

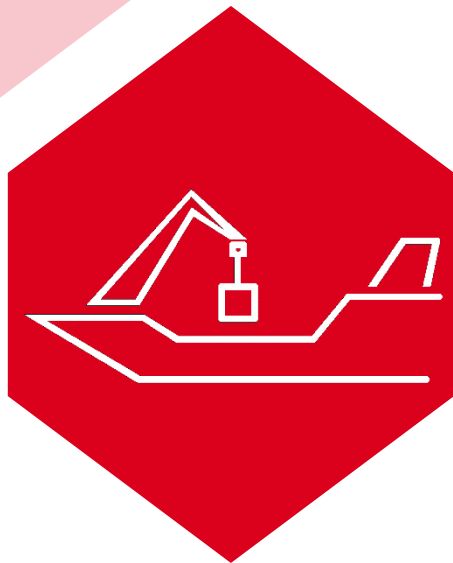


KATOEN NATIE

BUSINESS UNIT PORT OPERATIONS

MANUAL

BOOST EMEA Web 2020 guidelines



OUR PEOPLE MAKE THE DIFFERENCE

KATOEN NATIE

Introduction to the Katoen Natie BOOST Web Application

Our in-house created application BOOST supports the Katoen Natie logistics platforms to organize and plan operations such as the loading and unloading of trucks/containers.

The booking of time slots is a sometimes overlooked but crucial link in the transport chain. It is a vital touch point for warehouses, carriers and shippers.

As our goal is to deliver operational excellence, we strive to improve the time management of all parties. Avoiding congestion and not keeping trucks waiting is a real cost saver, especially as drivers are an increasingly scarce resource. Not to mention the time and money that can be saved by automating the process.

In the registration of the trucks nowadays, we often see a structural delay because i.a. the driver does not always possess all (correct) information, such as loading reference, destination, cross border city, ... This bottle neck will be resolved because dispatch will be able to input the correct data upfront, so the driver only needs to register personal data (name, license plate, ...) and will no longer lose valuable time on registration, calling, etc. With this booking system we strive speed up the turnaround on terminal of your trucks significantly.

Katoen Natie will be able to reserve sufficient resources based on the bookings in BOOST, guaranteeing a fast and accurate service.



In order to make bookings you need a Web login and password. Contact your local BOOST Administrator to obtain a Web login and password.

- Information.booking1227@katoennatie.com

Win-Win situation

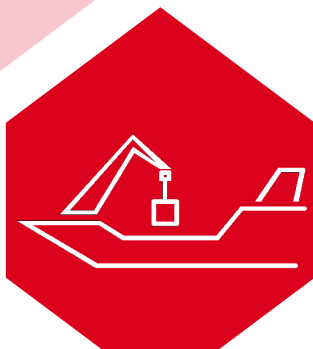
 Reduce your costs by saving time.

 Streamline and digitalize your slot booking and truck scheduling.

 Benefit from the latest in time slot management technology.


 Enjoy a unique and easy-to-use user interface.

 Significant reduction of administrative work



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1. INTRODUCTION

The Boost Web is a Katoen Natie application, which allows the user to book a Time Slot for a Location and Activity

Before you can use the Boost Web, you have to activate your account.

If you already activated your user account , go to step 3 for further instructions.

2. CREATE USER ACCOUNT

In order to create your user account , please contact information.booking1227@katoennatie.com.

Please include following information in the email.

| | |
|----------------|--|
| User Type | Haulier in case of transportfirm, Customer in case of shipping line |
| Email address | |
| Company Name | |
| Address 1 | |
| Address 2 | |
| Postcode / ZIP | |
| Place | |
| Country | |
| Tel nr. | |

You will receive an invitation to activate your account. Please make sure to also check your spam folder.

2.1. DO YOU HAVE A MICROSOFT ACCOUNT?

Yes, I do have a Microsoft account: The only thing we have to do is to activate BOOST WEB on your account.

Follow all steps in 4.

No, I do not have a Microsoft Account: You need to create one.

Follow all steps in 5.


2.2. ACTIVATE MICROSOFT ACCOUNT

Open the link in the mail or go to <https://myapps.microsoft.com> (Tip! Put this link in your favourites). Fill in your Microsoft password.

We will explain the change of a password further in this chapter.

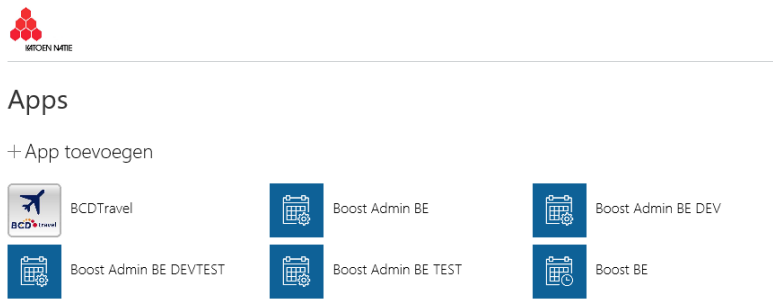
- Enter password
- Review permissions



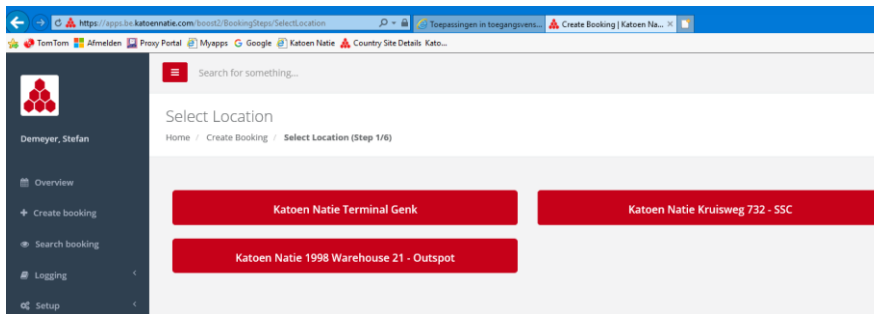
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The last step is accepting the terms. Select “Accept” to activate your account. You only need to perform this account once.

After the activation of your account to BOOST WEB the following page will be shown.



Select the “Boost BE” button to start the BOOST WEB application. The BOOST WEB application will open in a different tab.



2.3. CREATE A MICROSOFT ACCOUNT

Open the link in the mail or go to <https://myapps.microsoft.com> (Tip! Put this link in your favourites)

Create account

Select your country and enter your Birthday.


Verify email

You will receive a mail with a code included. Enter this code in the “Verify email” step.

