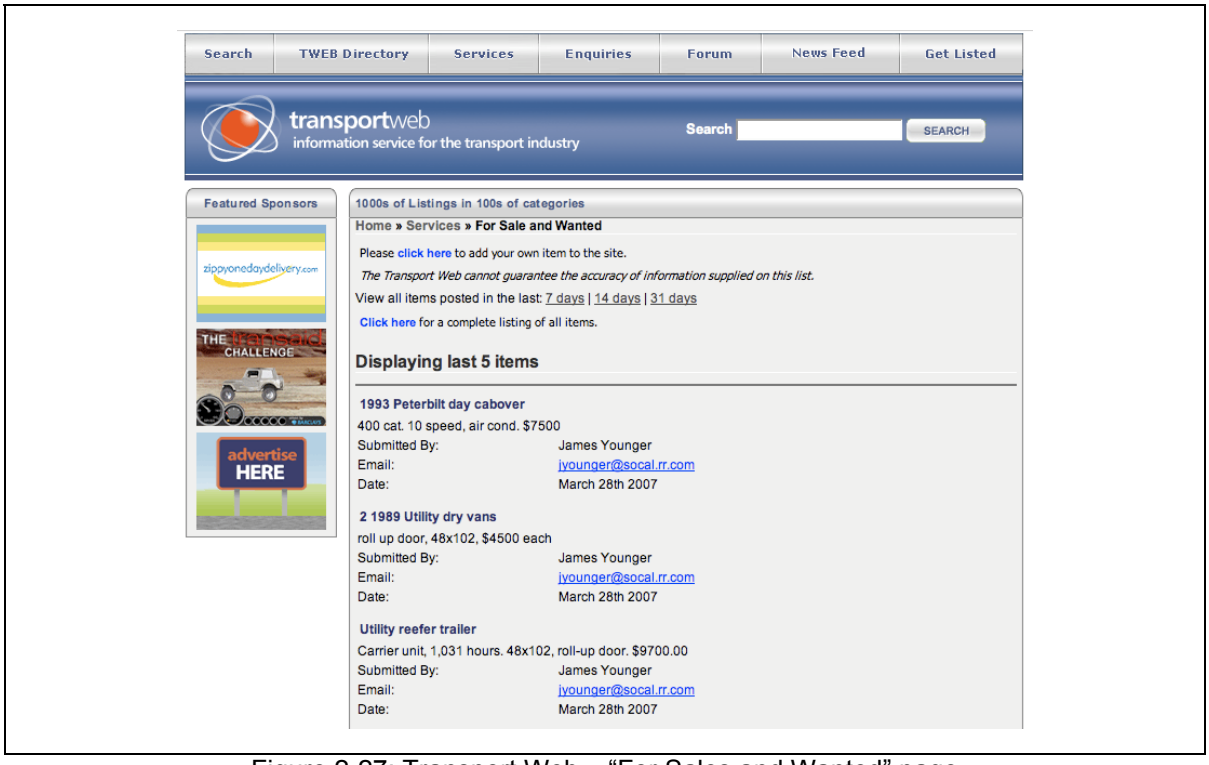


Figure 2-27: Transport Web – “For Sales and Wanted” page

- Diary and Events

  Details of Transport events throughout the world (contact details are given, so that it's possible obtain more information)

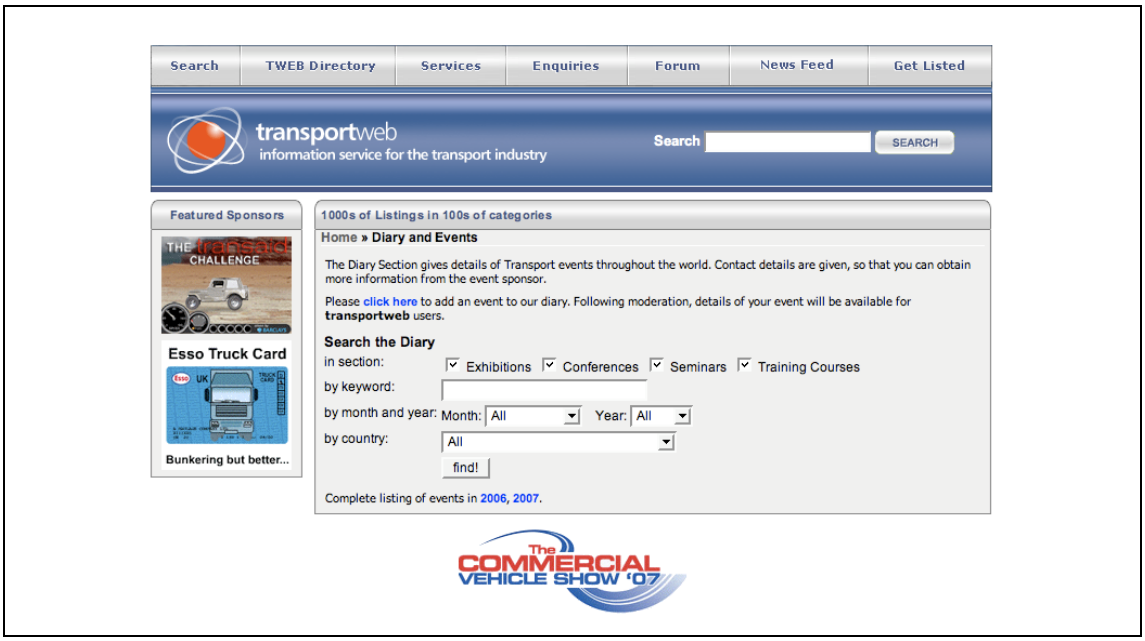


Figure 2-28: Transport Web – "Diary and Events" page

2.1.10. Eurift – European Reference Center for Intermodal Freight Transport

Short Description

The European Reference Centre for Intermodal Freight Transport (EURIFT) is a project supported by the European Commission Directorate-General for Energy and Transport (DG TREN) together with the Free Hanseatic City of Hamburg and the Free Hanseatic City of Bremen.
A key service of EURIFT is to provide the freight transport community with direct access to comprehensive, up to date practical information about intermodal freight transport opportunities.

Link

- Eurift - European Reference Center for Intermodal Freight Transport

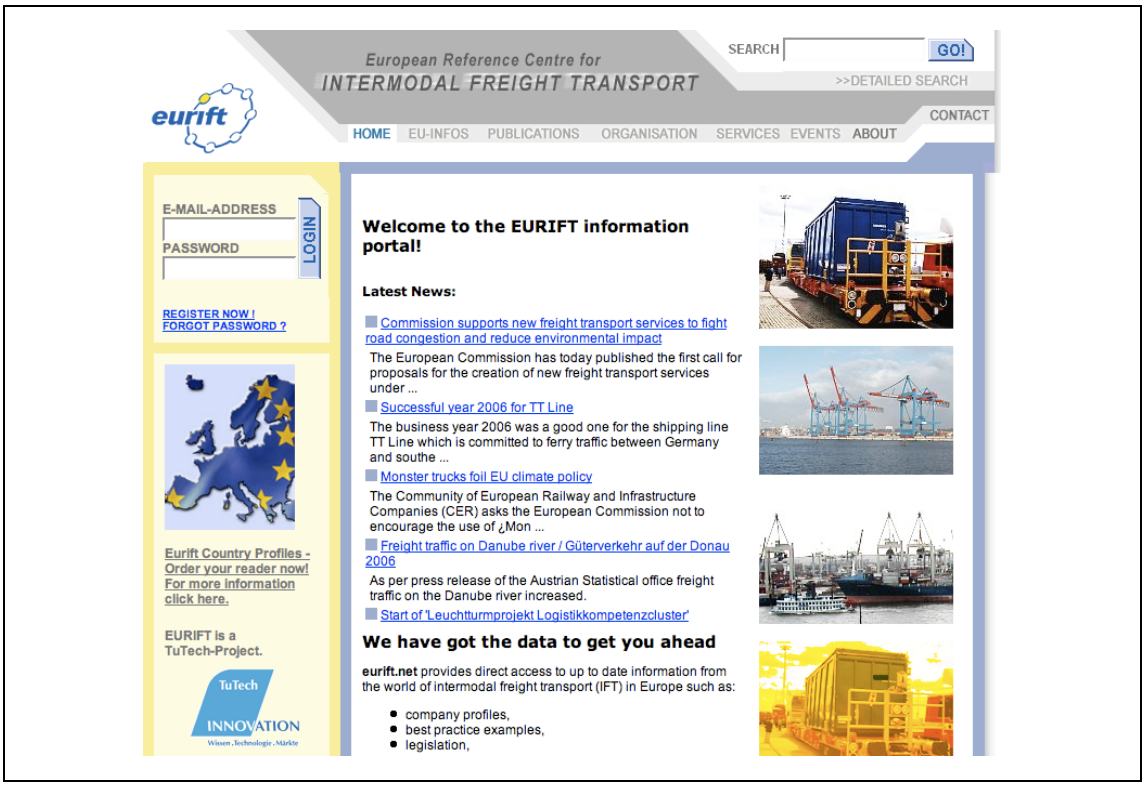


Figure 2-29: Eurift - Home page

Target

- Transport/logistics companies
- Transport equipment suppliers
- Trade or professional associations
- Software/IT Systems suppliers

Project Partners

- European Comission
- TUHH - Technologie GmbH (Germany)
- City of Hamburg (Germany)
- City of Bremen (Germany)
- Software Systems Department at TUHH (Germany)
- Deutsche GVZ Gesellschaft mbH (Germany)

Provided Services

Eurift provides direct access to up to date information from the world of intermodal freight transport (IFT) in Europe such as:

- Statistics
- Research and best practice examples
- Technology
- Company profiles (operators, services providers, etc.) and associations
- Legislation
- News and events

The access to the services above described requires user's free registration.

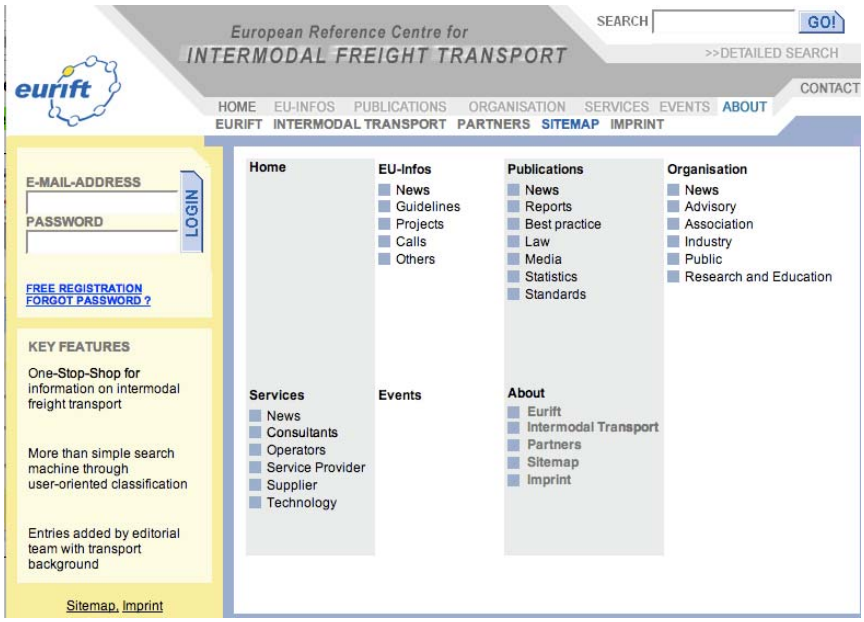


Figure 2-30: Eurift – Links to the provided services

2.1.11. Ogenet TransporT SolutionS

Short Description

With TransporT SolutionS the user can publish and arrange his/her sea freight or road haulage requirements in real time or find cargo for your truck or ship. As a member of TransporT SolutionS, he can contact other members and arrange transport immediately with no added brokerage costs.

Link

- Ogenet TransporT SolutionS

Target

- Carriers
- Companies (client base)
- Shippers
- Freight Forwarders

Figure 2-31: Ogenet TransporT SolutionS- Home pages

Provided Services

Services provided by Ogenet TransporT SolutionS required user's registration.

- Shipping
  - Ship owners
    - Advertising their scheduled or spot services to a huge number of manufacturing companies
    - Planning their shipping route directly in the database
    - Finding cargo offers, either spot or contractual, that companies have placed directly Supports detailed information for multiple containers and multiple commodities
  - Shippers
    - Finding all available scheduled services as well as very attractive spot rates
    - Booking sea freight and a road haulier to take their products from the company right to the end client
- Road Transport

- Hauliers
  - Access to a huge number of cargo offers placed directly by Ogenet subscribers
  - Completing their empty returns by simply logging on to the database
  - Setting up long-term contractual relations (their transport services will be presented to more than 5000 manufacturing companies)
- Cargo offer
  - Keeping in constant touch with the whereabouts of the goods by simply logging on to Ogenet.com.
  - A detailed map will be displayed indicating the position of the vehicle at any precise time

▪ Other services

- Measure converters
- Insurances
- Lawyer's office
- Road hauliers: a list of the main European road hauliers and logistics companies

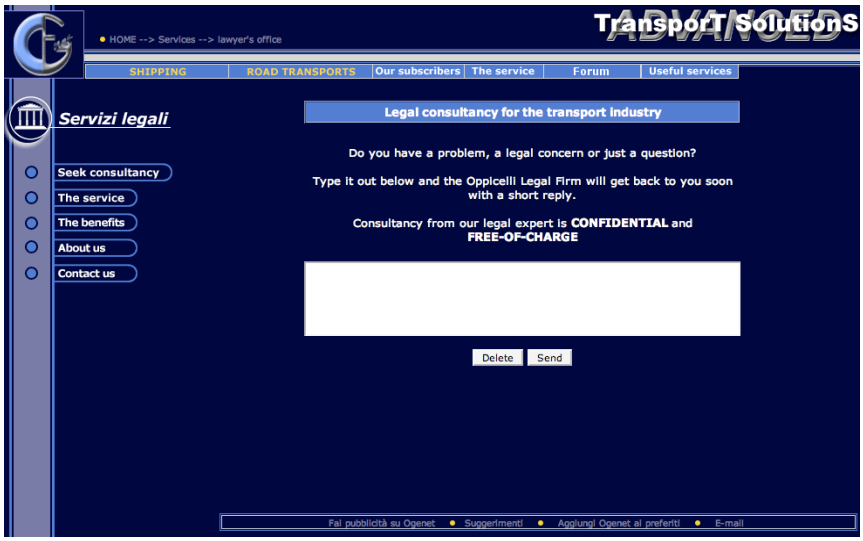


Figure 2-32: Ogenet – “Lawyer’s office” page

2.2. Portals of logistic operators

2.2.1. Ahlers Logistics and Maritime Services

Short Description

Ahlers Logistic and Maritime Services is an international logistic and maritime service provider with a network of own offices in Europe, Asia and CIS/Baltic.

The liner agency - founded in Antwerp, Belgium almost a hundred years ago - had developed over the years into an international group with an established place in the markets in which it operates. Ahlers is headquartered in the port of Antwerp, Belgium and is present in 16 countries with more than 700 employees..

Link

- Ahlers Logistic and Maritime Services

Figure 2-33: Ahlers Logistics and Maritime Service - Home page

Target

- Owners of cargoes and ships
- Logistics Services operators

Provided Services

- International Forwarding
  - Door-to-door delivery (integrated and tailor-made solutions covering the flow of goods from origin till destination)
  - Containerized cargo (centralized purchasing management, long term agreements with selective first-class carriers, club covered Bills of Lading)

- Break bulk and project cargo (know-how and network coverage to manage and support project and break-bulk cargo, from departure to destination; proposed solutions include all inland transportation by road, barge or rail)

- Warehousing

  The service package includes not only multi-modal transport, storage and other physical handling, but also the issuing of trade related documents, insurance and financial services, custom-forms and VAT-procedures.

- Marine Consultancy
  - Ship management (special focus on chemical tankers, gas carriers, offshore rigs and drilling ships; EU flags as well as tonnage registered in open registries; ship management on BIMCO type Shipman terms).
  - Crew management
  - Special projects (totally integrated services to offshore industry, owners/operators of specialized cargoes and ships, the maritime community and maritime authorities worldwide, including crew movements, cargo and spare parts tendering, ocean-going towage, training and certification).
  - Additional services (investigating and implementing corporate structures for marine and industrial projects; providing administrative services for corporate structures like incorporations, statutory representations, accounting and reporting; vessel registration statutory management in EU national registries; assistance in financing and re-financing of ships; in-house maritime training institute)

- **e – Solutions:**
  - Tracking & Tracing

    T&T Service allows customers to follow the progress of their consignment from point of departure to delivery by entering a password.

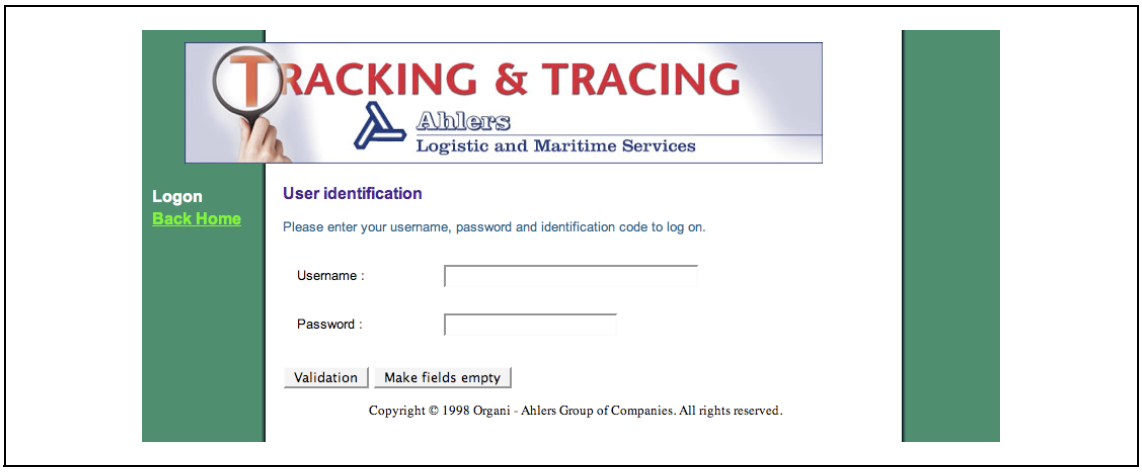


Figure 2-34: Ahlers Logistics and Maritime Service – Track and Trace access page

- Freight Enquiry

  Customers can use this form to enquire about how Ahlers can assist them with their shipping requirements.

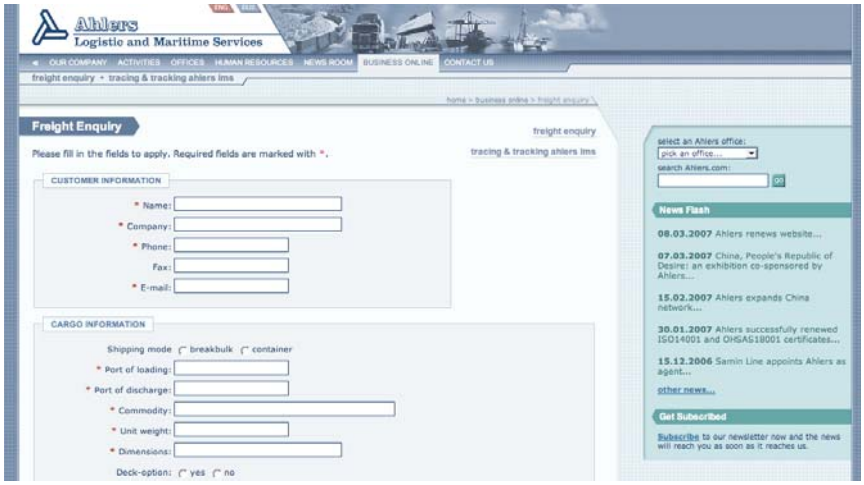


Figure 2-35: Ahlers Logistics and Maritime Service – Freight Enquiry page

- Antwerp Ring Reconstruction

  Customers can use this service to find out how Ahlers can help them out using alternative ways of transport, since the re-construction of the ring-road round Antwerp will inevitably create additional traffic disturbances.

2.2.2. Unimasters Logistics Groups

Short Description

Driven by its vision to respond to new global challenges and opportunities, Unimasters logistics group limited creates value through change, by introducing and implementing intelligent 'one-stop-shop' solutions.
Unimasters Logistics Group Ltd. means to maintain its market position as national leader and to undertake steps to become medium-size regional player.

Link

- Unimasters Logistics Group - International Transport and Distribution

Target

- Owners of cargoes and ships
- Logistics Services operators

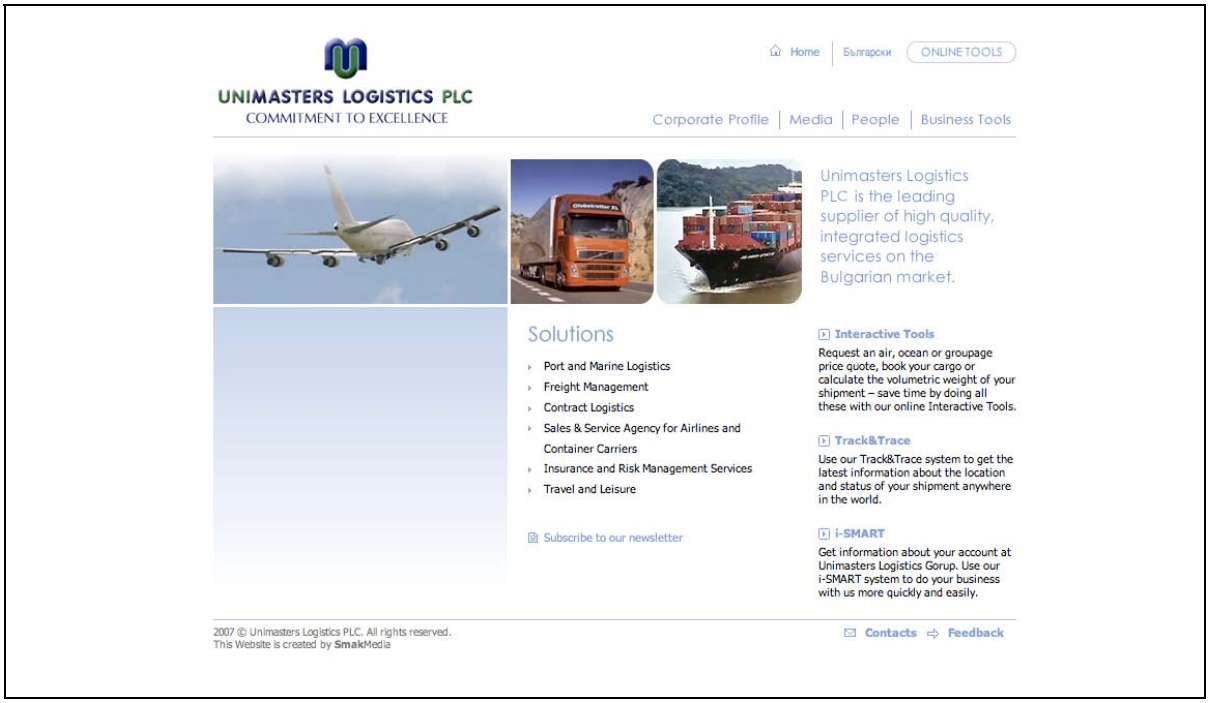


Figure 2-36: Unimasters Logistics Group - Home page

Provided Services

- Ocean Freight
  - Container (FCL and LCL), ro-ro and break-bulk services to all continents
  - Ship broking and chartering of small to handy-size vessels

- Air Freight
  - Scheduled consolidations
  - Air freight logistics coordination
  - Interim warehousing
  - Road feeder services (RFS)

- Logistics and Distribution
  - Provision of logistic services
  - Nationwide collection and distribution services
  - Distribution within Southeast Europe
  - Value-added logistics
- Integrated Logistics Support
  - Quantity and quality control, testing
  - Packing and repacking
  - Labelling, warranty cards attachment
  - Coordination of the entire logistic process

- Information Technology
  - Shipment status tracking, tracing and reporting
  - Information management
  - Internet-based communication and information solutions

- Other Services
  - Custom brokerage
  - Supply-chain management
  - Leisure and corporate travel
  - Risk management

- **Interactive tools**
  - Shipment Booking Form
  - Units Converter and Rate Inquiry Form
  - Track & Trace (under construction)
  - Document Wizard
    Upon entering a customs tariff number, the Document Wizard provides a complete list of the commercial documents, permits and licenses, necessary for the unimpeded customs clearance of the shipment

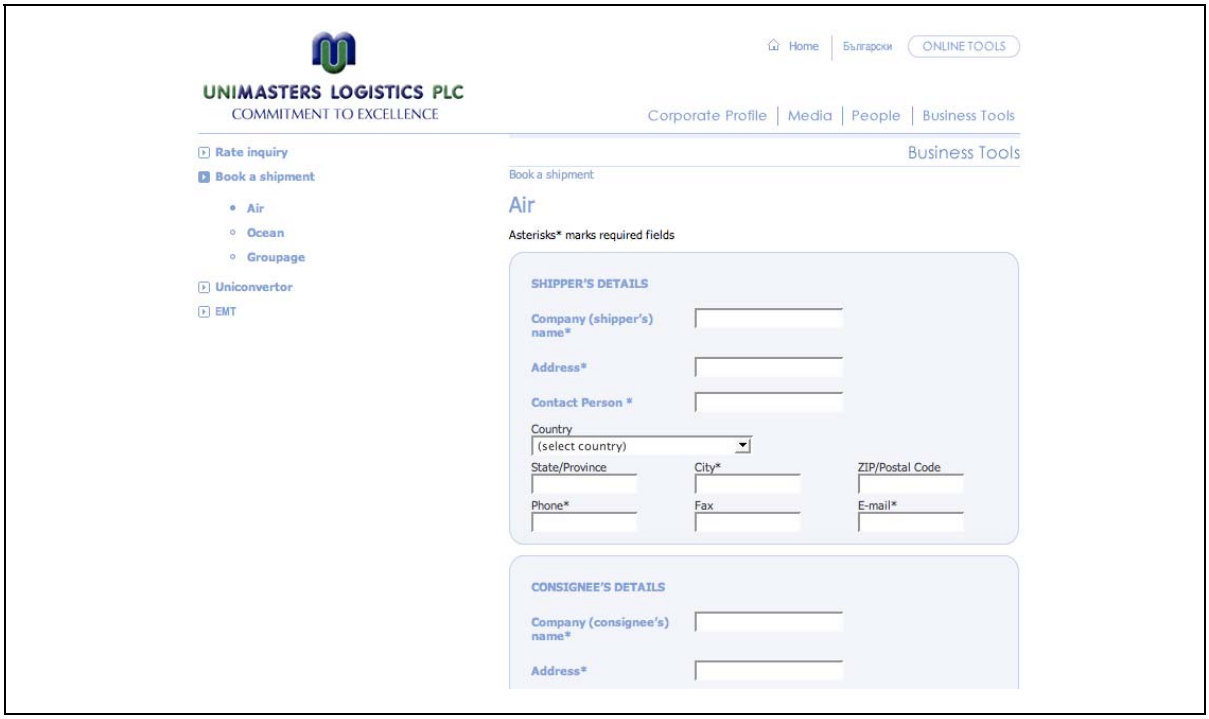


Figure 2-37: Unimasters Logistics Group – Shipment Booking form

2.2.3. M. Ward Group – Total Supply Chain Management

Short Description

The M. Ward Group brings together the strength of three M. Ward Group companies to deliver integrated end-to-end supply chain management solutions to the customers.
Maurice Ward & Co. is a reliable third party logistics and supply chain management solutions to leading global electronics, automotive and pharmaceutical companies in all part of Europe. Air, ocean and road freight offices in 15 European locations ensure rapid delivery of cargo worldwide.
M. Ward Manufacturing offers competitive contract manufacturing services in the heart of Central Europe.
Trackload.com offers trusted supply chain management solutions from state-of-the art tracking and inventory management to comprehensive vendor management and MRP solutions.

