Manhattan Associates Logistics Gateway Instruction Manual

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Document Revision History

Author	Date	Version	Notes
Ethan Smith	03/23/2015	1.0	Original document.
Sean Chua	03/12/2018	2.0	Updated screenshots and added sections

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Introduction

Logistics Gateway ("LG") is Manhattan's carrier portal that allows carriers to respond to shpiments tendered to them. This document outlines the steps required by a carrier company to configure LG for daily use. This document will cover how to process tenders as well as web offers, shipments offered out to many carriers. This application can only be used on the following web browsers: IE 9 and 10, Google Chrome, and Firefox.

Definitions

- Web Tender - A web tender is a shipment that is sent to only one carrier along with a set freight rate. Once the shipper has sent an offer, the carrier has a set amount of time to respond to the tender, usually about two hours. If the carrier accepts the shipment, it is considered an official agreement between the shipper and carrier that the carrier will handle the shipment from this point on. If the carrier declines the shipment, the shipper will be forced to find an alternate carrier.
- Web Offer - A web offer is a shipment that is sent to multiple carriers at the same time. Carriers have a set amount of time to respond to the tender (usually about 2 hours) with a spot charge for the total price of the shipment. After the allotted time period, the carrier that wins the bid will be awarded the shipment, and the load will be tendered to them through the Web Tenders window. A shipper can also award a bid to a carrier before the time expires.

Configuring LG

1.1 Pinning tiles

1. Using a web browser, go to https://lg.logistics.com. Enter username and password.

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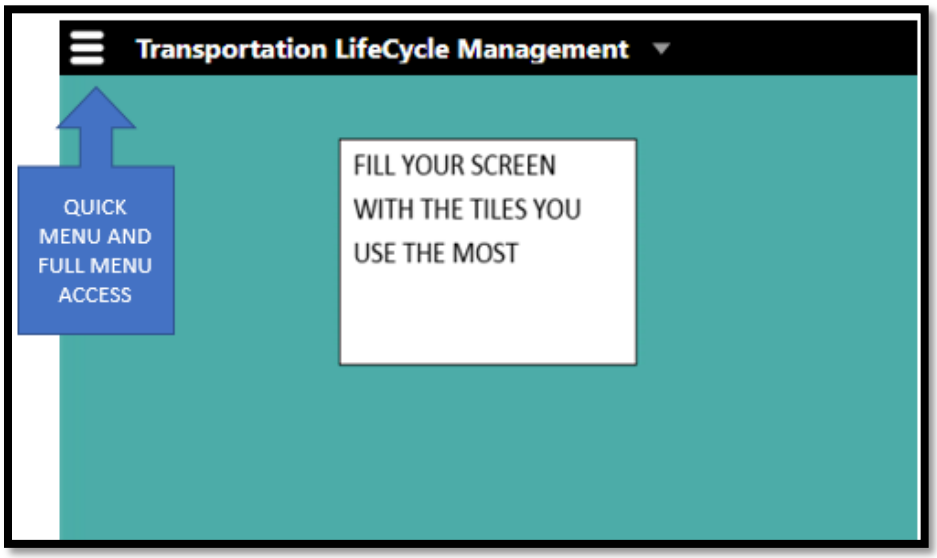
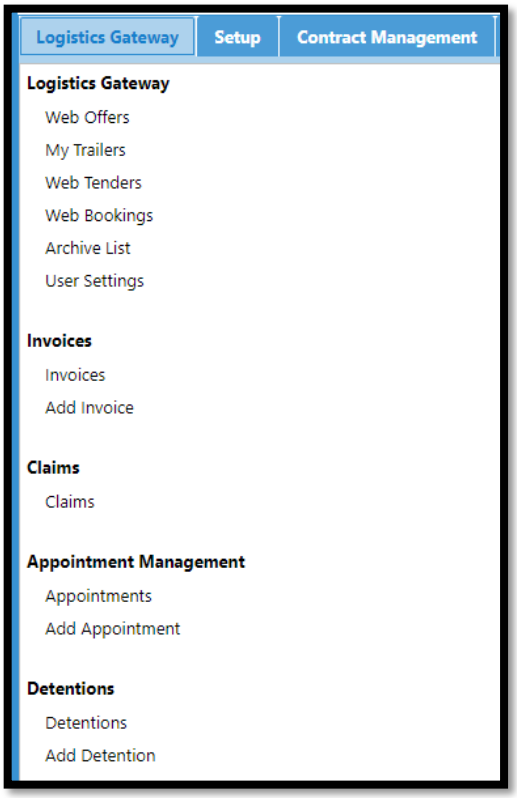
2. Click on the search icon to access the menu



3. Click Show All, and the below menu will be visible.



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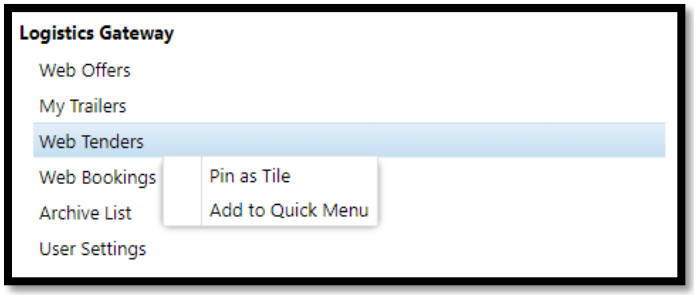
4. Hold your cursor over any link and right click. Choose Pin as Tile to pin tiles on the home screen. The home screen will now have tiles allowing you to easily access the applications.



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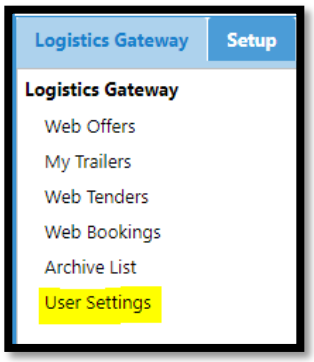
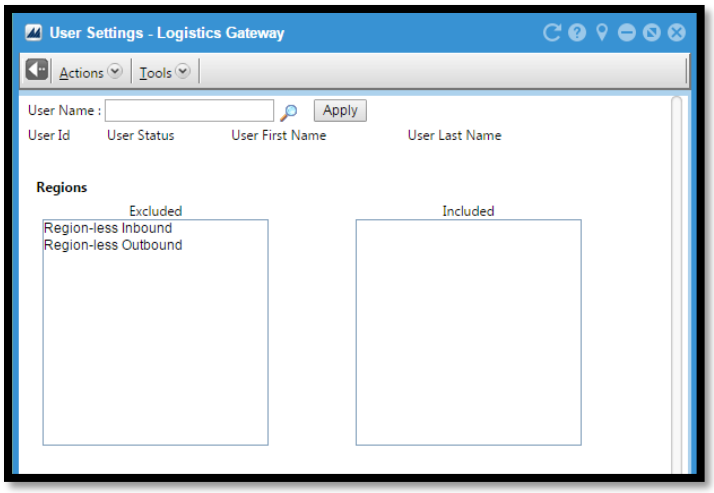
1.2 Adding email notifications

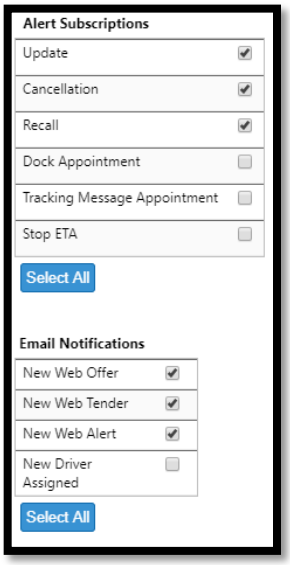
1. Click on User Settings under the Logistics Gateway tab in the menu.



2. In the User Name field, fill in your username and click Apply.



3. For the Regions section, **please do not move anything** (otherwise, you will not see your tenders)**.**
4. For the Shippers section, move the shipper to the Included box by selecting it in the Excluded box and clicking the Add > button.
5. For the Alert Subscriptions and Email Notifications sections, please fill in the checkboxes as shown below and click Save:



Select “New Driver Assigned” if TMS Mobile is being used.

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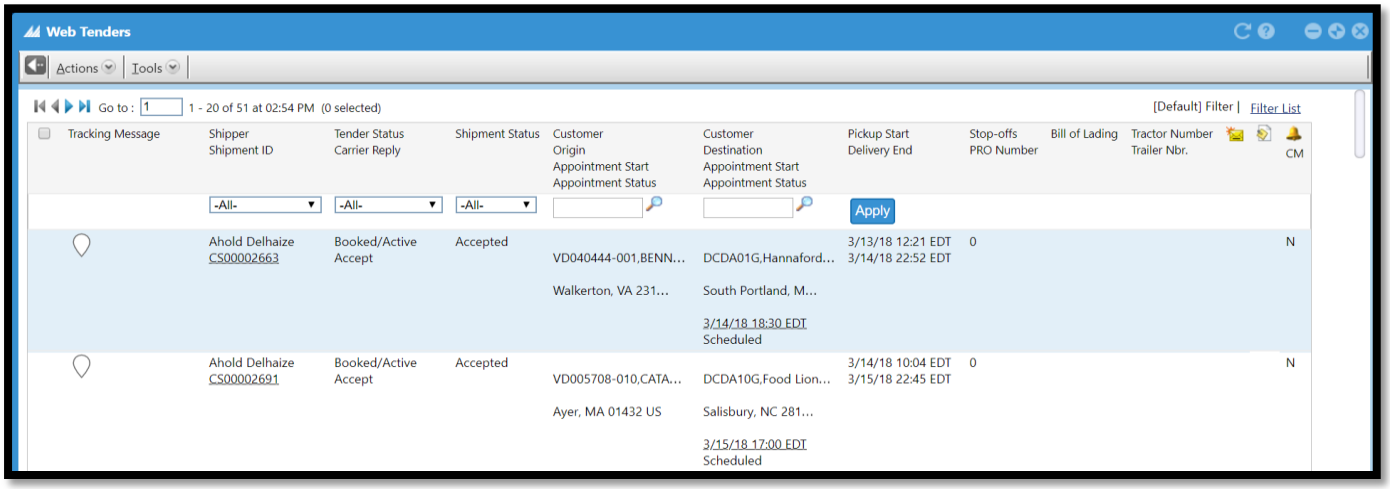
Processing Web Tenders

2.1 Viewing Tenders

Clicking on the Web Tenders link in the menu or the Web Tenders tile on the home screen will open a window that lists all of the shipments tendered to a carrier along with important information such as the shipment ID, the status of the shipment, pickup and delivery facilities as well as the dates of the delivery.

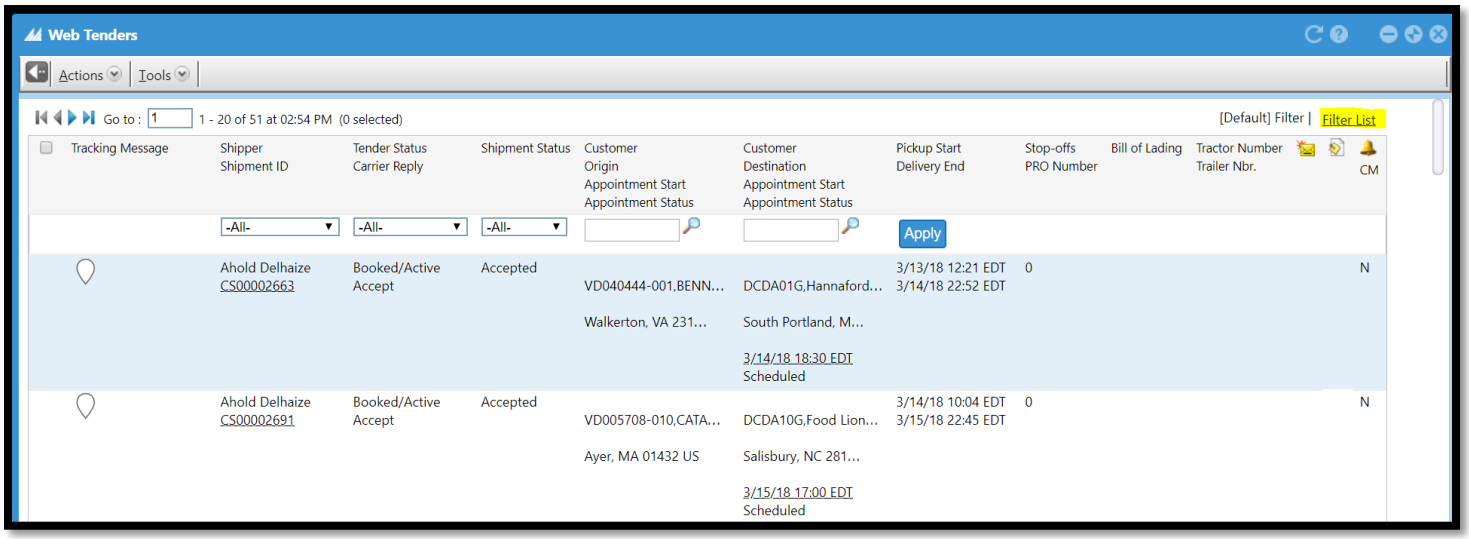


A shipment can be in four statuses:

1. New tender – Carrier will need to either accept or decline the shipment.
2. Booked/Active – Carrier has accepted the shipment.
3. Declined – Carrier has declined the shipment. Any shipments in Declined status will move to the Archive List overnight.
4. Delivered – Carrier has sent all tracking message for the shipment. Any shipments in Delivered status will move to the Archive List after seven days from the delivery end.

2.2 Filtering Tenders

1. To find specific shipments, you can filter shipments by their shipment IDs, pick up or delivery times, shipment statuses, and more. To do so, while on the Web Tenders page, clicking on the Filter List will open a window in which filters can be inputted to find specific tenders.