Review permissions

The last step is accepting the terms. Select “Accept” to activate your account. You only need to perform this account once.



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3. LOG ON

When user your account has been created, the user will be able to log on to the application.

3.1. Web browser requirement:

Bookings on BOOST can only be made using one of the following web browsers:

- Internet Explorer: minimum version 8 or higher;
- Firefox: V14 or V18;
- Chrome / Opera / Safari.

3.2. WEBPAGE TO LOG INTO (UCL):

Go to: <https://myapps.microsoft.com/>

Open the app “BOOST EMEA”:




Boost EMEA

3.3. Locations

BOOST is a Katoen Natie Group application, in which different physical locations (i.e. different Katoen Natie Terminals) are integrated. Based on the loading points you will need to load from, locations will need to be added to your profile.

After successfully opening the BOOST application, you will see all locations to which you were granted access. Your locations will be determined automatically based on the entered references / zip code. In case you need to change your access rights, please contact your local BOOST administrator.



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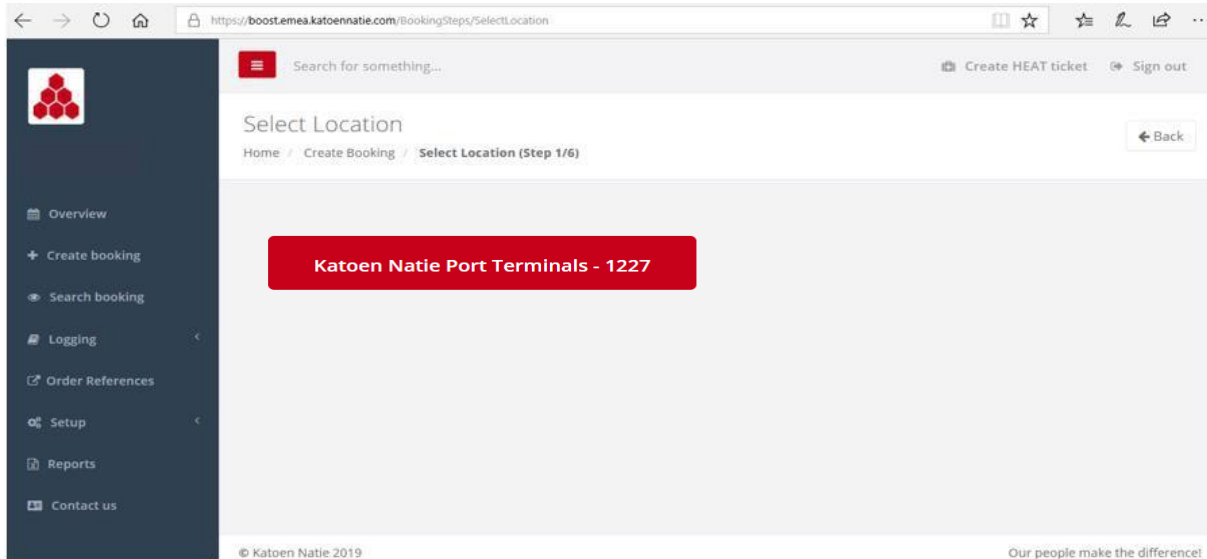
4. BOOKING OF A TIMESLOT:

A short guideline can also be found here:

https://www.youtube.com/embed/?listType=playlist&list=PLWa3ooAMXtPB56LYd_Pe4DgsqelJSTLfQ


In order to make a booking, some booking rules must be respected. Bookings can only be made within a certain time frame. At the earliest 3 days before your timeslot and at the latest at 15.00h on the day before your timeslot. You can obtain the detailed bookings rules for each location / activity / customer from your local BOOST administrator.


- Choose a location.
- Choose an activity.
- Check if the information about the carrier (i.e. the name of the transport firm) and the customer (i.e. the name of the shipping line) are correctly filled in. If not, please select the respective carrier and customer from the list of potential carriers and customers.

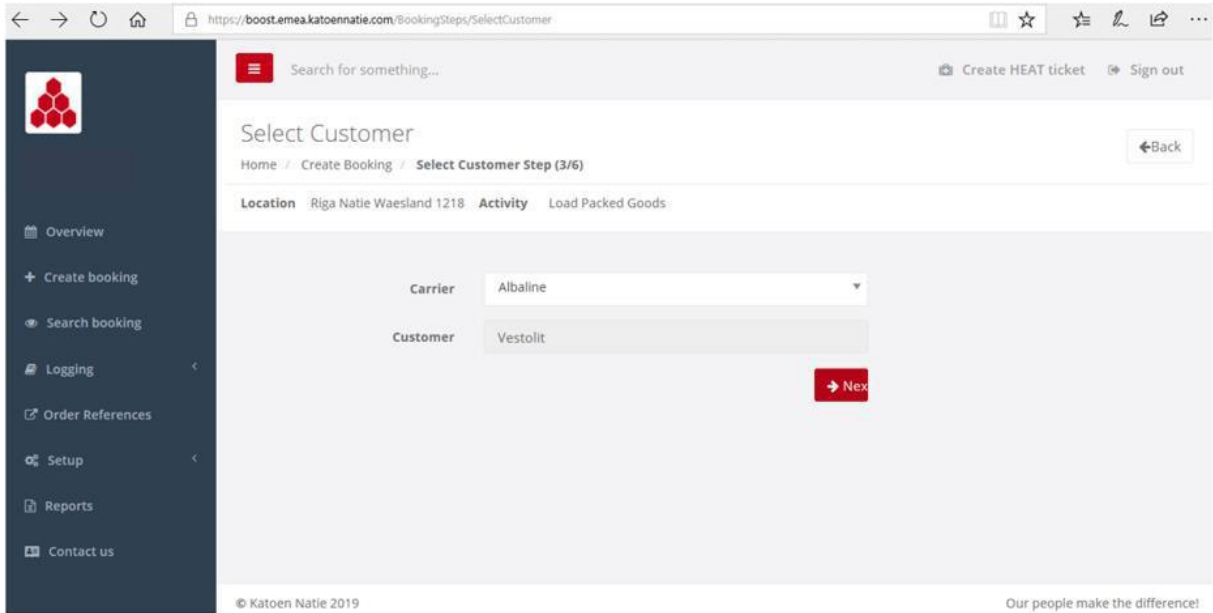


The screenshot shows a web browser window with the URL <https://boost.emea.katoennatie.com/bookingSteps/SelectLocation>. The page title is "Select Location" and it is part of a "Create Booking" process (Step 1/6). A search bar is at the top right with "Create HEAT ticket" and "Sign out" options. A navigation menu on the left includes: Overview, Create booking, Search booking, Logging, Order References, Setup, Reports, and Contact us. The main content area features a large red button with the text "Katoen Natie Port Terminals - 1227". A "Back" button is visible in the top right corner of the main content area. The footer contains "© Katoen Natie 2019" and the slogan "Our people make the difference!".