Link

- M. Ward Group

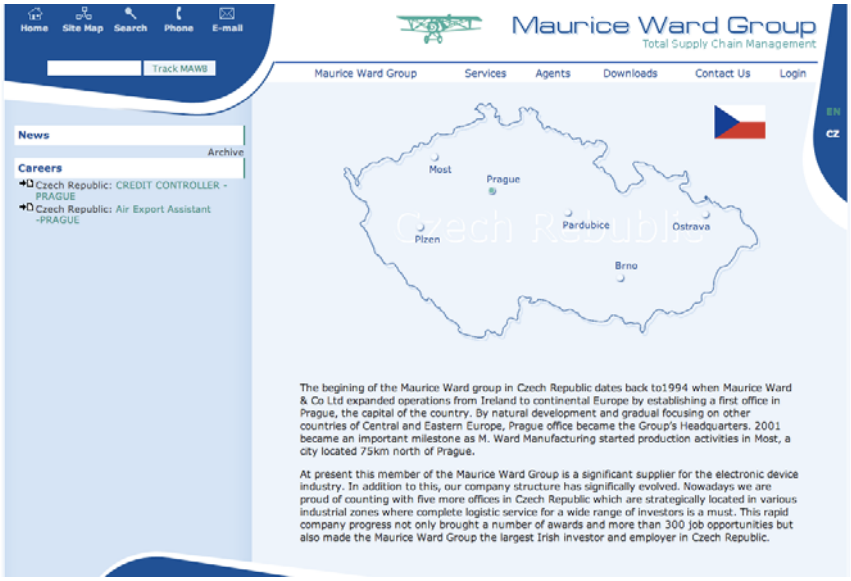


Figure 2-38: M. Ward Group – Home page

Target

- Manufacturing companies
- Forwarders
- Logistics providers

Provided Services:

- Freight Forwarding
  - Air, ocean and road freight
  - Tried and trusted gateway system for air and ocean import and export movements
- Logistics
  - Logistics warehouses at four locations in Central/Eastern Europe
  - Web based inventory management system where customers can monitor their inventory
  - Other services include bonded warehouse, non bonded warehouse, cross-docking services, distribution hub
- Manufacturing
  - Contract manufacturing
  - Shelter operations
  - Contents assurance
  - Supplier sourcing an accreditation
  - Consultancy
- Software Development

- Trackload.com offers IT solution to the forwarders, logistics providers, and manufacturing companies
- Trackload On-line Management System (TOMS) is a web-based cargo track-and-trace system for air, sea and road freight (shipments are tracked by sales order number, purchase order number, MAWB and HAWB)
- Ultimate Logistics Management Solution (ULMS) is a web-based inventory management system, capable of complete interface with advanced MRP systems

- **Online Track & Trace Service**

Figure 2-39: M. Ward Group – Track & Trace service

2.2.4. Jeuro Denmark

Short Description

Established in 1994, Jeuro Denmark was actually the pioneer in transportation through TSR or Siberian Land Bridge (SLB).
Jeuro Denmark activities are diversified into a number of transport modes such as sea-freight, airfreight, rail transport and multimodal transport. They are operating as a fully independent freight forwarder, and they have handling arrangements with local companies in Aarhus and Copenhagen seaport and Copenhagen and Billund airport and as such are able to arrange all kinds of shipments in/outbound.

Link

- Jeuro Denark

Target

- Manufacturing companies

- Logistics providers

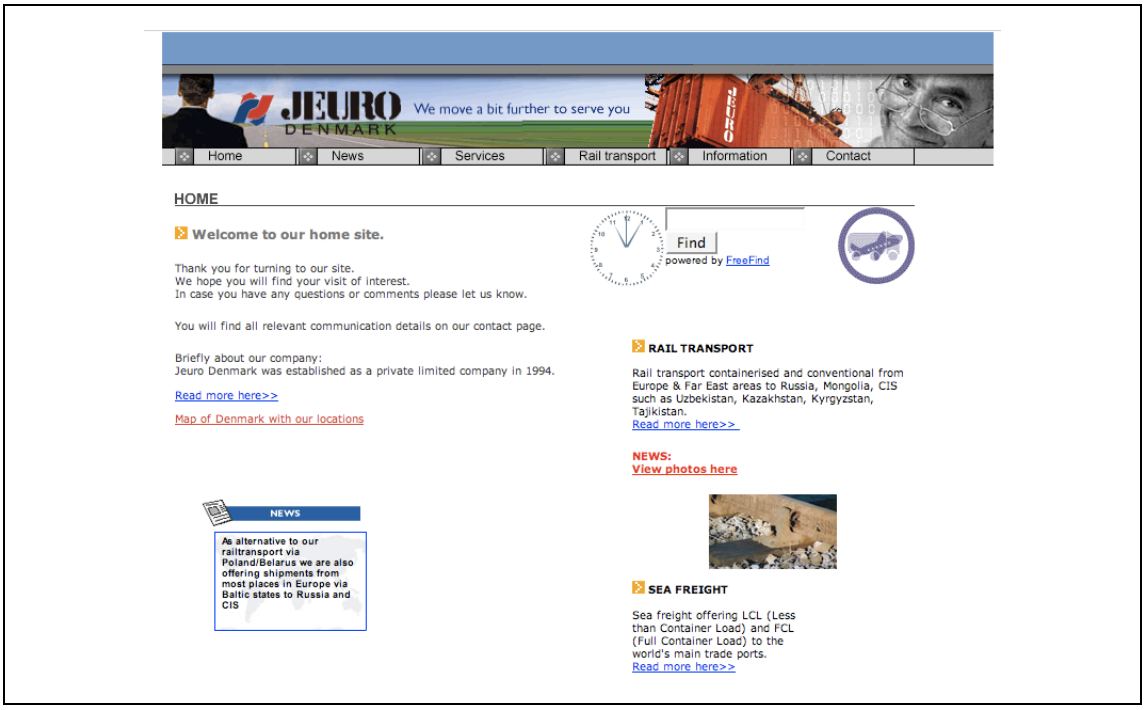


Figure 2-40: Jeuro Denmark – Home page

Provided Services

- Sea Freight
  - Consolidated Container Shipments (LCL) and Full Container Shipments (FCL)

Air Freight
- Door-to-door deliveries
- PO follow-up with vendors
- Scheduled departures
- Airport-to-airport and door-to-door services

- Rail Transport
  - Rail transport containerized and conventional from Europe & Far East areas to Russia, CIS & Mongolia
  - All shipments monitoring through the access to the central Computer of Russian Railway in Moscow
  - Tracing based on both the container number and rail wagon number from departure place to destination (with status reports given every second day)

- **On-line Sea Freight Booking**

*Figure **2-41**: Jeuro Denmark – On-line Booking page*

2.2.5. Maersk Logistics

Short Description

Maersk Logistics provides a single point of contact to transportation needs, including sea freight, airfreight, and a complete package of value-added landside services.
Maersk Logistics is a leading provider of logistic solutions in the logistics market: they provide customised and integrated solutions for supply chain management, from planning and procurement through to the delivery of products at their final destination, warehousing and distribution, as well as value added services, ocean freight, and air freight transportation.
Maersk Logistics operates in more than 90 countries and has more than 200 offices all over the world.

Link

- Maersk Logistics

Target

- Every potential customer demanding transport and logistics services
-

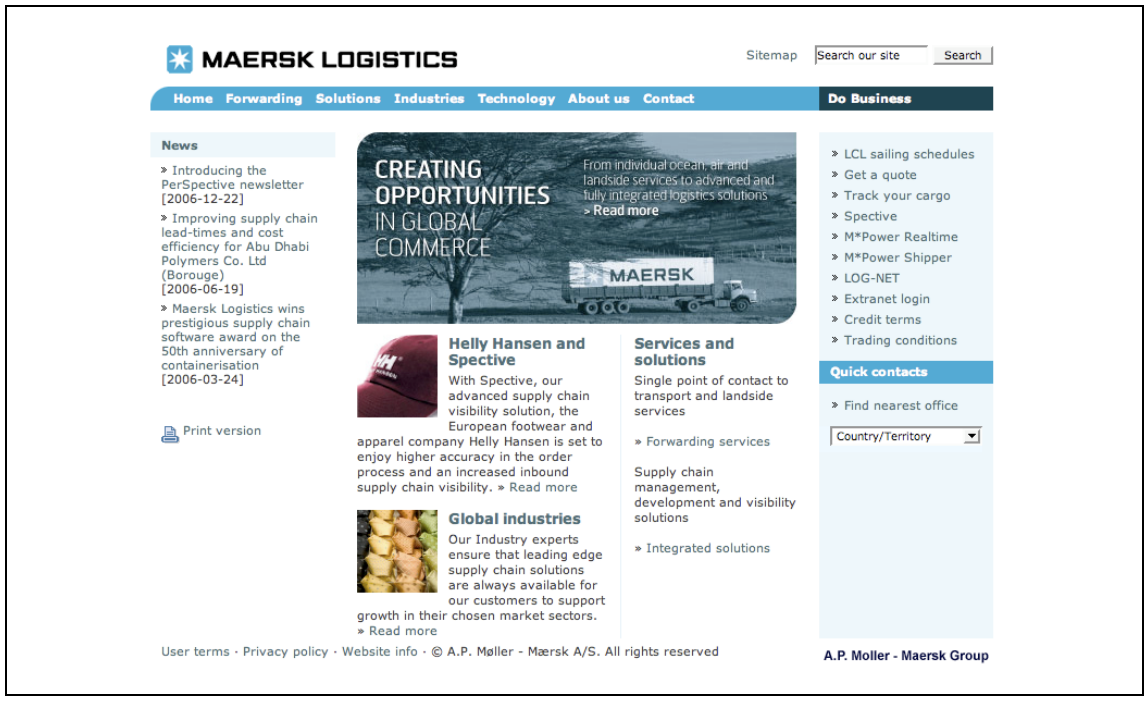


Figure 2-42: Maersk Logistics – Home page

Provided Services

- Forwarding Services

  Maersk Logistics range of forwarding services includes ocean freight, airfreight, and a complete package of value-added landside services. They take care of coordinating the carriers and service partners, prepare and handle all documents required by origin and destination, arrange for doorstep pick-up and delivery, facilitate cargo insurance needs, and consolidate all charges on one single invoice.

  - Less than container loads (LCL) and Full container loads (FCL)
  - Project cargo
  - Global Air Services
  - Multimodal Service
  - Extra Service (import clearance, pick-up/delivery, special handling and packing, documentation management, export clearance, storage)

- Value Added Services

  - Inland transportation (FCL, LCL, by truck or by train)
  - Custom house brokerage
  - Cargo insurance
  - International trade documents

- **Business Tools**

  - LCL Sailing Schedules

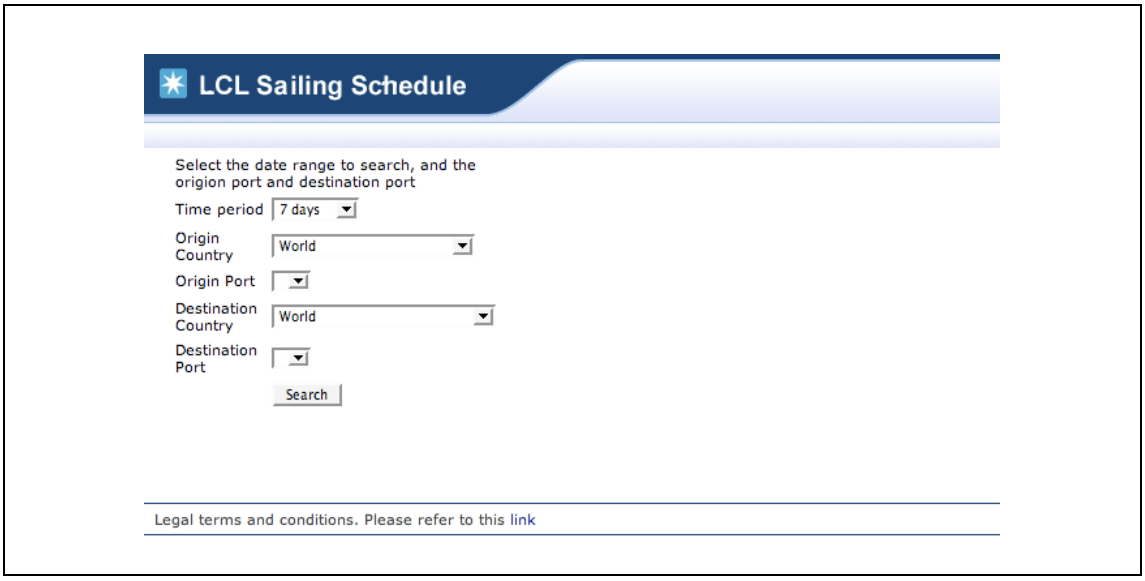


Figure 2-43: Maersk Logistics – LCL Sailing Schedules page

- Getting a Quote
- Cargo Tracking and Tracing
- Spective
- M*Power Realtime
- M*Power Shipper
  M*Power Shipper is a true export visibility tool, making the individual shippers own information available from Purchase order to carrier bill of lading, house bill of lading, forwarders cargo receipt and container Details.

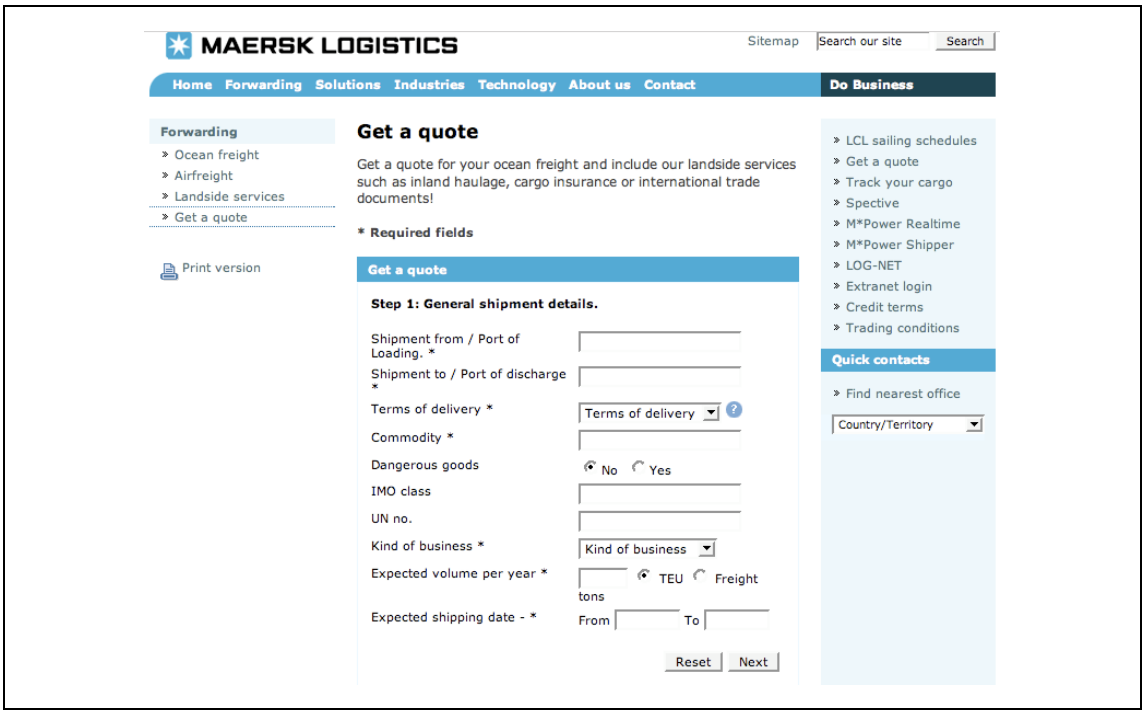


Figure 2-44: Maersk Logistics “Get a Quote” service page

2.2.6. Air Cargo Estonia

Short Description

Air Cargo Estonia AS (ACE) is a company offering freight forwarding and logistics services. ACE represents two trade marks: Air Cargo Estonia and ACE Logistics, the latter covers the entire Baltic region through its sister companies.
ACE service may be summarized as a logistic solution. What this solution may contain depends on the necessities of the client. In the case of modern transportation and logistics services, the knowledge of the provider of services for finding the best logistic solution, and the quality of services are becoming increasingly important, besides the actual transportation service. Such service is supported by a broad high-level network of sub-contractors and partners, information technology, knowledge regarding legislative and cultural peculiarities of each country, involved in the transportation process, and naturally, by employees who are eagerly doing their job.

Link

- Air Cargo Estonia

Figure 2-45: Air Cargo Estonia – Home page

Target

- Every potential customer demanding transport and logistics services

Provided Services

- Airfreight Forwarding

- Air transport import/export world-wide
- Air cargo carriage with aviation companies
- Related services: door-to-door delivery in 50 countries, customs brokerage, storage,possibility for cargo Track & Trace
- Transportation for special goods (perishable food stuff, live animals, dangerous goods, human remains, valuable goods)

- Roadfreight Forwarding
  - Regular carriage of goods in parts from Western-Europe, in Finland and in the Baltic, partial and full cargos within Europe
  - Regular export-import trucking service from Austria, Belgium, Spain, Holland, U.K., Italy, Luxemburg, Portugal, France, Germany, Switzerland, Latvia, Lithuania, Finland
    - Related services: door to door carriage, customs clearance, storage, custom storage

- Sea Freight Forwarding
  - World-wide
  - Door-to-door
  - FCL – Full Container Load
  - LCL – Less than Container Load

- Combined Transport

- Custom Brokerage
  - Declaration of goods
  - EUR 1 execution
  - ATA clarnet execution
  - Guaranteeing of customs duties
  - Customs storage services
  - CMR execution
  - Execution of transit/entry declaration
  - Electronical customs declaration service
  - Track & Trace service

- Warehousing services in customs warehouse and terminal and in the warehouse for cleared goods
  - Checking the conformity between the amount and condition
  - Entering data into the warehouse database
  - Placing goods in the warehouse and storing
  - Completion of consignments according to the order of the customer
  - Marking of goods (stripe code stickers, instructions, etc.)
  - Operations which add value to the goods (preparations for sale, packaging, testing, etc.)
  - Assignment or delivery goods to the destination of the end user
  - Compilation of reports and reviews (warehouse inventor amount of stored goods, movements in storage, etc.)

- Insurance

  The insurance covers all risks according to the stipulations of ICC (A). Insurance may be concluded for one consignment (single policy), or customer can have a so named open policy for a certain period of time (e.g. a year), for the transport of all cargo during this period (an open policy). If the customer does not want to insure goods against all the risks, it is possible to have them insured on restricted conditions, against concrete risks (e.g. traffic accident, fire, theft, etc.). The insurance of cargo according to restricted insurance coverage (and, consequently, cheaper) is carried out on the basis of clauses ICC (C) and ICC (B).

- **On-line tools**
  - Links to On-line Track & Trace Services of transports company (Finnair Cargo, Lufthansa Cargo AG, British Airways World Cargo, etc.)
  - Transportation Order
  - Rate Request

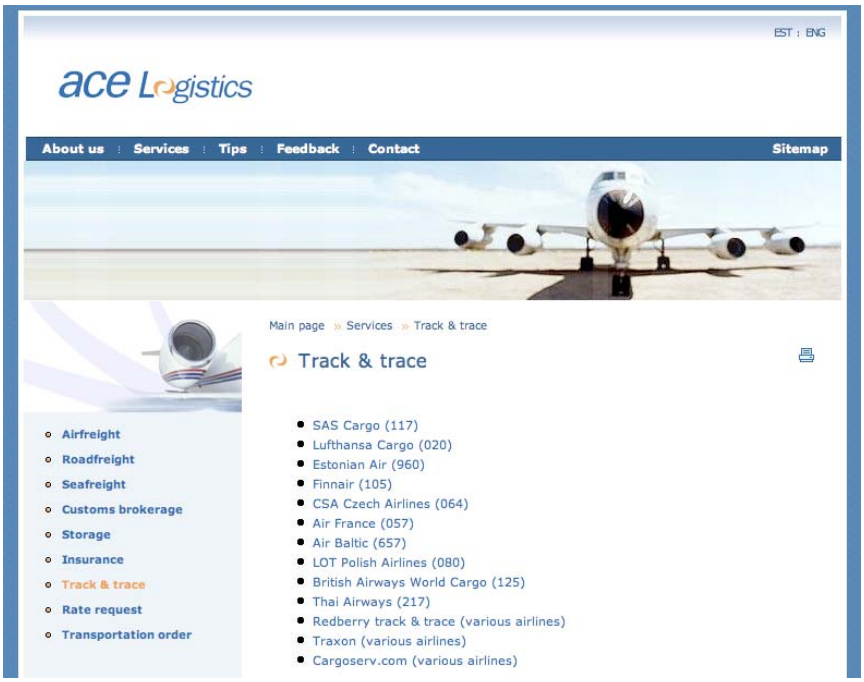


Figure 2-46: Air Cargo Estonia – Track & Trace links page

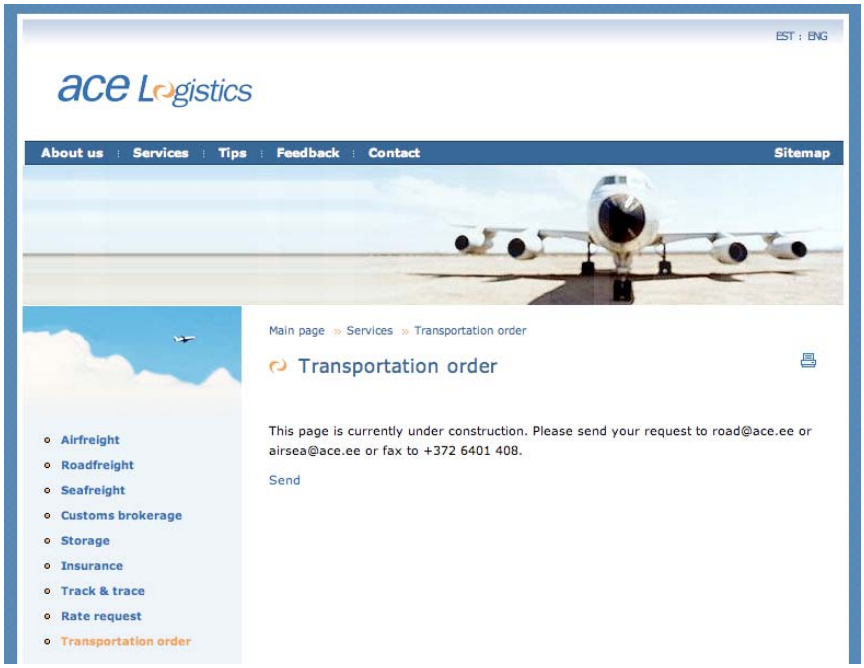


Figure 2-47: Air Cargo Estonia – Transportation Order page

2.2.7. Beweship

Short Description

Beweship is an independent Finnish freight forwarding and transportation company. Their field of activities range from regular road-traffic to/from all European countries to air and sea-freight to major cities and countries on all continents.
Beweship activities are based on unconditional client care, individuality and commitment. Every shipment they handle is performed with the utmost attention to efficiency, reliability and safety. They strive to be our clients' first choice in any transportation related matter.