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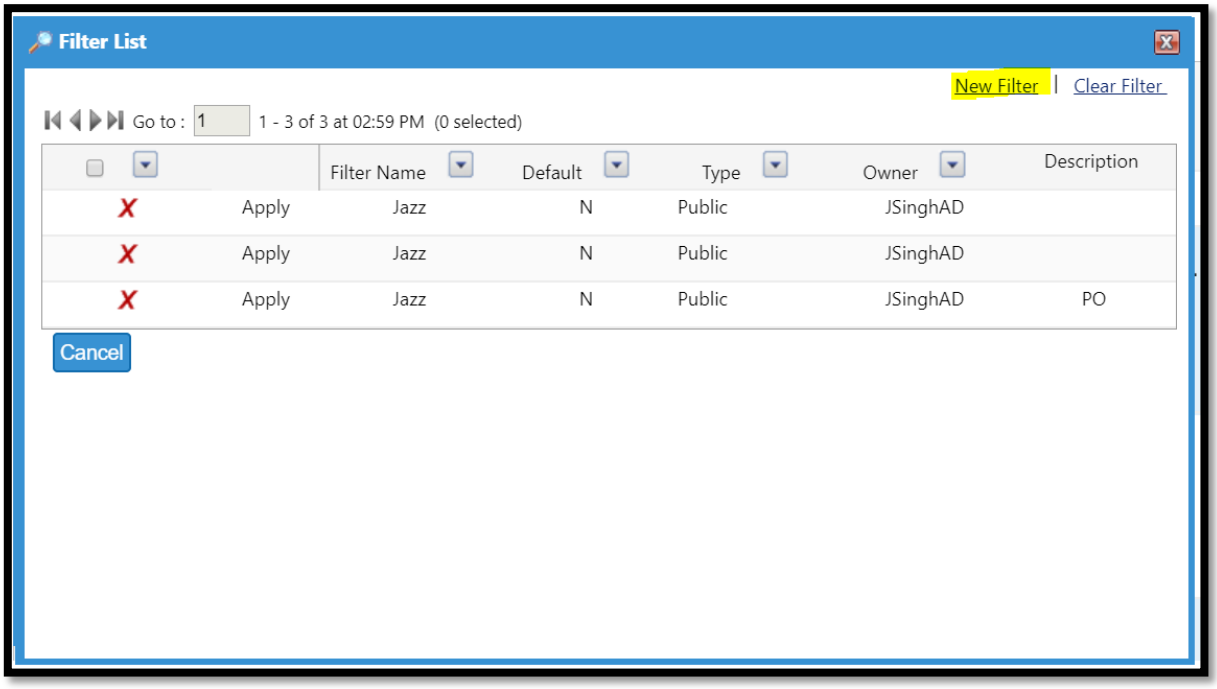
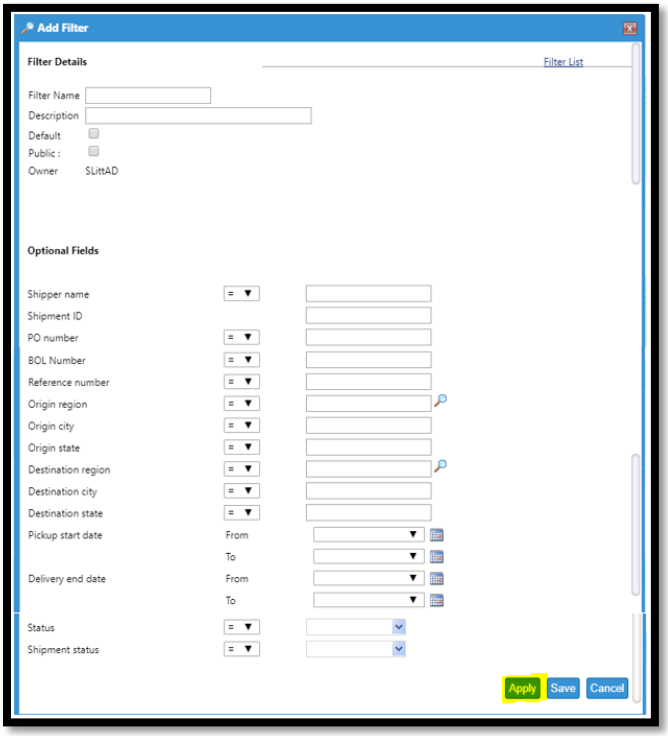
2. The Filter List window will pop up. In this window, click “New Filter” to add conditions for finding specific tenders.



3. The Add Filter window will open up, as shown below:



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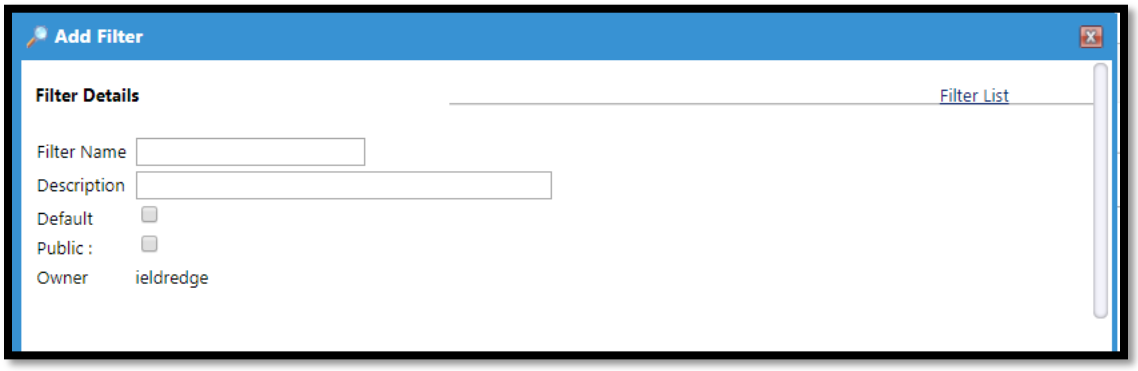
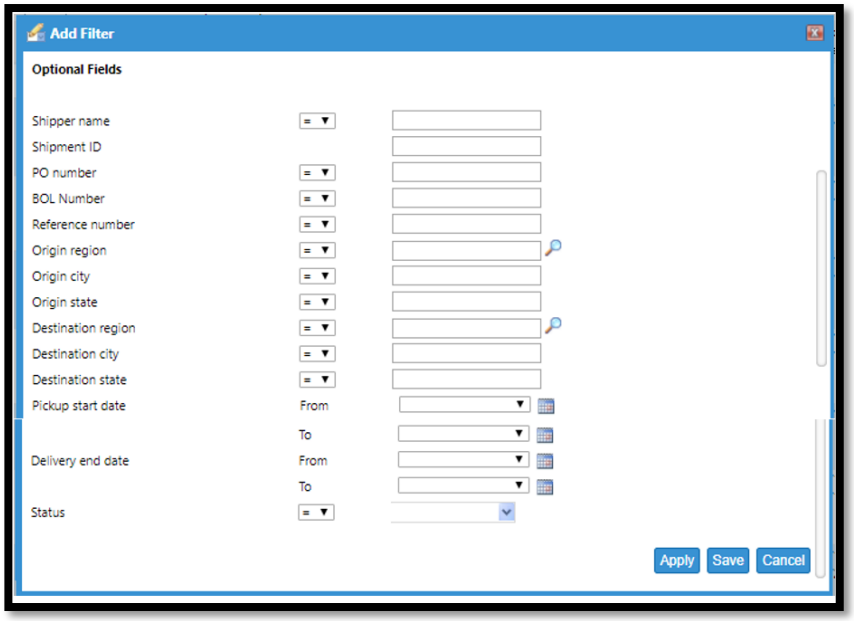
4. Within the **Filter Details** section, you can enter some information for if you want to save this filter to use later:
   - Filter Name: name for all the filter with all the conditions you want
   - Description: a more detailed explanation of what the filter does
   - Default: Check this box if you want this filter to be applied initially when you open Web Tenders
   - Public: Makes the filter open to other users in your company to use



4 (continued). Within the **Optional Fields**, you can set the conditions for your filter, like below:



4 (continued). If you select from one of the filters listed, use "*" as a wildcard. It will only recognize exact matches when searching, so using a wild card is very helpful.

- Example: To find tenders from a company named "Test Shipper", click to the right of "Shipper name" and write "Test*". Omitting the wildcard "*" will result in the company "Test Shipper" not appearing. This is helpful in case the company is written with different capitalization (e.g. "TEST" vs "test" will not work). Once the filter is added, click "Apply".

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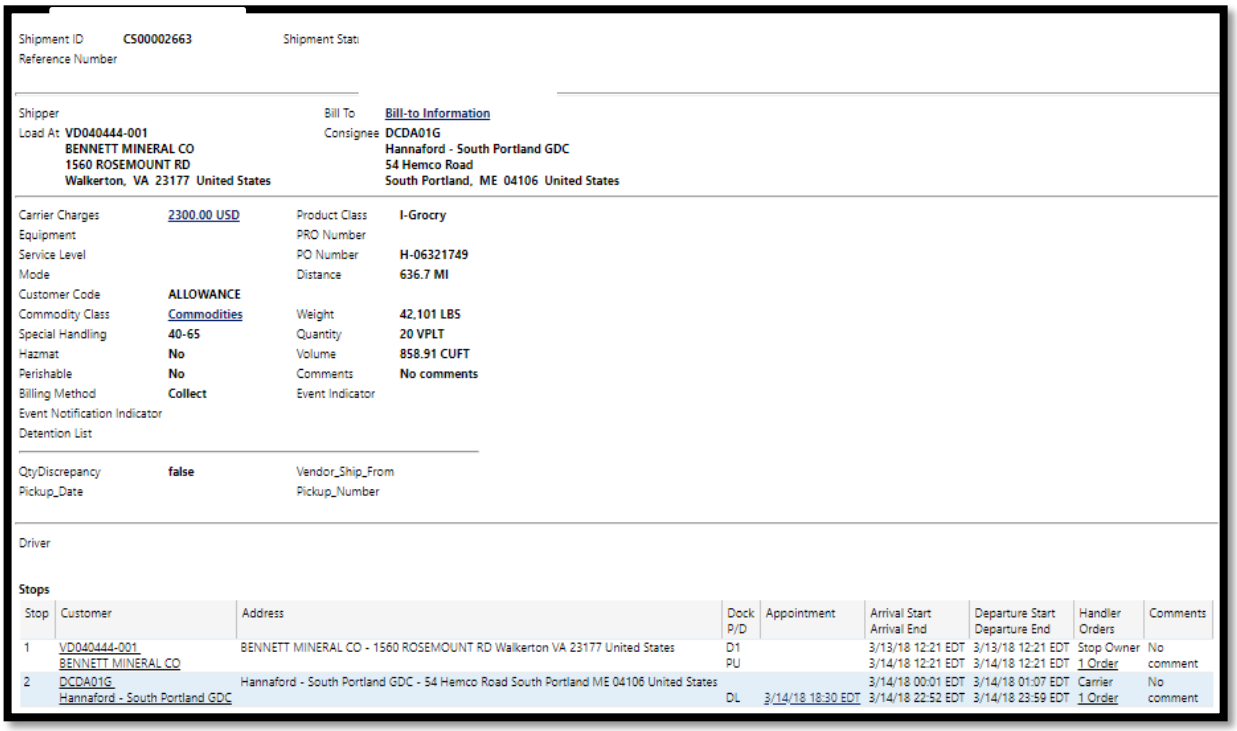
2.3 Viewing Shipment Details

Clicking on the shipment ID from the Web Tenders page will open the Shipment Details Page. Here, you can view information about the shipment before you accept or decline it.



Shipment ID CS00002663 Shipment Stati
Reference Number

Shipper
Load At VD040444-001
BENNETT MINERAL CO
1560 ROSEMOUNT RD
Walkerton, VA 23177 United States

Bill To Bill-to Information
Consignee DCDA01G
Hannaford - South Portland GDC
54 Hemco Road
South Portland, ME 04106 United States

Carrier Charges	2300.00 USD	Product Class	I-Grocry
Equipment		PRO Number	
Service Level		PO Number	H-06321749
Mode		Distance	636.7 MI
Customer Code	ALLOWANCE		
Commodity Class	Commodities	Weight	42,101 LBS
Special Handling	40-65	Quantity	20 VPLT
Hazmat	No	Volume	858.91 CUFT
Perishable	No	Comments	No comments
Billing Method	Collect	Event Indicator	
Event Notification Indicator			
Detention List			

QtyDiscrepancy	false	Vendor_Ship_From	
Pickup_Date		Pickup_Number	

Driver

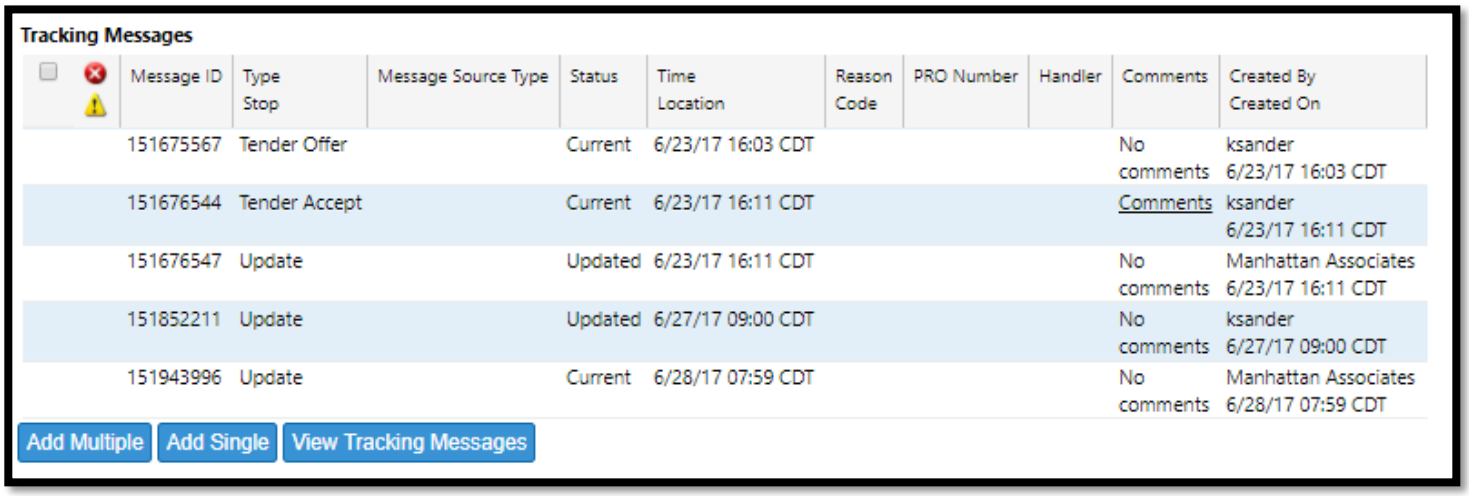
Stops

Stop	Customer	Address	Dock P/D	Appointment	Arrival Start Arrival End	Departure Start Departure End	Handler Orders	Comments
1	VD040444-001 BENNETT MINERAL CO	BENNETT MINERAL CO - 1560 ROSEMOUNT RD Walkerton VA 23177 United States	D1 PU		3/13/18 12:21 EDT 3/14/18 12:21 EDT	3/13/18 12:21 EDT 3/14/18 12:21 EDT	Stop Owner 1 Order	No comment
2	DCDA01G Hannaford - South Portland GDC	Hannaford - South Portland GDC - 54 Hemco Road South Portland ME 04106 United States	DL	3/14/18 18:30 EDT	3/14/18 00:01 EDT 3/14/18 22:52 EDT	3/14/18 01:07 EDT 3/14/18 23:59 EDT	Carrier 1 Order	No comment

To accept or decline the shipment, click on the Accept or Decline buttons at the bottom of the Shipment Details Page.

2.4 Entering Tracking Messages

Tracking messages help shippers know where the shipment is during a delivery. Once a carrier picks up the shipment, tracking messages will need to be entered. Details are on the Shipment Details Page.