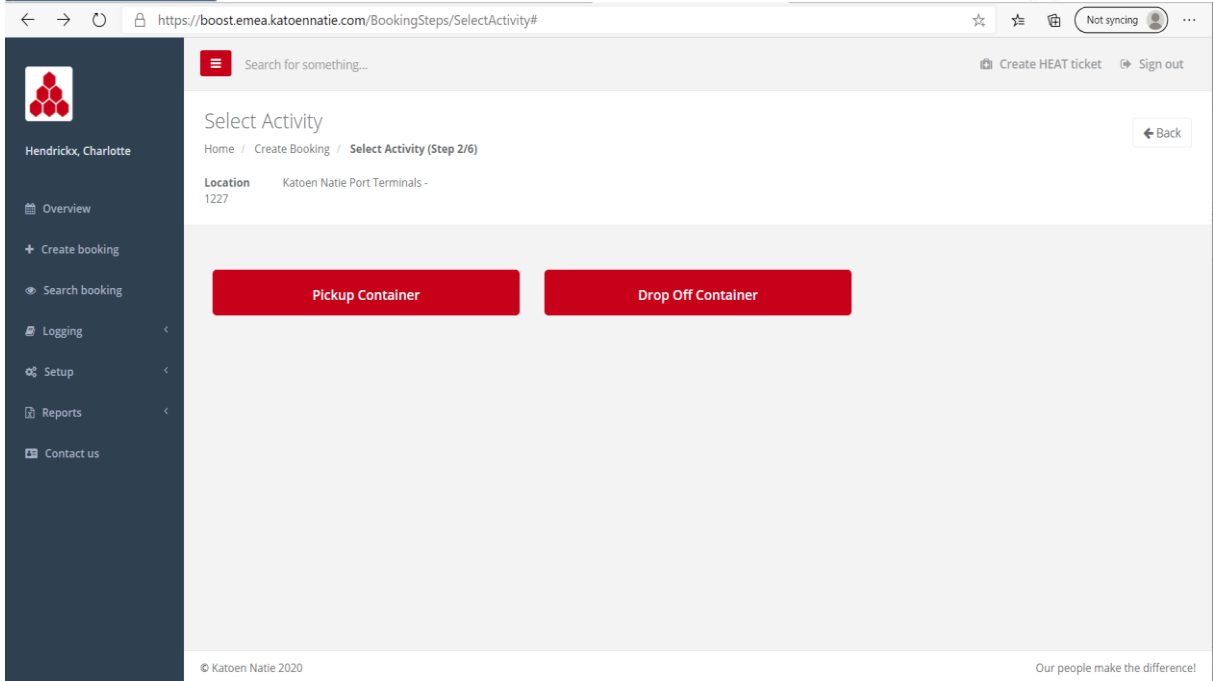


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The screenshot shows a web browser window at <https://boost.emea.katoennatie.com/BookingSteps/SelectCustomer>. The page title is "Select Customer". The breadcrumb trail is "Home / Create Booking / Select Customer Step (3/6)". The location is "Riga Natie Waesland 1218" and the activity is "Load Packed Goods". The form shows "Carrier" as "Albaline" and "Customer" as "Vestolit". A red "Next" button is visible. The left sidebar contains navigation options: Overview, Create booking, Search booking, Logging, Order References, Setup, Reports, and Contact us. The footer includes "© Katoen Natie 2019" and the slogan "Our people make the difference!".

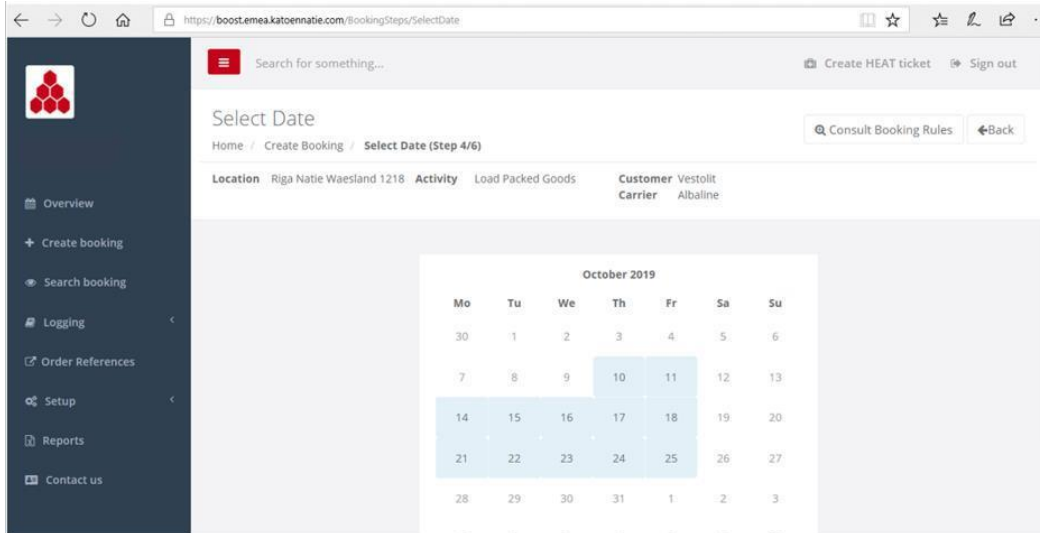


The screenshot shows a web browser window at <https://boost.emea.katoennatie.com/BookingSteps/SelectActivity#>. The page title is "Select Activity". The breadcrumb trail is "Home / Create Booking / Select Activity (Step 2/6)". The location is "Katoen Natie Port Terminals - 1227". Two red buttons are visible: "Pickup Container" and "Drop Off Container". The left sidebar is now logged in as "Hendrickx, Charlotte" and contains the same navigation options as the previous screenshot. The footer includes "© Katoen Natie 2020" and the slogan "Our people make the difference!".