Link

- *Beweship*

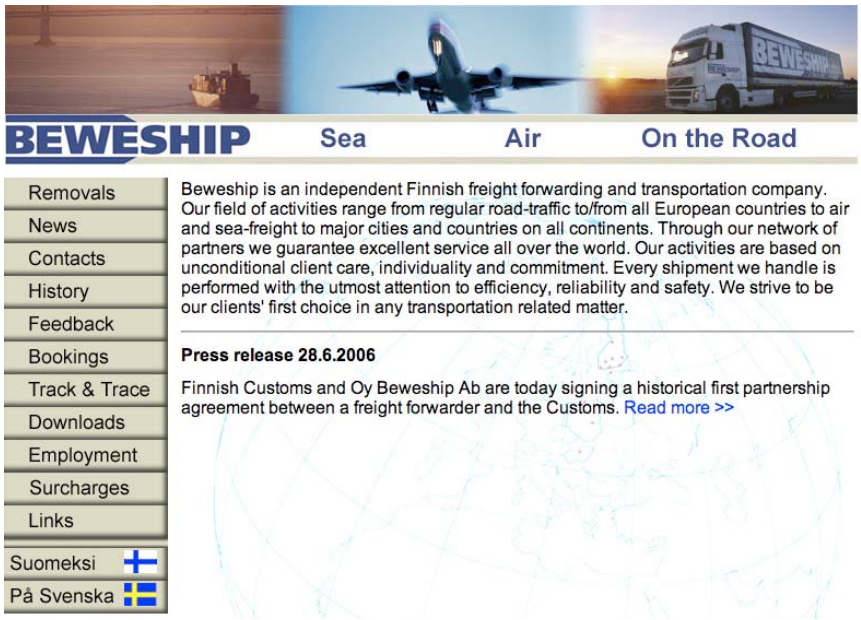


Figure 2-48: Beweship – Home page

Target

- Every potential customer demanding transport and logistics services

Provided Services

- Sea Freight Forwarding
  - Less than container loads (LCL) and full container loads (FCL)
  - Project shipments and shipments requiring special handling
  - Talk and bulk shipments
  - Door-to-door deliveries
  - Customs and forwading services at origin & destination
  - NVOCC-freight transporter (Non-Vessel Operating Common Carrier) licensed by FMC (federal Maritime Commission)
  - Contracts with major shipping lines = competitive rates for our clients
- Airfreight Forwarding
  - Cooperation with all major airlines
  - Daily departures
  - Door-to-door services
  - Customs and forwarding services at origin & destination
- Road Freight Forwarding
  - Severak hundred units daily in European traffic
  - Weekly connections to every European country
  - Groupage, part-loads and full loads, door-to-door
  - Special deliveries
  - Scheduled deliveries

- **On-line tools**
  - On-line Track & Trace System [not available at the moment]
  - Web-booking

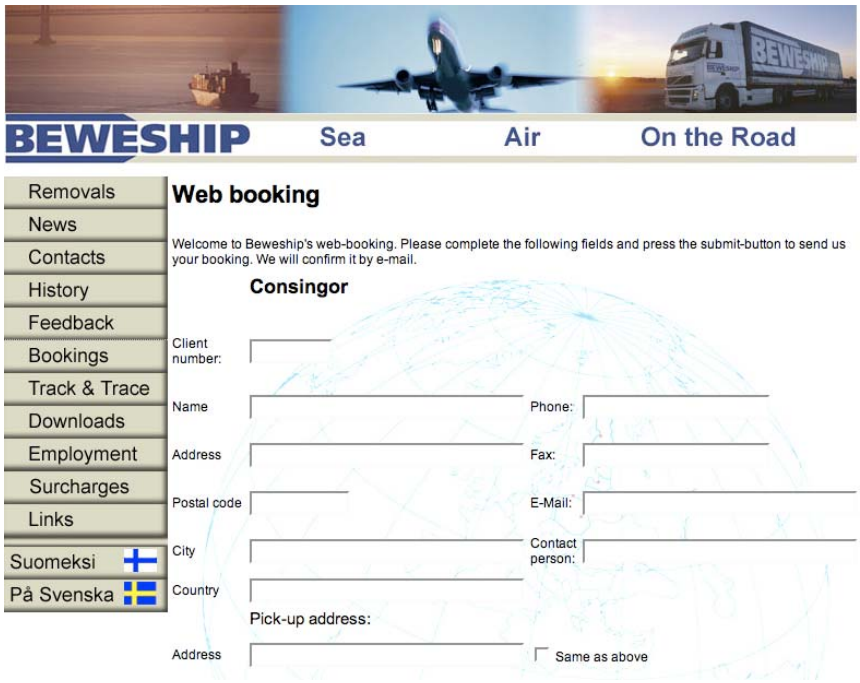


Figure 2-49: Beweship – Web-booking page

2.2.8. SDV International Logistics

Short Description

SDV International Logistics is a worldwide-known-and-leading group, specialized in international freight forwarding, transportation and logistics.
Specialist in all areas of transportation and logistics, SDV International Logistics provides customized solutions using the most advanced technologies. SDV expertise lies on an in-house, built-in efficient IT system, a reactive and reliable international network and a close relationship with the major operators of the international transportation.

Link

- SDV International Logistics

Figure 2-50: SDV – Home page

Target

- Every potential customer demanding transport and logistics services

Provided Services

- Airfreight Forwarding

  Well established in the airfreight sector (IATA leading position in France, ranking 5th in Europe), SDV International Logistics enjoys partnership cooperation with the main airlines. The SDV International Logistics network which is present on all the main international airports and hubs, offers a wide range of services from general cargo consolidation to the chartering of airplanes.
  SDV International Logistics also offers its customers all the transport-associated devices, such as private warehouses under surveillance, pallets, etc. Thanks to its reliable network information systems, SDV International Logistics allows the availability of all the necessary information on real-time basis: documentation, customs, EDI, tracing/tracking and reporting.

- Sea Freight Forwarding

  The group enjoys partnership cooperation with more than 40 international shipping lines. The presence of SDV International Logistics in all the main ports provide the customers with a wide range of services to satisfy all their needs: from break-bulk to container shipping, from full container loads to consolidated shipments, from general cargo to specialized transport and from small parcel to out of gauge pieces.
  Not only a forwarding agent but also a fully licensed NVOCC, SDV International Logistics offers a comprehensive solution to any request of consolidated shipment as well as full container loads, throughout the world.

In order to promote and ensure high service standards, SDV network is equipped with own “tool sets”: bonded warehouses, handling machinery equipments, secured distribution centers, integrated information systems.

- Road Freight Forwarding

  This activity is complementary to the other means of transportation. Road transport is fully part of the multimodal logistics of SDV.

- Logistics, Storage and Distribution

  The logistics chain includes the implementation and use of fully secured platforms equipped with the latest technical devices, such as identification, stuffing, measurement, weighing, etc.

- Other services

  As a fully licensed customs agent, SDV International Logistics has a good command on the services that simplify and speed-up the customs procedures, such as:
  - Explanation on regulations and procedures
  - Definition of the tariff classification of the goods
  - Implementation of preferential tariffs systems to meet the operators’ requirements (temporary waving of tax and duties, etc.)
  - In-house customs clearance procedure, single address clearance of goods

- **On-line tools**

  - Converter
  - Public Holidays
  - Time Zone
  - Tracing

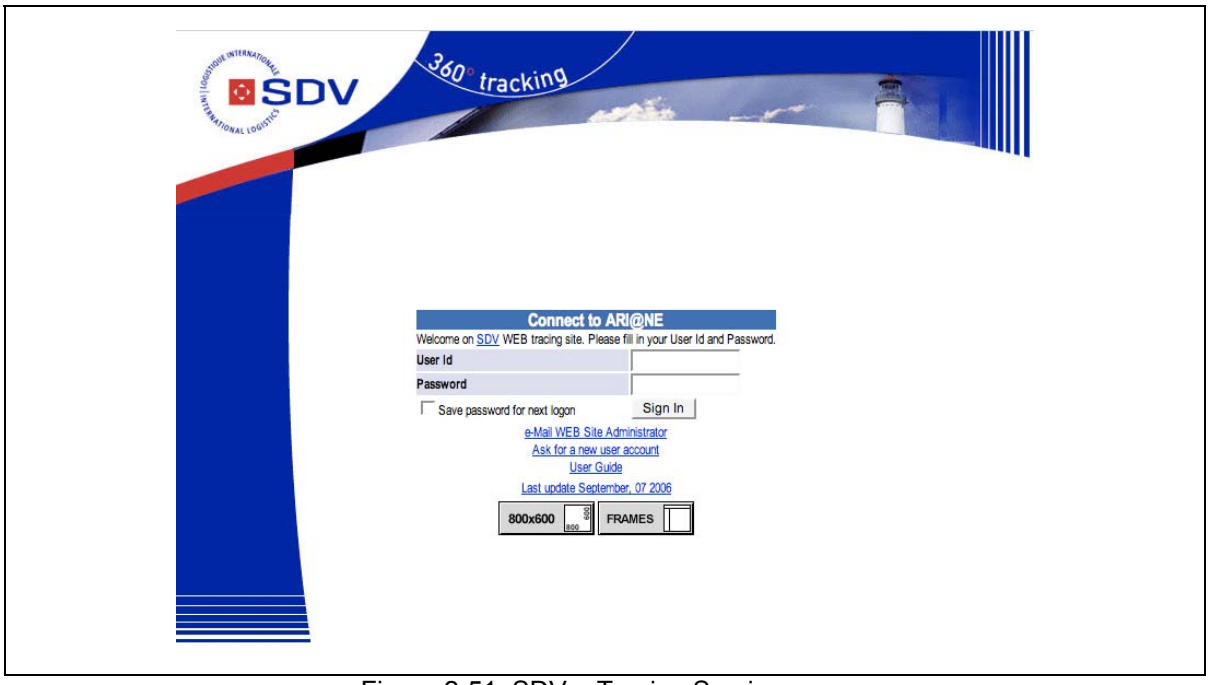


Figure 2-51: SDV – Tracing Service page

2.2.9. deugro

Short Description

deugro is a privately held and independent international project and specialized transport forwarder.

Link

- deugro

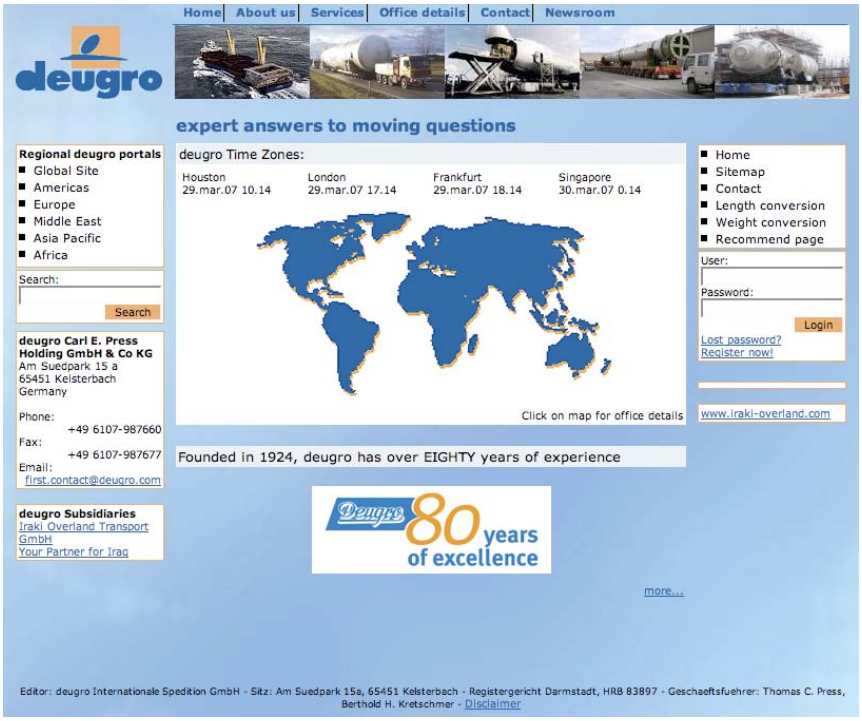


Figure 2-52: deugro – Home page

Target

- Every potential customer demanding transport and logistics services

Provided Services

- Project Forwarding
  - Feasibility studies for special transports, including road surveys
  - Mobilization of special heavy haulage equipment and vessels
  - Technical assistance and on-site supervision
  - Outsourcing
  - Customs clearance
  - Real time status reports
- Sea Freight Forwarding
  - Full Container Load service (FCL) and consolidation services- less than container loads (LCL)
  - Cargo monitoring service which follows the progress of the shipment from the placement of the order to final delivery (typical information: readiness date, vessel departure and arrival details, documentation flow, customs clearance confirmation, final delivery on site)
  - Warehousing (storage; consolidation of cargo into mini groupage or personalized full container loads; cargo management services; cargo marking and inspection services)
  - Packing services

- Customs Clearance (handling of customs entry requirements, customs tariffs, ensuring that the correct statutory duties and taxes are applied, appropriate vehicles to ensure prompt final delivery)

- Airfreight Forwarding
  - Mini personalized consolidations (pallet building), using multiple house airway bills
  - Complete pre-alert service to facilitate pre-clearance supported by either a tailored monitoring package or the dts deugro Tracking System
  - Hazardous cargo handling
  - Packing, labelling and inspection services

- Logistics, Storage and Distribution

- **Tracking System**

  This system allows deugro offices to continually update and work together on a client's shipment using one single database. This information is then available in a read-only format on the Internet, or can be sent to the client in a compressed file which is readily exportable into MS Excel, Lotus 1-2-3 and other programs to allow analysis and further manipulation of the date if so required. This open format allows deugro to import and export data out of our client's proprietary system, in order to easily and efficiently track data and shipments.

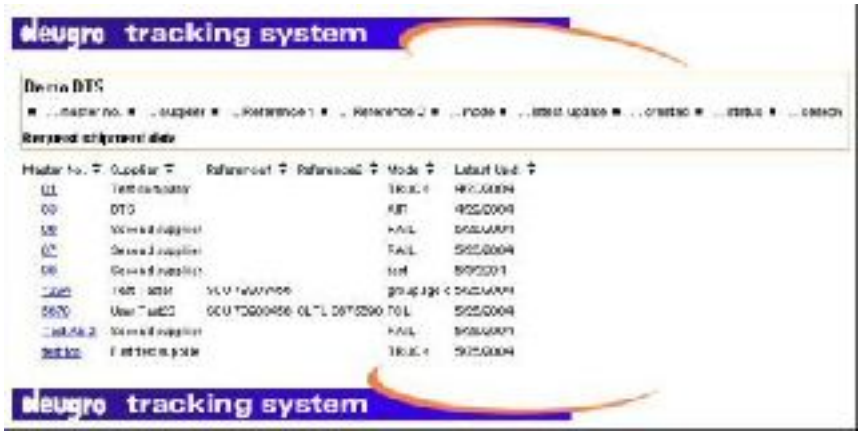


Figure 2-53: deugro –Example of a racking System page

2.2.10. DHL

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Short Description

DHL is the global market leader of the international express and logistics industry, offering innovative and customised solutions from a single source.
In 2003, three companies with their own unique strengths were united under the DHL brand, setting new standards in express and logistics:

- DHL Worldwide Express, the worldwide leader in air express
- Danzas, the worldwide leader in air and sea freight
- Deutsche Post Euro Express, European leader in parcel services

DHL offers expertise in express, air and ocean freight, overland transport and logistics solutions, combined with worldwide coverage and an in-depth understanding of local markets.

Link

- DHL Global

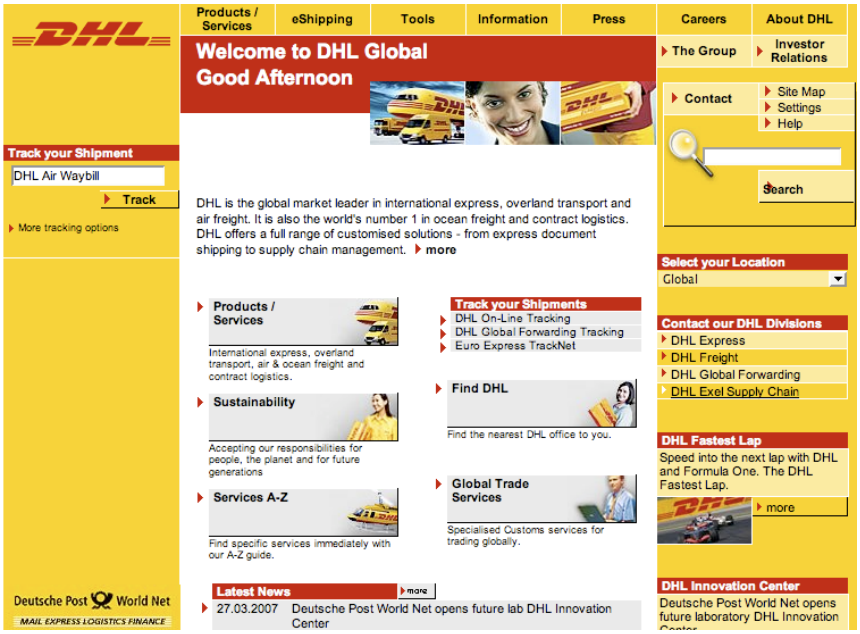

Figure 2-54: DHL – Home page

Target

- Everyone demanding transport and logistics services

Provided Services

- Express Services

  With DHL, customer can rely on one company for all express and logistics needs - whether local or global.
  - Someday: Immediate pick-up and fastest possible same day delivery.
  - Timedefinitive: or time-critical and express deliveries.
  - MidDay: express door-to-door delivery by 12 noon.
  - StarDay: express door-to-door delivery by 09:00am.
  - Worlwide Document Express: Express door-to-door delivery for non-dutiable goods.

- Worldwide Parcel Express: International express door-to-door delivery for dutiable goods.
- European Community Express: Overnight, door-to-door intra-EU express service.
- Import Express: International express collection and door-to-door delivery coupled with flexible billing solutions.
- DHL Next Day: night door-to-door delivery by 10:30 am, 12:00 pm or 3:00 pm the next business day throughout the U.S.
- DayDefinite: Reliable door-to-door delivery within a certain number of days.
- Value Added Services:
  - Special Pick-up and Delivery Services
  - Information Services
  - Customs Clearance Services
  - Dangerous Goods
  - Payment/Billing Services
  - Insurance
  - Packaging

- Road and Rail Freight

  DHL is the leading European overland transport provider, using road, rail or a combination of the two. They guarantee reliable transportation thanks to an extensive, continent-wide network and standardised services.

  - Euroconnect road freight service covers all business areas in Europe for consolidated freight, using fixed timetables with the maximum delivery time indicated. Euroconnect offers the flexibility of customised transport services without having to reserve the entire capacity of a full-load vehicle.

  - Rail Europe moves single wagons or groups of wagons directly from siding to siding as well as entire train compositions across Europe. The right rolling stock is available for every type of freight: low-bed wagons for heavy or bulky goods; sliding-wall, high-capacity wagons or open flatcars for large consignments; tank wagons for liquid products; silo wagons for granular products.

  - Euroline offers regular full-load and part-load services on predefined lines for domestic and international shipments within all European countries and across Europe. Customer benefits from timely delivery and full flexibility to cover business or seasonal peaks. DHL offer all types of equipment, whether customer's needs are for temperature-controlled, bulk or high volume. Additional services include pallet exchange, weekend deliveries, individual billing, extra insurance, and performance and quality rating.
  - Trade Fairs and Events: DHL's tailor-made, specialised services for all of your trade fairs and events transportation needs.

- Custom Services
- Value Added Services
  - Special Pick-up and Delivery Services
  - Information Services
  - Dangerous Goods
  - Payment/Billing Services

- Air and Ocean Freight
  - Air Freight: Whether door-to-door or airport-to-airport, Air First guarantees priority handling and a service to match deadlines. The freight is placed on the first available flight and forwarded with a maximum transit of two days airport-to-airport. This service is available 24 hours a day, 7 days a week, 365 days a year.
  - Air Premier: Air Premier is a reliable and scheduled service, combining price and time considerations for both door-to-door and airport-to-airport. The shipment arrives within three days at airports in every major marketplace worldwide.
  - Sea/Air: Sea/Air offers a combination of the speed of air freight and ocean freight economy.
  - Air Value: Air Value uses creative routing via major gateways, meaning customers can benefit from further cost savings. Transit times are increased by only 1-2 days over Air Premier.
  - European Plus Service: this service combines air and ground transportation for inbound or outbound freight in one pan-European network
  - StarBroker: StarBroker consolidates air cargo in regional hubs from different origin countries.
  - Industrial Projects (large-scale project forwarding services for industry sectors).
  - Special Handling
    - Dangerous Goods
    - Temperature-Controlled
  - US Domestic Air Freight
- Customer Program Management
  CPM supports a wide range of customer logistics management needs - from standardised packages delivering tools and services that bring value quickly and economically, to fully customised & integrated supply chain management programs that enhance the entire supply chain.
  CPM focuses on the management of:
  - Data

- Integrated logistics processes and data visibility from origin to destination
- Implementation of new initiatives
- Performance against customer defined KPI
- Process improvement

- Ocean Freight
  - LCL: Total control of cargo flows with consolidation of Less Than Container Loads.
  - FCL: Service quality and optimum pricing for intermodal transportation of Full Container Loads.
  - Non-Containerised Load: Specialised services for small Non-Containerised Loads

- Industry Solutions
  - Automotive
  - Life Science and Healthcare
  - Consumer
  - Retail
  - Technology
  - Engineering/Manufacturing
  - Chemical
  - Industrial Projects

- Logistics Solutions
  - Consultancy
  - Integrated supply chain
    - Lead Logistics Provider
    - Supply Chain
    - Management
    - Freight Management
    - Industry Integration
  - Return/Parts Management
  - Warehousing
  - Value Added Services
    - Co-packaging
    - Product Assembly
    - Other Value Added Services
  - IT Solutions
    - Warehouse Management
    - Freight Management
    - Transportation Management
    - Supply Chain Management
    - Information Management
  - Specialist Services

- Shipping Tools

- Shipping Management (tools with advanced features for total shipping control)
- Integration Solutions (solutions to link shipping into customer's global business processes)
- **Tracking Tools** (real-time tracking via PC, phone or wireless device)

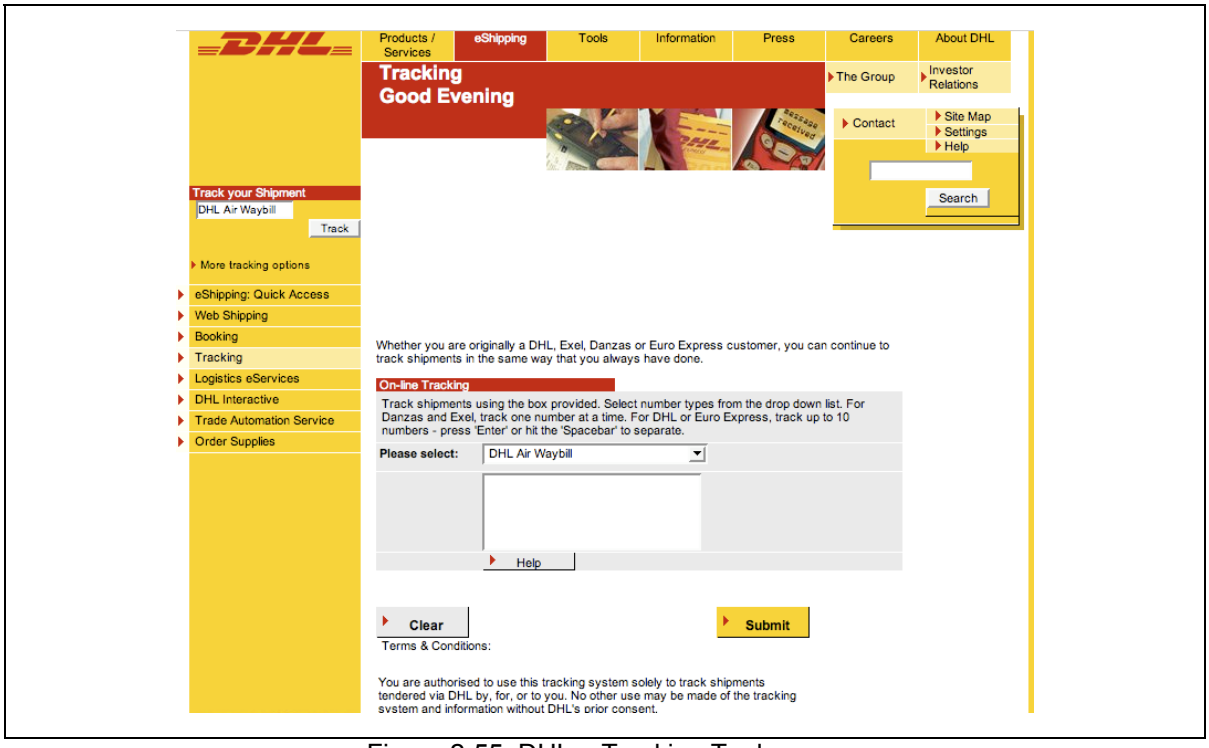

Figure 2-55: DHL – Tracking Tools page

- **e-Shipping**
  - Web Shipping

    DHL Web Shipping is the on-line express shipping tool that helps customers prepare documents, book pick-ups, store contact details and track deliveries. DHL Web Shipping needs no special software or training.
    With DHL Web Shipping the user can:
    - Select the right shipping and value-added services for each shipment
    - Prepare air waybills and customs documentation on-line
    - Get the latest service bulletins and customs information
    - Book collections and track shipments on-line
    - Save up to 300 customer addresses
    - Access shipment records for 99 days
    - Alert recipients and other interested parties

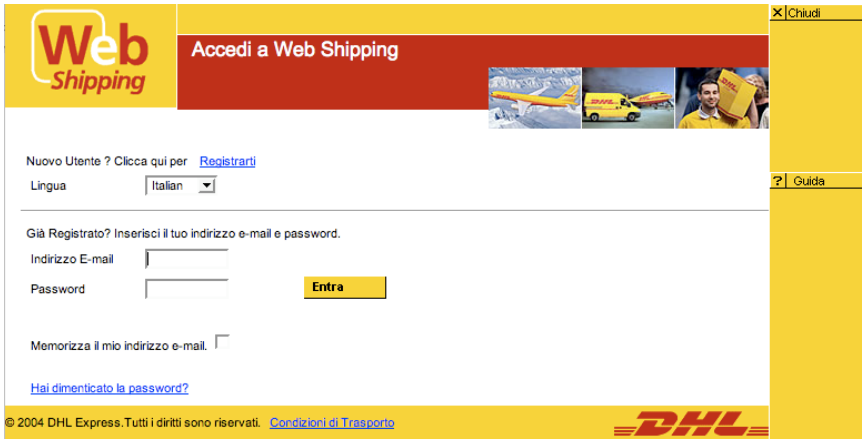

Figure 2-56: DHL – "Web Shipping" access page

- Book a pick-up
- Order Supplies

  DHL has a full range of products designed to make preparing and packing shipments as easy as possible. Customers can order on-line now by visiting their relevant DHL country site.