Tracking Messages

Message ID	Type Stop	Message Source Type	Status	Time Location	Reason Code	PRO Number	Handler	Comments	Created By Created On
151675567	Tender Offer		Current	6/23/17 16:03 CDT				No comments	ksander 6/23/17 16:03 CDT
151676544	Tender Accept		Current	6/23/17 16:11 CDT				Comments	ksander 6/23/17 16:11 CDT
151676547	Update		Updated	6/23/17 16:11 CDT				No comments	Manhattan Associates 6/23/17 16:11 CDT
151852211	Update		Updated	6/27/17 09:00 CDT				No comments	ksander 6/27/17 09:00 CDT
151943996	Update		Current	6/28/17 07:59 CDT				No comments	Manhattan Associates 6/28/17 07:59 CDT

Add Multiple | Add Single | View Tracking Messages

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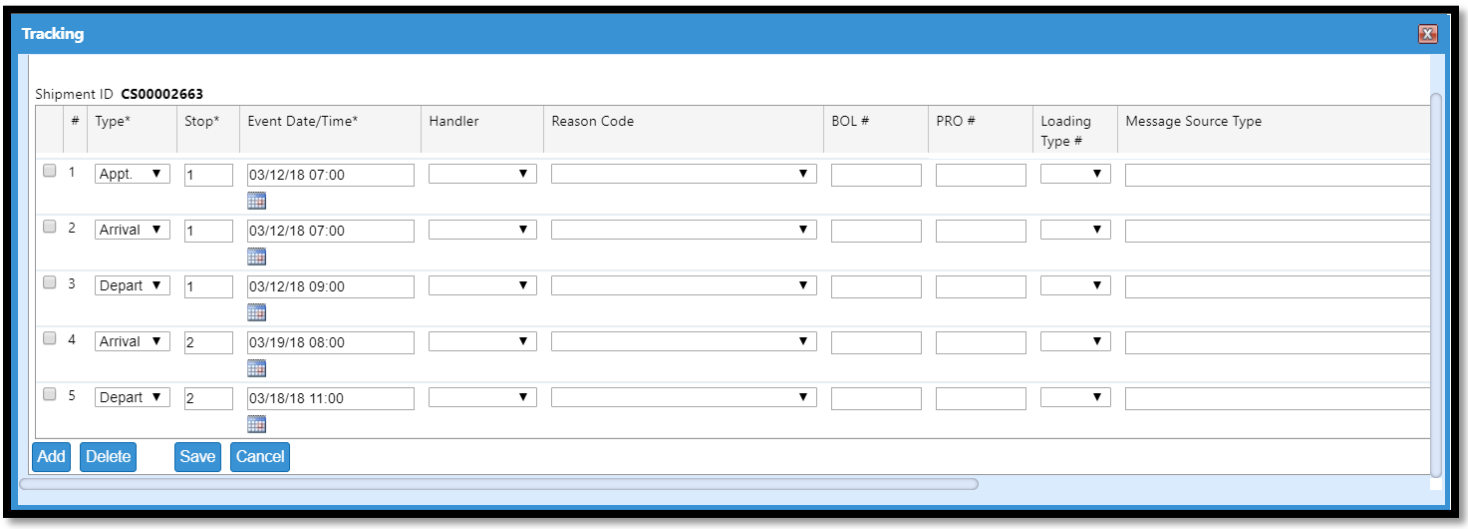
2.4.1 Adding Multiple Messages

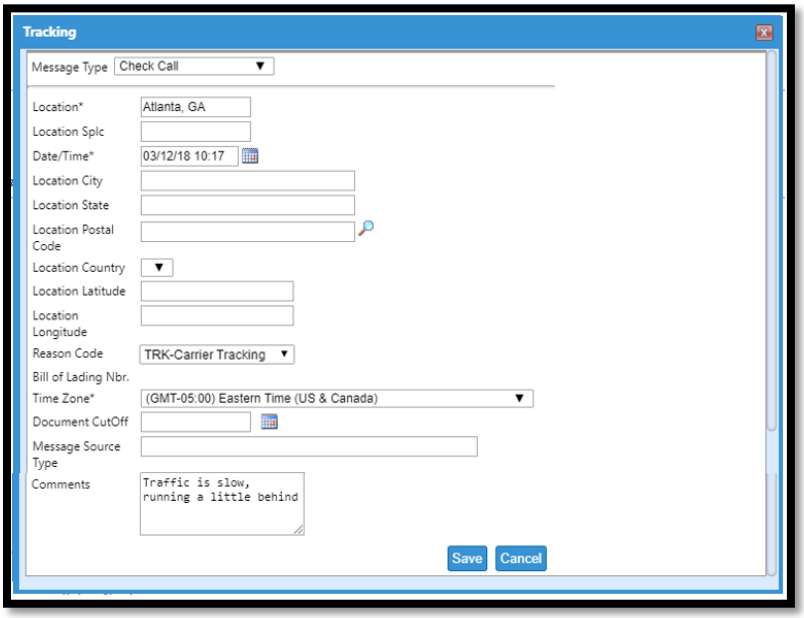
1. Click on Add Multiple at the bottom of the Tracking Messages table. The below window will open:



2. Add rows by clicking the Add button at the bottom of the window. This will allow you to submit multiple tracking messages at once.
   a. Under the Type column, select the message type: appointment, arrival, or departure.
   b. Under the Stop column, enter the stop number.
   c. Under the Event Date/Time column, use the calendar button to select the date and time of each message.
3. Click Save to submit the tracking messages.

2.4.2 Adding Single Messages

1. Click on Add Single at the bottom of the Tracking Messages table. The below window will open:



2. Choose the correct Message Type, and fill in the required fields.
3. Click Save to submit the tracking message.

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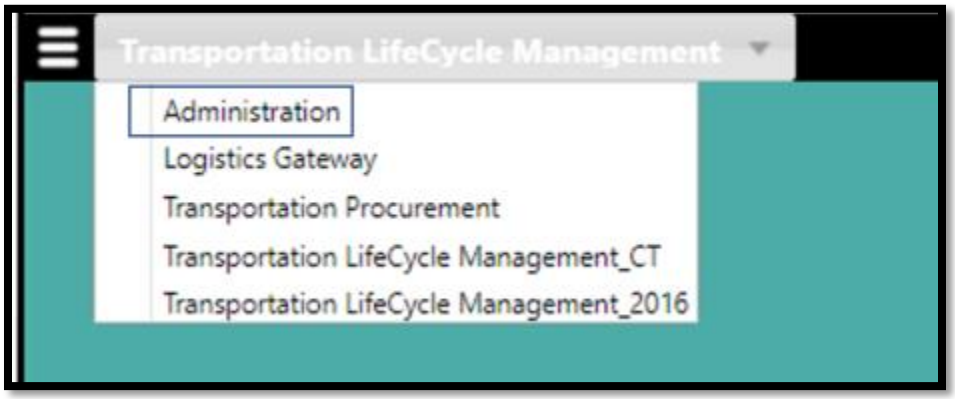
Entering arrival and departure messages for the first stop will put the shipment in In-Transit status. Entering the departure message for the last stop will put the shipment in Delivered status. This should be the last message you enter.

Adding Users

1. To add users, navigate to MDA by clicking on “Transportation LifeCycle Management in the top left corner. Then click on “Administration”.



2. The following window will open:

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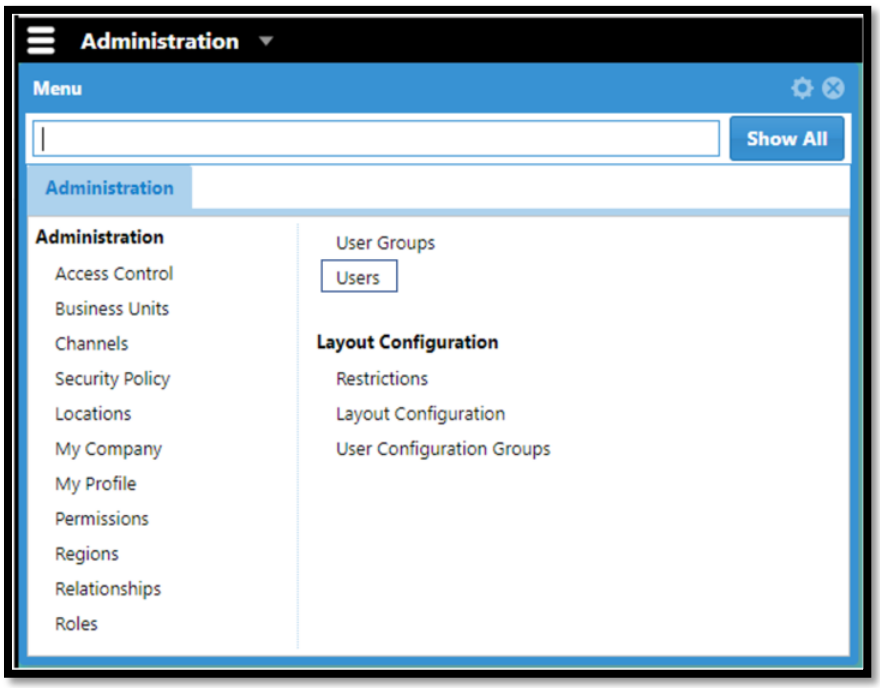
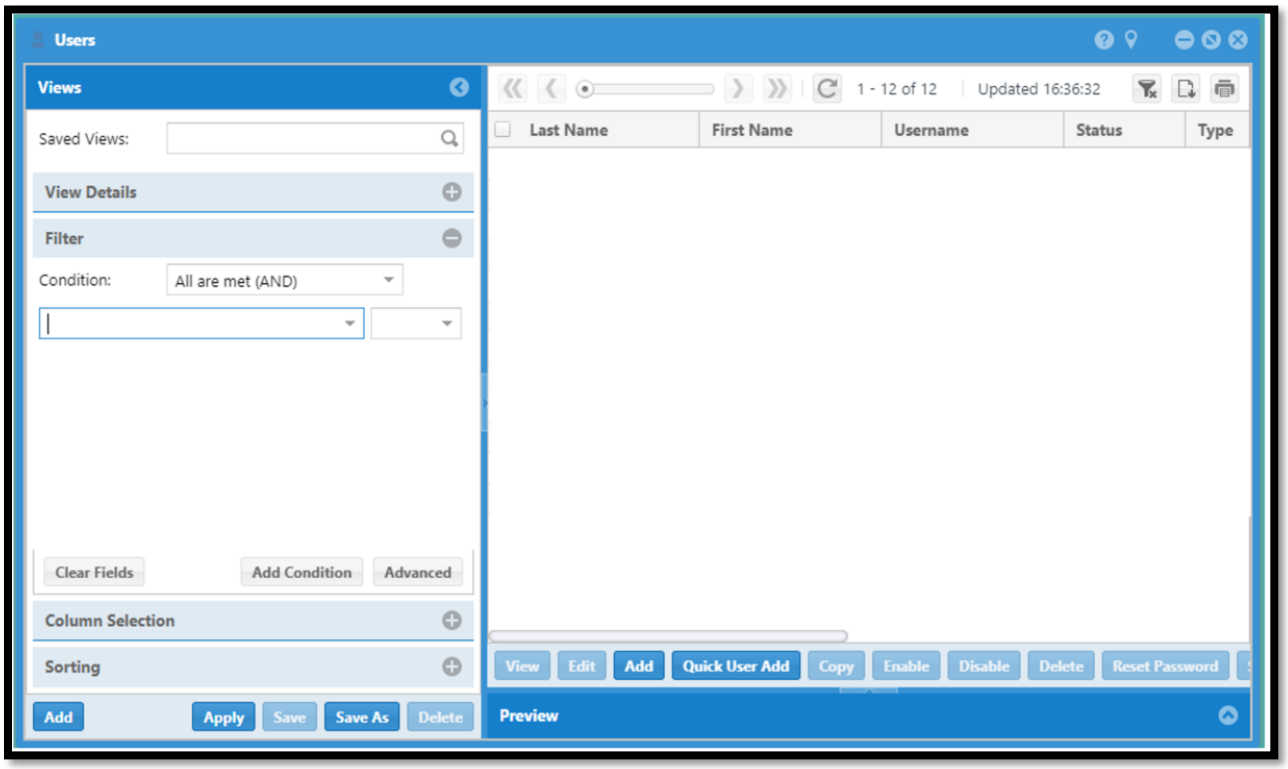
3. Click on the 3 lined search bar in the top left corner and click on “Users”.



4. The following window will come up:



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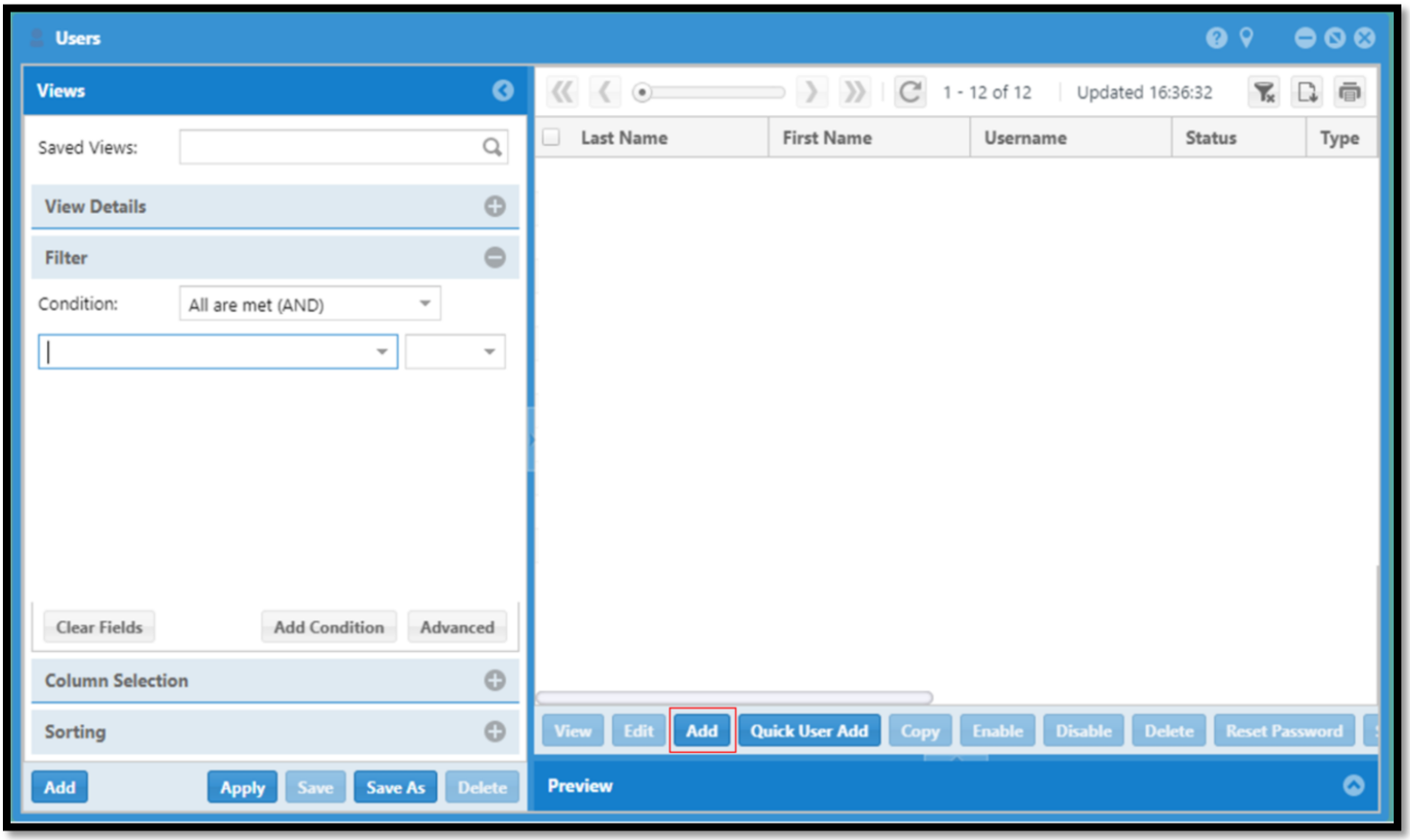
5. Click on “Add” on the bottom:



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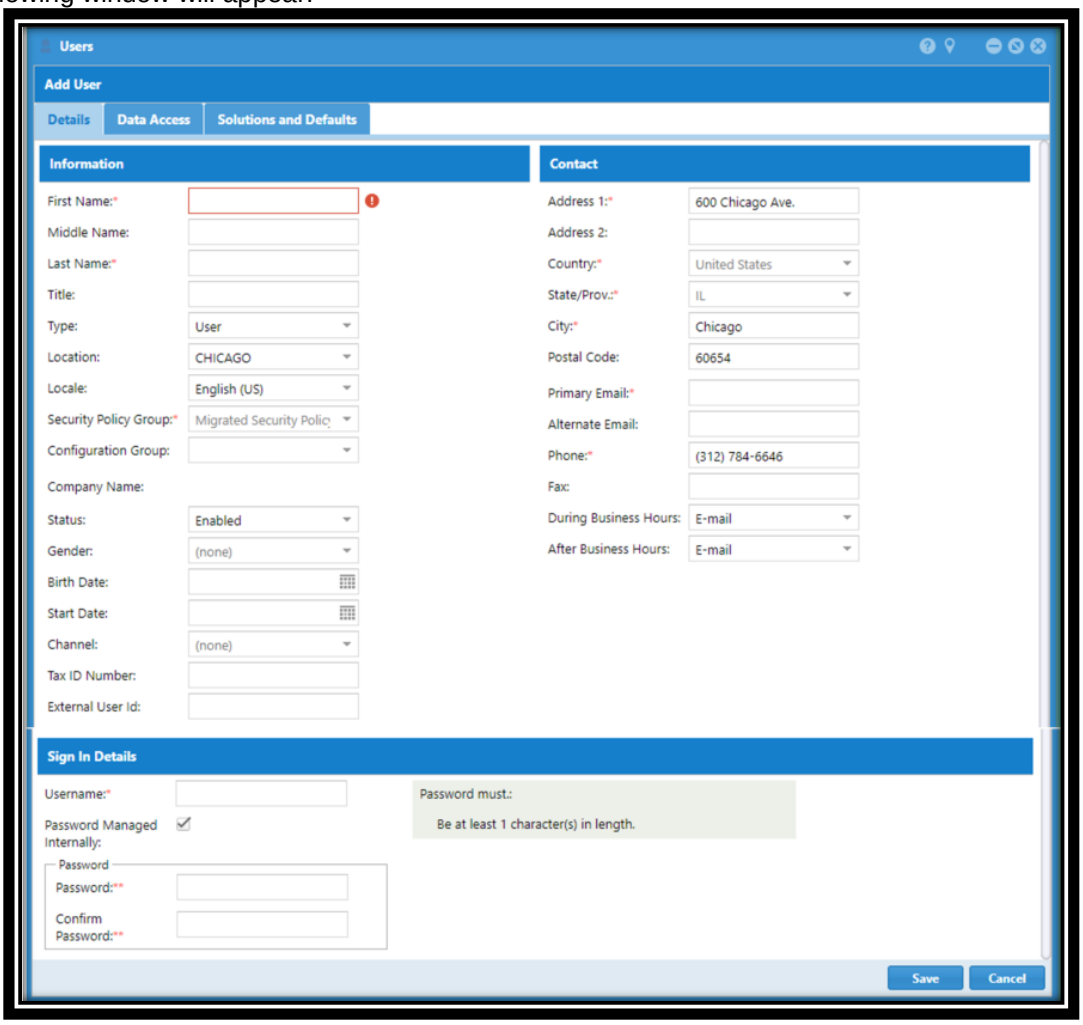
6. The following window will appear:



7. Enter the following information:
   - First Name
   - Last Name
   - Type = “Corporate Administrator”
   - Primary Email
   - Username
   - Password

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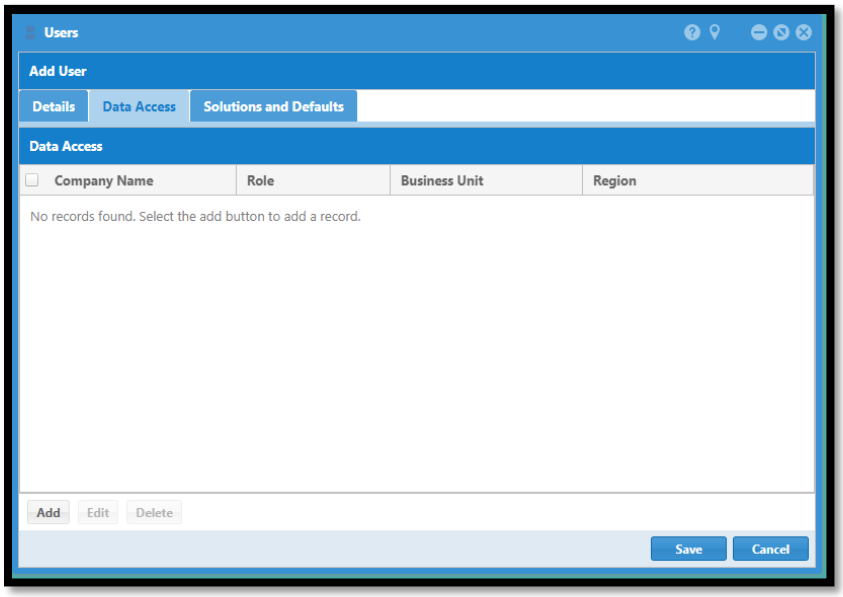
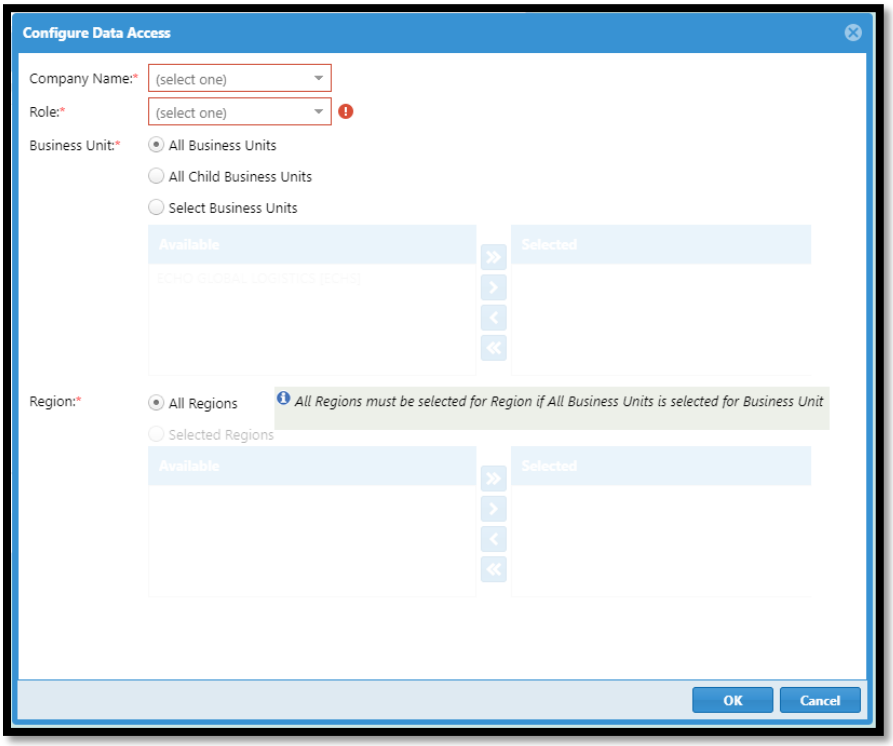
8. After filling out all the user's information, click on "Data Access" in the top left of the window. The window should now look something like this:



9. Click on "Add" in the bottom left of the screen, and a new window should pop up:



10. Select the appropriate Company Name and Role, and then click "OK". Then click "Save" in the "Users" window.

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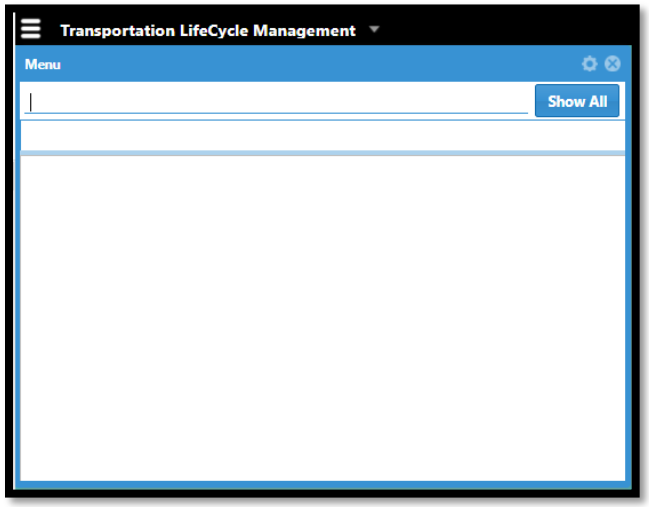
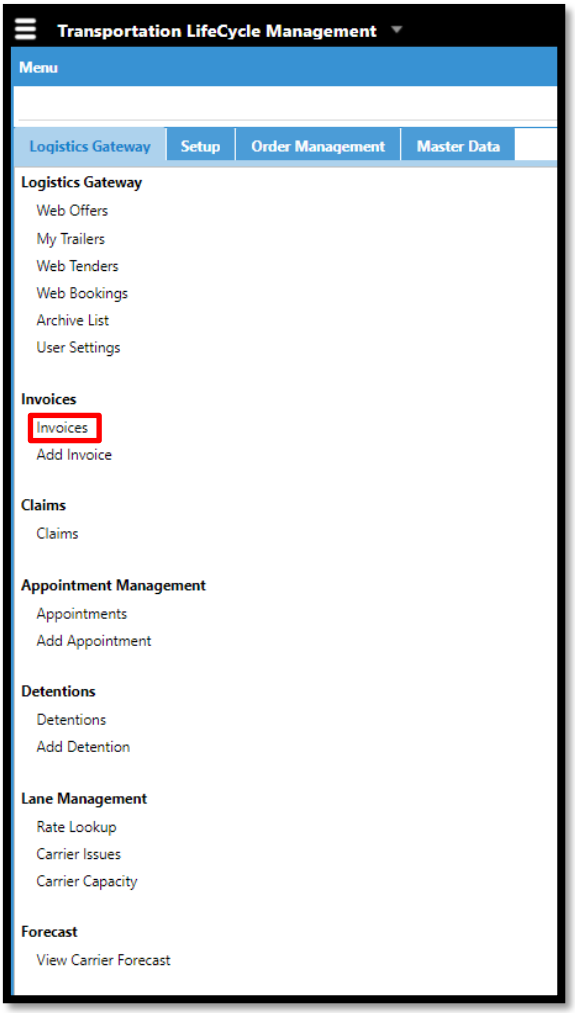
Viewing/Adding Invoices

2.1 Filtering Invoices

1. Click on the search bar and then “Show All”.



2. This will expand the window to include more options. In this window, click on “Invoices”.



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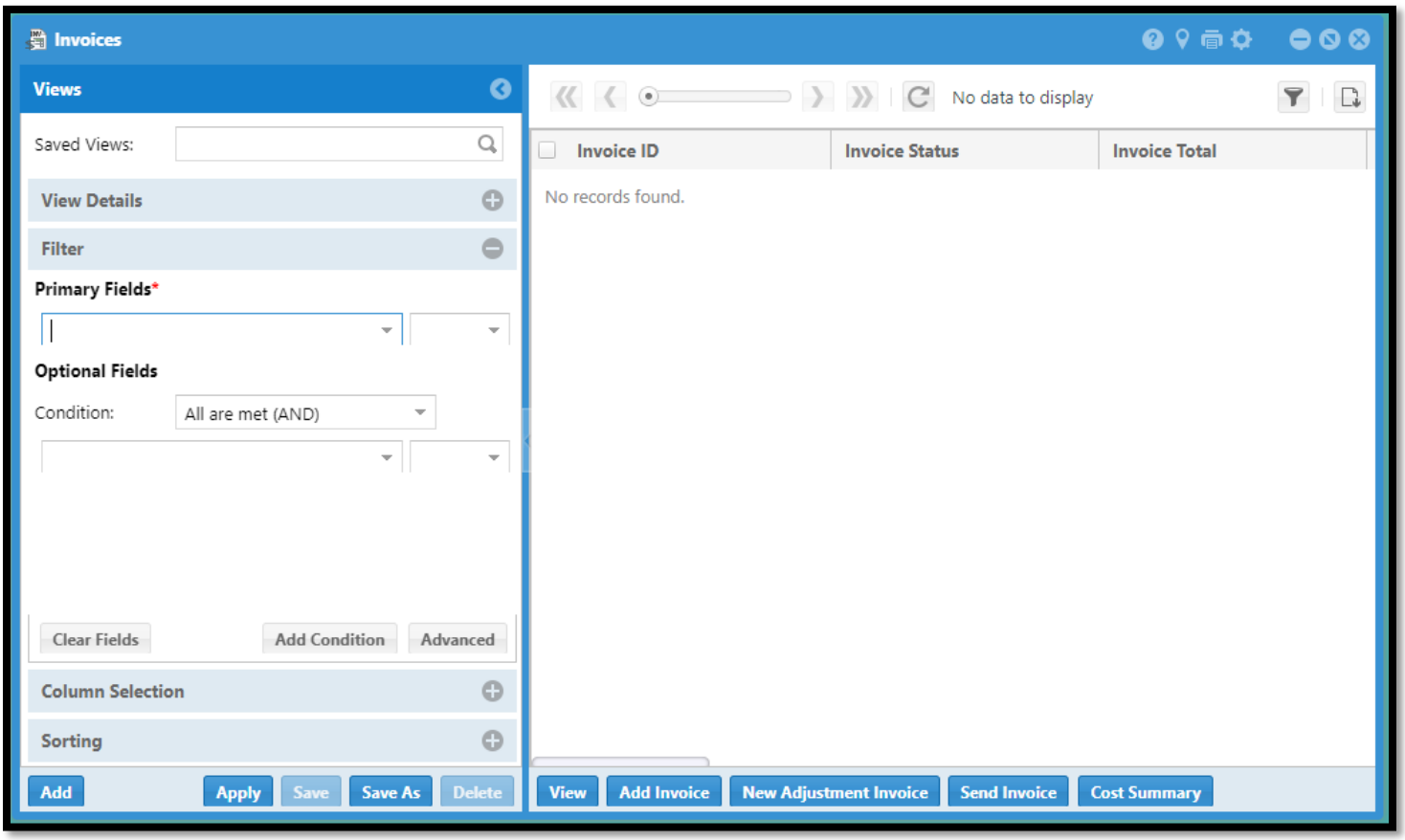
3. The following Invoices window will appear:



4. To find particular invoices, you can use both the primary fields and optional fields to do so. Some examples of useful filter parameters are:
   - Payment Due Date*
   - Shipment ID
   - Invoice ID

   *For any date filter, use the less than operator “<” for if the date is in the past and the greater operator “>” for if the date is in the future. For example, “Payment Due Date < Today” means that the payment due date must be before today.