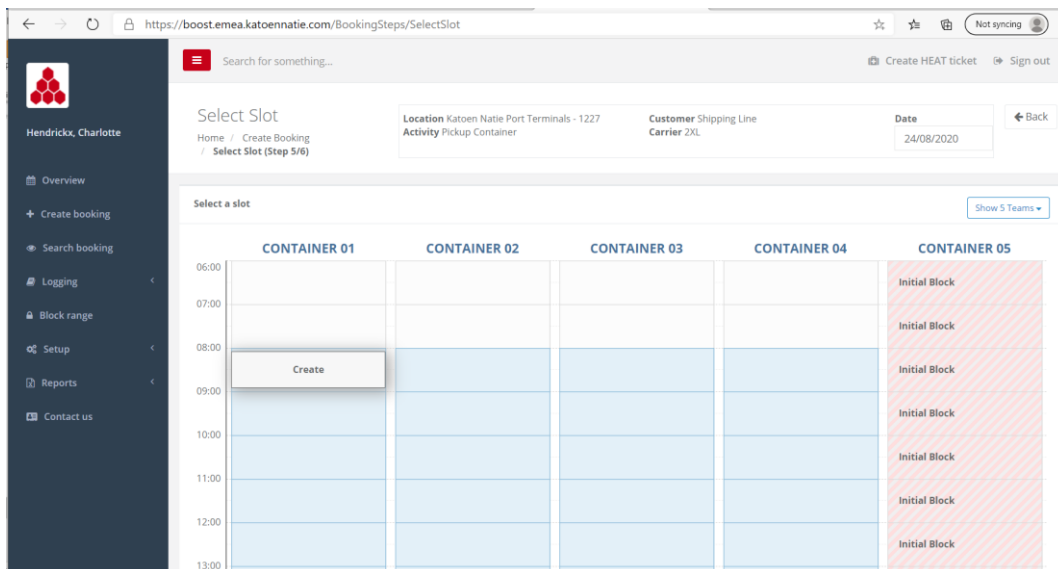
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Using the calendar, select the respective date on which you would like to book a time slot:



Select a free timeslot. Unavailable, blocked or occupied timeslots cannot be selected. Select a container and the hour during which you would like to book a time slot and press “create”.

The different containers (ranging from 1 to 5) mainly represent the total number of containers that can be handled within one timeslot (i.e. 1 hour). Therefore, it doesn't matter which container you select when booking a timeslot. All 5 containers will be handled within the same timeslot. Not all 'teams' are always available. Then this time slot cannot be booked.

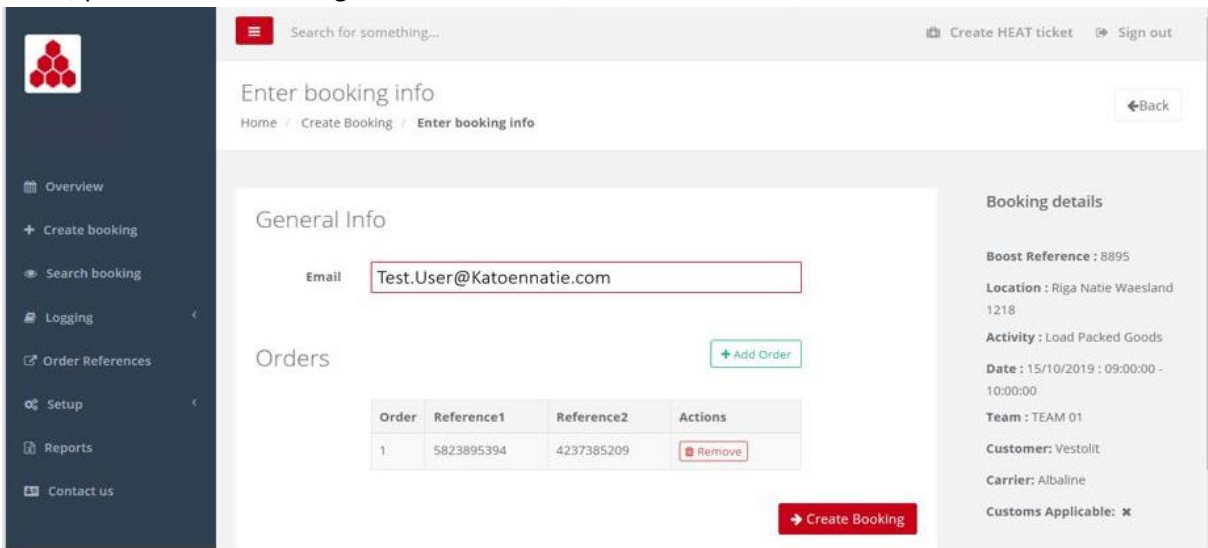


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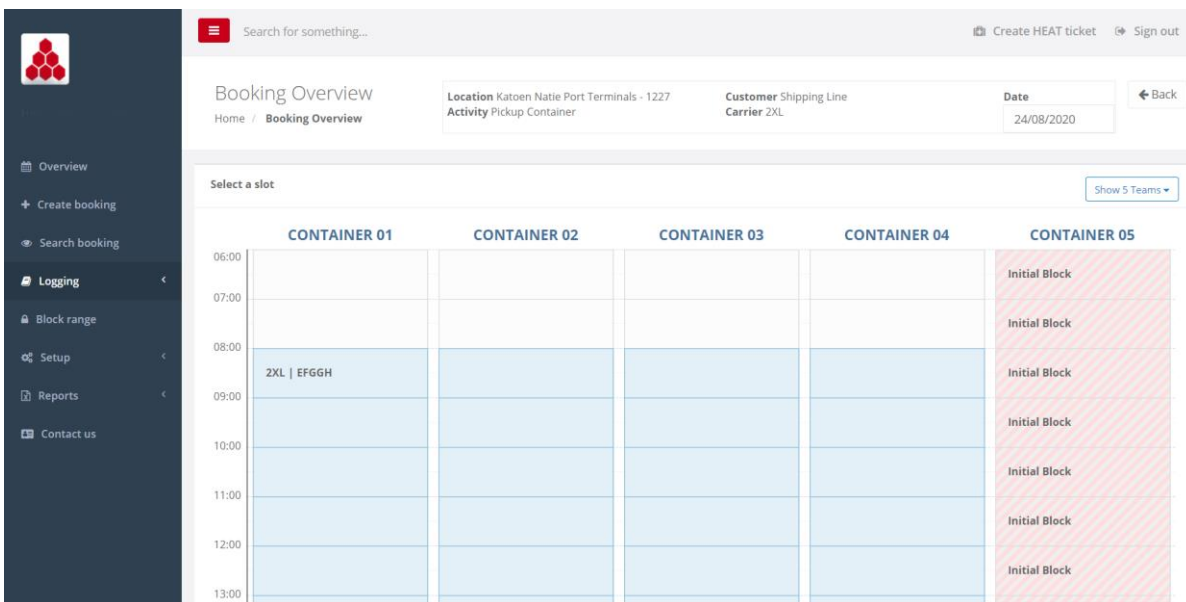
After selecting your timeslot, your email address will need to be provided. Therefore, check if your email address is already correctly filled-in, if not, please fill in your correct email address yourself.