- DHL Interactive

  DHL Interactive is a suite of on-line tools developed for air, ocean and road freight transportation needs. With DHL Interactive, the user can:
  - calculate the transit time between two destinations for various service options (e.g. air, ocean, road)
  - provide transportation costs based on customer contracts or general tariff rates
  - provide pick-up and booking capability for Air, Ocean and Road consignments
  - provide global shipment status information
  - provide historical data including shipment details and financial information

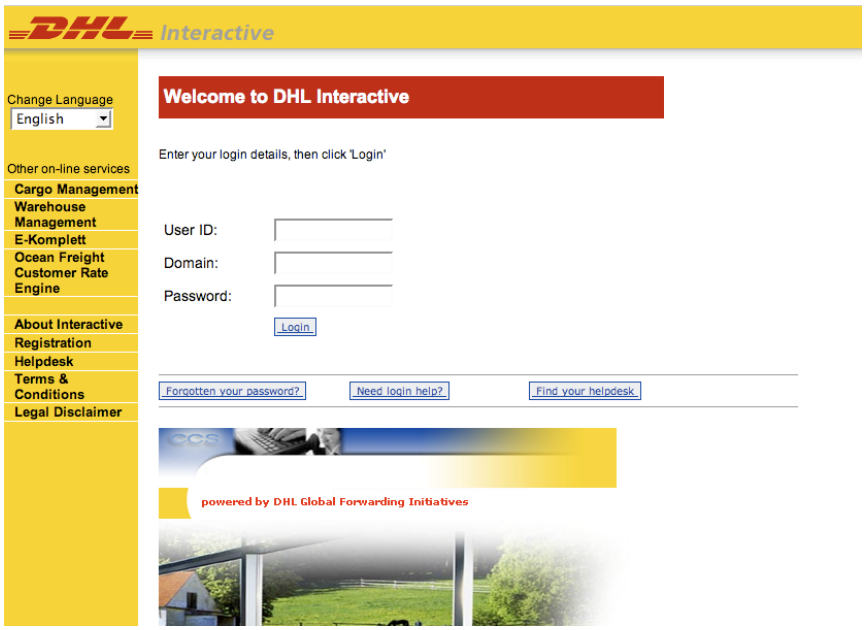

Figure 2-57: DHL – "DHL Interactive" access page

- Trade Automation Services

  DHL Trade Automation Service allows customer to take full control of the information flows and processes that accompany international shipment transactions. The Trade Automation Service includes:
  - Landed Cost Calculator - estimate costs of importing and exporting a shipment including handling, insurance, import/export duties and taxes
  - Product Compliance - verify all shipments comply with import and export regulations
  - Comparative Services - compare landed costs and product compliance for any number of origins and destinations
  - Trade Documents - view and create essential trade documents for all shipments
  - Interactive Classification - HTC and ECN commodity codes for quick and accurate product classification
  - Restricted Party Screening - access real-time information on all individuals, companies and countries subject to import/export restrictions or embargoes

  DHL also provide supporting resources and handy management tools so that customer can customise TAS to suit its personal needs.

- **On-line tools**
  - Drop-off Locators
  - Volumetric Weight
  - Conversion Calculator
  - Currency Converter
  - World Clock
  - Express Learning

- Customs Paperwork

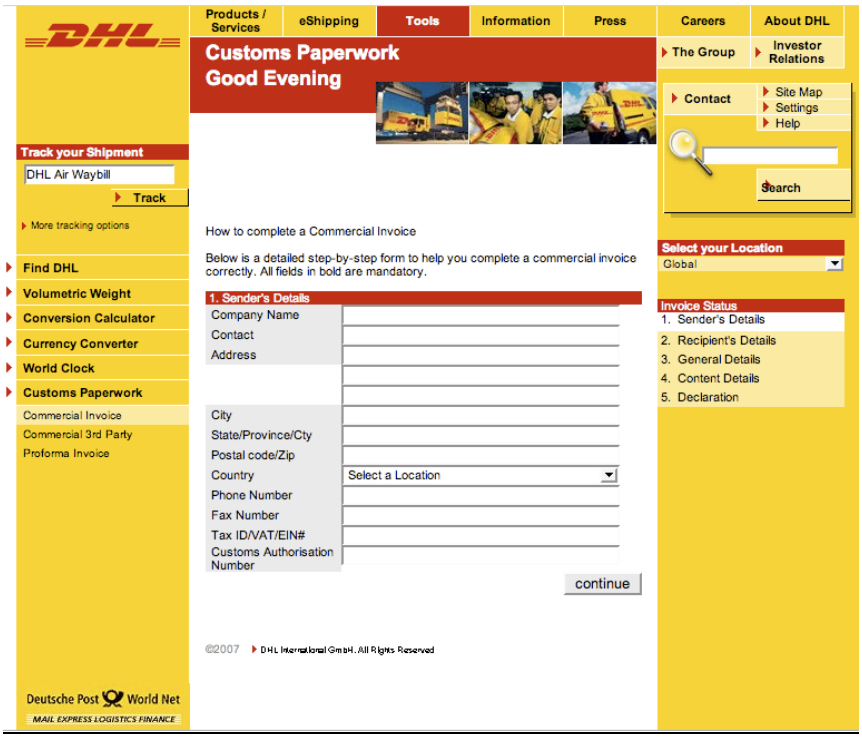

Figure 2-58: DHL – "Customs Papework" starting page

2.2.11. Keuhne & Nagel

Short Description

Kühne + Nagel is a transportation and logistics company based in Schindellegi, Switzerland. It is the world largest non-vessel operating common carrier.

August Kuehne and Friedrich Nagel founded the forwarding and commissioning business in 1890 in Bremen, Germany, concentrating on cotton and consolidated freight.

Growing strongly in Germany the company soon started spreading out in Europe, the Americas and later towards Asia and Africa and nowadays provides high value integrated logistics services to locations all over the world.

Currently, Kühne + Nagel employs close to 45,000 people in 830 offices distributed over more than 100 countries.

Link

- Kuehne & Nagel

Figure 2-59: Keuhne & Nagel – Home page

Target

- Every potential customer demanding transport and logistics services

Provided Services

- Sea Freight Forwarding
  - With a global annual less-than-container-load (LCL) volume of more than 1.3 million cubic meters, Kuene & Nagel is able to offer you professional cargo handling on the sending and receiving sides, as well as access to more than 2,000 of Keune & Nagel operated lanes.
  - The provided solutions include:
    - Less-than-Container Load (LCL)
    - Beverages logistics
    - Forestry products
    - Reefer / perishables
    - Oil and energy
    - Automotive
    - Customs clearance / brokerage
  - KN Login provides users with visibility, monitoring and reporting of goods in transit. Web-based tool delivers:
    - Detailed information of goods movement
    - Customer references and scanned documents
    - Proactive shipment monitoring and exception alerts
    - Customized statistics and reports
    - Interactive delivery planning
    - Ability to integrate with customers' enterprise resource planning (ERP) system

- Airfreight Forwarding
  - Kuehne & Nagel is one of the world's top 5 global airfreight forwarders, with a full range of air logistics solutions.

- Annually, Kuehne & Nagel handles more than 700,000 tons of freight, across international key markets, as well as via individual transportation solutions to remote places.
- Cargo 2000
- Air Products:
  - KN Expert
    - KN Expert is a consolidation service that balances your requirements for fast, yet cost-efficient, time-defined delivery. Depending on customers' specifications and routing of the consignment, transit takes 3 to 5 days, airport to door, door to airport, or any such combination.
  - KN Express
    - Depending on your specifications and routing, cargo is picked up, flown and deliverd to destination in 1 to 3 days.
  - KN Extend
    - The product allows Kuehne & Nagel maximum consolidation optimization and provides customer with maximum cost-efficiency for your price-sensitive cargo. Transit times range from 6 and 15 days, door-to-door or airport-to-airport.
  - Charter
  - Special Cargo
  - Sea-air consolidation
- Value added services:
  - Customs
  - Customer interfaces
  - Insurance
  - Innovation
  - Additional services
  - Visibility, Monitoring, Reporting

- Rail and road forwarding:
  - Rail
    - Specialized in:
    - Block train, single-car and intermodal transport
    - Hazardous goods and oversized shipments
    - Services to and from the Commonwealth of Independent States, central Asia and southeastern Europe
    - Special services, including supplying raw materials to manufacturers, rail-connected consolidation hubs for retailers, and complete management of major industrial projects
  - Road
    - Kuehne & Nagel's European Road Logistics Network offers coverage across 38 countries for Groupage, LTL and FTL shipments.

- Contract logistics:
  - Kuehne + Nagel, one of the world's leading contract logistics providers (with more than 6 million square meters / 65 million square feet of warehouse and logistics space under management across 50 countries) is the partner of choice for logistics outsourcing and management of complex supply chains.

- Lead logistics:
  - Design
  - Monitoring
  - Execution management
  - Delivery process

- Strategic solutions:
  - Beverages Logistics
  - Customs Clearance
  - Emergency & Relief Logistics
  - Fairs & Exhibitions
  - Forestry Products
  - Hotel Logistics
  - Insurance Brokerage
  - Oil & Energy
  - Ship Spares Logistics

- Customer service page

- **e – Solutions**
  - Order entry solution
  - Call centre application
  - e-Logistics
  - Financial service
  - Rate request

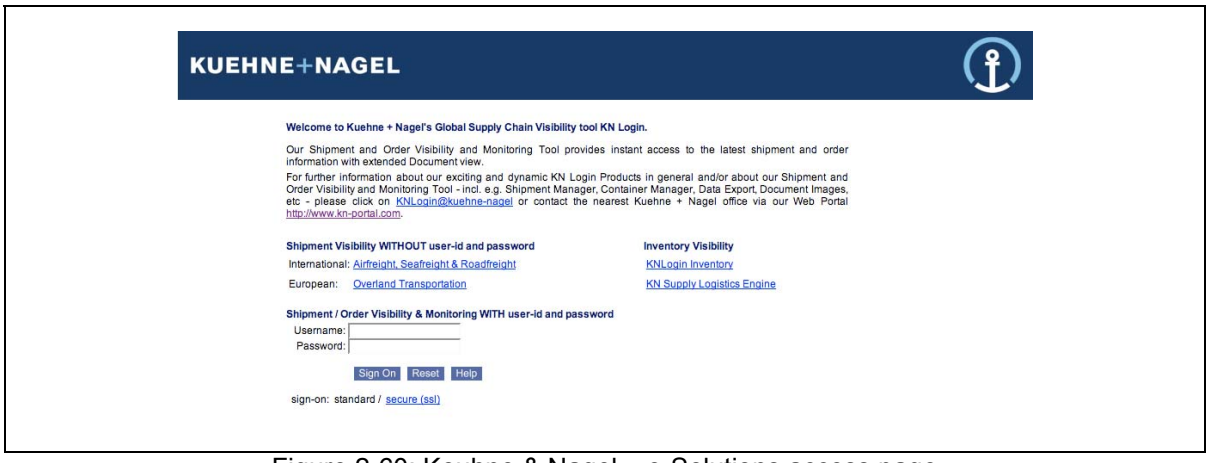

Figure 2-60: Keuhne & Nagel – e-Solutions access page

2.2.12. Shenker Stinnes Logistics

Short Description

Schenker Stinnes Logistics is one of the leading international providers of integrated logistics services. They provide support to trade and industry in the global exchange of goods - in land operations, in worldwide air and sea freight, and in all the associated logistics services.
As a company specializing in land transport on road and rail within Europe, Shenker closely woven network of regularly scheduled routes connects the principal economic regions in over thirty European countries. They are just as qualified in providing solutions for air and sea freight and associated logistics services on a global scale.
Shenker experts provide complete solutions tailor-made for the requirements of industry today and tomorrow. International teams of specialists integrate the Group's individual service modules to create complex added-value chains that ensure a reliable flow of materials and information - in both the old and the new economies.

Link

- Schenker: integrated logistics service provider

Figure 2-61: Shenker Stinnes Logistics – Home page

Target

- Every customer who needs transport and logistics services

Provided Services

- Land Operation (IT-Services, Scheduler, Special Services, Tracking, Holidays, Quality)
- Airfreight (SCHENKERaeroparts systems, IT Services, SCHENKERmarine parts, SCHENKERproject service, SCHENKERjetcargo, SCHENKERskybridge, SCHENKERjetcargo fresh, Schenker Flight Operations, Cargo 2000)
- Sea Freight (SCHENKERcomplete, SCHENKERcombine, SCHENKERproject, Bill of Lading)
- Logistics Systems (Aeroparts Delivery, Assembly Parts Consolidation Center, Assembly Parts Deconsolidation Center, Component Sequencing Center, General Warehouse Center, Integrated Logistics Center, Part by Part Delivery, Spare Parts, Distribution Center, Environmental Service)

  As a global integrated logistics servi
  ce provider, Schenker offers genuine one-stop logistics solutions. Schenker not only provides land, air and sea transportation services but also handles an increasingly wide range of logistics tasks for its customers.
  Schenker handles the logistics processes for the customer and combines them with the most suitable transport solutions. As a result, Schenker is increasingly responsible for operating and managing the entire supply chain for its customers.
  Schenker offers both tailored and standardized integrated logistics solutions, ranging from supply chain management and dedicated or shared warehousing to cross docking and value added services.

- Fairs and Exhibitions
- Global Sports Events
- Removals
- Key Account & Tender Management
- Emission report
- **e – Shenker**
  - Tracking
  - Price Request
  - Bookings
  - Customer Information System (CIS)
  - Scheduling
  - Emission Calculation

Figure 2-62: Shenker Stinnes Logistics – e-Shenker page

2.2.13. Piraeus Port Authority

Short Description

In 2006 the Company, aiming at the modernization of its organization and operation according to private management standards, the improvement of competitiveness, the quality of the service provided, and the safeguard of profitability, realized projects, made changes and took decisions pending for years, setting the foundations for its future development within a rapidly changing external environment.

The vehicle for the development of the Organisation is on one hand the Investment Plan, which for the 5 year period 2006-2010 amounts to €215mil, and on the other hand the development and exploitation of its Real Estate that forms the Company's hidden value.

Link

- ΟΛΠ Α.Ε

Figure 2-63: Piraeus Port Authority - Home page

Target

- Shipping lines
- Customs and custom brokers
- Passengers

Provided Services

- Passenger terminal
  Piraeus is the largest passenger port in Europe and one of the largest passenger ports in the world. It services 20 million passengers annually approximately (including the Salamina - Perama commuting service which handles appr. 8 million passengers annually).
  Piraeus is the main passenger hub between mainland Greece and the Aegean islands and Crete as well as the main maritime gateway to the European Union at its south-eastern end.

- Commercial terminal

  The transport of conventional cargo (RO/RO, bulk cargo and other general cargo) is carried out through the "Irakleous Port" at Keratsini. This port zone is equipped with covered and open storage areas and the appropriate mechanical equipment (jib and mobile cranes, forklifts and several types of tractors).

- Ship repair port
  Many ship-repair enterprises of either small/medium size that employ significant number of personnel and yield considerable benefits to the national economy, operate at Perama.

The core equipment of the Ship Repair Zone includes two floating docks with a lifting capacity of 15,000 and 4,000 tons, and the ability to host ships with capacities of approximately 40,000 and 12,000 Registered Tons, respectively. Their dimensions are 200m X 30 m and 110m X 19m, respectively.

- Concession of available spaces
  Beyond its main objective to provide port services, the Company obtains revenues from exploitation of the available spaces (indoor and outdoor) and other installations within Port Land Zone, which are under its jurisdiction.
  Specifically, for this activity, Company applies the concession of usage to third parties against fee, for the operation of ship-repairs units at Perama and Kynosoyra, various industrial groups, canteens, ship chandlers, shipping agents offices etc.

- Exhibition Center
  In addition there is an Exhibition Centre of 30.000 s.m in Xaveri coast which is rendered for various exhibitions.

2.2.14. Thessaloniki Port Authority

Short Description

The beginning of the 21st century welcomes the Port of Thessaloniki fully organised and secure, with experienced personnel, modern and productive equipment, steadily increasing passenger traffic, investment plans under implementation and the vision to serve as a hub transit trade centre of the Balkan Region.
The port of Thessaloniki is in the top export and transit trade ports of Greece; it is an active member of international organisations like ESPO and MEDCRUISE. It is situated in an advantageous geographic position with respect to Egnatia Avenue and other European road networks that are under construction and connect the North to the South of Europe. The port owns modern equipment for servicing all types of cargo.

Link

- Thessaloniki Port Authority

Figure 2-64: Thessaloniki Port Authority - Home page

Target

- Shipping lines
- Customs and custom brokers
- Passengers

Provided Services

- Passenger terminal

  Passengers can query the on-line itinerary database about all scheduled routes.

- Container terminal

  The terminal was designed and built to become a state-of-the art fully functional container terminal, based on the most advanced container-handling technology and installations.
  - Loading and unloading, storage, packaging and unpackaging of containers
  - Refrigerated Containers

- Cargo storage

  The port delivers services of storing goods in sheltered and open premises. The goods for transportation are stored free of charge for 15 days in the sheltered storing premises or for 30 days in the open storing premises. Cereals are stored in a 20.000 tone silo. There is also a lined space for vehicles. Apart from these, in the existing establishments of stables the Port delivers all necessary services for the transportation of live stock.

- Ro/Ro facilities:

The Port has totally 9 ship bays, 6 of which are specifically designed for loading and unloading of vehicles.

- Cargo loading/unloading
- Storage facilities concession
- Concession of 1st Pier Warehouses
- Equipment Concession
- Additional services
    - Piloting compulsory for all non-greek vessels
    - Water supply for ships either directly with pipes or with water vessels for anchored ships
    - Collection of oil sludge with specialized ships owned by private companies
    - Telecommunication with the provision of connection for the servicing of passengers and crew
    - Tagging compulsory for ships above 1000 tones.
    - Vessels for the transfer of crew and supplies
- **IT projects:** ThPA S.A. has commenced and is rapidly proceeding towards the expansion and upgrade of its communication infrastructure inside the port, with special emphasis on digital communications.
    - ThPA S.A. is modernising all communication means , adding to its telephone network a new digital centre, developing specialised applications for the dissemination of information through mobile phones (SMS) and promoting the electronic exchange and dissemination of information using a variety of methods (EDI, XML, Email, VMS, Infopoints, Wi-Fi Access Points).
    - The specialised software applications, already in use, cover a large portion of the port's services with applications for the accounting department, warehouse management, statistics, personnel, payroll, vehicle/equipment service and the electronic document management system.
    - The new Integrated Container Terminal Information System is under development. The system is expected to fully computerise the Container Terminal and will be concluded by the end of this year.
    - Finally, the creation of an Integrated Port Management Information System is currently at the planning stage, in the framework of extending and unifying the information infrastructure, in order to achieve the integrated management of the productive and administrative procedures.
- **Useful links**

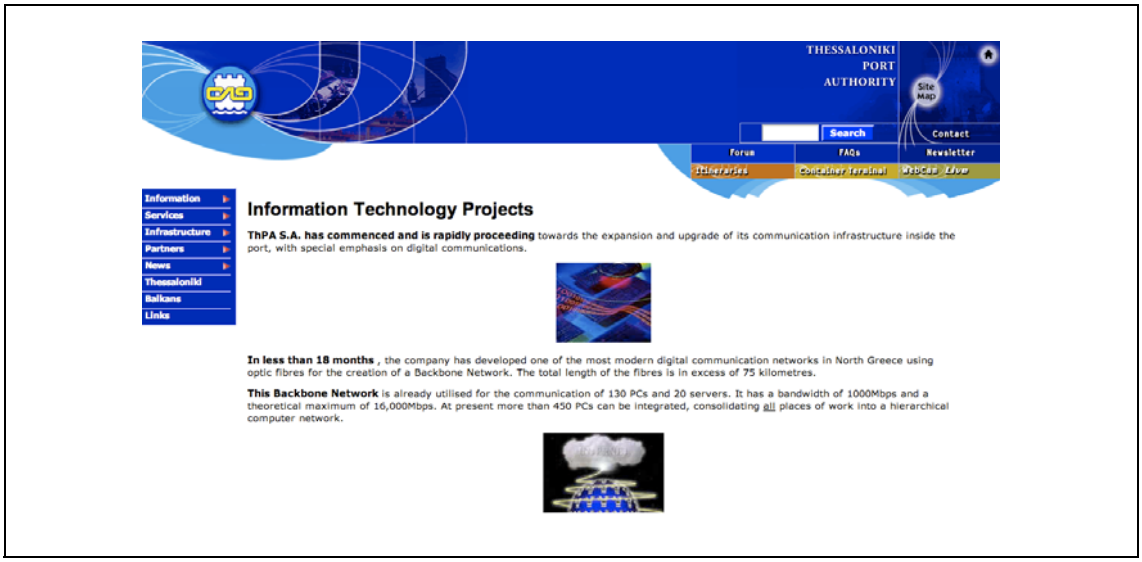

Figure 2-65: Thessaloniki Port Authority – IT projects page

2.2.15. TR Shipping Group

Short Description

The TR Shipping Group is made up of the following companies: TR Shipping Services Ltd, Tracco Logistics Ltd, Cargo Forwarding Ltd, and Cargo Air Ltd. Each of the companies operates within the Belfast Harbour and Londonderry Harbour, providing all modes of transport Air, Road and Sea.
In addition, TR Shipping Group provides the latest track and trace facilities through the web page and this allows online 24 hour viewing of the cargo on route anywhere in the world. Furthermore TR Shipping Group systems allow customers to monitor and request all stock movements within the warehouse networks, only through a unique username and password.

Link

- TR Shipping Group

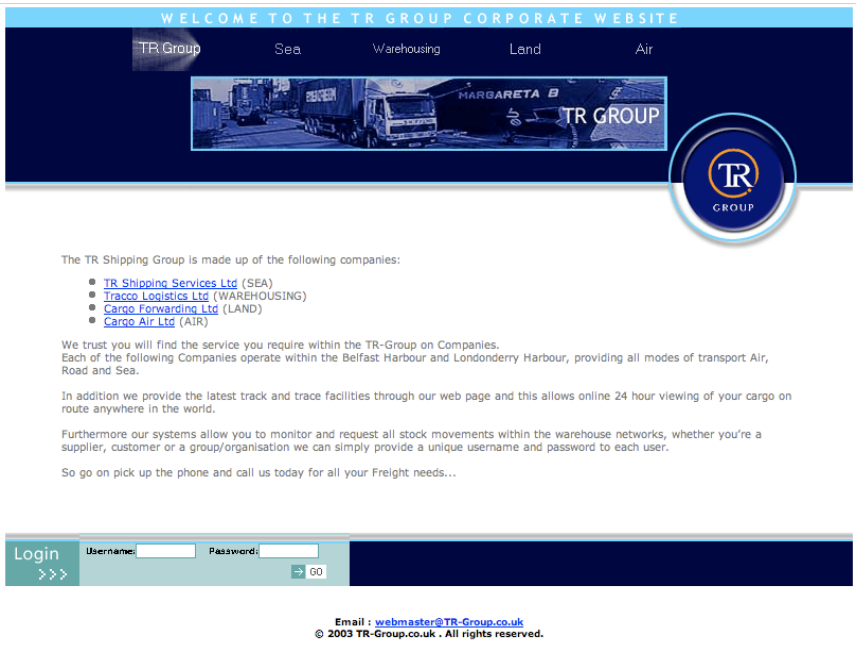

Figure 2-66: TR Shipping Group – Home page

Target

- Every customer who needs transport services

Provided Services

- Warehousing (Tracco Logistics, part of the TR Shipping Group)
  - Air and sea freight worldwide
  - Groupage and full load services (U.K., Ireland and Europe)
  - Warehousing in the Belfast, in London, in Rotterdam
- Sea Freight (TR Shipping services)
  - Daily FCL / LCL services
  - Warehousing – Bonded (Excise)
  - Customs Clearance
  - General Forwarding
  - Special out-of-gauge shipments
  - Parcel services
  - Freight management services
- Surface Freight

  Northern Ireland's premier International Freight Forwarding Agent, offering a complete range of freight solutions to local, national and international destinations.

  As an integral part of the TR Group, Cargo Forwarding is involved in over 14,000 shipments every month, including Groupage, Full Container Loads and Full Custom Bonded Warehousing. We also provide Customs Clearance Warehousing via our D.T.I. link to Her Majesty's Customs and Excise.

- Air Freight
- **On-line Services**
  - Track & Trace System
  - Stock Movement System

Figure 2-67: TR Shipping Group – On-line services access form

2.2.16. Genoa Port Authority

Short Description

In the Mediterranean market, the Port of Genoa is an entity that, owing to a tradition related basically to its geographic location and, more recently, to the positive developments in traffic and activities resulting from the reorganisation process, will end up playing an important role with respect to future international trade and maritime transport development scenarios.
The main guidelines can be summarised as follows:

- To facilitate the development of structures to receive containers
- To identify specific and even specialised areas to handle conventional loads
- To generate greater efficiency and effectiveness in the intermodal networks to gradually expand the user basin toward the economically more accessible industrial areas (central-southern Europe)
- To create appropriate strategies and structures to develop logistics services

Link

- Genoa Port Authority

Figure 2-68: Genoa Port Authority - Home page

Target

- Shipping lines
- Customs and custom brokers
- Passengers

Provided Services [not anymore reachable]

- Tugboats
- Moorings
- Pilots
- Wharf cleaning service
- Fire prevention
- Ship repairs
- Dry-docks management
- Bunker supply
- Water services
- Telematic services

  SeT designed, built and managed the network that links the operators in the Port Community of Genoa (Port Authority, Harbourmaster's Office, Tugboat companies, Terminal operators, Shipping companies, Forwarders, Ship's agents, etc.).

- **On-line services**
  - Line service
    The list of regular lines selected for destination port, country, company and agency.

  - Ships in the port
    The system monitors the status of ships in the port in real time. This service is updated approximately every thirty minutes and provides a current overview of the ships in the various terminals.
    The system indicates the name of the ships physically berthed at each terminal, the dates when the ships arrived in the port, the shipping agencies that represent them and the dates they are scheduled to depart.

  - Cargo community system

2.2.17. Messina Line

Short Description

Since 1921, the vessels of Ignazio Messina & C. SpA have been offering secure, rapid and reliable shipping connections between southern Europe and the major Countries of the Mediterranean basin, Africa, the Middle East and the Indian Sub-Continent. Messina Line is thus like a real bridge over the ocean, ensuring quick transport of all kinds of commodities

Link

- Messina Line

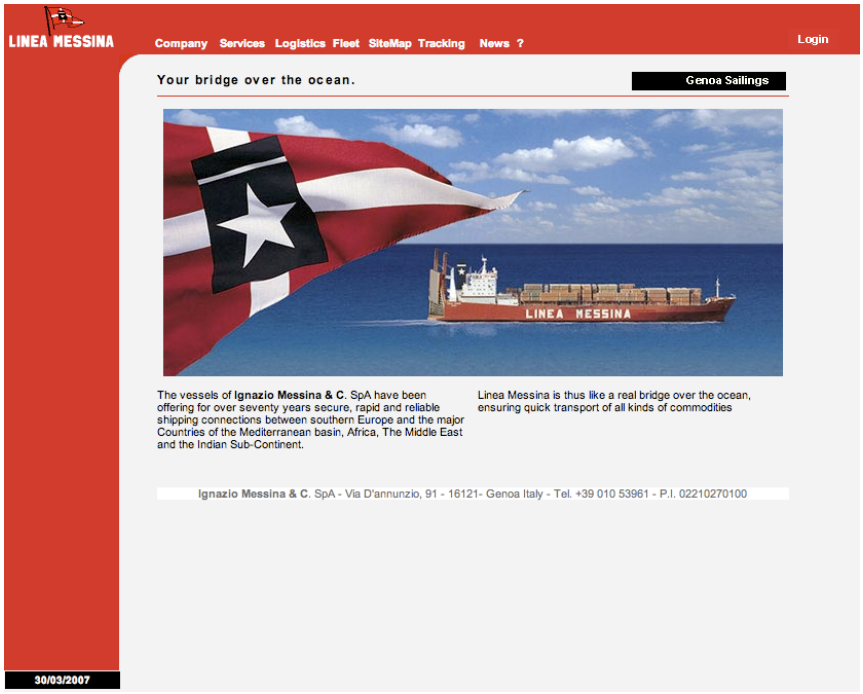

Figure 2-69: Messina Line – Home page

Target

- Everyone demanding transport and logistics services

Provided Services

- Lines

  The Company currently performs regular liner services from and to the major Mediterranean ports (Genoa, Marina di Carrara, Naples, Marseilles, Sète, Barcelona, Valencia and Castellon) and to/from East Mediterranean, North Africa, East Africa, West Africa, South Africa, Middle East and the Indian Subcontinent.
  On the web site a “Next Sailing” file (Pdf format) is available to download.