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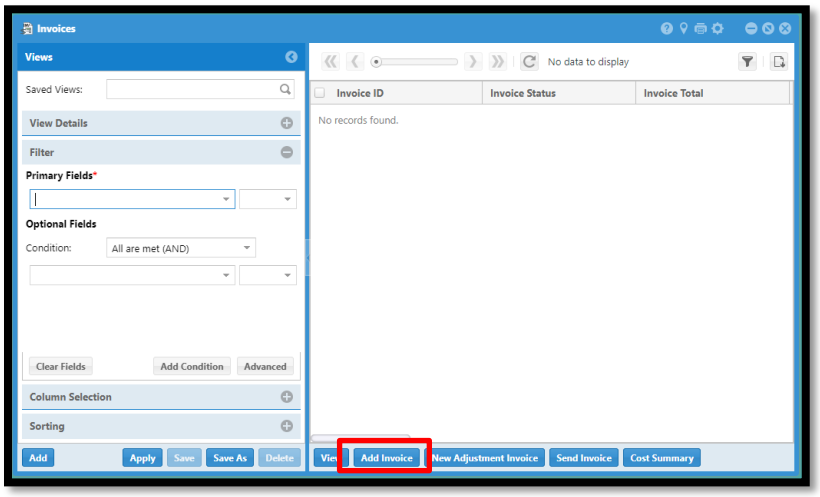
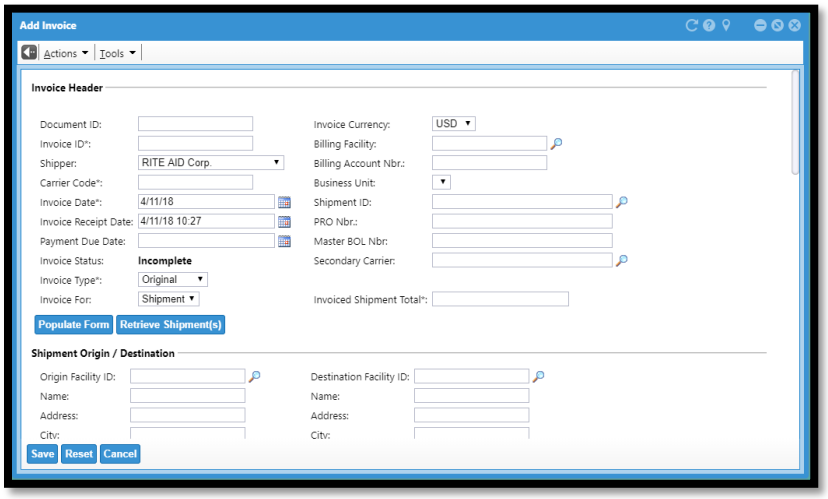
2.2 Adding Invoices

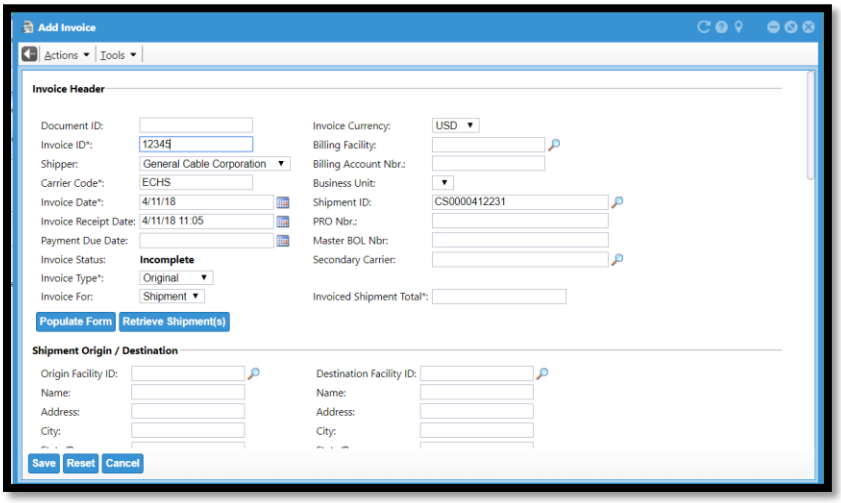
1. To add an invoice, click on the “Add Invoice” button.



2. The “Add Invoice” window will pop up:



3. Add the Shipper, Shipment ID, Invoice ID, and Carrier code



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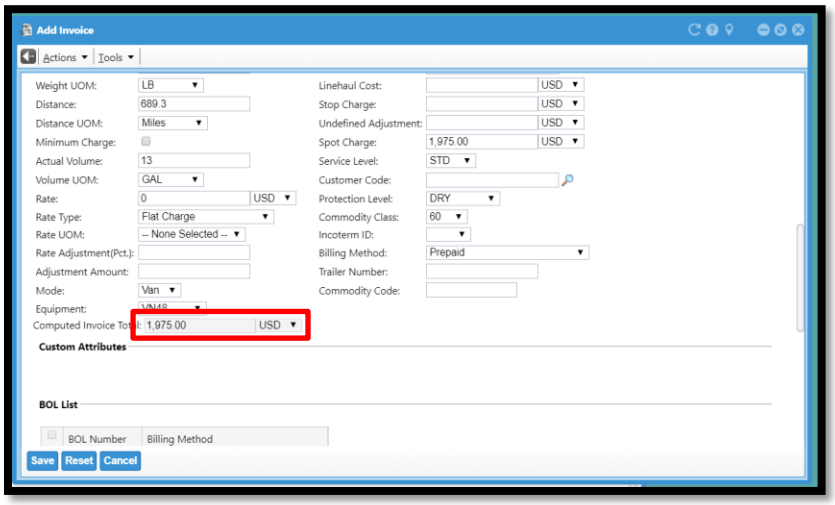
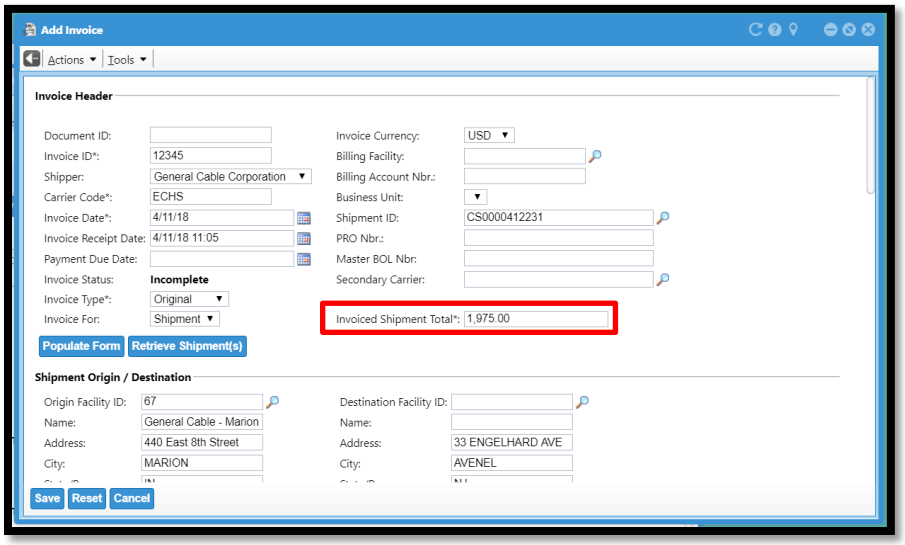
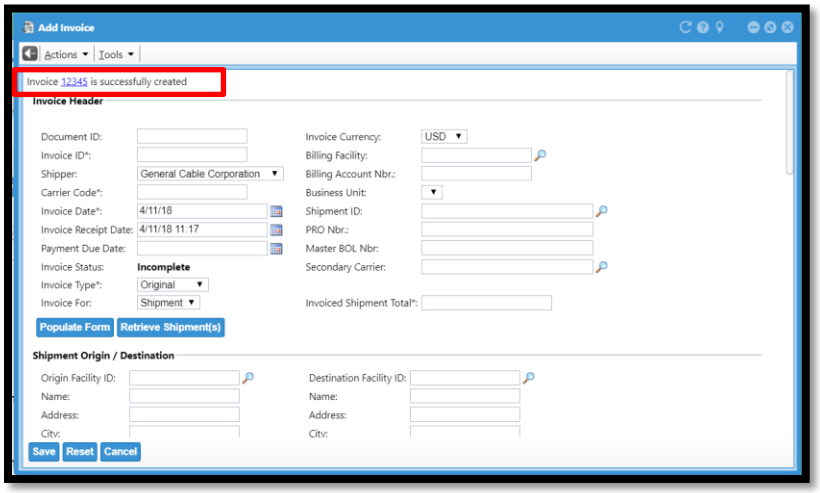
4. Click the “Populate Form” button and review information to see if correct. Then confirm the computed invoice total here:



5. Then **copy/paste** this invoice total at the top:



6. Click “Save”. If there are no errors, a success confirmation will appear at the top like so:



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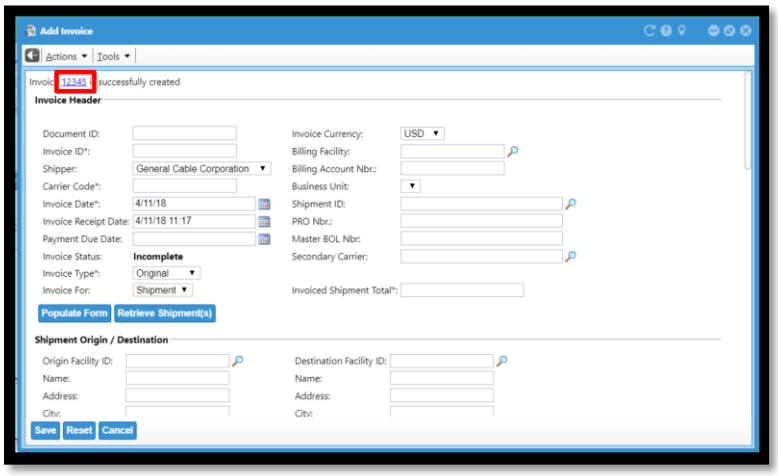
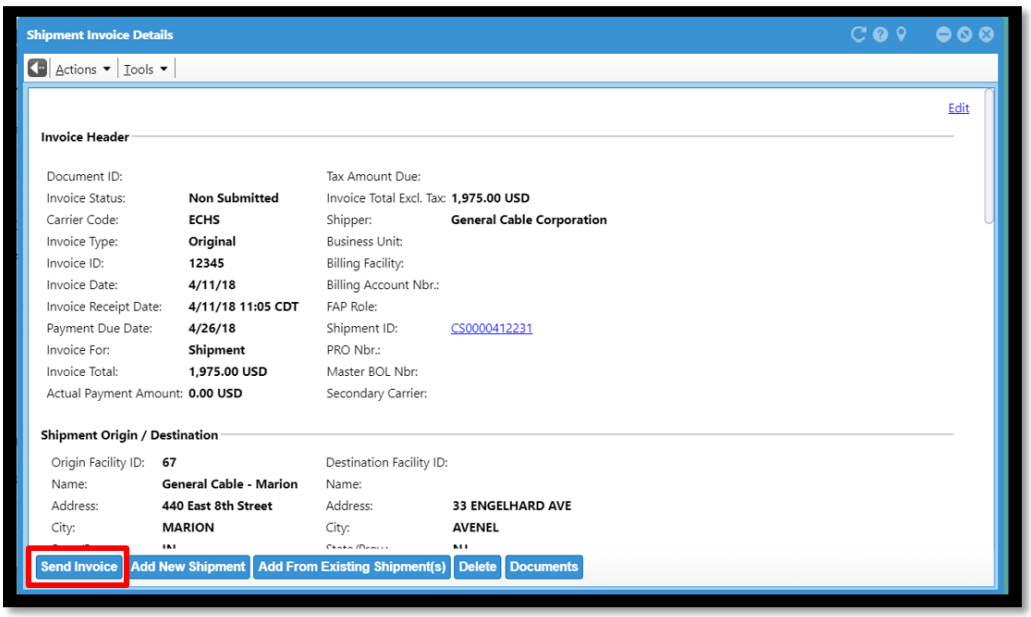
7. Next, the invoice needs to be sent to the shipper. To do this, click on the invoice number hyperlink in the confirmation notification.



8. Clicking the invoice number will take you to a separate “Shipment Invoice Details” window. If all the details are ensured to be correct, click “Send Invoice”.



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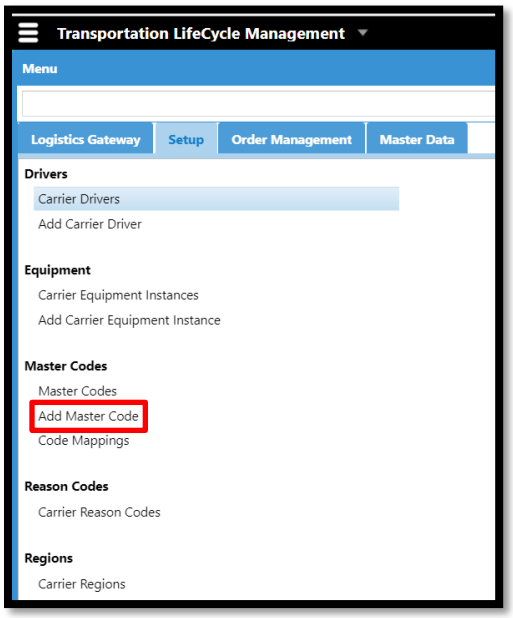
Master Code Mapping

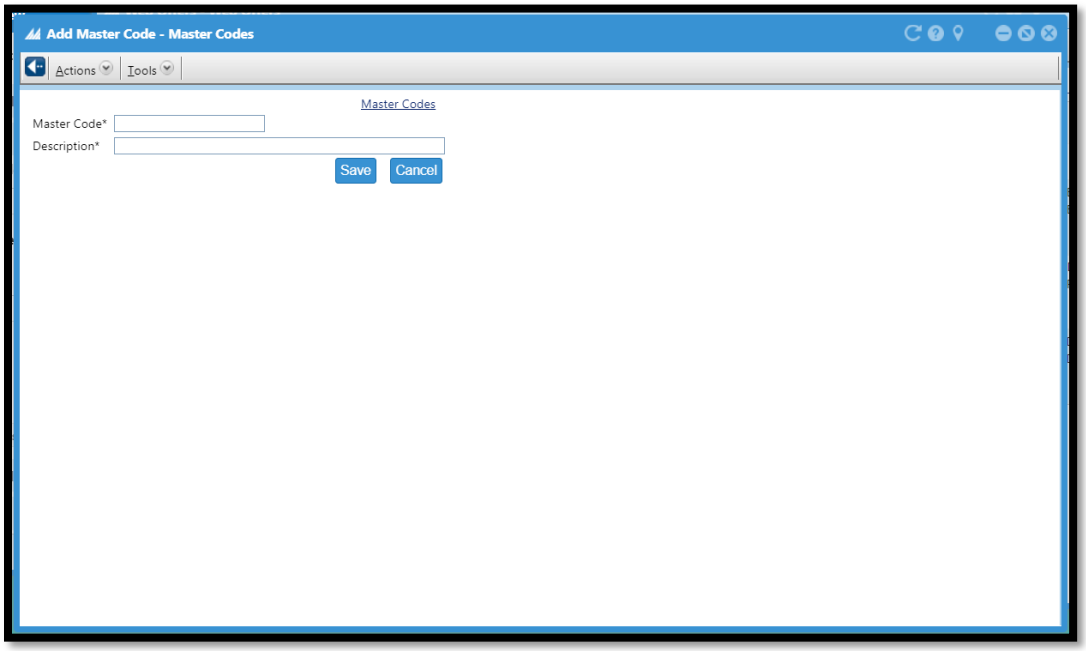
Master Code Mapping will allow you to use different SCACs with different shippers. This is especially helpful if you need different SCACs to have different parameters (modes of transportation, rates, etc.). This is a requirement for participating in Web Offers.