You will also be able to link your booking with another order through the button “Add Order” (in case 2 containers from the same customer will be loaded on the same truck). In this case, please book 2 separate timeslots for each container and link the first order to the second order.

After, press “Create Booking”.



Your timeslot is now successfully created:




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After booking a timeslot, a confirmation e-mail will be sent to the provided e-mail address.

Booking Created

Dear ,

The following booking is created by --- on 20/08/2020 - 16:10:14

Booking:


Our Reference: 118479
Location: Katoen Natie Port Terminals - 1227
Activity: Pickup Container
Date: 21/08/2020
Start time: 09:00:00
End time: 10:00:00
Team code: CONTAINER 01
Customer: Absolute Petfood
Customs: No
Country Origin:
Remark:

Booking Details:

| # Orders | Reference1 |
|----------|------------|
| Order 1 | 65465465 |

Best regards,
Checkpoint, .

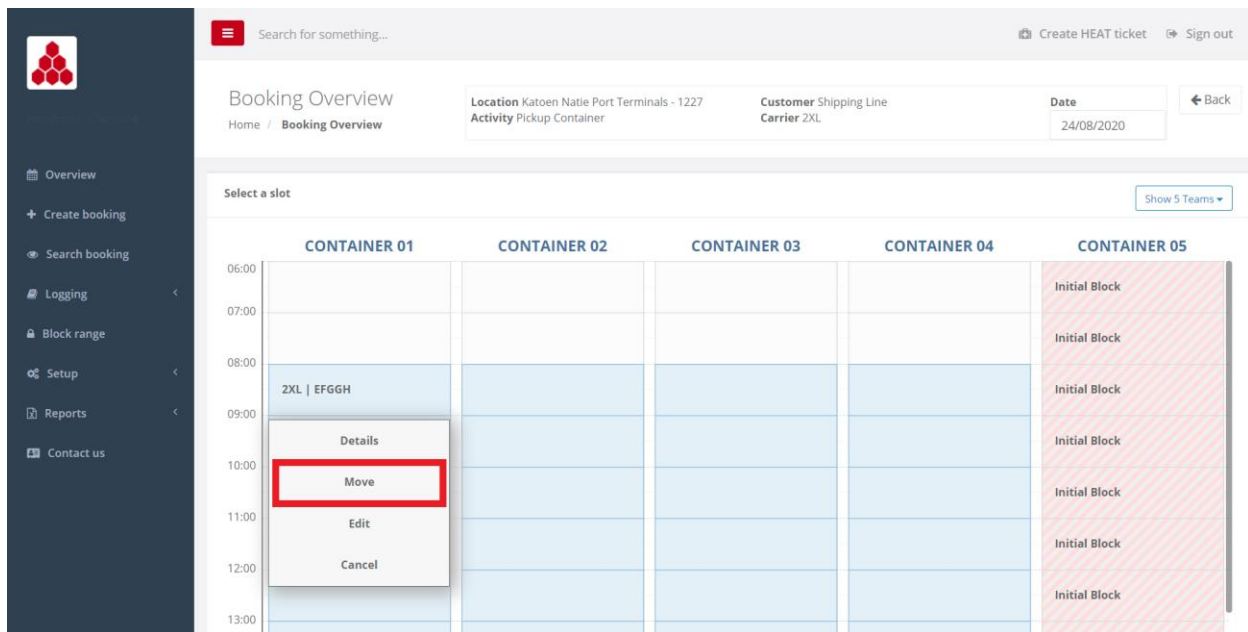


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4.1. MOVE BOOKING

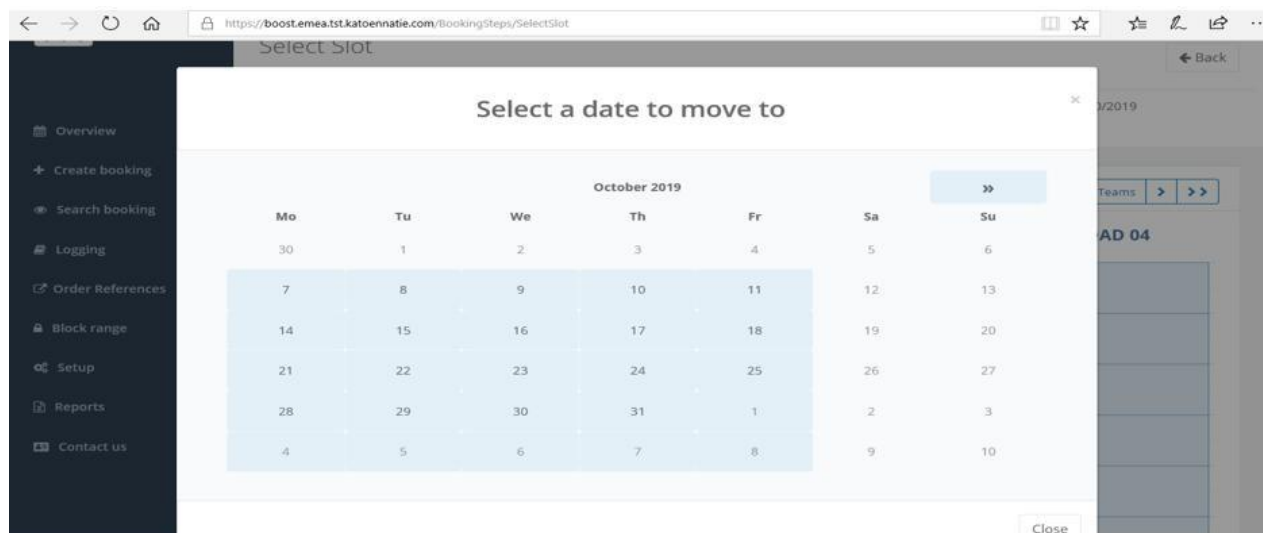
BOOST orders can only be moved within the applicable booking rules (contact your local BOOST administrator if necessary).

To move your booking, select the respective timeslot and press “Move”.