- Logistics

  With the move back to Genoa of terminal facilities, the Company commits to improve rationalization and specialization of its services. Equipped with all kinds of necessary equipment and infrastructures, it guarantees the reception, warehousing, consolidation, loading and discharging of every type of cargo 24 hours a day, 365 days a year. The marine and vehicle workshops ensure technical assistance and maintenance to Messina Line vessel and equipment, both ashore and on board.

- **Container Tracking**

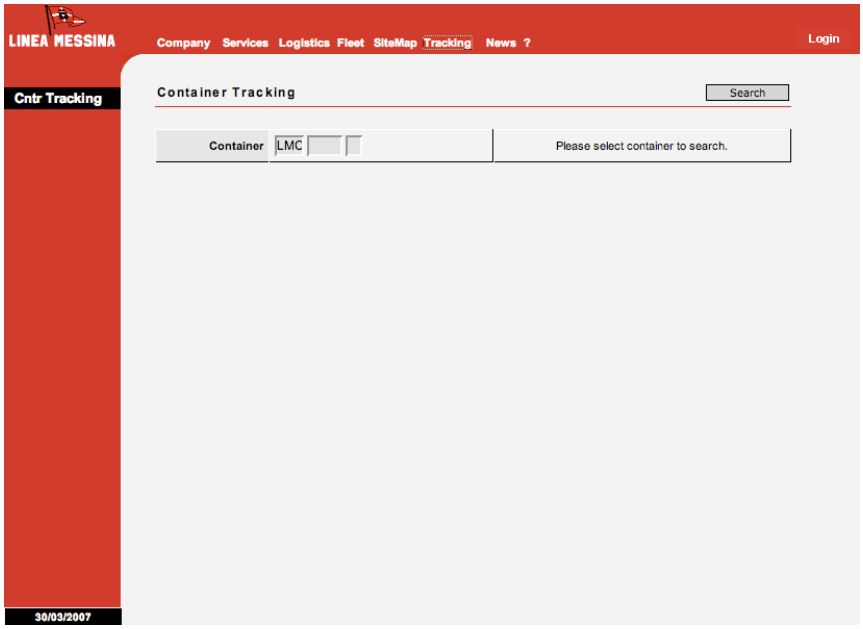

Figure 2-70: Messina Line – Container Tracking starting page

2.2.18. Danser Container Line

Short Description

The core-activity of Danser Container Line is offering regular barge services between the seaports Rotterdam & Antwerp and the European hinterland.

Link

- Danser Container Line

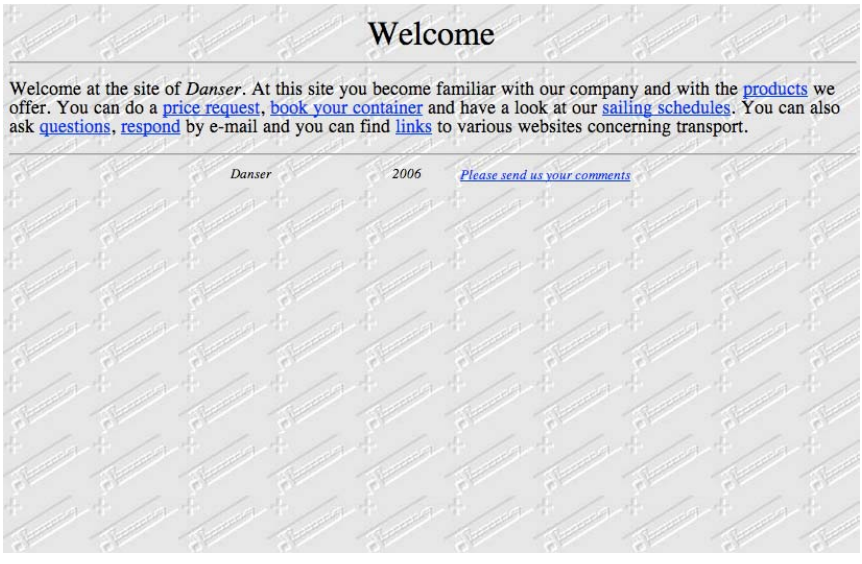

Figure 2-71: Danser Container Line – Home page

Target

- Every customer who needs transport services between the seaports Rotterdam & Antwerp and the European hinterland

Provided Services

- Rhine Service

  The Rhine Service leads from Rotterdam and Antwerp to Basel in Switzerland. On the way, the barges can make stops to load or unload container.

- Neckar Service

  The Neckar-service is a service between the seaports of Rotterdam & Antwerp to Stuttgart in southern Germany

- Feeder Service

  The Feeder-service is feedering between seaports Rotterdam and Antwerp.

- Willebroek Service

  The Willebroek-service is a service between the seaports of Rotterdam & Antwerp to Willebroek (Belgium).

- Customer Service
  - Arranging pre haulage of export containers and end haulage of import containers
  - Arranging transhipment at inland terminals and provide necessary documentation.

- **On-line Services**
  - Tariffs request
  - Bookings containers
  - Sailing Schedules

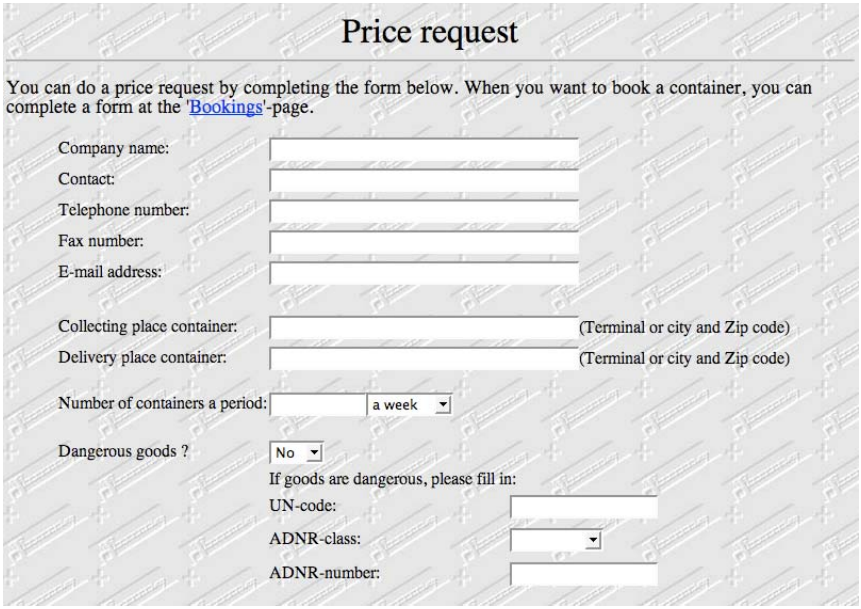

Figure 2-72: Danser Container Line–Price Request

2.2.19. Vos Logistics

Short Description

Vos Logistics, offering a wide range of transport and logistic services, has the following main capabilities:

- Utilizing information technology
- Understanding of transport management and logistics concepts
- Combining experience in transport and knowledge about logistics

Vos Logistics has about 5,000 employees working at 45 offices within Europe.
Its large core of own means can be used for both road and intermodal transport.
The fleet of vehicles consists of more than 3,000 trucks, all equipped with satellite communication, and 10,000 loading units. Furthermore, we have 500,000 m² storage capacity at our disposal and are active within the whole of Europe with a number of large logistic silo platforms. The silo storage capacity is about 250,000 m3.

Link

- Vos Logistics

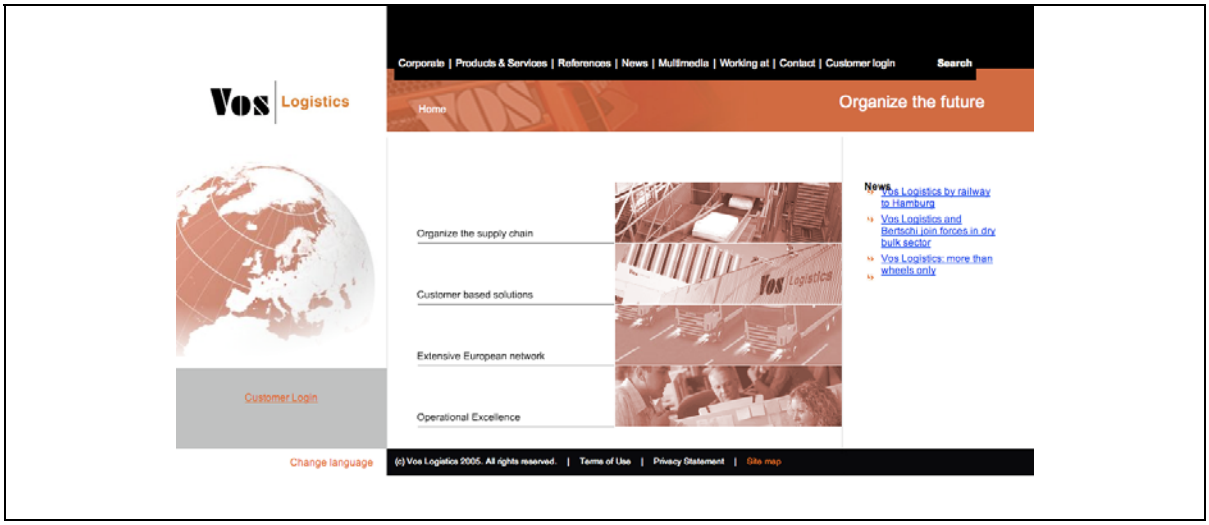

Figure 2-73: Vos Logistics – Home page

Target

- Every customer who needs transport and logistics services

Provided Services

- Supply chain management
  - Transport management
  - Sourcing
  - Alliances and networks
  - Customer based solutions
  - Consultancy
  - Multimodal solutions
  - ICT
  - Account management

- Forwarding services
  - Transport
    - Road
    - Railway
    - Water
  - Distribution
  - Storage

- Transport
  - Packed goods
    With more than 450,000 FTL, LTL, FCL and LCL shipments each year, Vos Logistics is one of the largest logistic service providers in Europe. We serve our customers through a very extensive European network. At this moment, production is shifting more and more towards Central and Eastern Europe. We are present in these areas as well, enabling us to meet the changing needs of our customers.
  - Dry bulk

Vos Logistics is one of the largest logistic service providers in Europe. Each year we transport about 6,000,000 Mtonnes of dry bulk goods. The markets serviced by Vos Logistics are the petrochemical, food, starch and mineral industry.
It serves customers through a very extensive European network. This network is characterized by an increasing development towards Central and Eastern Europe.

- Liquids

- Storage
  - Warehousing
  - Silo logistics

- Tank cleaning

- **Real-time Information**
  - Freight selection
  - Order distribution
  - Communication with shippers and the customer
  - Integration of internal customer service (scheduling and fleet management)
  - Stock management
  - Forwarding records
  - Intermodal transport

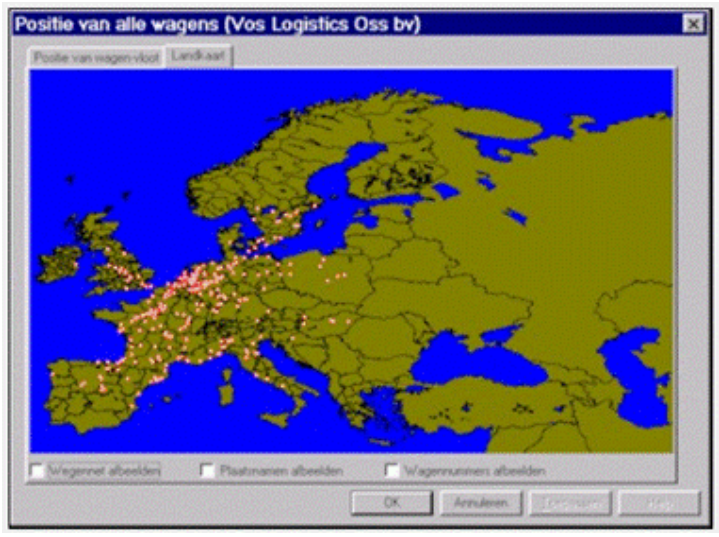

Figure 2-74: Vos Logistics – Example of Real Time Information service

- Other Services
  - Warehouse management/operations and distribution
  - On-site logistics
  - Silo Logistics
  - Supply chain design
  - Collaborative planning
  - Intermodal solutions / network

- Floating stock control solutions
- Expedition and forwarding services
- Value Added Logistics

- **e – Commerce applications**
  - Order Entry System
  - Performance System
  - Tracking & Tracing
  - LMS Tracking & Tracing
  - Supply Chain Planning
  - Subcontracting System

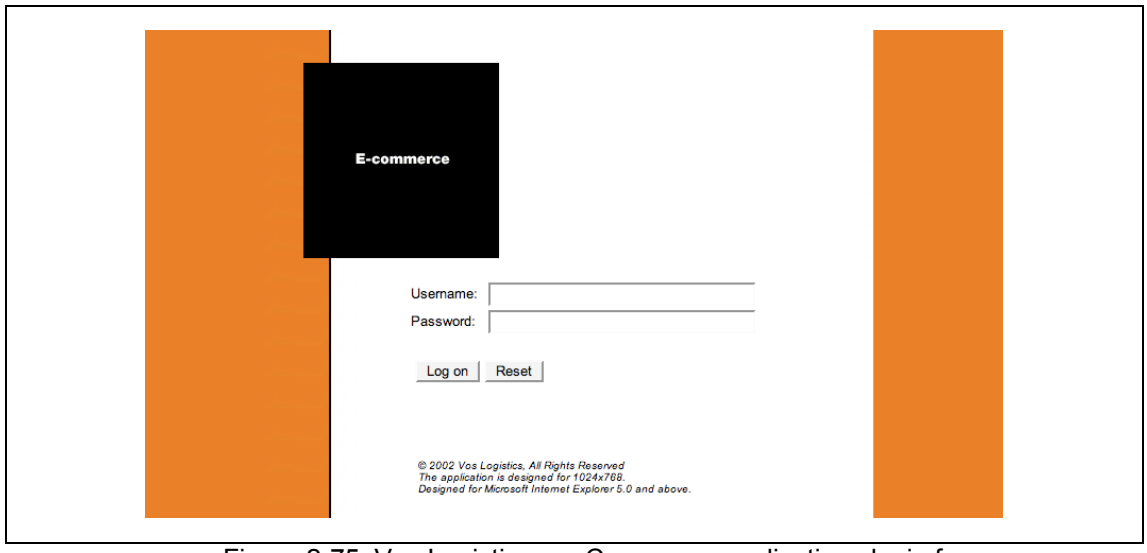

Figure 2-75: Vos Logistics – e-Commerce applications login form

2.2.20. eUROLIS – Worldwide Logistics Portugal

Short Description

Established in 02 April 1987, Eurolis is a modern transport company that offers qualified and customer designed transport services worldwide.
Eurolis is specialist in the international transportation of merchandises and in the charter industry airplanes, truck and conventional cargo vessels.

Link

- eUROLIS - Worldwide Logistics Portugal

Figure 2-76: eUROLIS – Home page

Target

- Every customer who needs transport services

Provided Services

- Airfreight
- Customs Broker
- Deep-sea

  In the European market, Eurolis has special incidence in Ireland, Sweden, and United Kingdom Markets. Outside European continent, the main markets are South Africa, North/South & Central America, Far East, Middle East and Australia.

- Logistic and distribution
- Road Freight service

  Eurolis is specialist in many of the principal EEC markets mainly in Belgium, Holland, Sweden, Ireland, Italy, Germany, France, United Kingdom, with weekly departs.

- Warehouse

  With fully bonded warehouse, Eurolis has the best advantage with customs as all non-EEC cargoes must be submitted to Customs and required an authorized Warehouse. With its facilities, Eurolis can deliver goods under ready for carriage without losing time and extra money.

- **On–line Track & Track Service**

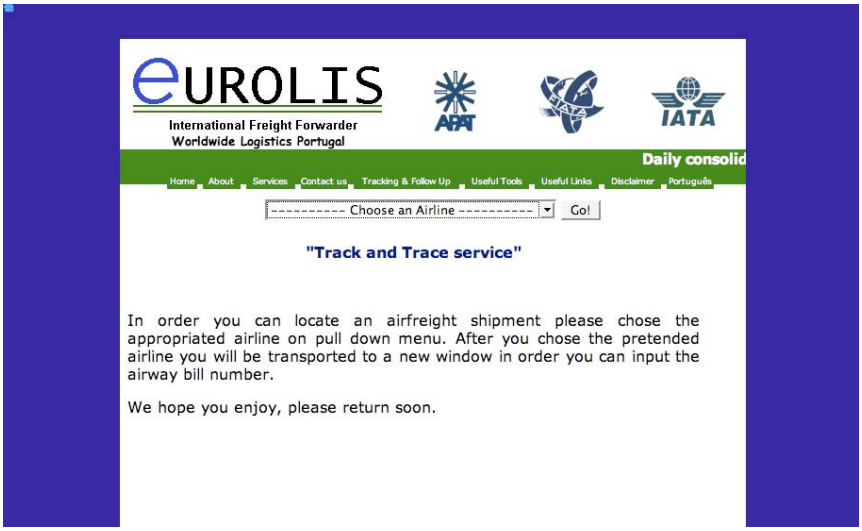

Figure 2-77: eUROLIS – Track & Trace page

2.2.21. Elfor Transport Logistics

Short Description

Registered in 1997, ELFOR provides a complete range of services for the international delivery of cargoes, transportation within Russia and CIS countries. ELFOR's strengths are flexibility and efficiency. They can carry any cargo from any location worldwide and by any mode of transport. Additionally, they provide a full range of associated services - from packing goods to customs clearance at any (air) port worldwide.

Link

- ELFOR Transport Logistics

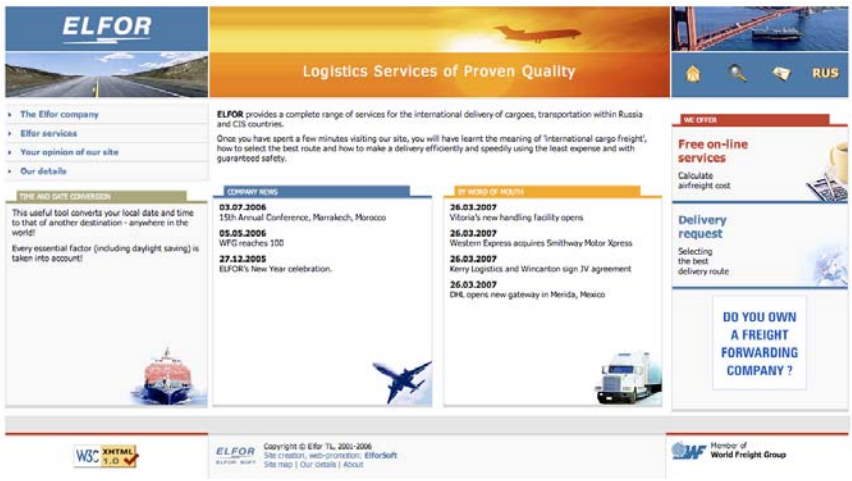

Figure 2-78: Elfor Transport Logistics – Home page

Target

- Every customer who needs transport services

Provided Services

- Transportation
  - Door-to-door delivery by any mode of transport. Special!
  - Freight of import/export cargo by any vehicle from/to any location in the world to/from any location in CIS.
  - Multimodal freight.
  - Delivery of groupage export/import cargo by road. Special!
  - Shipment of personal effects by any flight, including the flight taken by the customer.
  - Airline agent rates.

- Storage
  - Temporary storage and consolidation services at warehouses across Europe, Asia, and America.

- Custom formalities
  - Customs paper work for export/import cargo in any city of the world, including customs terminals in Moscow and regions of Russia, customs broker's advice free of charge.
  - Export of cargo for repair/replacement under warranty, including customs formalities in the destination country and local delivery to the consignee's warehouse.

- Other services
  - Insurance
  - Packing

- Securities
- Individual customer specific service
- Communication support

- **On–line Services**
  - Calculating airfreight cost
  - Expert advice
  - Selecting the best delivery route

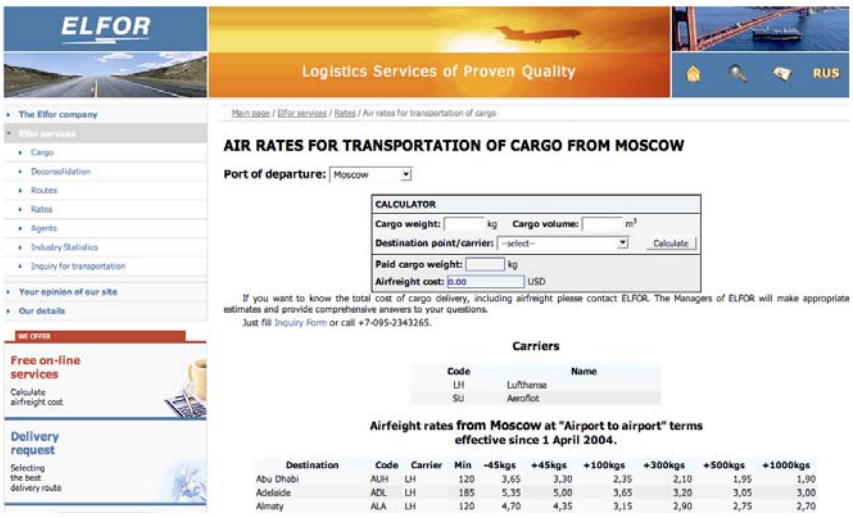

Figure 2-79: Elfor Transport Logistics – Airfreight Calculation page

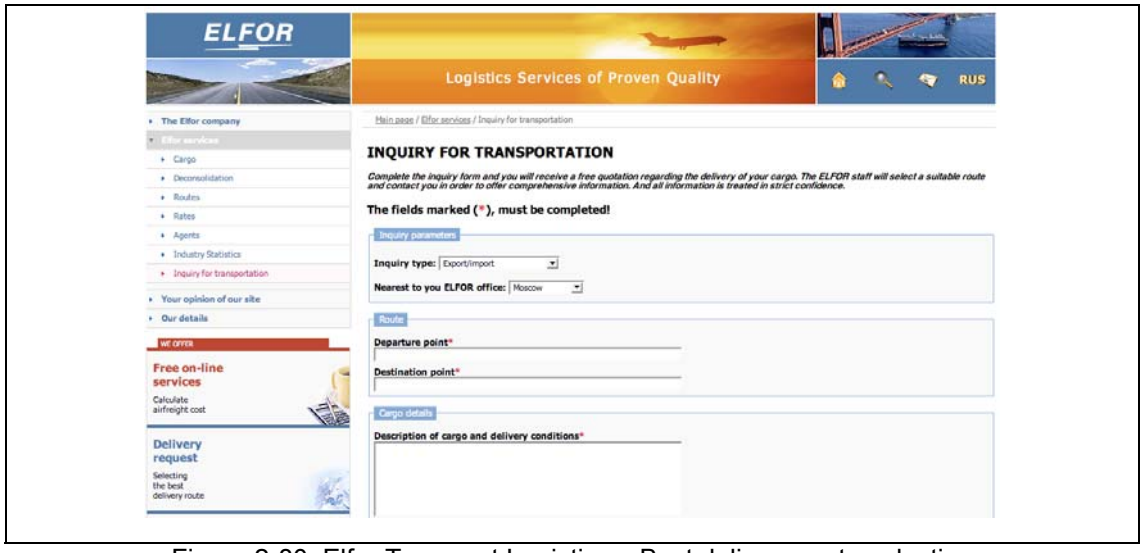

Figure 2-80: Elfor Transport Logistics – Best delivery route selection page

2.2.22. MSC – Mediterranean Shipping Company

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Short Description

MSC – Mediterranean Shipping Company is a shipping line engaged in Worldwide Container Transport and Cruises.

MSC is a privately-owned company, founded in 1970, one of the leading global shipping lines of the world. With MSC, customers deal with a single, global and highly specialized company which is able to provide the necessary answers to all particular transportation requirements.
MSC provides an unparalleled service network via dedicated own offices throughout the world and remains a truly independent and private Company able to respond quickly to market changes and implement long term plans, without unnecessary interference or delay.