2.1 Setup

1. In order to add a new code mapping, open the search menu and click “Show All”. Then navigate to “Setup” and click on “Add Master Code”.



2. Add a new SCAC and save it. After this, you should be able to see the SCAC in the code mappings page. Enter the SCAC for master code/description.



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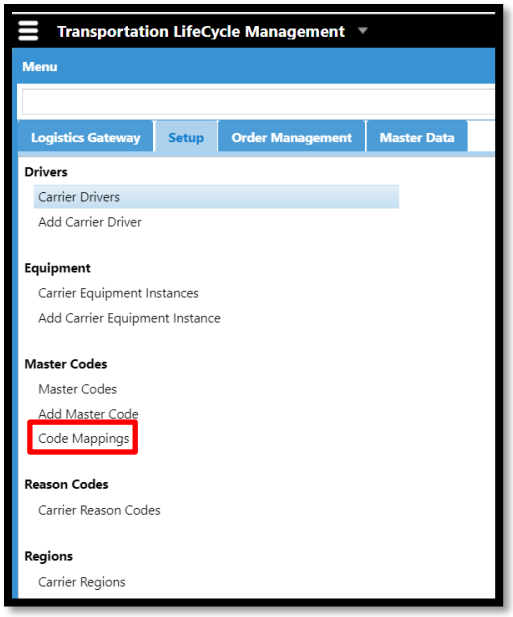
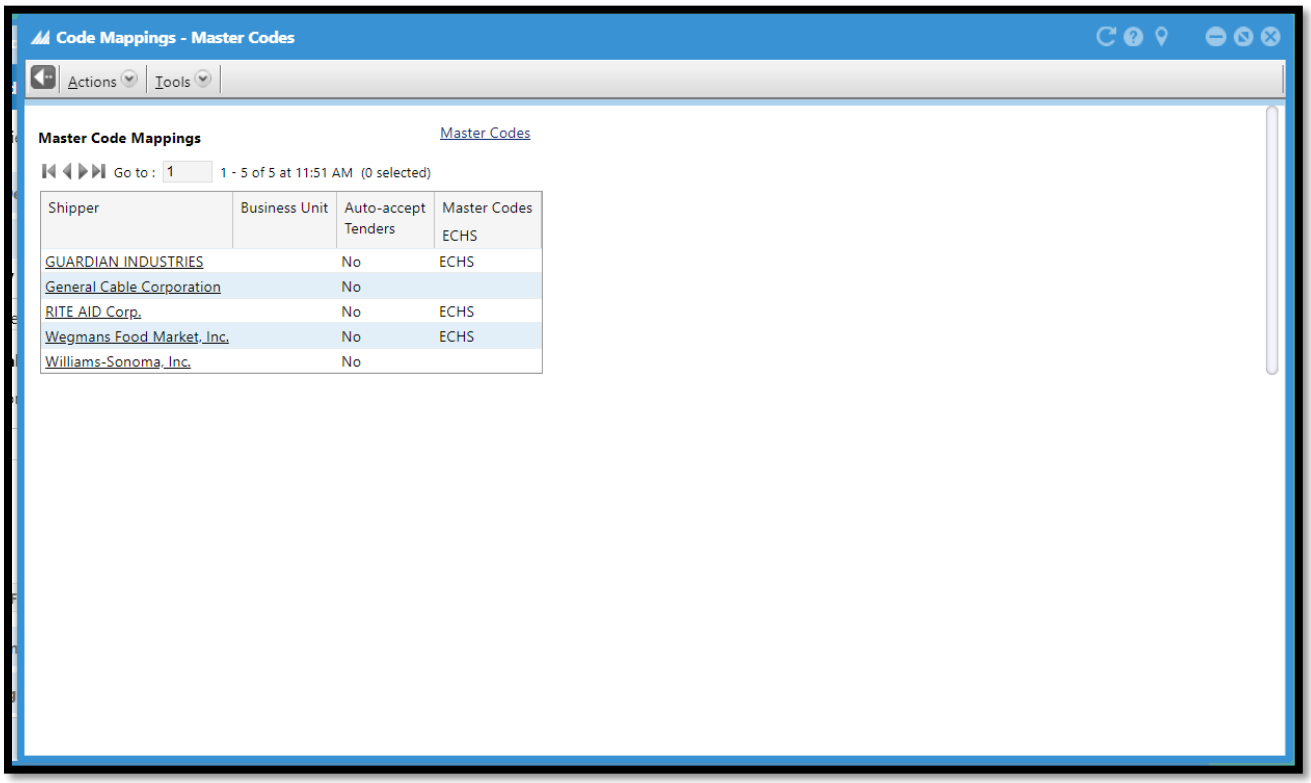
2.2 Code Mappings

1. In order to view the SCACs set up with each shipper, navigate to the “Setup” tab of the search menu. Click on “Code Mappings”.



2. The following “Code Mappings – Master Codes” window should pop up:



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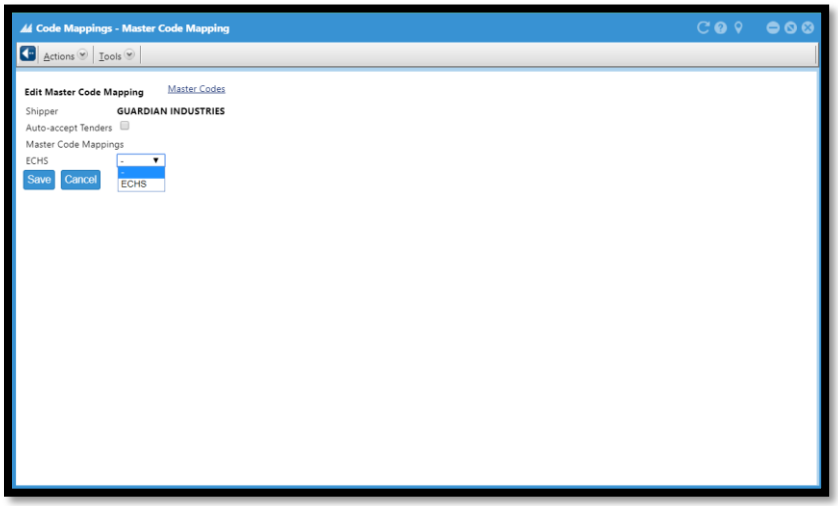
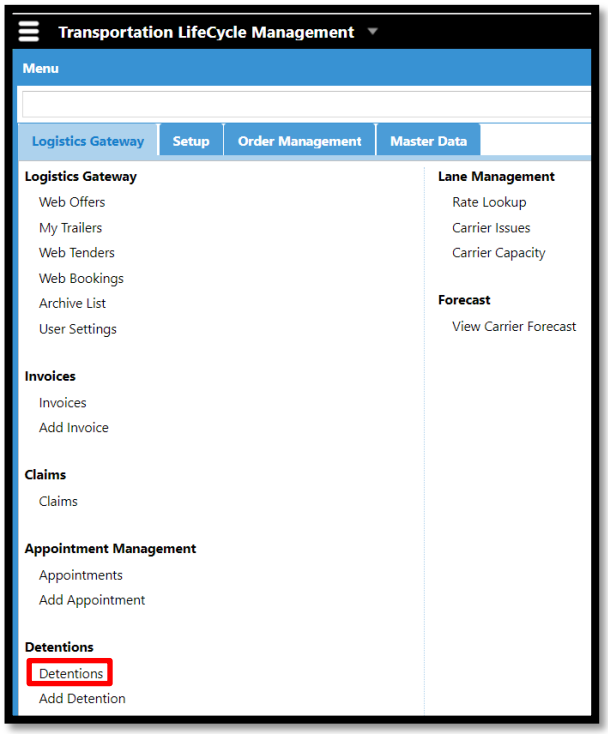
3. To configure the setup with any company, click on the company name to bring up the following screen:



For any shipper, a master code needs be set up. To do so, choose the SCAC that should be mapped to each code for the companies that you are shipping to.

- Click the drop down for the SCAC set up with the shipper
- Left side = what carriers see (i.e. “ECHS”); right side = what shipper sees (i.e. whatever is chosen from the dropdown menu)
- Click “Save”

Adding detentions



When a trailer is detained at a facility for a certain time, detentions can be added to account for the time that the driver had to wait.

1. First, navigate to the Detentions window. To do so, open the search menu and click “Show All”. Then click on “Detentions” on the bottom left of the screen.

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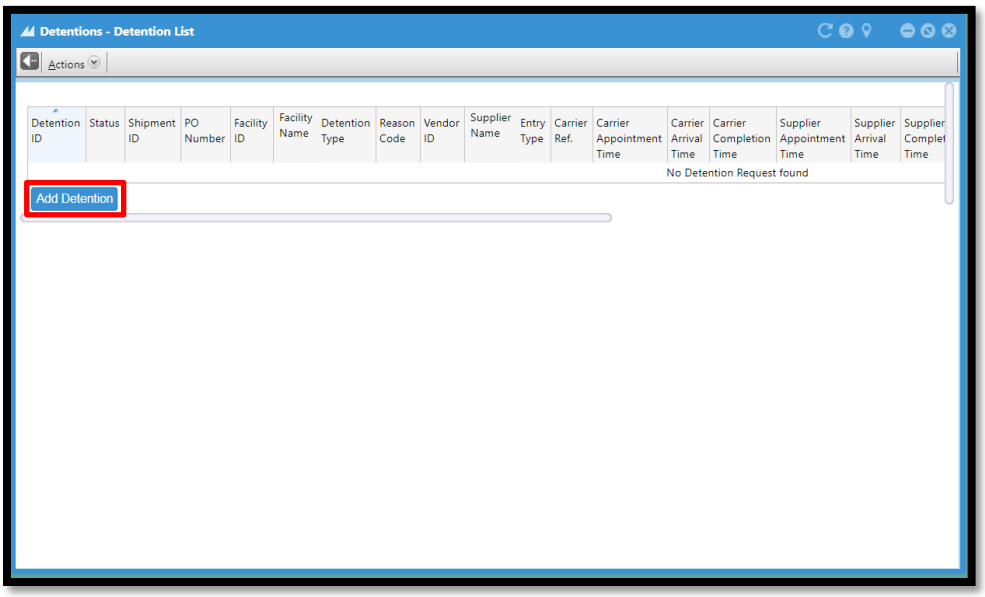
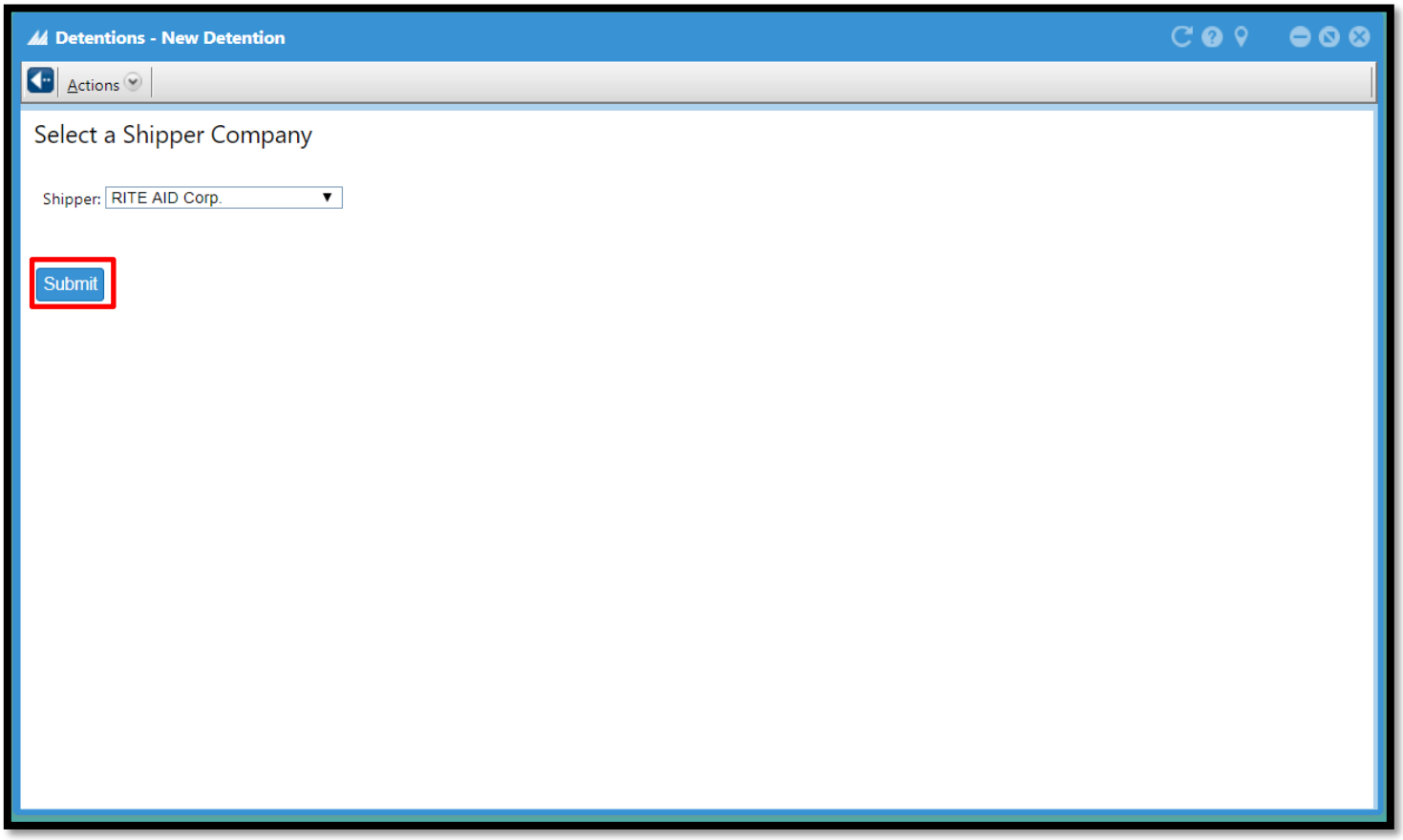
2. The following Detentions window will open:



3. Click “Add Detention”. This will take you to the following screen:



4. Select the correct shipper from the drop down menu and click “Submit”.

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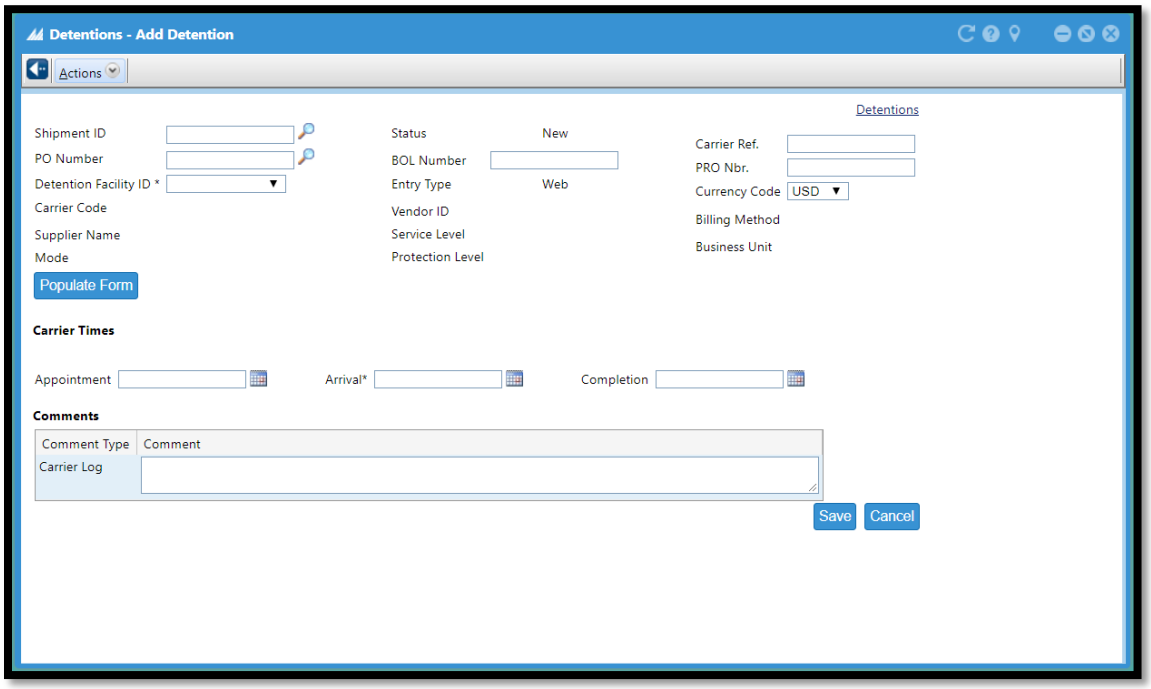
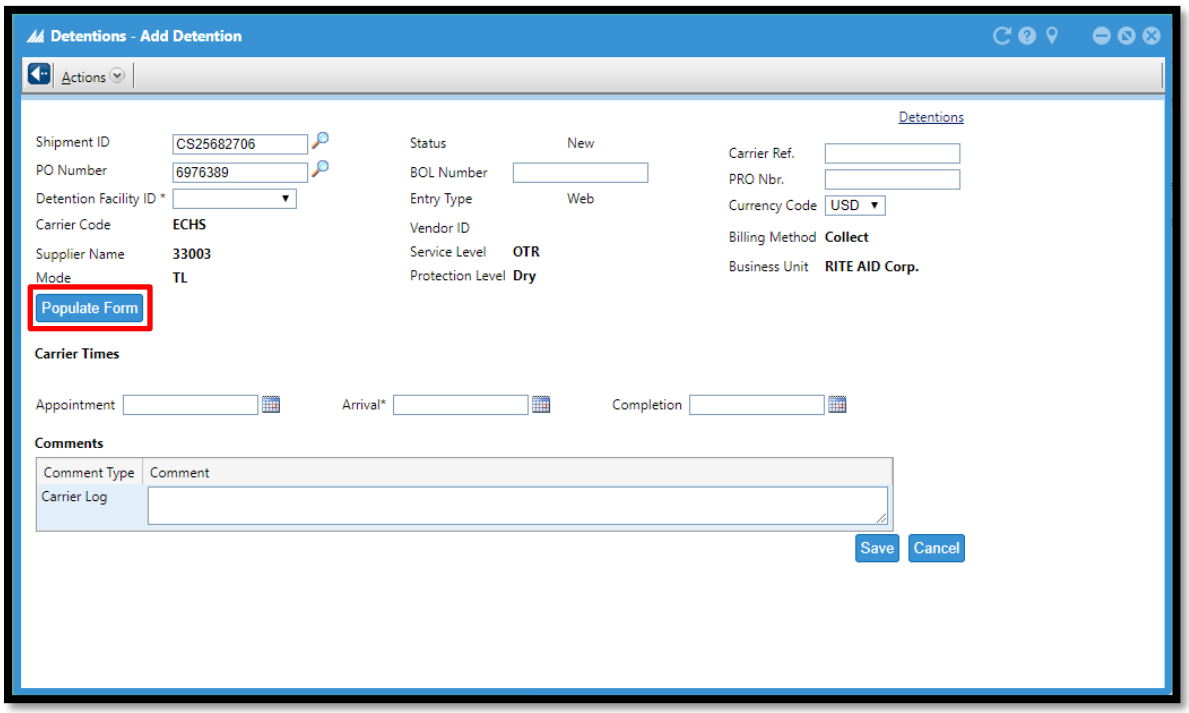
5. Next, the following window will appear:



6. Add the Shipment ID and click “Populate Form”:



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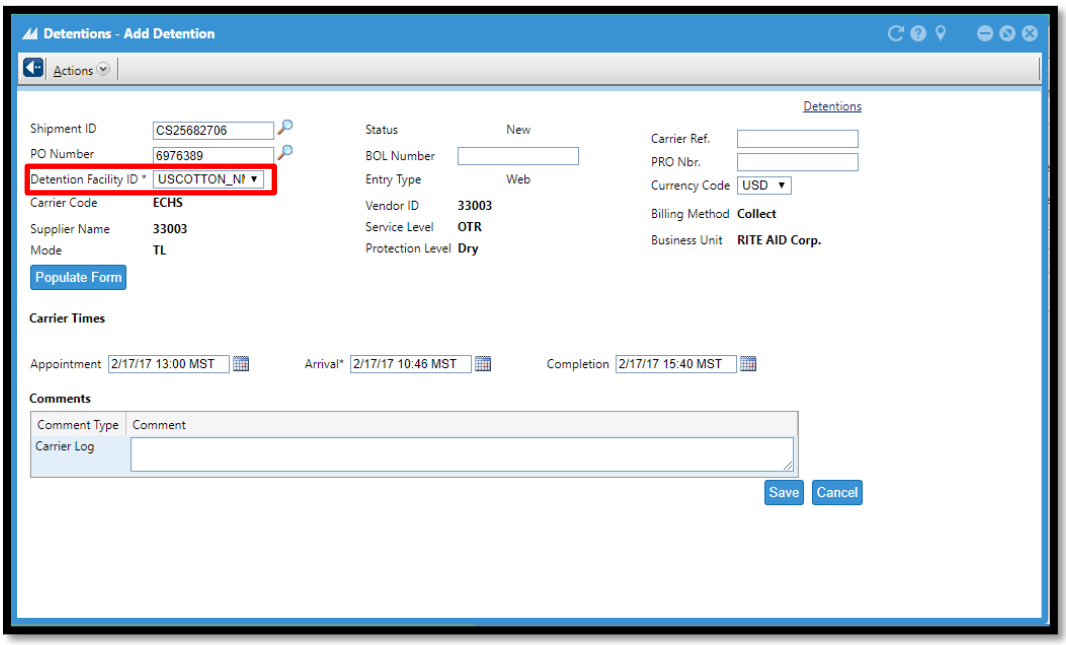
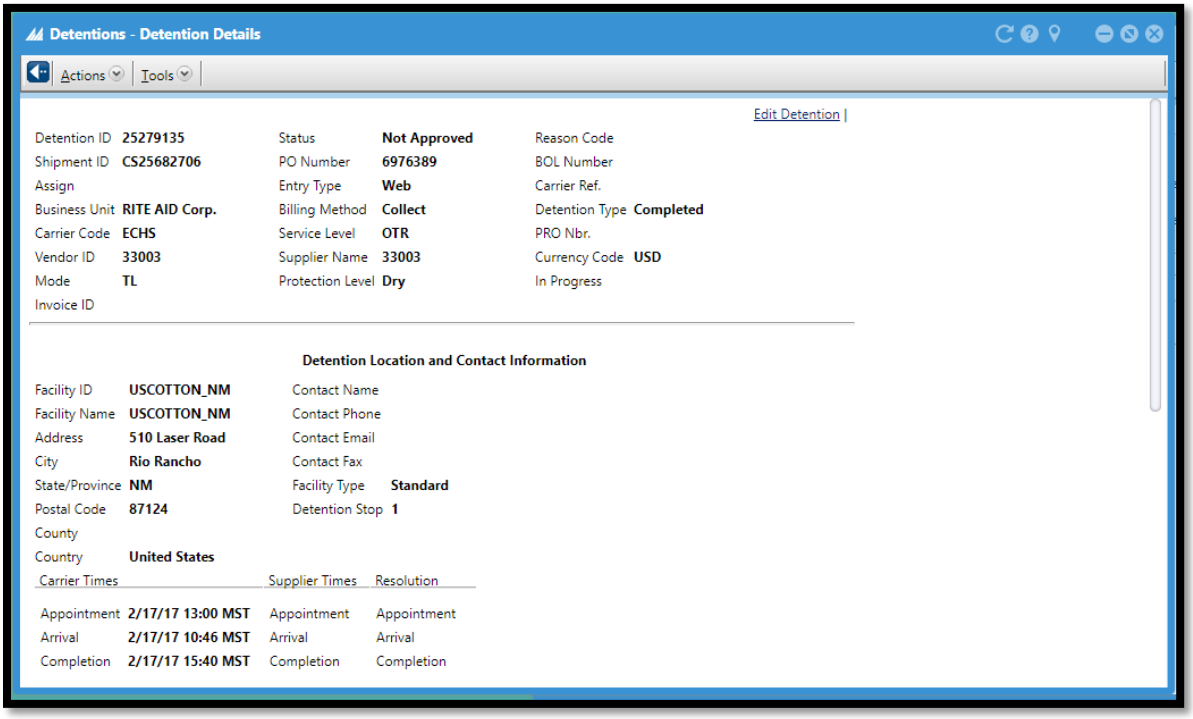
7. Edit the Detention Facility ID (which facility they were detained at).



8. Any further information about the detention can be entered in the comments section of the Carrier Log. In addition, the times will populate, so verify that these are correct. Once confirmed, click “Save”. If successful, the “Detentions – Detention Details” window will show.



9. The detention will be moved to “Not Approved” status until the shipper approves of it.

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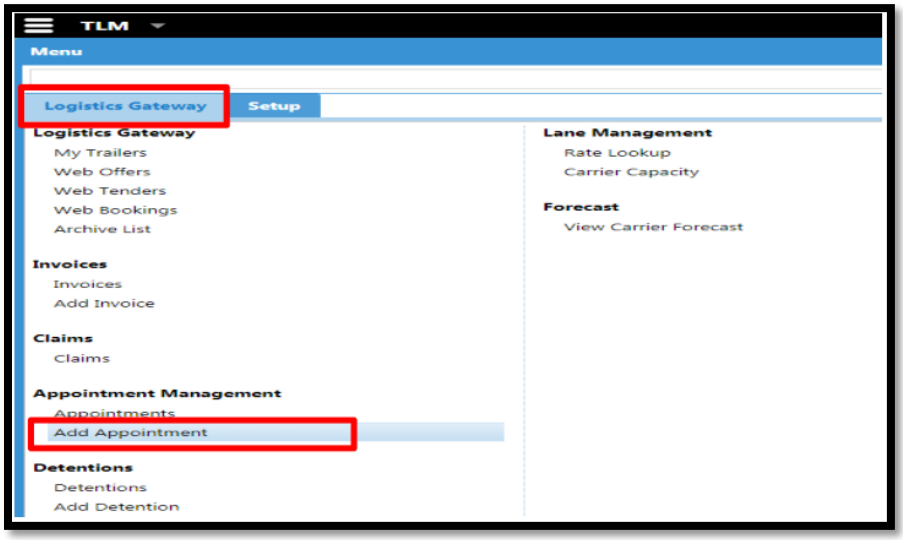
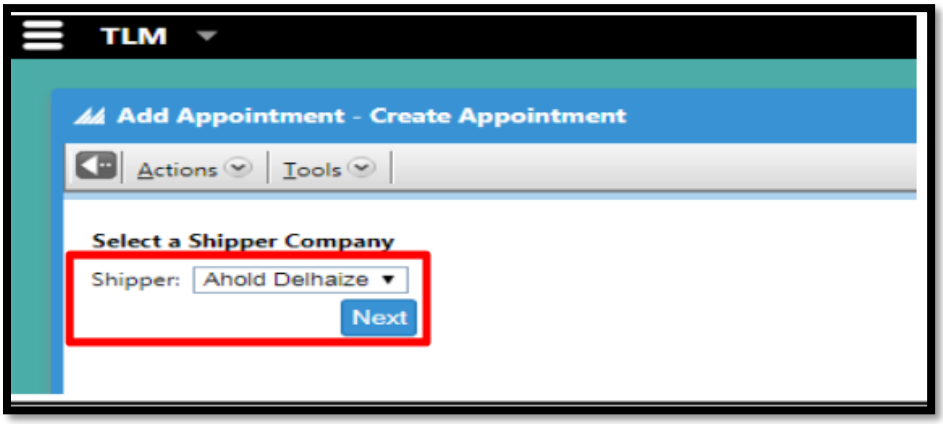
Appointments

1. Left click once on the menu icon > Left click once on the Show All icon > Left click once on the Logistics Gateway tab. > Left click on “Add Appointment”



2. Left click once the drop down arrow to the right of the Shipper field. > Left click once on the appropriate shipper company in the drop down menu to select it. > Left click once on the Next icon.