The screenshot shows the 'Booking Overview' page. At the top, there is a search bar and navigation links for 'Create HEAT ticket' and 'Sign out'. Below this, the 'Booking Overview' section displays details for a booking: Location (Katoen Natie Port Terminals - 1227), Activity (Pickup Container), Customer (Shipping Line), Carrier (ZXL), and Date (24/08/2020). The main area is a grid titled 'Select a slot' with columns for CONTAINER 01 through CONTAINER 05 and rows for time slots from 06:00 to 13:00. A booking for '2XL | EFGGH' is visible in the 08:00-09:00 slot of CONTAINER 01. A context menu is open over this slot, with the 'Move' option highlighted by a red rectangle. Other options include 'Details', 'Edit', and 'Cancel'. CONTAINER 05 is marked as 'Initial Block'.

Select the new date to which you would like to move your booking.

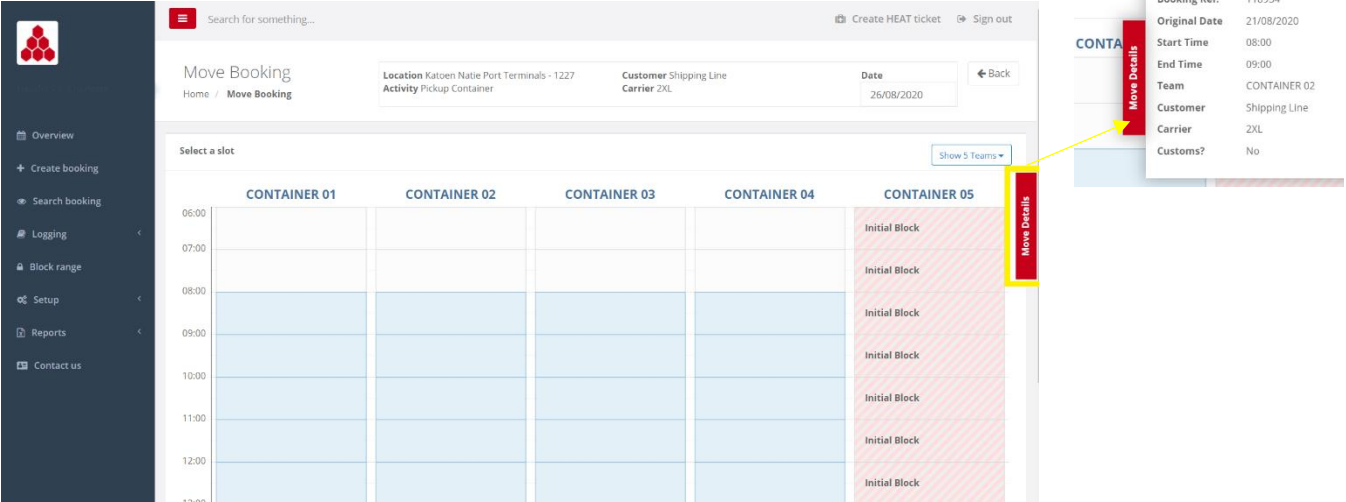


The screenshot shows a 'Select Slot' page with a modal window titled 'Select a date to move to'. The modal displays a calendar for October 2019. The days of the week are listed as Mo, Tu, We, Th, Fr, Sa, Su. The dates from 30 to 10 are visible. A blue highlight is placed over the date 10 (Thursday). A 'Close' button is located at the bottom right of the modal. The background shows the same 'Select Slot' grid as in the previous screenshot.



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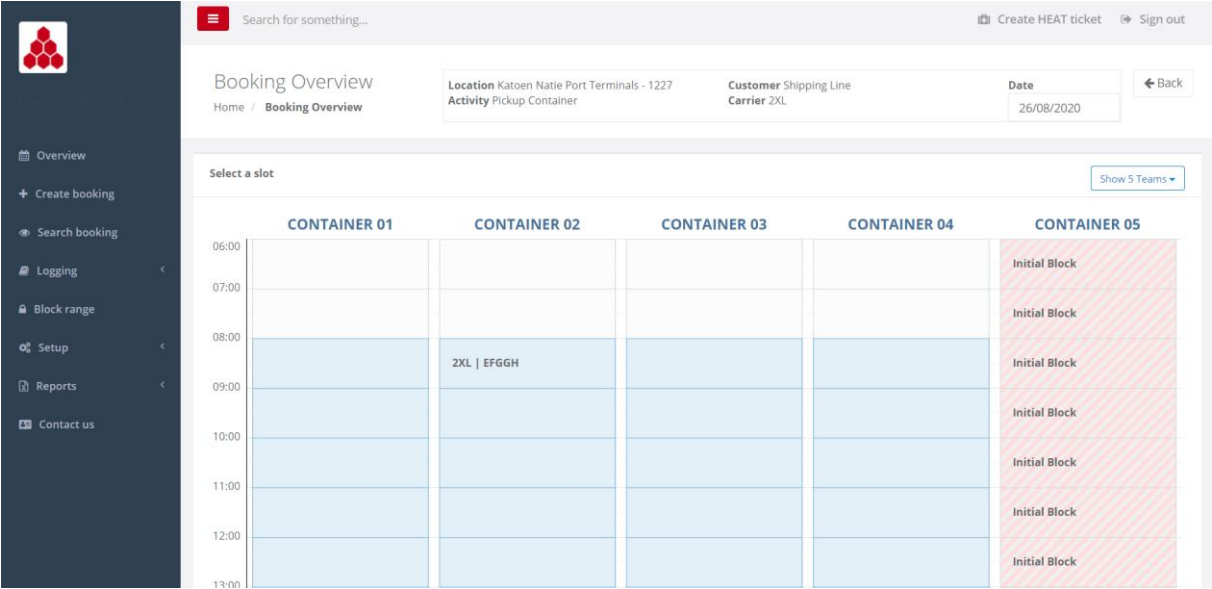
Select a new available timeslot.



The screenshot shows the 'Move Booking' interface. The main grid displays slots for CONTAINER 01 through CONTAINER 05. The 08:00-09:00 slot in CONTAINER 05 is highlighted in red and labeled 'Initial Block'. A 'Move Details' popup is open on the right, showing the following information:

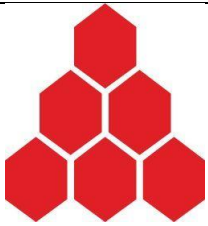
| | |
|---------------|---------------|
| Booking Ref. | 118934 |
| Original Date | 21/08/2020 |
| Start Time | 08:00 |
| End Time | 09:00 |
| Team | CONTAINER 02 |
| Customer | Shipping Line |
| Carrier | 2XL |
| Customs? | No |

Your time slot is now successfully moved. A confirmation e-mail will be sent to the provided e-mail address.