Link

- MSC - Mediterranean Shipping Company

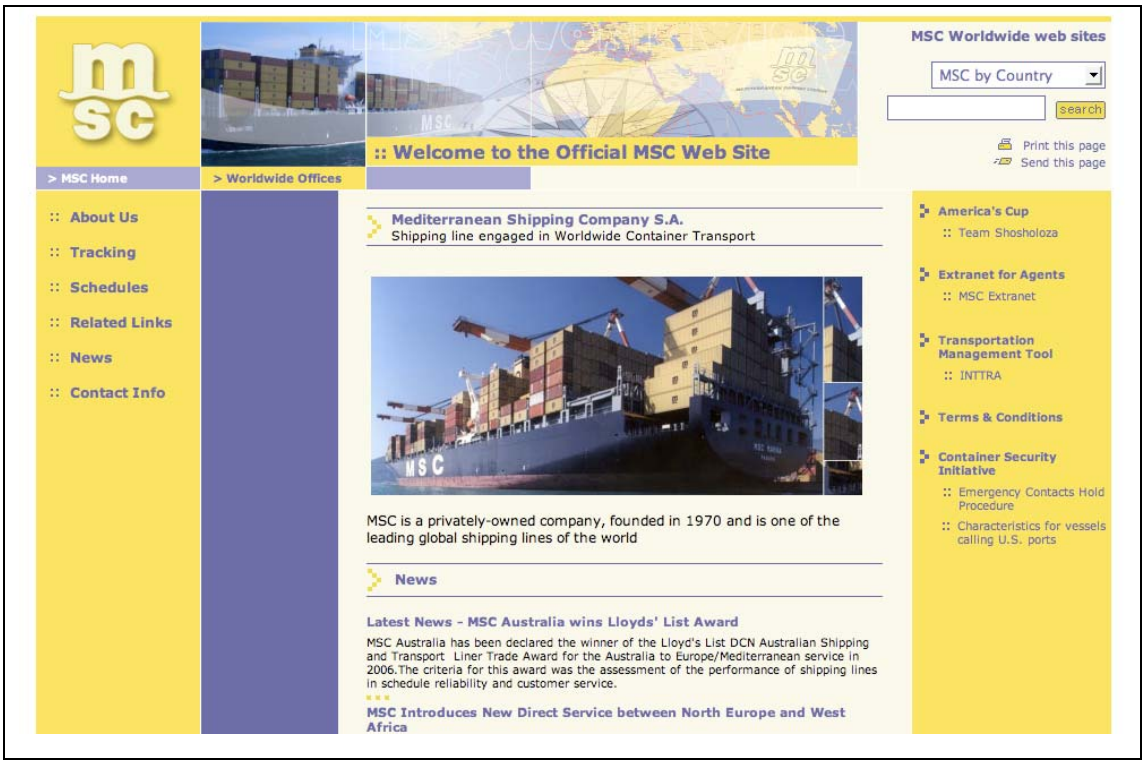

Figure 2-81: MSC – Home page

Target

- Everyone demanding transport and logistics services

Provided Services

- Worldwide route/
  MSC is one of the few carriers able to offer worldwide coverage with one MSC bill of lading, allowing the rapid movement of goods through dedicated transhipment hubs. MSC therefore provides swift connections and efficient on-carriage services.

MSC is the leading provider of direct port calls, serving the 6 continents and calling at 215 ports through 175 main direct and combined weekly liner services.

- Worldwide agents
  In order to improve and control the quality of its various operations, MSC has established its own agencies all over the world run by an extremely dedicated and professional staff.
  MSC has also invested in crew training, shipyards, container workshops, ship planning centers and dangerous cargo management centers, which control the proper stowage of hazardous cargo worldwide through a very sophisticated MSC computer system.
- Link to **INTTRA Portal** for Transportation and Management Tools
- **Tracking and Tracing** utility (to use this application user must be a registered customer of MSC)

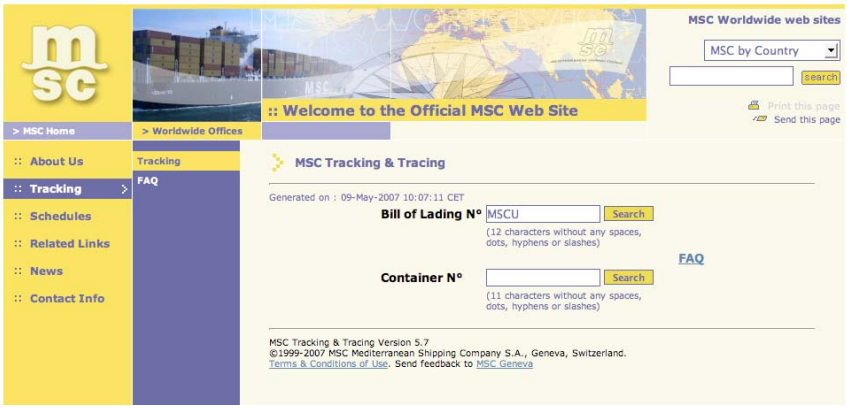

Figure 2-82: MSC – Tracking and Tracing login page

- **Schedules** (available in two formats - in Pdf format or in Word format -)

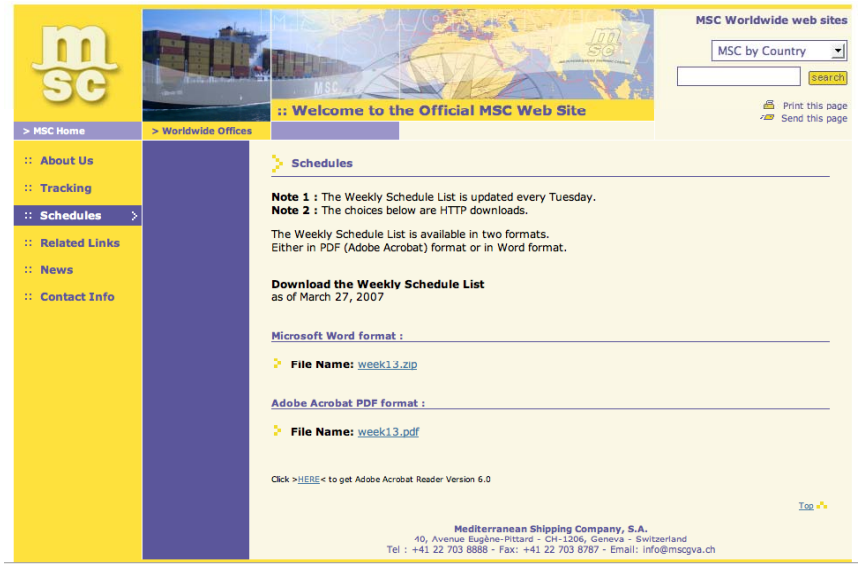

Figure 2-83: : MSC – Schedules page

2.2.23. Evergreen Marine Corp.

Short Description

Since its establishment in 1968, both in terms of the magnitude of its fleet and its cargo loading capacity, EMC ranks among the world's leading international shipping companies.
With more than 240 service locations, EMC covers more than 80 countries with its shipping network. Evergreen's network includes several east-west routes linking Southeast Asia, Hong Kong, Taiwan, Mainland China, Korea and Japan with the east and west coasts of the US. It also provides services from Japan, Korea, Mainland China, Taiwan, Hong Kong and Southeast Asia to Europe and the Mediterranean.
Evergreen has launched numerous e-business services by integrating the information systems of all service sites as well as those of its suppliers. Electronic sailing schedules allow customers to search for services by port or region and provide them with up-to-date information on departures and arrivals. Cargo tracking gives them detailed real-time shipment information and they are able to upload their bill of lading online.

- Link: Evergreen Marine Corp.

Target

- Everyone demanding transport and logistics services

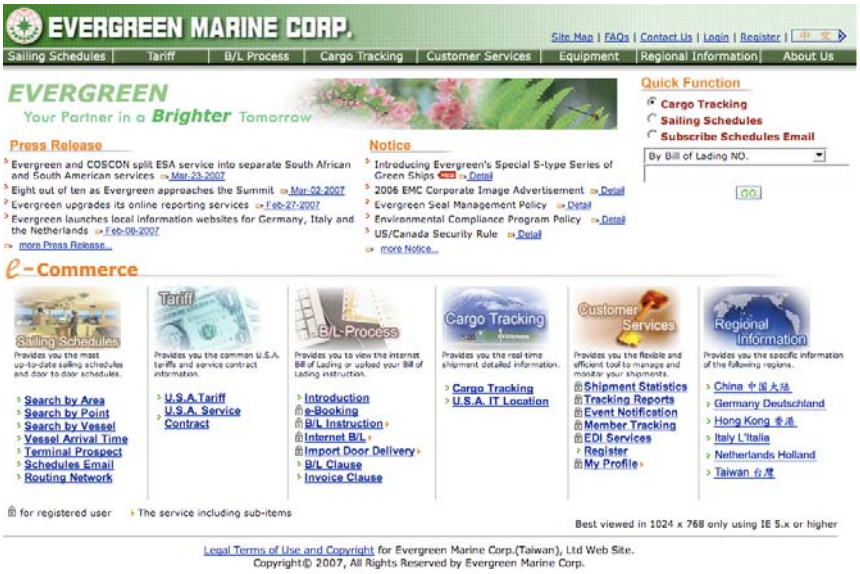

Figure 2-84: Evergreen Marine Corp. – Home page

Provided Services **(e-Commerce)**

- Sailing Schedules

  Sailing Schedules provide customer the most up-to-date sailing schedules and door to door schedules.
  - Search by Area
  - Search by Point
  - Search by Vessel
  - Vessel Arrival Time (for U.S.A. trade lanes only)
  - Terminal Prospect (user can query the terminal prospect by entering Port, Vessel/Voyage, Registration Number or Call Sign. This function is available for Belgium, China, France, Germany, Hong Kong, Netherlands, Taiwan and United Kingdom)
  - Schedules e-mail (subscribe/unsubscribe sailing schedules)
  - Routing Network

- Tariff

  This section gives customer common U.S.A. tariffs and service contract information.

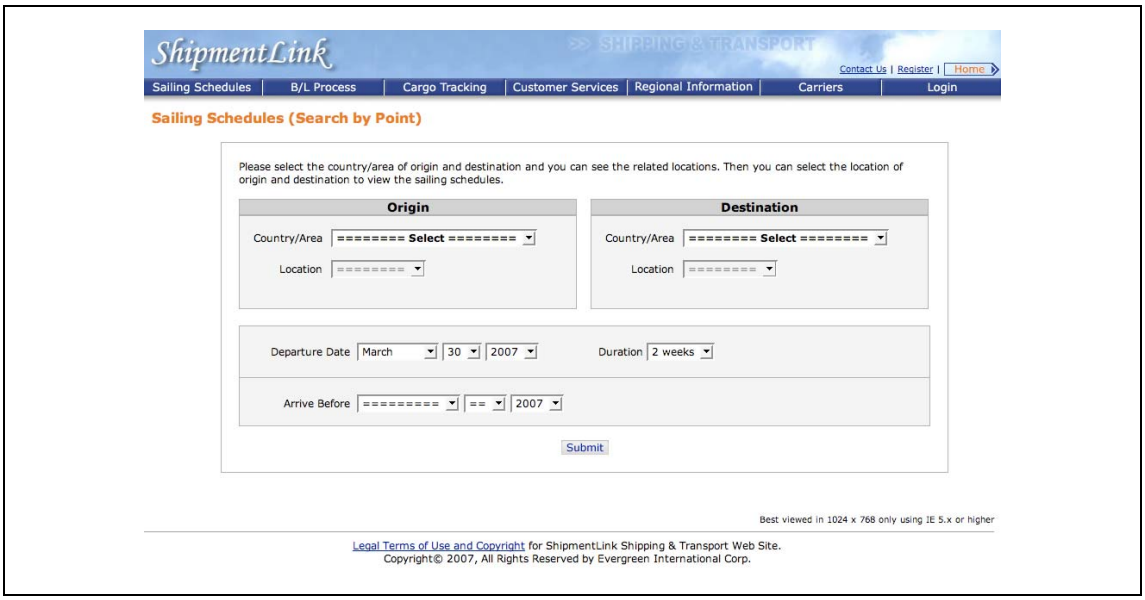

Figure 2-85: Evergreen – "Sailing Search by Point" page

- B/L Processes

  Allow customer to view the internet Bill of Lading or upload Bill of Lading instruction.

  - e-Booking
    To facilitate the booking process, here Evergreen provides user a platform for making bookings of shipments.
  - B/L Instruction
    To save time and achieve the perfect accuracy of documents, here Evergreen provides user a platform for inputting B/L Instructions or uploading by using XML EDI.
  - Internet B/L
    - Non-negotiable Bill of Lading or Sea Waybill
      User doesn't have to come to Evergreen's office or call Evergreen for faxing the contents of its Bills of Lading. Just simply click Internet B/L, user can view and print out the "Non-negotiable Bills of Lading" or "Sea Waybills" at its side, and e-mail delivery is also available.
    - Negotiable Bill of Lading
      When user need is more than Bills of Lading Copy, Internet B/L function allows it to have the "legal and valuable original Bills of Lading" to be released at this site.

  - Import door delivery

  Provides customers the service to assign delivery address online before shipment arrives at the destination.

  - B/L Clauses
    Since every single shipment with Evergreen is subject to the Terms & Conditions of Evergreen Bill of Lading, here they offer customer the function of browsing and print the B/L clauses.

- EDI Service
  Evergreen provides EDI service by using X.12, EDIFACT and XML formats.

The access to B/L Process section requires user's login, with username and password.

- Cargo Tracking

  Cargo Tracking Service gives customer the real-time shipment detailed information.

  - USA IT Location

  This function provide you with detailed information of U.S. Customs clearance location.

- Customer services
  - Shipment Statistics
  - Tracking Reports
  - Tracking Reports
  - Event Notification
  - Event Notification
  - Member Tracking
  - Member Tracking
  - EDI Services
- Regional information

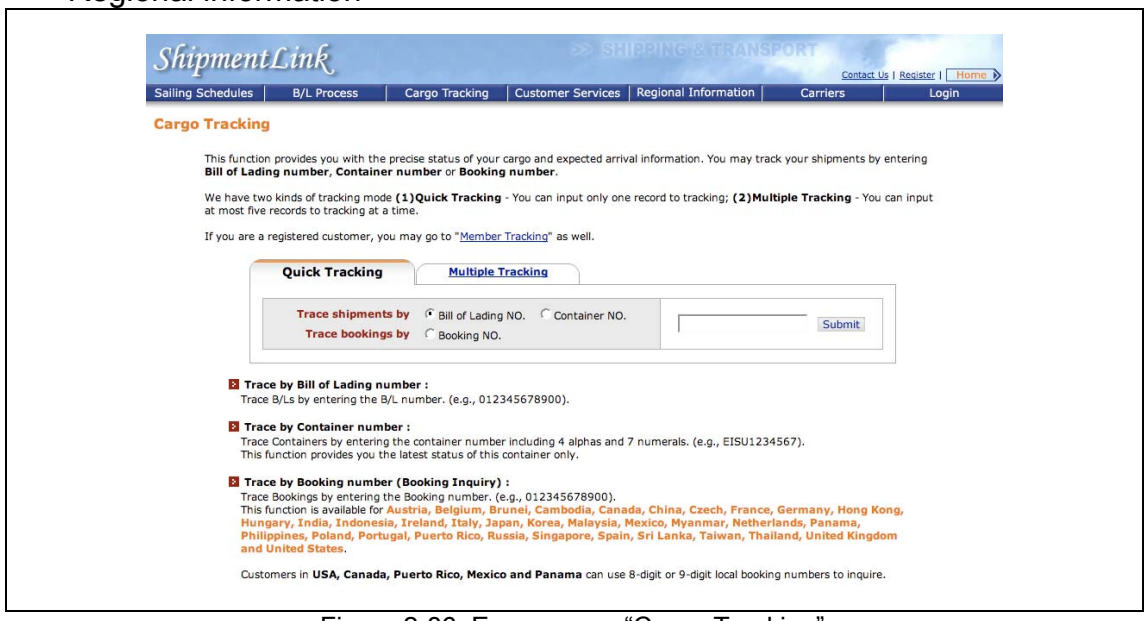

Figure 2-86: Evergreen – "Cargo Tracking" page

2.2.24. SeT – Sistemi e Telematica

Short Description

Sistemi e Telematica S.p.A. (SeT) is an Elsag company specialising in the transport and logistics sector. SeT develops software and provides consulting services for public agencies and private businesses.

SeT has extensive information system and business process engineering experience, particularly in the following areas:

- EDI (Electronic Data Interchange) solutions for the transport community (ports, intermodal centers, interports, airports) and logistic platforms in general
- Maritime and port traffic control
- Real time control systems for port and intermodal terminal operations
- Organisation and technology consulting for public agencies and private businesses operating in the customs and transport sector.

Link

- SeT - Sistemi e Telematica

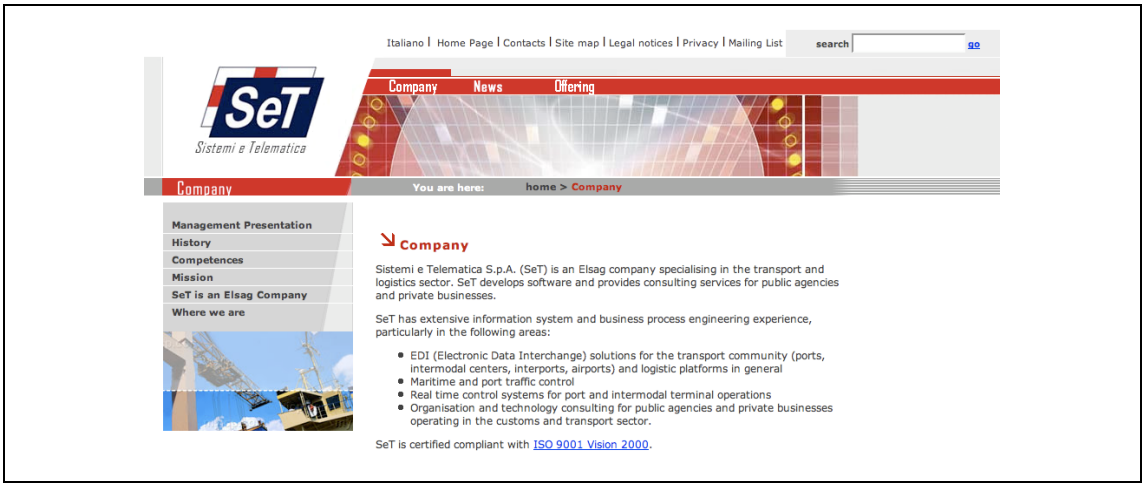

Figure 2-87: SeT – Home page

Target

- Every customer who needs IT solution in the transport and logistics field

Provided Services

- EDI (Electronic Data Interchange) or PCS (Port Community System)
  The service, which is available throughout Italy, enables a community of users to exchange electronic documents in a controlled and secure manner. The service also offers a personalised format translation tool, so that both standard (EDIFACT, XML) and private (flat file) format documents can be handled.
  In addition to translation and forwarding functions, the system also provides a special web interface for certain documents, allowing users with limited IT resources to complete them online.

- Dangerous goods
  This service provides web-based transit permit management functions (in, out, lay-up) for hazardous goods travelling by road through the port.
  Users require Internet access only to apply for a permit from the Port Authority simply by filling out a web form. Likewise the permit (or refusal) for the vehicle in question is issued by the Port Authority in electronic form.

- Customs' Services
  - Manweb
    - Web system for the compilation of customs manifests
  - Viva(*)Voce
    - Distribution of customs tariff information
  - Consulting and training in the customs sector

- Customer Services
  - Call center and corporate help desk providing after sales service 24/7: system operation and maintenance support in connection with hardware/software issues
  - Outsourcing arrangements for SeT solutions, systems and products, to reduce purchasing, installation, commissioning and management costs
  - Ad hoc courses and on the job training for customer personnel.

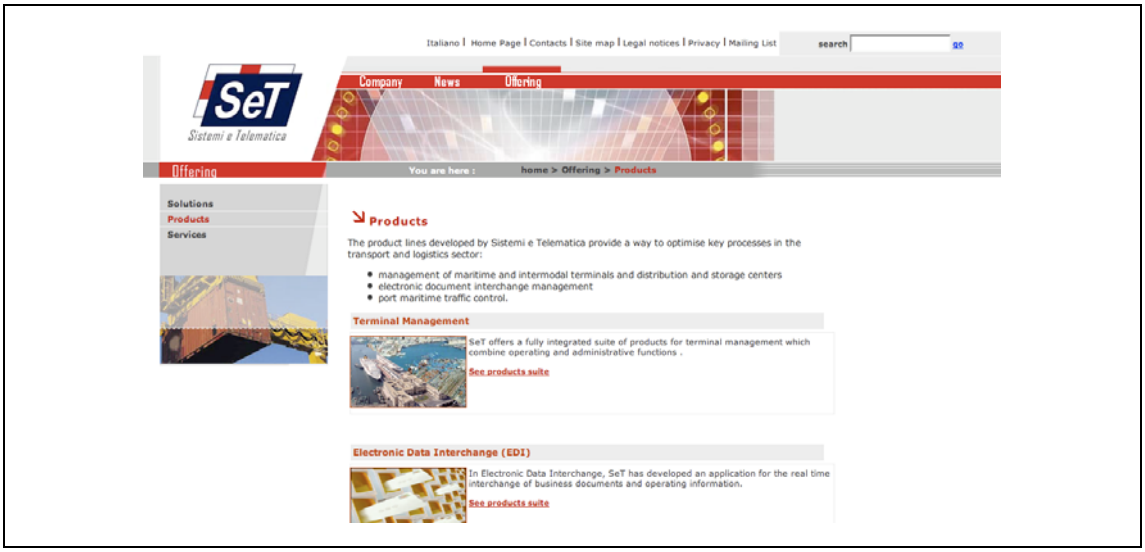

Figure 2-88: SeT – “Products” page

2.2.25. GEODIS Logistics

Short Description

Geodis is a European group with an international network of 23,800 employees in 120 countries. Ranking among the top 5 European logistics companies, it is recognised for its multibusiness experience and its capacity to control all or part of

the supply chain: distribution (groupage and express), logistics, full & part loads, air and sea freight, reverse logistics.

Link

- GEODIS Logistics

Target

- Every customer who needs transport and logistics services

Figure 2-89: GEODIS Logistics – Home page

Provided Services

- Supply Chain
  - Upstream advice and advanced oversight (know-how in network design, modelling, sharing of experience, etc.)
  - Oversight of activities related to the execution of transport and logistics
  - Execution of all or part of logistics services at the national and European levels (upstream multi-modal transport, pre-production logistics, inter-site flow management, post-production logistics, delayed differentiation processes, distribution, etc.)Insurance

- Logistics
  - Factory inflow/outflow logistics (receipt, stock management, provisioning of production chains, quality control, customs/tax representation)
  - Distributor storage logistics (receipt, stock management, order preparation)
  - Cross-docking (receipt, consolidation of pre-allotted orders, distribution)

- PFE way port (preparation of orders in tight flows based on receipts, non-allotted, for the day)
- Value-added services (personalization, packaging, assembly, co-packing, etc.)
- Call centre, sales administration (order taking, management of disputes)
- Distribution (distribution oversight - overseas, batches, 1/2 batches, priority service, express -, specialized distribution with installation at user site, start-up)

- Air and maritime services
  - Import/Export - Air and maritime services from general cargo door-to-door to the transport of planes and ships
  - Regular shipping consolidation for all five continents
  - Standby capacity
  - Full container loads (FCL)
  - Weekly shipping consolidation for the entire world (LCL)
  - Personalized consolidated shipping (LCL/FCL)
  - Conventional transport
  - Space protection

- **Information systems**
  - Geodis IS

    Guarantee the best performing technical and software solutions to follow the smooth execution of physical operations managed by Geodis.

  - Esp@ce

    Geodis Calberson innovates and makes available to its customers and recipients, via the Internet, a range of interactive solutions.

  - EDI

    Complete control of EDI exchanges enables us to transfer information pertaining to our order makers in total security and provide notification in real time.

  - Logistics IS

    Geodis's know-how in the filed of warehouse management is based on its full understanding of the information system devoted to this line of business.

  - Geodis BM IS

    Geodis BM designs and develops its information systems in a way that is fully integrated into its transportation and logistics plans.

  - CRISTAL

Increase productivity of shipping management for our customers by equipping them with a solution that can be connected to their own information systems.

- Onboard systems

  Complementary to the shipping monitoring tools already available, drivers will enjoy onboard computer systems in their vehicles.

Figure 2-90: GEODIS Logistics – Information systems page

2.2.26. Freightgate

Short Description

Freightgate develops, publishes, and markets Internet business tools for the freight industry. Since going live in March 1999, Freightgate has excelled to be the premier Web portal for the freight and logistics industry.
Freightgate is:

- A Web site where users can easily find answers to their logistics questions
- The Marketplace for Air, Ocean and Trucking Shipments
- A set of tools to optimize business processes and information flow
- New, innovative e-business products and services
- A provider of integration services

Link

- Freightgate - New Dimensions in e-Logistics

Figure 2-91: Freightgate – Home page

Target

- Every customer who needs transport and logistics information, e-business solutions and integration services

Product and Services

- I-Trek (Internet Tracing & Tracking System)

  I-Trek is a tracking and tracing application designed to sharpen customers' competitive edge by providing shipment visibility along the entire logistic chain. I-Trek! lets collaborate with customers, staff and agents by sharing vital shipping information. It enables all parties to update the status of a shipment or to track a shipment by multiple parameters including Billing Reference, Shipper Reference, Consignee Reference, PO Numbers, Shipment Status, Date Range and much more.

- eLogistic (Logistic extension for online exchange)

  eLogistic is an extension for online exchanges in order to provide interactive shipping services to their users. By a simple click of a button, the users will jump to Freightgate platform and be able to arrange their shipment. It facilitates handling all of their transportation needs in one convenient place.

- Tariff-Trek (Internet contract rate management system)

  Tariff-Trek! is the flexible answer to the long standing problem of carrier service contract management, distribution and organization, by replacing countless pages of inconsistent and difficult to understand rates with an interactive, searchable and user friendly web-enabled solution.

- GTM-Trek (Global tender management system)

GTM-Trek! is an application designed to manage complex tender inquiries for carriers and shippers in a consistent and efficient manner, enabling them to answer inquiries more easily and quickly.

- FMC-Trek (Integrated FMC publishing solution)

  FMC-Trek! is an application designed to publish and maintain tariffs with the least amount of human intervention. FMC-Trek! is able to accept information directly from customer booking system, validate it, and get it online - only notifying if there are any rate conflicts.

- I-Sail (Online interface for sailing schedules)

  I-Sail! is a part of Freightgate's suite of products that allows the transportation provider to more efficiently serve its clients using the Internet. The interactive sailing schedule allows maintaining and presenting schedules online in a simple and quick manner.

- Schedule-Trek (Internet airline schedule system)

  Schedule-Trek! CD is the convenient answer to stale airline schedule data - in all environments where convenient Internet access is an issue. It gives the user an easy interface to find flight schedule and offers an optional subscription allowing the user to keep the data current.

- WISA (What If Scenario Analysis) Module

  WISA is a tool that can create various "what if" scenarios for global shippers taking into account transit modes and times, freight costs, tariffs, duties and taxes, and carrying cost of inventory in transit to provide an optimum supply chain network that meets service levels at the lowest landed cost.

