

Boost Checklist.

- [] Time slots can only be booked or adjusted between 09:00 - 15:00.
- [] Always provide a valid Order Reference when making a booking.
- [] Arrive 15 minutes before the scheduled timeslot.
- [] Maintain a minimum 3-hour interval between cross-dock terminal reservation and packaging terminal pickup.
- [] Utilize the designated feature in the BOOST system for customs document handling.

Order Validation:

- [] Ensure a valid order reference when making a booking.
- [] Inform terminal and packaging operations of any changes to order references after the deadline. (15:00)

Cancellation of Time Slot Bookings:

- [] Cancel orders for time slots as soon as possible.
- [] Contact terminal and Volvo packaging team for last-minute cancellations

Fixed Time Slots Rules:

- [] Maintain open communication channels with terminal and Volvo packaging team.
- [] Allowed a maximum of 15 minutes flexibility for unforeseen circumstances.
- [] Plan routes and schedules considering traffic patterns.
- [] Have contingency plans for disruptions like vehicle breakdowns or road closures.
- [] Cancel allocated fixed time slots no later than 13:00 on the day before if not needed.
- [] Comply with rules to avoid removal of fixed time slots.

Creation of a Boost Account:

- [] Contact cabana@katoennatie.com for Boost account creation.

Contacts:

- Terminal: cabana@katoennatie.com
- Packaging Operation team: POD.EMEA@volvo.com

Below you will find a more detailed overview regarding the guidelines.

1. Booking Time Slots:

Time slots are available for booking over a period of 7 working days. Time slots can only be booked or adjusted between 09:00 - 15:00. When making a booking, carriers are required to provide a valid Order Reference. Both the terminal and the Packaging Operations team will conduct follow-up checks on this reference to ensure smooth coordination. Please be advised that arriving early for your scheduled appointment is not necessary and creates unnecessary issues. Please arrive 15 minutes before your timeslot to ensure smooth coordination.

Kindly be advised that in the event that you have a reservation at the cross-dock terminal and subsequently intend to arrange a pickup at the packaging terminal, we kindly request that you maintain an interval between these two operations for optimal logistical coordination and efficiency. We recommend minimum 3 hours.

To mitigate delays, we strongly recommend utilizing the designated feature in the BOOST system. Instead of booking late time slots, carriers are encouraged to select the 'Customs Document Applicable' option and select “YES” when making their reservations and customs documents are a must. This to ensures that the appropriate procedures are followed, and any required customs documentation is handled efficiently.

When managing multiple orders for pick-up, it's essential to ensure that the Packaging Operations team is informed of the pick-up date for each order. This information enables us to maintain an up-to-date and efficient working process for the terminal to make sure you get the support you need, and avoid delays during the loading phase. Please provide the necessary details to the Packaging Operations team to ensure the best possible coordination when handling multiple orders. Please note if we have the wrong pick-up date it's possible that the order won't be loaded this due to our processes to make sure that the correct orders will be loaded on correct days.

2. Order Validation:

Please be advised that when making a booking, it is imperative to have a valid order reference. Failure to do so may result in the deletion of your order by the Packaging Operations team, with subsequent follow-up actions. Failure to use valid order reference can be a reason for a carrier to lose their fixed timeslot.

In order to streamline our processes, all orders lacking a valid order number are subjected to removal to prevent any disruptions in scheduling.

Changing order references on a specific time slot booking after the deadline (15:00 the day before) needs to be informed to the terminal and packaging operations through mail to ensure that the correct order will be loaded on the correct truck.

Terminal: cabana@katoennatie.com

Packaging Operation team: POD.EMEA@volvo.com

3. Cancellation of time slot bookings:

If it becomes necessary to unbook an order for a time slot, this action must be taken as soon as possible. In cases where last-minute unbooking is unavoidable, please promptly contact the "Cabana" terminal and Volvo packaging team and provide reasons for the late unbooking. This allows us to take appropriate measures. Failure to adhere to this procedure will result in the carrier receiving a "no-show" designation, subject to confirmation by the Packaging Operations team after follow-up.

It is important to note that this policy also applies to fixed time slots.

You can contact the terminal at: cabana@katoennatie.com

You can contact the Volvo Packaging team at: POD.EMEA@volvo.com.

4. Approval Process for Fixed Time Slots:

To secure a fixed time slot, carriers are required to obtain approval from the POD (Planning, Order, and Delivery) team. If a specific time slot is required, please reach out to the POD team with a comprehensive justification. Your request will undergo a thorough review, and a response will be provided following a decision. You can contact the Packaging Operations team at POD.EMEA@volvo.com.

These guidelines are instrumental in maintaining operational efficiency and organization within our carrier services. We greatly appreciate your cooperation in adhering to these procedures, as they significantly contribute to the success of our services.

5. Fixed Timeslots Rules.

- Carriers must maintain open communication channels with the terminal and Volvo packaging team. Any deviations from the schedule must be promptly communicated.
- While punctuality is paramount, carriers are allowed a maximum of 15 minutes flexibility for unforeseen circumstances. Any delays beyond this limit could result in no loading or unloading for the carrier.
- Carriers are expected to plan their routes and schedules in advance, considering factors such as traffic patterns.
- Carriers are required to have contingency plans in place to mitigate disruptions caused by unforeseen circumstances such as vehicle breakdowns or road closures. This may include having backup vehicles or alternative routes prepared.

- Carriers who consistently fail to meet their timeslot commitments without valid reasons will be followed up by the Volvo Packaging team and may result in the removal of fixed timeslot for the carrier.
- Carriers with allocated fixed timeslots are required to cancel their timeslots if they are unable to utilize them. Cancellations must be made no later than 13:00 on the day before the allocated timeslot.
- **Non-compliance with any of the above rules may result in the removal of the carriers fixed timeslots.**

6. Creation of a Boost Account

For an account for boost please contact cabana@katoennatie.com.

Contacts:

Terminal: cabana@katoennatie.com

Packaging Operation team: POD.EMEA@volvo.com