The screenshot shows the 'Booking Overview' interface. The main grid displays slots for CONTAINER 01 through CONTAINER 05. The 08:00-09:00 slot in CONTAINER 02 is now occupied by '2XL | EFGGH'. The 08:00-09:00 slot in CONTAINER 05 remains highlighted in red and labeled 'Initial Block'.

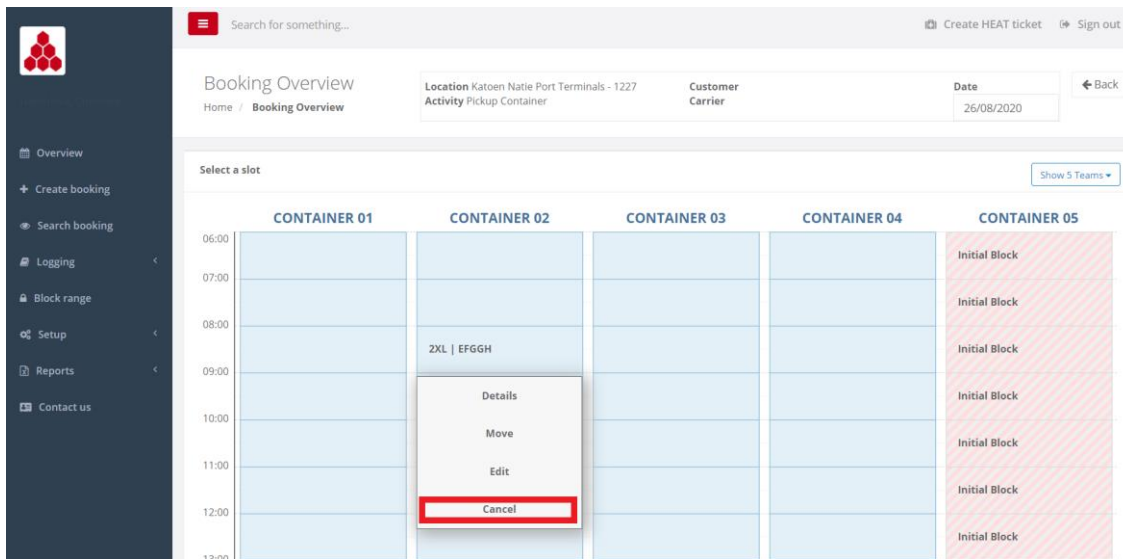


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4.2. CANCEL BOOKING

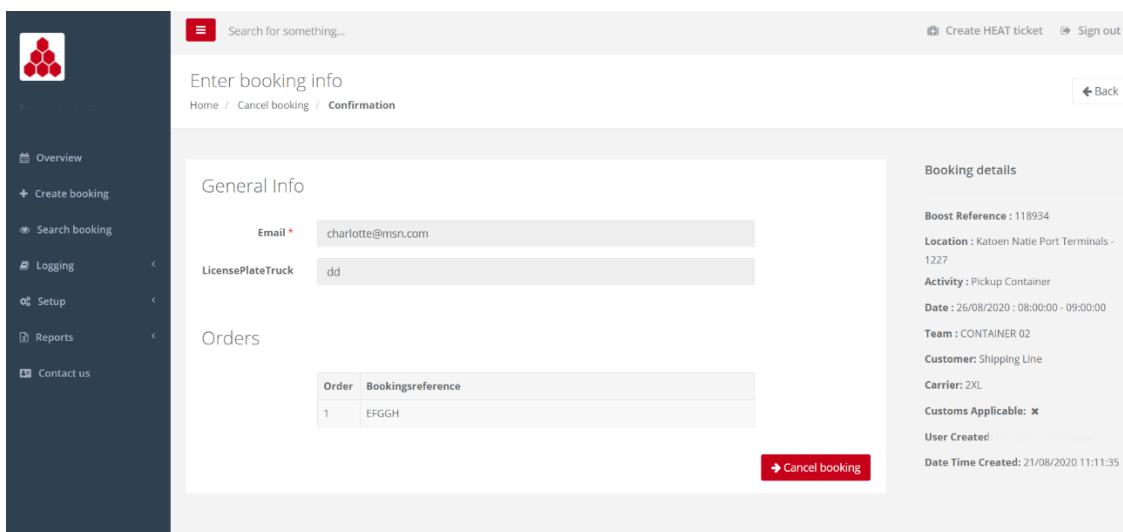
BOOST orders can only be cancelled within the applicable booking rules (contact your local BOOST administrator if necessary).

To cancel your booking, select the respective timeslot and press “Cancel”.




The screenshot shows the 'Booking Overview' page. At the top, there is a search bar and navigation links for 'Create HEAT ticket' and 'Sign out'. Below this, the page title is 'Booking Overview' with a breadcrumb 'Home / Booking Overview'. The location is 'Katoen Natie Port Terminals - 1227' and the customer is 'Carrier'. The date is '26/08/2020'. A 'Back' button is visible. The main area is titled 'Select a slot' and shows a grid of containers (CONTAINER 01 to 05) with time slots from 06:00 to 13:00. A modal window is open over the 09:00 slot of CONTAINER 02, showing options: 'Details', 'Move', 'Edit', and 'Cancel'. The 'Cancel' button is highlighted with a red border.

Your order overview will be depicted once more. Please read through the overview and make sure this is the order you want to cancel. If correct, click “cancel booking”.