- **On-line Services**

  - Searching for companies (by category or by name)
  - Cargo insurance guide (requirements, coverage, methods of managing risk)
  - Online documentation (printing of air waybill or bill of lading)
  - Online resources (reference guide, currency exchange, metric converters, news and chat, transportation info, etc.)
  - Shipping news
  - Shipping schedules (airlines, NVOCC's and Ocean Carriers)
  - Track & Trace

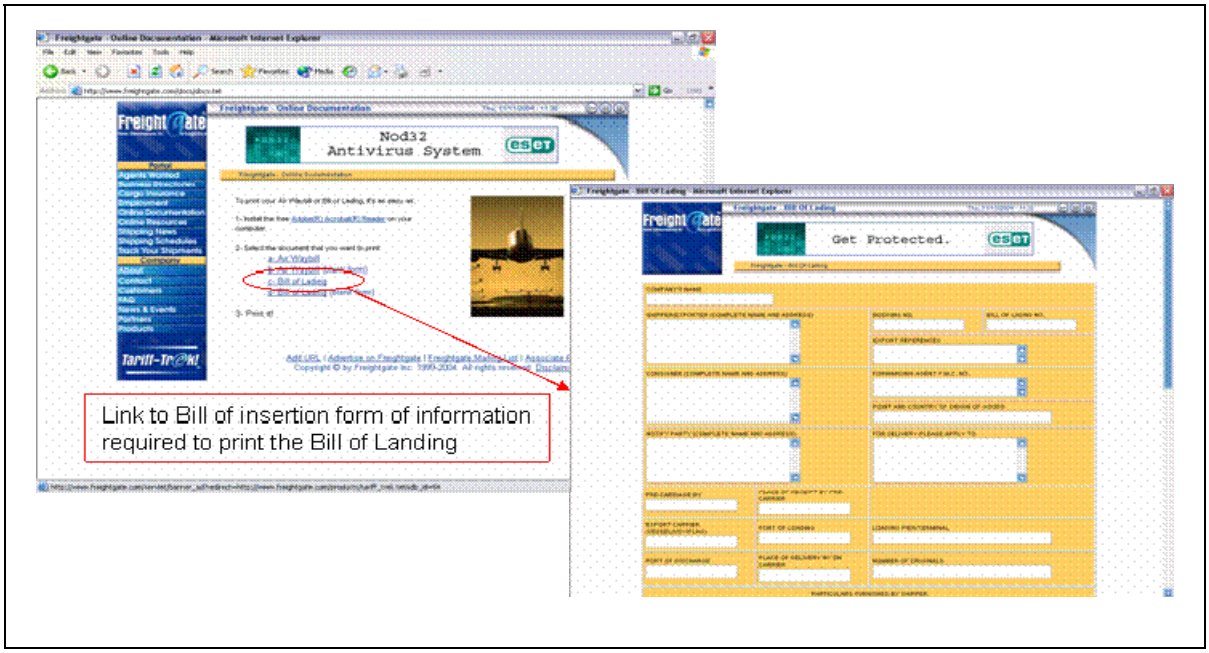

Figure 2-92: Freightgate – example of a Bill of Lading printing

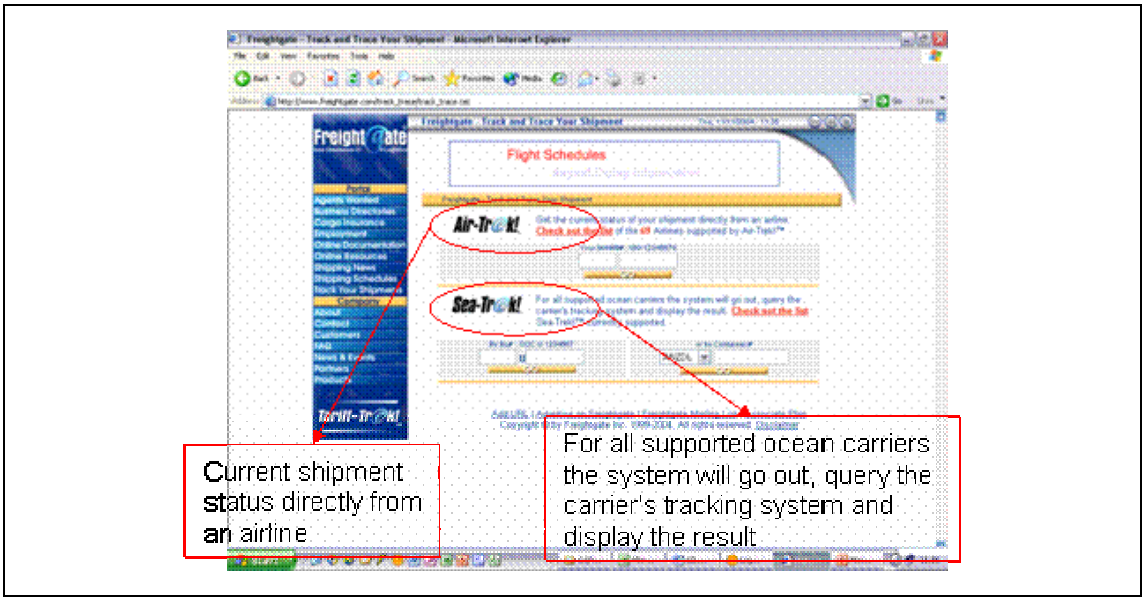

Figure 2-93: Freightgate – Track & Trace access page

2.2.27. TransCore

Short Description

The 3sixty suite of products and services provides the essential tools – when, where and how customer needa them to gain a complete view of his transportation enterprise. 3sixty is built around a core premise – provide customers with a flexible suite of products that delivers the information and services needed to make their transportation enterprise as efficient and profitable as possible. Each segment

works independently or in conjunction with the others – giving you the ability to assemble the optimal solution for your business.

Link

- TransCore

Figure 2-94: TransCore – Home page

Target

- Shippers
- Carriers
- Brokers & 3PLs
- Travel Plazas

Provided Services

Freight Matching Services
TransCore's DAT Network features real time load and truck availability throughout North America. No matter where customer is, DAT load matching is at his fingertips or just a phone call away.

- Intuitive load matching products designed for ease of use
- Post your load or empty truck and instantly have the phone ringing off the hook
- Proactively search for companies that are working the lanes customer needs
- Respond faster to customer needs Improve truck utilization by reducing empty miles

- Eliminate costly driver layovers
- Access nearly 1,200 DAT Load Boards nationwide

Fleet Management

3sixty Fleet Management from TransCore

It's one thing to know where the trucks hauling the cargo are but knowing how they are significantly improves your fleet management capabilities. With TransCore 3sixty Fleet Management powered by GlobalWave, customer gets all the tracking tools he need at his fingertips, all at an affordable price. 3sixty's Fleet Management's all-satellite system decreases insurance costs, maximizes driver performance and safety, and secures assets.

- 100 percent GPS satellite coverage for location tracking and equipment monitoring
- Constant real-time access to asset
- Easy-to-use Web interface management information

Easily track and monitor virtually anything that moves and locate customer's assets within 50 feet. Accurate fleet tracking and monitoring provides results customer can measure – all for one low monthly rate.

Customer Service

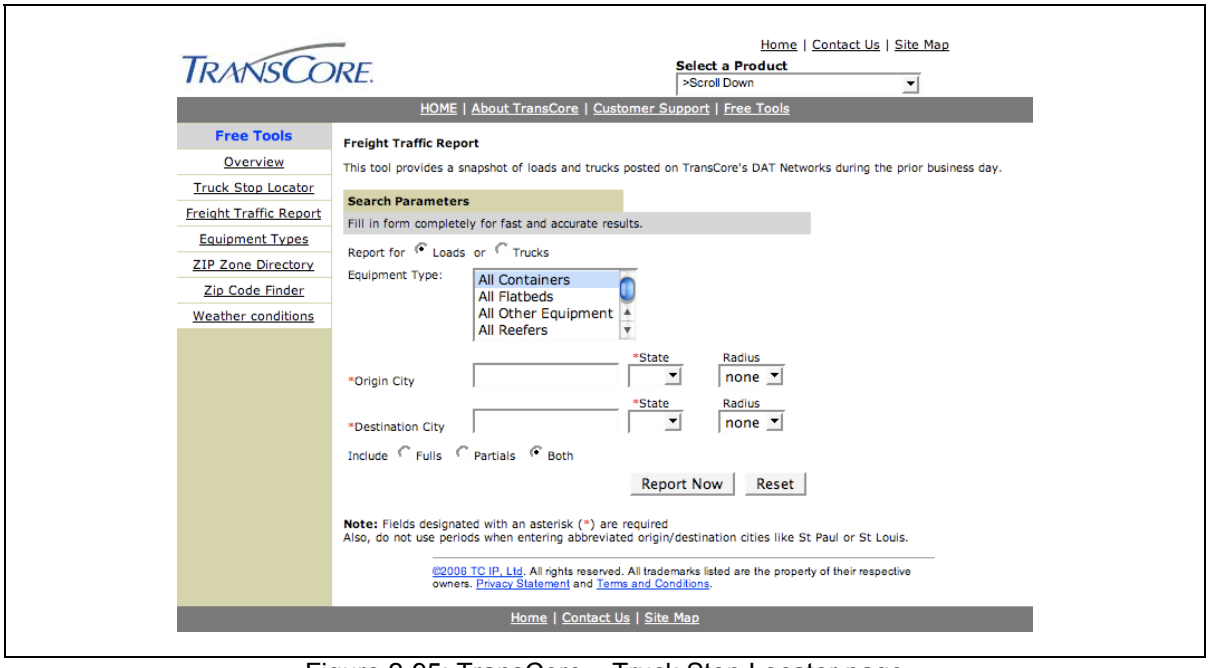

Figure 2-95: TransCore – Truck Stop Locator page

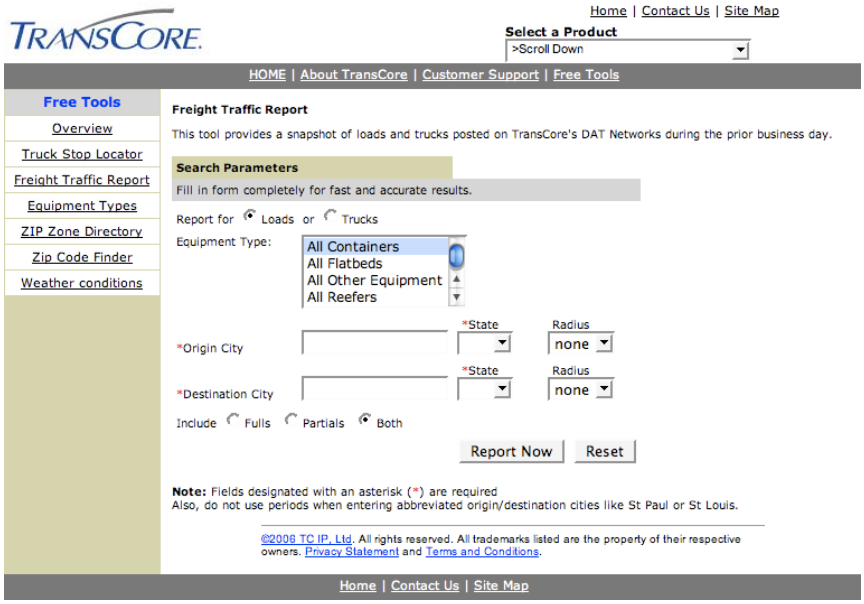

Figure 2-96: TransCore – Freight Traffic Report page

2.2.28. Wincanton

Short Description

Wincanton designs, implements and operates creative solutions for complex supply chains - right across Europe. It's a leading European supply chain management company with a substantial presence in all the major European economies. Customers include many of the biggest global names in sectors as diverse as pharmaceuticals, automotive, FMCG, petrochemicals, general merchandise and supermarkets.
In Western Europe, Wincanton offers a wide range of contract logistic services and an international and national shared user network. It also enjoys an excellent reputation for intermodal transport and port operations, managing distribution by road, rail and river. In Central Europe Wincanton has established a strong presence that offers contract logistics, warehousing and shared user distribution.

Link

- Wincanton

Figure 2-97: Wincanton – Home page

Target

- Manufacturing companies

Provided Services

- Supply chain services: Wincanton operates a comprehensive range of supply chain solutions for its customers; from transportation of simple product flows to complex Freight Management Solutions and from temporary shared user warehousing to fully automated dedicated solutions.

- Value enhancing services: Wincanton has developed a range of services that extend our supply chain solutions to enhance customer value. These include adding value to product as it passes through the distribution channel, handling of non-merchandise for retailers, dealing with all aspects of reverse logistics and recycling through to managing one-stop '4PL type' solutions.

  Enabling services: Many of the solutions we deliver involve a start up project or require a transfer of activity from existing in-house or third party. Professional management of the change process and access to specialist capabilities including solution design, property management and technology implementation are central to the delivery of a winning solution.

2.2.29. BMT Transport Solutions

Short Description

BMT Transport Solutions GmbH offers strategic advice to the transport sector and develops more efficient and sustainable European transport systems. Since 1988 they have provided professional expertise to companies in the transport sector, shippers, regional and national administrations, and the European Union.
BMT Transport Solutions is based in Hamburg and is a subsidiary of British Maritime Technology Ltd (BMT). The BMT group of companies is engaged in a wide range of maritime engineering and consulting.
BMT participates in international research and development projects in the transport sector. We help develop and promote cross-border, intermodal transport and traffic systems in Europe and beyond.

Link

- BMT Transport Solutions

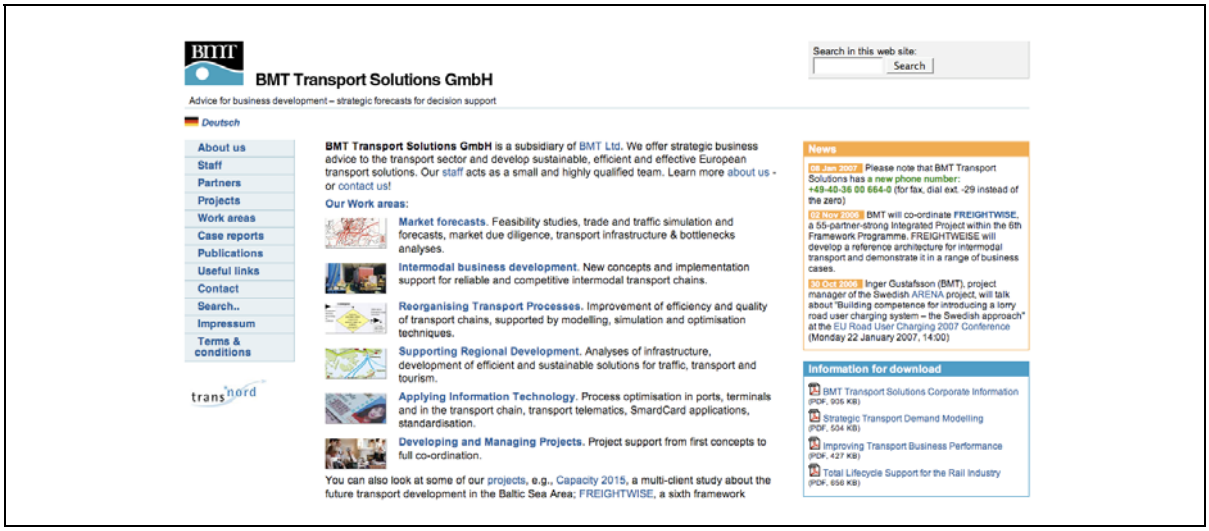

Figure 2-98: BMT Transport Solutions – Home page

Target

- Companies in the transport sector
- Shippers
- Regional and national administrations

Provided Services

- Investors' support

  A thorough knowledge of the transport market and its growth opportunities is the best safeguard for sound long-term investments. BMT has the expertise to identify investment opportunities by looking at the current scenario and developing forecasts that take into account not just the growth

of markets and related trade flows, but also the developing infrastructure with its capacity bottlenecks as well as predicted policies responding to environmental, safety and security drivers.

- Transport policy and infrastructure analysis
  BMT helps public and private customers identify sustainable infrastructure development options that can meet transport demands in line with public policies regarding social responsibility and environmental protection.

- Port management
  BMT helps locate, plan, locate, design, engineer and equip ports so that they meet customers' requirements.

    - Core Services:
        - Port Business Planning and Financing
        - Port Operations and Efficiency
        - Port Management Support
        - Port Planning & Feasibility Analysis

- Supply chain management
  BMT Transport Solutions GmbH builds and re-engineers supply chains that meet customers contractual, organisational and quality criteria.
  • Develop strategic supply chains with operational engagement
  • Re-engineer supply chains (goods flow, information & finance flows, work- and IT-processes) to create value, reduce costs, improve service level
  • Value analysis aiming at efficiency improvements

- Asset management
  BMT helps customers set the right strategy for optimising asset performance. Assets range from port and terminal infrastrucure and equipment to rail waggon fleets. In the increasingly competitive transport industry, it is vital to minimise assets' full life cycle costs and down times. BMT advises on strategic decisions and offers reliability improvement programmes.

- **Useful links**

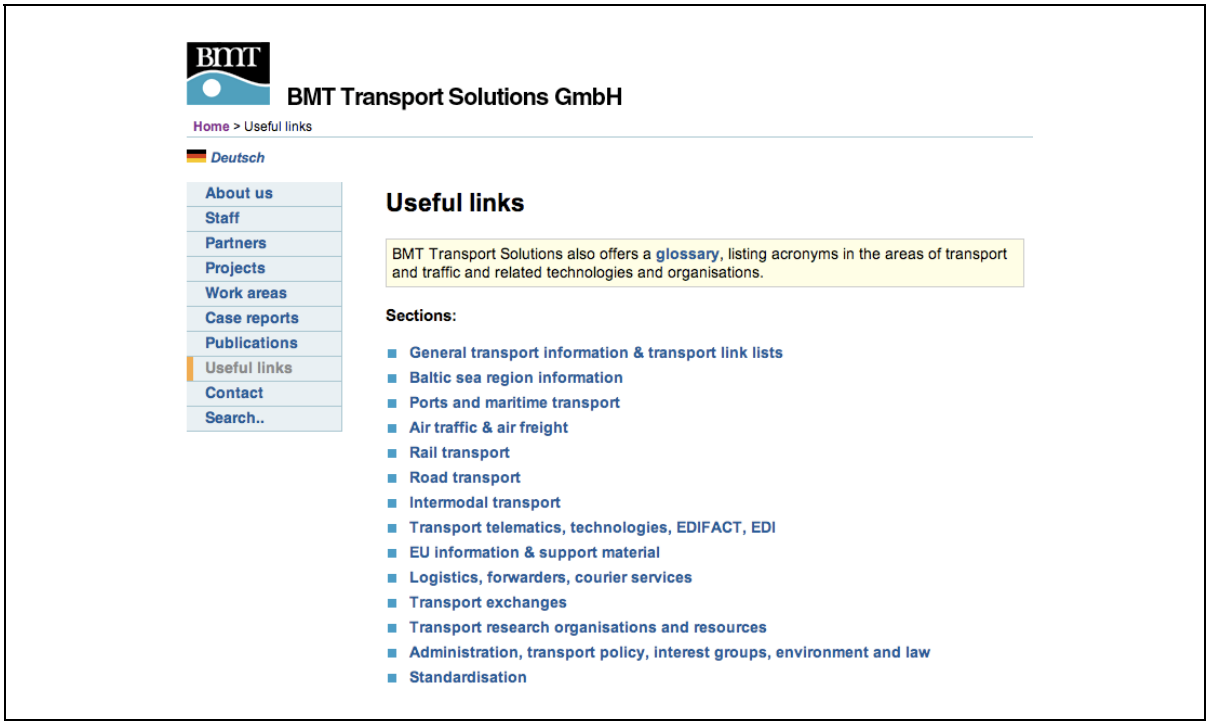

Figure 2-99: BMT Transport Solutions – Useful Links page

2.2.30. SGKV

Short Description

SGKV, the oldest promotion centre for intermodal transport in the world, is a research association for intermodal transport, established as an independent and non-profit organization in Frankfurt on Main, Germany.

Link:

- SGKV e.V.

Target

- Intermodal transport companies
- Every customer who needs information about intermodal transport standard

Figure 2-100: SGKV – Home page

Projects

- CESAR (Co-operative European System for Advanced Information Redistribution)

  The project CESAR is supported by the European Commission within the forth and fifth research program. The project is developing new European standards for information exchange between CT operators and between operators and customers. The first part of the project was finished at the beginning of the year 2000 by installing a pilot in the Alp-crossing transport. Together with the UIRR in Brussels and SGKV the six operators are working on the extension of the functions of CESAR. The main tasks are the improvement of the tracking and tracing and to give the costumers for their disposition more and better information when delays occur.

- In.Ho.Tra (Interoperable Intermodal Horizontal Transhipment)

  The project In.Ho.Tra had been supported by the European Commission within the forth and fifth research program. Within this research and development project the existing and new horizontal transhipment technologies had been compared in a scientific study and selected technologies had been examined in a test and checked for their economical and technical feasibility.
  As a result the project In.Ho.Tra had given recommendations for the political framework and also for the technical and economical realization of new horizontal transhipment technologies.

- Market potentials for stackable swap bodies in inland waterway navigation

  Both a market study and a technical feasibility test had been realised in Germany in 2001/2002 to find out the potentials for stackable swap bodies (also called European containers) with the special focus on inland waterway navigation.

- The Transalpine Corridor between Germany and Italy

A study has been undertaken in cooperation with in Italy on the present situation of the combined transport on the transalpine corridor between Germany and Italy. As special focus had been the capacity along the Brenner route through Austria and insufficient quality of operation of trains and terminals in combined transport.

- Trailers-on-train project RoRo-Rail

The project RoRo-Rail has been supported by the German Ministry for Education and Research will. The task of the project was the technical and economical feasibility of technologies for the transport of non liftable trailers on trains. Especially studied in detail have been Modalohr, CargoSpeed, Flexiwaggon and CargoBeamer. The project consortium is independent from the developers of these technologies and consists of university institutes from Aachen, Berlin and Karlsruhe and companies involved in trailer logistics and situated in Lübeck.

- Publications

- **Standardization links**

The success of a system is based on the standardization of its components, technology and operation. Especially for the combined transport, which becomes more and more international, the intra and intermodal interoperability is enabled through standardization. The standards cover both physical issues (e.g. loading units) as well as virtual issues (IT protocols).

  - Standardization works of SGKV
  - Standardization on the Internet

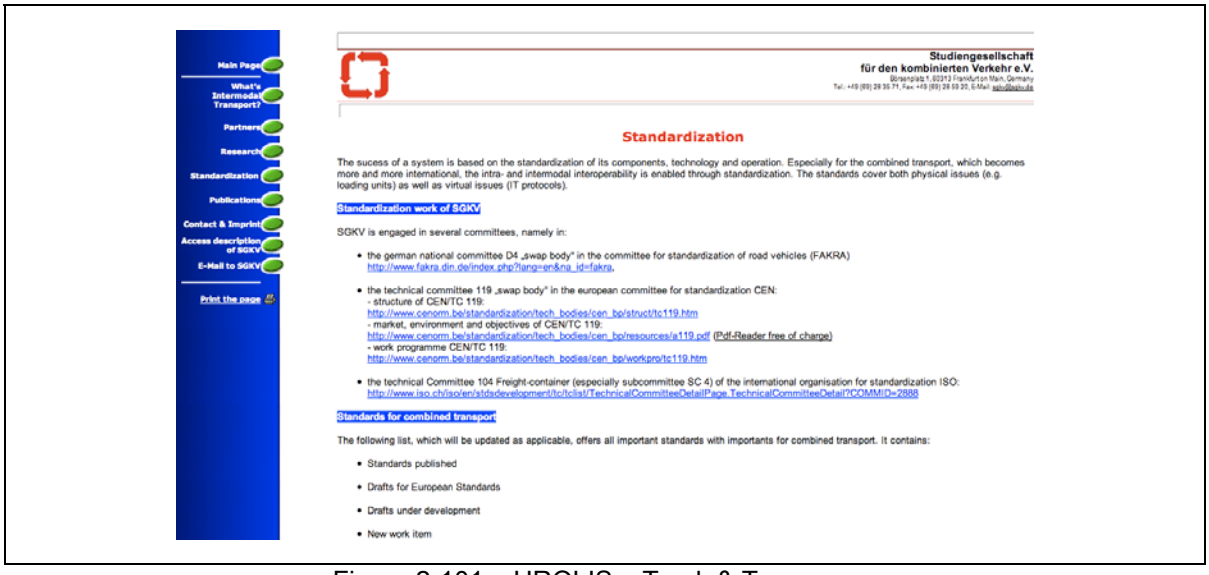

Figure 2-101: eUROLIS – Track & Trace page

2.2.31. PAPINET

The papiNet standard is an open standard that anyone can contribute to. It is also free to use the standard in your environment. papiNet puts great emphasis on the implementation of electronic business to business information exchange.
papiNet users benefit from well documented messages and an extensive field glossary.
To help understand how each message should be used there is a set of business rules, sample business scenarios, and example documents. papiNet implementation support is available.

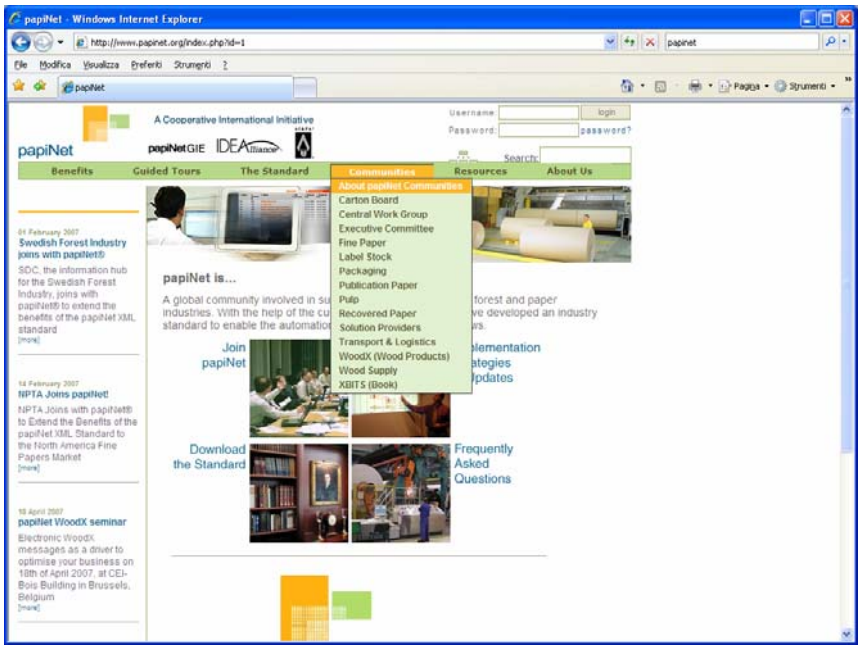

Figure 2-102: papiNET – Home page

papiNet is focused on supporting your use of the standard by:

- Documenting the standard
- Documenting our implementation experiences
- Providing a papiNet Implementation Guide
- Collaboration with other standards bodies
- Providing assistance in properly understanding and interpreting the papiNet standard
- Supporting all business areas of the Forest and Paper industry

papiNet is not an electronic market place or a software!