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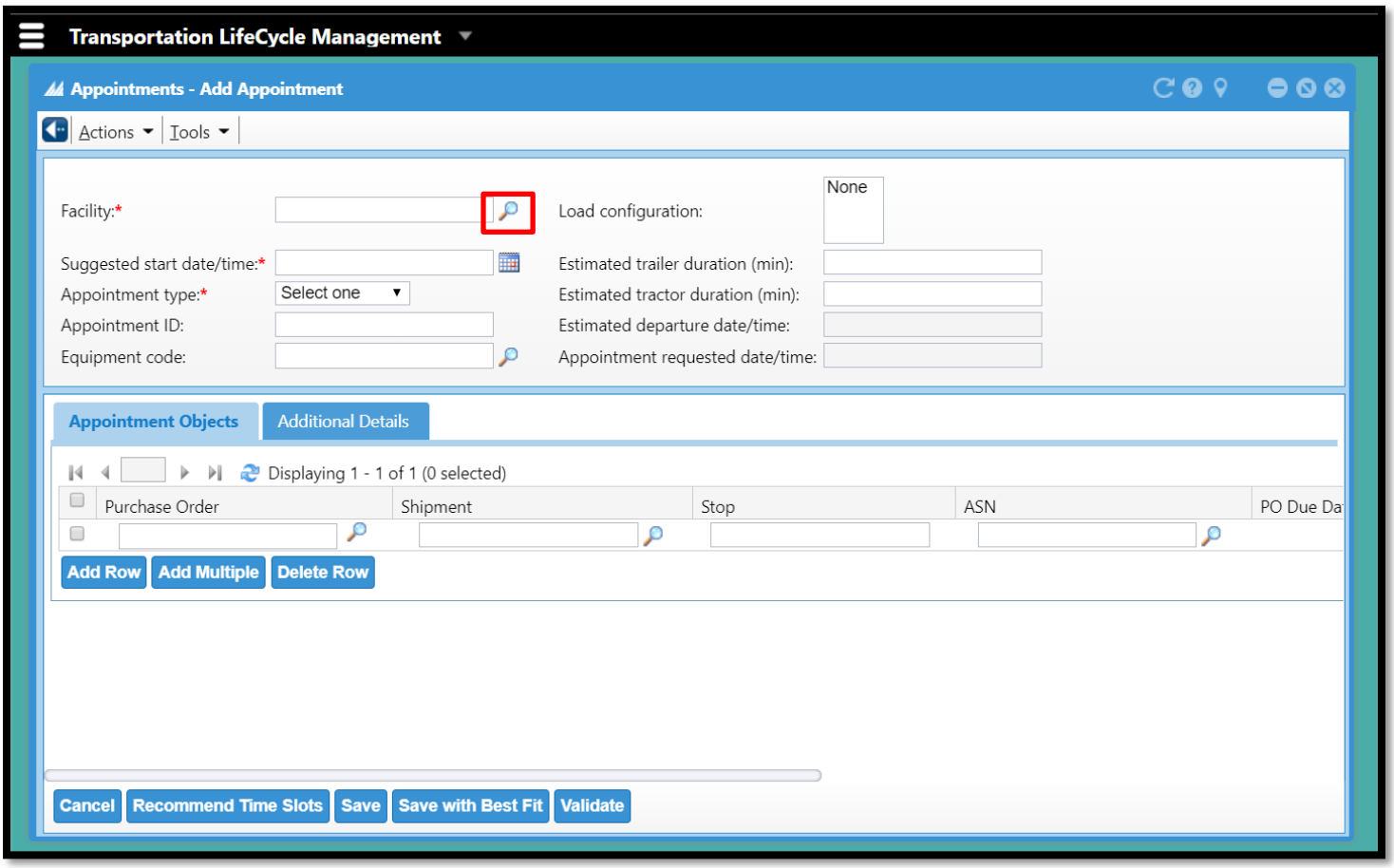
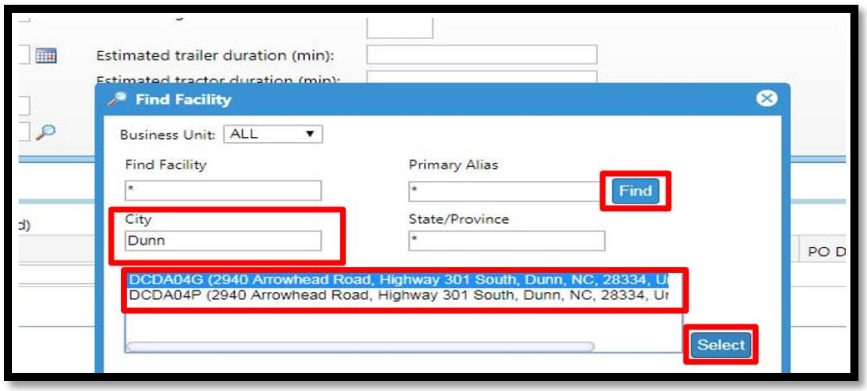
3. Left click once on the magnifying glass to the right of the Facility field.



4. The Find Facility box will open on the screen.
5. Type the destination city in the City field. > Left click once on the Find icon. > Left click once on the desired destination to highlight it. > Left click once on the Select icon.



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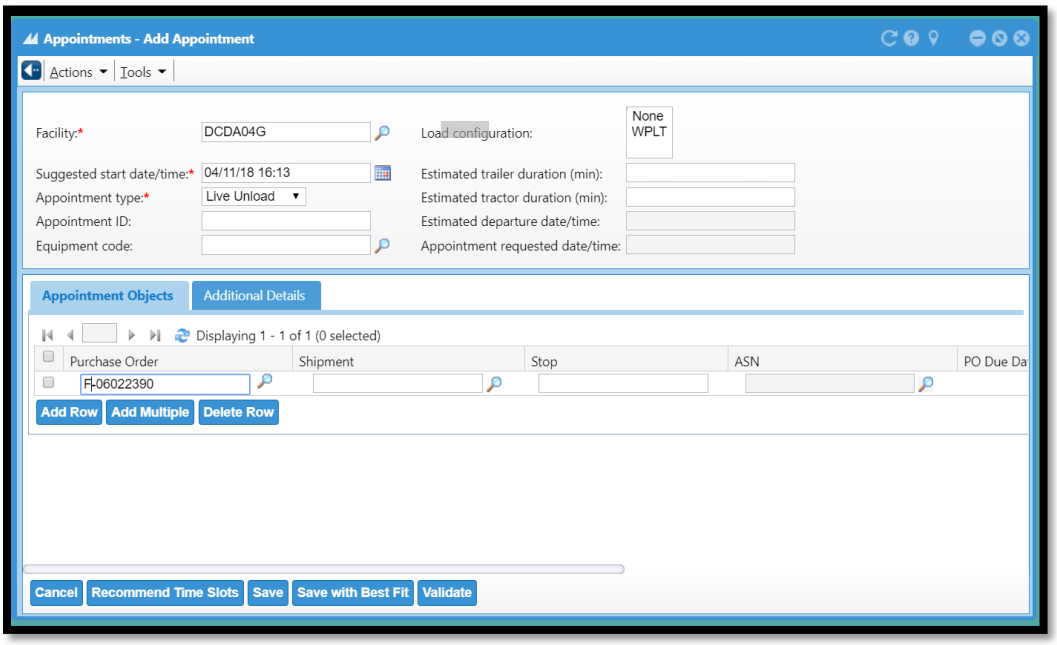
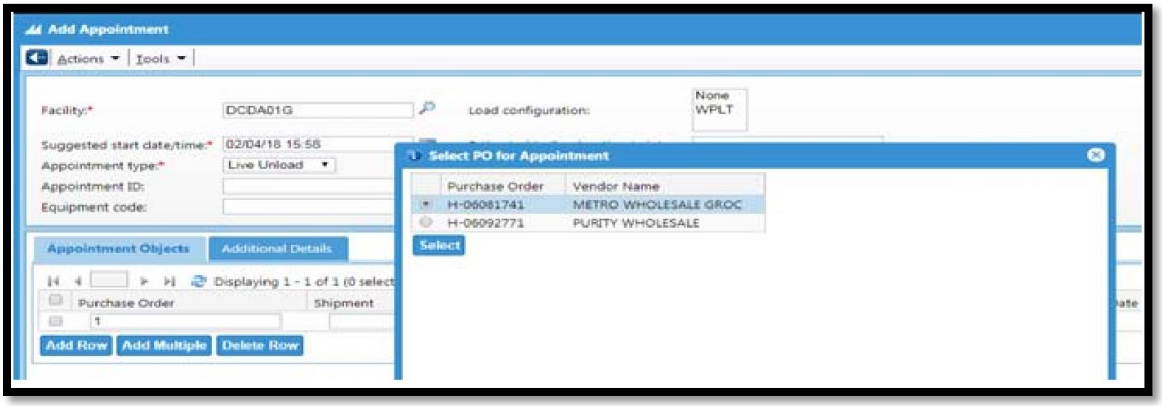
6. Left click once on the calendar icon to the right of the Suggested start date/time field. > Left click on the desired delivery date in the calendar that opens. > Left click once on the drop down arrow to the right of the Appointment Type field. > Left click once on Live Unload in the menu that appears. > Type the Purchase Order number in the Purchase Order field. > Click anywhere outside the Purchase Order field for it to populate.



7. If the system finds more than 1 match for the Purchase Order number that was entered the Select PO for Appointment box will display on the screen:
8. Left click once on the desired Purchase Order to highlight it. > Left click once on the Select icon.



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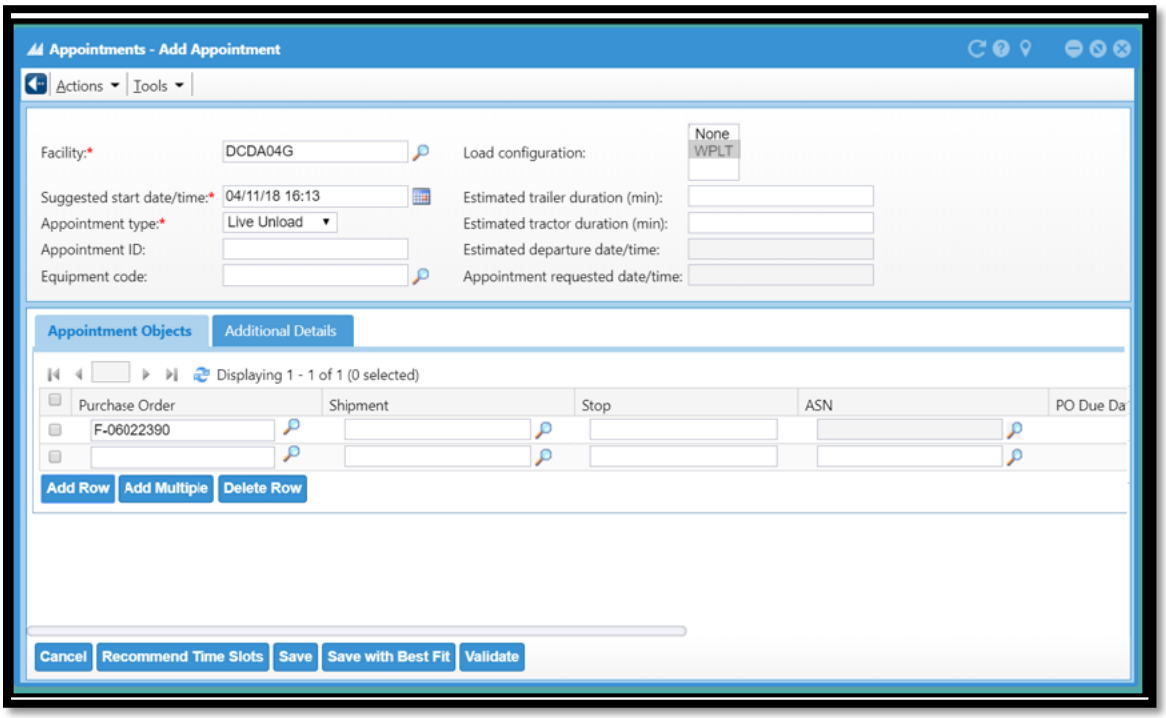
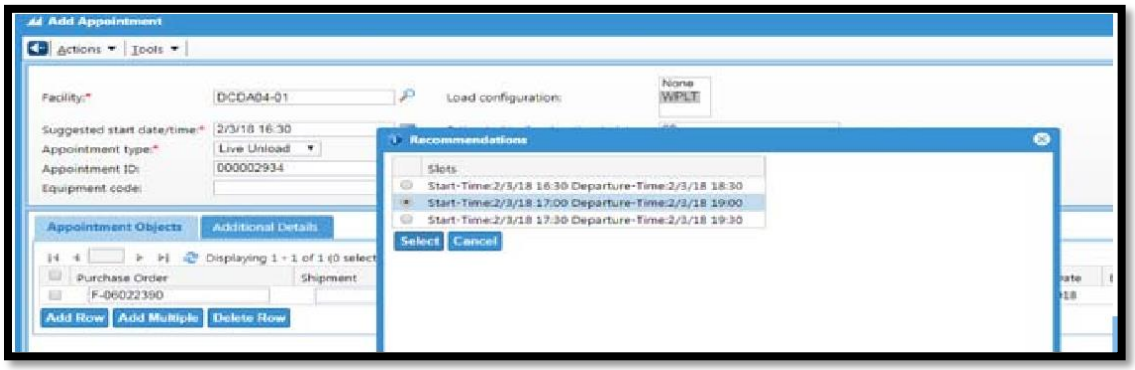
9. If there are multiple Purchase Orders on the load left click once on the Add Row icon and repeat the steps for purchase orders above. > Left click once on WPLT (Warehouse Pallets) in the Load Configuration field to select it. > Left click once on the Recommend Time Slots icon.



10. The Recommendations box will display on the screen. Left click once on the desired appointment date and time to highlight it. > Left click once on the Select icon.



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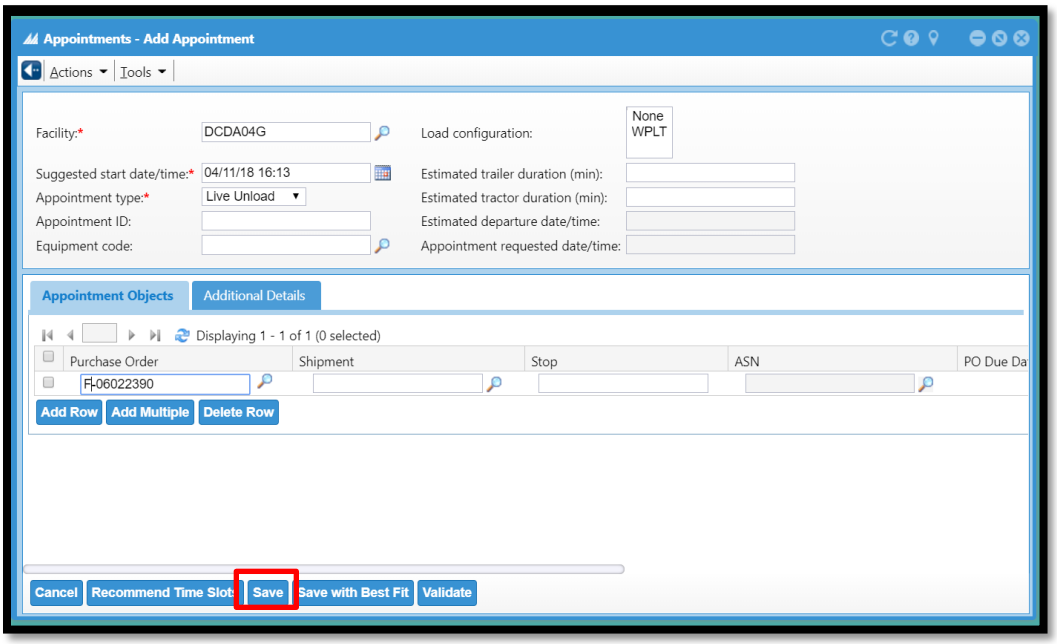
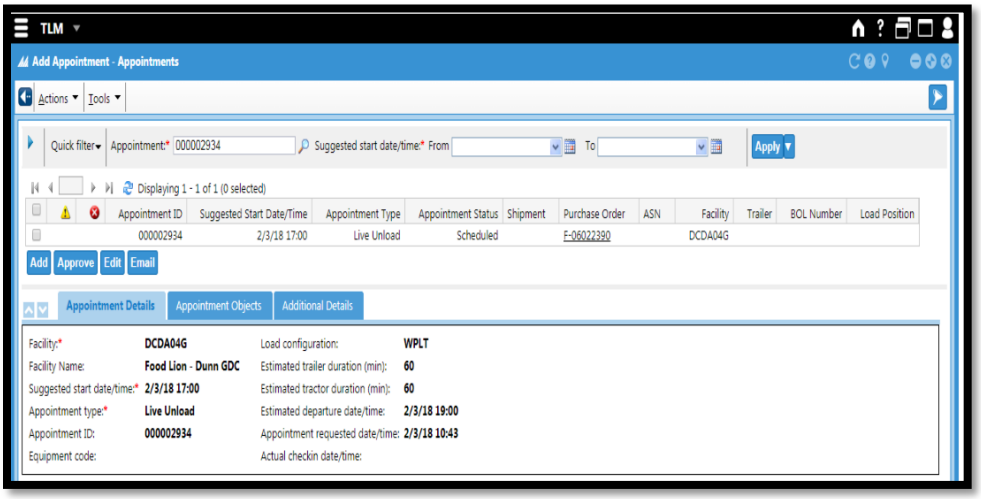
11. Verify the appointment date and time shown in the Appointment Requested date/time field is correct. > Left click once on the Validate icon.



12. A message will display stating the validation was successful. Once this appears, left click once on the Save icon.



With this, the appointment process is complete.

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