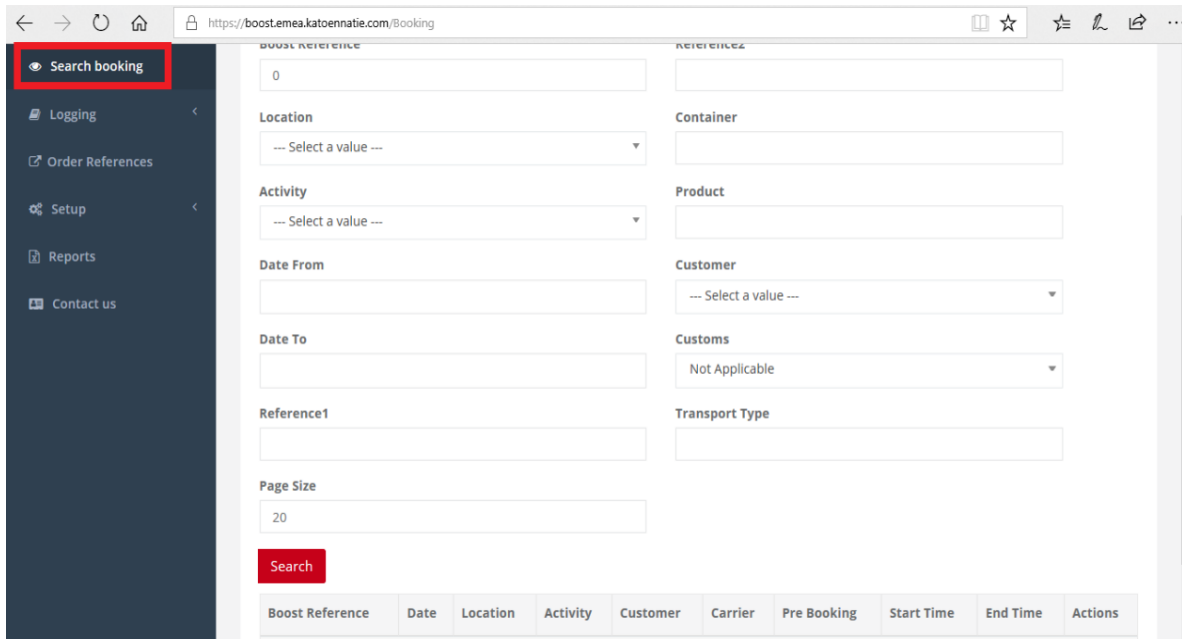
The screenshot shows the 'Enter booking info' confirmation page. At the top, there is a search bar and navigation links for 'Create HEAT ticket' and 'Sign out'. Below this, the page title is 'Enter booking info' with a breadcrumb 'Home / Cancel booking / Confirmation'. The main area is divided into 'General Info' and 'Booking details'. The 'General Info' section includes fields for 'Email' (charlotte@msn.com), 'LicensePlateTruck' (dd), and 'Orders' (a table with columns 'Order' and 'Bookingsreference', showing one order with reference 'EFGGH'). The 'Booking details' section includes fields for 'Boost Reference' (118934), 'Location' (Katoen Natie Port Terminals - 1227), 'Activity' (Pickup Container), 'Date' (26/08/2020 : 08:00:00 - 09:00:00), 'Team' (CONTAINER 02), 'Customer' (Shipping Line), 'Carrier' (2XL), 'Customs Applicable' (marked with an 'x'), 'User Created', and 'Date Time Created' (21/08/2020 11:11:35). A red 'Cancel booking' button is located at the bottom right of the 'General Info' section.



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4.3. SEARCH BOOKING

A booking can be searched using any of the below parameters:



For any details on one of the booking retrieved, you can simply click on the booking on which you would like some more detailed information.

Reference1


Transport Type

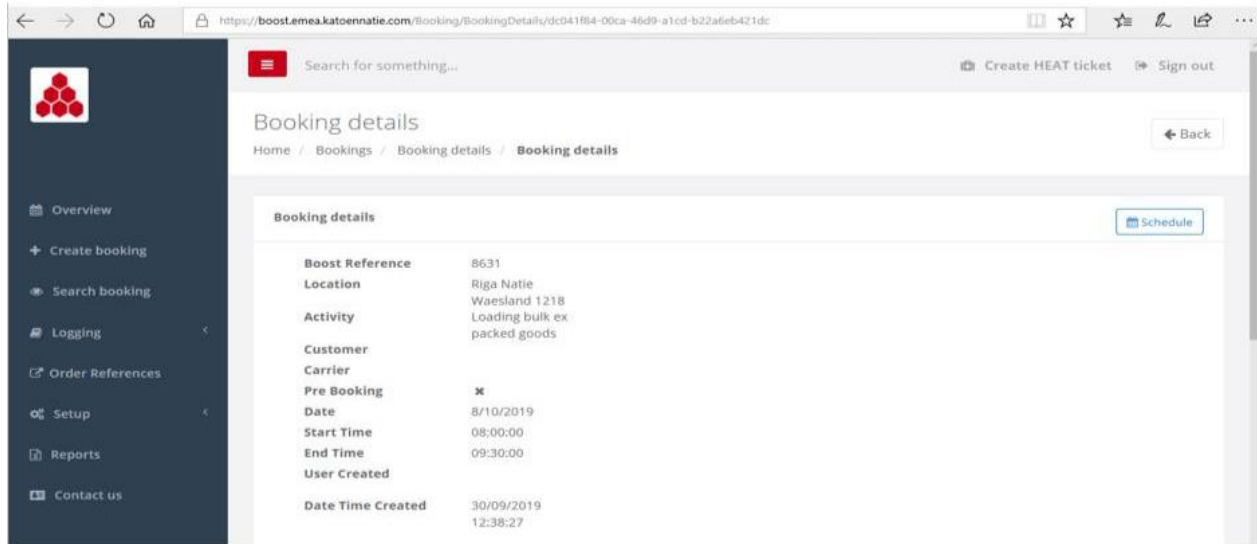
Page Size

Search

| Boost Reference | Date | Location | Activity | Customer | Carrier | Pre Booking | Start Time | End Time | Actions |
|-----------------|-----------|--------------------------|------------------------------|----------|---------|-------------|------------|----------|--------------------------|
| 8631 | 8/10/2019 | Riga Natie Waesland 1218 | Loading bulk ex packed goods | | | x | 08:00:00 | 09:30:00 | Schedule |



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The screenshot shows a web browser window with the URL <https://boost.emea.katoennatie.com/Booking/BookingDetails/dc041f94-00ca-46d9-a1cd-b22af6b421dc>. The page title is "Booking details" and the breadcrumb trail is "Home / Bookings / Booking details / Booking details". A "Back" button is visible in the top right corner. The main content area displays the following booking details:

| Booking details | |
|--------------------------|---------------------------------|
| Boost Reference | 8631 |
| Location | Riga Natie Waesland 1218 |
| Activity | Loading bulk ex packed goods |
| Customer | |
| Carrier | |
| Pre Booking | ✘ |
| Date | 8/10/2019 |
| Start Time | 08:00:00 |
| End Time | 09:30:00 |
| User Created | |
| Date Time Created | 30/09/2019 12:38:27 |

A "Schedule" button is located in the top right corner of the details section.



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5. DRIVER'S ANNOUNCEMENT

When your booking has been confirmed (through e-mail format), inform your driver based on the confirmation email received.

In addition, a second email will be sent with further instructions for the driver (i.e. where to present him / herself together with a terminal site map for guidance).

In case of a pick-up of a container, the driver needs to present him / herself with a booking reference only.

In case of a drop-off of a container, the driver needs to present him / herself with both a booking reference and the container number(s).