Have a look at our ROI spreadsheet to help quantify the benefits. The papiNet standard enables the following benefits:

- Accurate data
- Reduce transactional costs
- Consistent information througout the supply chain

- Interact between business partners in an uniform manner
- Support for change reuests due to business needs
- Simplify the process for dealing with multiple suppliers and customers through use of common business solutions
- Reduced manual work, resulting in fewer entry errors and improved supply chain management (e.g. replenishment, VMI)
- Real-time exchange of information and greater electronic information availability
- Everyone can participate in e-business transactions, irrespective of company size or technical expertise.

Get involved with the particular Segment Implementation Groups (SIG) that meets your needs. SIGs are an excellent source of information about the experiences of those companies that have all ready implemented the papiNet standard.

2.2.32. Port of Valencia

Port of Valencia creates cargo information hub The Spanish port of Valencia is using container-booking portals to act as an intermediary between shippers and carriers in an effort to attract more traffic. The port has set up its own online platform linking to the GT Nexus and Inttra portals to create an information hub for cargo coming in and out of the port, including shipment bookings, tracking and shipping instructions.
The valenciaportpcs.net system is a step up on previous port-community networks and is aimed at improving communications between port agents and shippers, freight forwarders and carriers. Currently, the port system is processing around 1,500 shipping instructions per month. The port portal is not an e-commerce system but an e-business tool aimed at making document flows more efficient. It makes it easier for the commercial portals to contact local forwarders and benefits the port by reducing its need to connect to multiple-carrier Internet booking sites. Spanish port authorities are obligated to improve their infrastructures, including electronic networks, but Valencia is also hoping to link up with similar systems operated at other European ports.

Target

The port Community

Services for the community

Access to services
Functionality
• Secure, online one-stop shopping for all services Benefits
Benefits
• High usability – integrates Windows application and web services
• All services are a click away
• Search, statistics, charts, etc available

Connection
• Windows Valenciaportpcs.net application
• Internet

Figure 2-103: Port of Valencia - Homepage

Sea services: Bookings
Functionality
• Allows for bookings and confirmation with carriers
Benefits
• Integrated with carriers
• Increases control for processing information and documentation and reduces errors
• Speeds up subsequent preparation of Shipping Instructions
• Minimizes response times
• Provides secure transaction
Connection
• Windows valenciaportpcs.net application
• Electronic messaging

Sea services: Shipping instructions
Functionality
• Helps process freight statements and bill of lading with carriers, so major carriers worldwide as well as small to midsized regional carriers
Benefits
• Integrated with carriers
• Increases control of processing information and documentation and reduces errors
• Homogenizes shipments to any carrier
• Provides monitoring information
• Reduces costs by optimizing processes
Connection

• Windows valenciaportpcs.net application
• Electronic messaging

Port services: Vessel operation
Functionality
• Berth request by liners
• Single desk through Port Authority
• Multiple Administration Authorization
Benefits
• Online information of vessel status for all agents
• Speed up Administrative procedures
• Single point of contact to reach port authority, maritime authority, police, immigration, etc.
Connections
• Windows valenciaportpcs.net application
• Electronic messaging

Port services: Cargo documentation

Functionality
• Harzardous materials management
• Management of manifests
• Management and request for instructions with customs declaration and customs status of containers

Benefits
• Provides monitoring information to all agents involved
• Facilitates relationship with Port Authority as single point of contact for DG and cargo manifests
• Provides online information about container status and paperless customs
Connections
• Windows valenciaportpcs.net application
• Electronic messaging

Port services: Cargo Operations
Functionality
• Management of instructions to terminal
• Confirmation of container movements from terminals
Benefits
• Online monitoring of container & cargo status
• Single point of entry for all port terminals
Connections
• Windows valenciaportpcs.net application
• Electronic messaging

Land services: Inland Logistics
Functionality

• Management of inland transport operations: transport orders, accept and delivery orders,etc.
Benefits
• Generates documents independently
• Automatically generates accept and delivery orders
• Provides multiple containers per transport order
• Provides monitoring information
• Can be used for road, rail and inland waters transports
Connections
• Windows valenciaportpcs.net application
• Electronic messaging

Figure 2-104: Port of Valencia – The Interface

Integrated track and trace
Functionality
• Provides monitoring information about shipments across entire logistics chain: current freight status, transhipments, transportation used, process documents, etc.
Benefits
• Increases process efficiency and information
• Can be integrated with management systems
• Can mail notice of events
• Authorizes access to information to other agents involved in process
Connections
• Windows Valenciaportpcs.net application
• Electronic messaging
• Web application for inquiries

Integration with National Customs System: valenciaportpcs.net is a key entry point to the Customs paperless clearance system

Functionality
• Establishes a single administrative window for loading and discharge manifests and single administrative documents for customs declarations.
• Import and export paperless clearance
• EU New Control Transit System (NCTS)
Benefits / Aims

• Simplification and costs reduction in customs formalities.
• Improves customs controls (security, taxes, …)
• Electronic data interchanges among customs for any procedure.
• Single desk and unique recognition among Member States.

Next steps

• European eCustoms initiative
• Creation of AES and AIS (Automated Export/Import Systems)
• Creation of Single Electronic Access Points (SEAP)

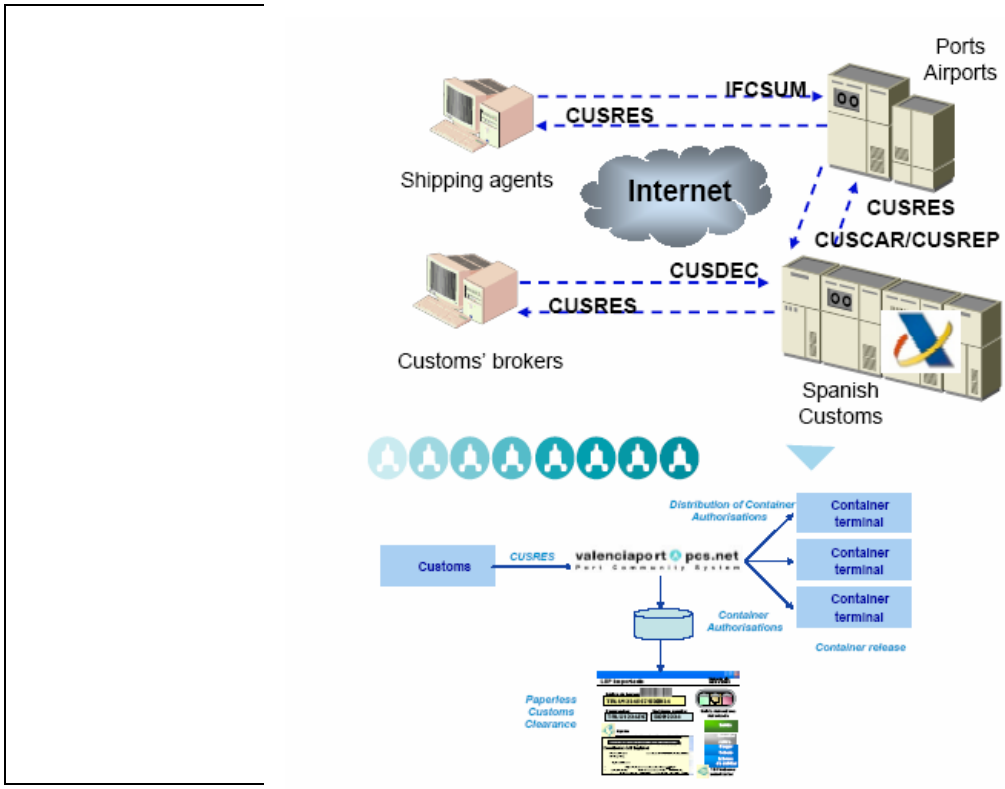

Figure 2-105: Port of Valencia - Architecture

2.3. WEB links for Portals and EDI Services

Web Portal	Link:
FreeCargo© – Freight and equipment exchange	www.freecargo.co.uk
Gifts – Global Intermodal Freight Transport System	http://galileo.cs.telespazio.it/gifts/home.html
Intermodal Portal	www.intermodalportal.com
INTTRA	www.inttra.com
Maritime Global Net	www.mgn.com
Eyefortransport	www.eyefortransport.com
Freightworld	www.freightworld.com
The Cargo System Channel	www.cargosystems.net
Transport Web	www.transportweb.com
Eurift – European Reference Center for Intermodal Freight Transport	www.eurift.net
Ogenet TransporT SolutionS	http://www.ogenet.com
Ahlers Logistics and Maritime Services	www.ahlers.com
Unimasters Logistics Groups	www.unimasters.com
M. Ward Group – Total Supply Chain Management	www.mauriceward.cz
Jeuro Denmark	www.jeuro.dk
Maersk Logistics	www.maersklogistics.com
Air Cargo Estonia	www.ace.ee
Beweship	www.beweship.com
SDV International Logistics	www.sdv.com
Deugro	www.deugro.com
DHL	www.dhl.com
Keuhne & Nagel	www.kn-portal.com
Shenker Stinnes Logistics	www.schenker.com
Piraeus Port Authority	www.olp.gr
Thessaloniki Port Authority	www.thpa.gr
TR Shipping Group	www.tr-group.co.uk
Genoa Port Authority	www.porto.genova.it
Messina Line	www.messinaline.it
Danser Container Line	www.dansercontainerline.com
Vos Logistics	www.voslogistics.com
eUROLIS – Worldwide Logistics Portugal	www.eurolis.pt
Elfor Transport Logistics	www.elfor.ru
MSC – Mediterranean Shipping Company	www.mscgva.ch
Evergreen Marine Corp.	www.evergreen-marine.com
SeT – Sistemi e Telematica	www.set-network.com
GEODIS Logistics	www.geodis.com
Freightgate	www.freightgate.com
TransCore	www.transportationsoftware.com
Wincanton	www.wincanton.co.uk
BMT Transport Solutions	www.bmt-ts.com
SGKV	www.sgkv.de

3. Benchmark and competitive positioning of the identified portals

The main strategies followed by the previously described portals have been identified through the aggregation of data about:

- type and width of offered services;
- state of the art of offered services (e.g. already available or in the development phase);
- ease of access to the developed services;
- characteristics and differentiation of the various target groups;
- degree of internationalization of the portal.

In the next sections the different portals will therefore be positioned in various "competitive maps", depending on these parameters.

3.1. Benchmark of available services

The following scheme gives a picture of the actual available services offered by the different portals dedicated to transports and logistics.

	Main provided services					
Independent Portals	***Track & Trace***	***e - documents***	***Transport management***	***e-booking***	***Marketplace***	***Others***
Portal providing Logistic Services						
FreeCargo					✓ (trucks/loads marketplace)	✓
GIFTS	✓	✓	✓			✓
Intermodal Portal		✓	✓	✓		✓
INTTRA	✓	✓	✓	✓		✓
					✓ (broker's exchange)	✓
GILDANET	✓	✓	✓	✓	✓	✓
Information Portal						
eyefortransport						✓ (research and reports)
freightworld						✓
Cargo Systems						✓

	Main provided services					
Independent Portals	**Track & Trace**	**e - documents**	**Transport management**	**e-booking**	**Marketplace**	**Others**
transportweb					✓ (goods for sales/ wanted)	✓
IT Solutions Portal						
eurift						✓ (information and statistics)
TransporT SolutionS			✓ (shipping route planning)		✓ (empty marketplace)	✓ (information and lawyer's advice)

Figure 3-1 Available services offered by the analyzed independent portals

In the previous table available services are classified in homogeneous categories, two of which require a further explanation:

- "Transport Management" includes transport planning, transport report, ETA, tour management, shipping schedules, tender management;
- "Others" includes useful links, legislation and general information about the transport and logistics sector, where not differently specified.

Looking at the suggested schematization, it emerges that only a limited number of portals offers value adding on-line services (track & trace, e-documents, etc.) besides the more common information services (links, reports on the logistics sectors, etc.).

Among the portals offering value adding services, it is possible to distinguish two main clusters:

- portals in which the main service is a marketplace for logistic operators (e.g. Transport web, Ogenet Transport solutions, etc.);
- portals with a wider set of services covering the most relevant demands connected to transport chains (e.g. GIFTS, Intermodal Portal, INTTRA, etc.).

	Main provided services					
Operators' Portals	**Track & Trace**	**e - documents**	**Transport management**	**e-booking**	**Schedules**	**Others**
Logistic Services Provider (LSP) - Forwarder						
Ahlers	✓					✓
Astros	✓					✓ (reports on cargo)
UNIMASTERS LOGISTICS GROUP	✓	✓		✓		✓
M. Ward Group	✓					

	Main provided services					
Operators' Portals	**Track & Trace**	**e - documents**	**Transport management**	**e-booking**	**Schedules**	**Others**
JEURO DENMARK				✓ (sea freight booking)		
MAERSK LOGISTICS	✓		✓		✓ (sailing schedules)	✓ (rate request)
ace Logistics	✓			✓		✓ (rate request)
BEWESHIP	✓			✓		✓ (warehouse system)
SDV	✓					✓
deugro	✓					
DHL	✓	✓	✓	✓		✓
KUEHNE+NAGEL				✓		✓ (rate request)
SCHENKER	✓			✓	✓	✓ (rate request)
TR GROUP	✓					✓ (stock movement system)
LINEA MESSINA	✓					
Delmar Container Line				✓	✓	✓ (rate request)
Vos Logistics	✓			✓		✓ (performance system)
P&O Nedlloyd	✓	✓		✓	✓	✓
EUROLIS	✓					
ELFOR						✓ (rate request and expert advice)
msc	✓				✓	✓
EVERGREEN MARINE CORP.	✓	✓			✓	✓ (tariff)
IT Solutions / Products Providers						
SeT Sistemi e Telematica						✓ (IT solutions)

	Main provided services					
Operators' Portals	**Track & Trace**	**e - documents**	**Transport management**	**e-booking**	**Schedules**	**Others**
GEODIS						✓ (IT solutions)
SIT						✓ (projects deliverables)
Freight Gate	✓	✓			✓	✓ (IT solutions)
TRANSCORE			✓ (transport report)			✓ (IT solutions)
Wincanton						✓ (IT solutions)
Research Operators						
BITT						✓ (projects)
SGKV						✓ (projects and standard links)

Figure 3-2 Available services offered by the analyzed portals

Two of the categories used in the previous table to classify the services require a further explanation:

- "Transport Management" includes transport planning, transport report, ETA, tour management, shipping schedules, tender management;
- "Others" includes useful links, general information, legislation, news and conversion tools.

The main Logistic Services Providers (LSP) at transnational level offer on-line Tracking and Tracing services to their customers, as well as on-line "e-booking" tools.

3.2. Strategic positioning of the identified portals

The collected information about independent portals, have been reorganized in order to identify the main competitive strategic patterns characterising the actual market.

3.2.1. Services diversification and target groups width

In the above reported scheme, the analyzed independent portals have been positioned on the basis of two parameters:

- services diversification, for which three levels have been defined:
  - *low*: the portal offers only links and information services;
  - *medium*: the portal offers more advanced functionalities, such as a marketplace;
  - *high*: the portal offers innovative logistic services, covering a wide range of users' needs (track & trace, e-documents, e-booking, transport management tools, etc.).

- target groups width, dividing the analyzed portals into two categories:
  - *specific*: portals addressing specific logistics operators (shippers, truckers, brokers, etc.);
  - *general*: portals providing services to logistics operators in general (and to everyone requiring transport and logistics services).

The collected information highlight that the most of the examined independent portals have a wide target, including all the categories of logistics operators. Only a limited share of these portals has a more restricted range of potential users, generally in addition of the offer of a marketplace service.

3.2.2. State of art in the development of services

The previous analysis enables to identify three independent portals, according to their services offer: GIFTS, Intermodal Portal and INTTRA.

These portals can be segmented on the base of the following two dimensions:

- ease of services access, for which three levels have been established:
  - *high*: the provided services are available by free registration;
  - *medium*: the provided services are available by "pay-registration";
  - *low*: the access to the offered services requires the user's login, but the portal doesn't provide the new users with the opportunity to register themselves.

- state of art in the development of services, organized into the following steps:
  - *study*: a feasibility analysis is in progress;
  - *design*: the projects specifics are being defined;
  - *implementation*: the portal is under construction;
  - *available on the market*: all provided services run and can be used by the customers of the portal.

In any case, the identification of the work progress is not always possible with a high degree of accuracy, because of the existing difficulties to access the provided services: impossibility to register as a new user or errors produced by the page of the single service.

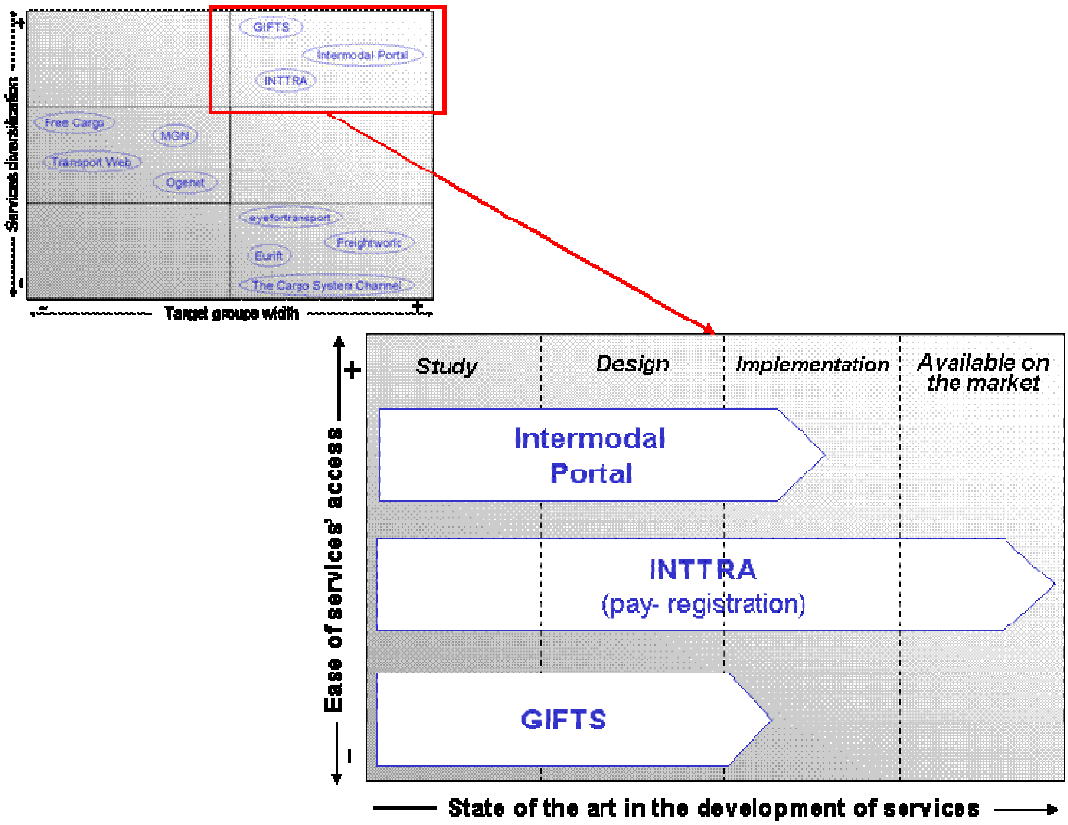

Figure 3-3 State of art in the development of services

3.2.3. Geographic Coverage

Geographic coverage of the independent portals is a further dimension of the deployed analysis. Relating services diversification and geographic coverage, the relative positioning of the analyzed independent portals has been defined.

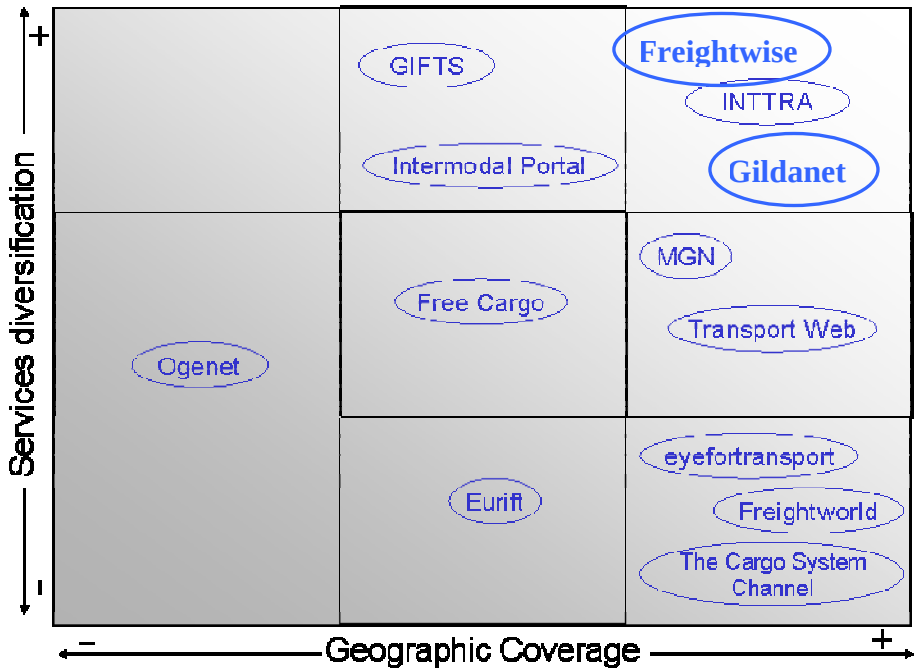

Figure 3-4 Service diversification and geographic coverage of independent portals

While the first dimension has been analyzed on the basis of the previously introduced criteria, for the second one three segments have been used:

- *national*: the portal covers a national area;
- *European*: the provided services are available all over the European area;
- *worldwide*: the portal has a worldwide coverage.

Even if the geographical coverage of a portal should be worldwide by definition, there are portals that limit their services availability to a restricted area.
The collected data seem to point out a "general development path" followed by the main potential competitors: *"the more advanced and innovative the provided services are, the higher is the tendency to restrict the covered area"*.
This trend seems to be connected to the difficulties in integrating several logistics operators, in order to plan, monitor and simplify the whole multimodal transport process of wider areas.

3.2.4. Strategic development for future initiatives

New portal for e-logistics are foreseen. The potential strategic positioning comes from the comparison between the project design and the currently covered needs of the transport and logistics operators. According with the results of the previously

introduced analysis, a new system should take the shape of a complex and innovative independent portal, easily accessible for all potential users.

As regards to the current design of a new ICT/EDI system, the provided services could be integrated with new interesting ones coming from the collected information.

The research about independent portals reveals the following appealing services, additional as to the standard:

- lawyer's office: section dedicated to the legal inquiries insertion;
- on-line services' demonstrator;
- marketplace: section dedicated to the empties/other item exchange.

The portals of logistic operators generally cover a wider range of customers' needs, with interactive and currently functioning on-line tools such as:

- e-booking and transportation order,
- Track and Trace,
- e-documents,
- rate request,
- stock movement / warehousing system,
- others.

All the collected information seem to indicate that a new EDI/ICT should develop and offer the planned services and possibly other value adding tools in a limited transnational area.

4. Conclusions

In the last years the market of innovative EDI and WEB services dedicated to transports and logistics is in a continuous evolution, and it is possible to identify two main emerging clusters:

- portals created by the most relevant logistic operators, through which these actors offer added services to their clients besides the core service, represented by the transport of goods;

- independent portals offering innovative services like the exchange and sharing of data and information following specific parts or complete transport chains.

The first portals, developed by the worldwide biggest freight forwarders, shipping lines and express couriers, are proprietary solutions, which give the possibility to track and trace the freight flows only for transports completely organized by those actors. These solutions do not respond to the growing demand of interoperability among different ICT systems, and furthermore exclude small and medium sized enterprises (SMEs) from the opportunity to offer similar services, as the development costs of proprietary systems are too high.

The second type of portals seems to be more in line with the needs of interoperability and the requirements of SMEs. In this context many initiatives have been launched with different results in terms of utilization and client satisfaction. So far there is no leading portal creating a sort of common standard, and therefore many alternatives remain open.
A new portal will enter in an immature market, characterised by open opportunities and, at the same time, relevant risks.

In any case operators involved in logistic chains need an electronic infrastructure to share information and services in order to enable effective and efficient e-business processes. Furthermore intermodal/multimodal transport sets strong challenges, as it requires collaborations among a huge number of operators.

The period is a crucial moment with a big opportunity because:
- companies (SMEs) are ready to listen at proposals aiming at improving efficiency and effectiveness;
- there is a lack of information, best and worst practices, tools to adopt, which should be filled;
- the gap between the e-opportunity an the e-reality needs to be bridged, in order to reach practical and relevant benefits.

Until now the majority of the independent portals has played a minor role in the exchange of data connected to freight transport (e.g. e-documents), as there is a lack of standardisation in terms of contents and used formats, developing

alternative value adding solutions like market places, which guarantee sufficient resources for the survival of those initiatives.

The diffusion of wireless technologies and the growing use of mobile connections (GPRS, UMTS), will boost and facilitate the electronic data and information exchange, providing further opportunities to EDI initiatives.
Therefore it is necessary to be continuously aligned to the emerging standards and technologies, in order to be ready to profit form the opportunities offered by this immature and growing market.

The main aspect for next generation tools is related to **INTEROPERABILITY** among existing EDI and WEB services. It is envisaged the creation of a large community of users (big players, public bodies and companies) sharing relevant information about the potential demand and services in transport and logistics through a dedicated network of interoperable applications able to enhance the effectiveness and efficiency of existing business processes.

As reported in Part 1 of this research, many running R&D projects are providing answers to these topics, even if the real market is still waiting for a tool involving all the actors of the transport and logistic business.