



PUBLIC

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Guide for Transportation Planners

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1 Introduction

About This Document

This documentation describes how to use the Track Shipments (TS) app.

→ Recommendation

Before you start working your way through this document, ensure you have the most recent version of this document that is available from:

<http://help.sap.com/gtt>

Target Audience

The target audience for this document are transportation planners.

The Transportation Planner role was originally defined by SAP Transportation Management (SAP TM) and is reused by SAP Business Network for Logistics.

Prerequisite

You are able to log on to SAP Business Network Global Track and Trace as a transportation planner.

2 About the Track Shipments App

The Track Shipments (TS) app allows you to monitor the real-time execution status of LE-TRA shipments and freight documents from SAP S/4HANA and report events manually. The app:

- displays a list of all the available shipments
- monitors the milestone fulfillment status of shipments including Loading Start, Check-in, Loading End, Departure, Proof of Delivery, Arrival, etc.
- reports planned and unplanned events for the shipment
- monitors the real-time location and status of the shipments and the relevant freight units
- tracks the carbon emissions of the shipments
- supports parcel tracking and container tracking in the TM scenario
- supports navigation to the Monitor Inbound ASNs (MIA), Monitor Outbound Deliveries (MOD), Track SO Fulfillment (TSOF), Track PO Fulfillment (TPOF) apps.

TS app is for version 2 of SAP Business Network Global Track and Trace.

2.1 In-app Help

When you launch the app, you can turn on in-app help that provides on-screen explanations of key fields and areas on the screen.

To turn on in-app help:

- On the top right on the screen, click the [?](#) button
- the [Help Topics](#) Panel appears on the right

Once in-app help is turned on, you can:

- search the displayed Help topics for text you type
- click hot spots or bubbles to see help text on that topic
- hide the [Help Topics](#) Panel by clicking the Hide ([>>](#)) button on the bottom right
- toggle Help off

2.2 Filters

You can apply one or more filters to reduce the number of shipments displayed. By default, the following filters are shown:

- **Shipment No.:** the identifier of the shipment — click in the field to display the *Define Conditions* popup where you can set the operators to specify a fuzzy search and/or multiple conditions.
- **Carrier:** the identifier of a carrier with its type including LBN ID, SCAC code, etc. — click in the field to display a popup where you have the following options:
 - In the *Search and Select* tab, filter the carrier that is onboarded onto SAP Business Network Global Track and Trace by *Carrier Name* and *Network ID*
 - In the *Define Conditions* tab, search for the carrier using any type of carrier identifier. You can set the operators to specify a fuzzy search and/or multiple conditions.
- **Delay Status:** Shows if the shipment is delayed. In the drop-down list, select “Yes” to filter out the shipments that are delayed, and “No” to filter out the shipments that are not delayed. Shipments with *Delayed* status are highlighted with a color-coded bar on the left for the entry in the Shipments list.
- **Execution Status:** the execution progress of a shipment. Select in the drop-down list one or more of:
 - **Completed:** the execution changes to *Completed* if one of the following requirements is met:
 - The destination’s planned Proof of Delivery or Delivered event, or an unplanned Goods Receipt event in a shipment is reported.
 - If the Proof of Delivery event is not planned, but a destination’s unplanned Proof of Delivery is reported.
 - If the Delivered event is not planned, but a destination’s unplanned Delivered event is reported.
 - If neither the Proof of Delivery event nor the Delivered event is reported, but the destination’s planned Arrival event is reported.
 - **In Execution:** If a planned event of the shipment is reported, the execution status changes to *In Execution*.
 - **Not Started:** the initial execution status of a shipment.
- **Transportation Mode:** Select in the drop-down list one or more of:
 - Not Defined
 - Maritime Transport
 - Rail Transport
 - Road Transport
 - Air Transport
- **Shipping Type:** Select in the drop-down list one or more of:
 - Loose
 - ULD (Unit Load Device)
 - LTL (Less Than Truck Load)
 - FTL (Full Truck Load)
 - LCL (Less Than Container Load)
 - Parcel
 - FCL (Full Container Load)
 - Bulk

- **Planned Departure Location:** Click in the field to display a popup where you can filter the location by *External ID*, *Location Description*, *Logical System*, *Object Type* and archived status. To filter the location by archived status, select one of the following values in the dropdown lists of the *Archived* filter:
 - *Yes*: only the archived locations are displayed in the result.
 - *No*: the default value. All locations, except the archived ones, are displayed in the result.
 - Blank: all locations, either archived or not, are displayed in the result.
 In the *Define Conditions* tab, you can search for shipments using its location alternative key. You can set the operators to specify a fuzzy search and/or multiple conditions.
- **Planned Arrival Location:** Click in the field to display a popup where you can filter the location by *External ID*, *Location Description*, *Logical System*, *Object Type* and archived status. To filter the location by archived status, select one of the following values in the dropdown lists of the *Archived* filter:
 - *Yes*: only the archived locations are displayed in the result.
 - *No*: the default value. All locations, except the archived ones, are displayed in the result.
 - Blank: all locations, either archived or not, are displayed in the result.
 In the *Define Conditions* tab, you can search for shipments using its location alternative key. You can set the operators to specify a fuzzy search and/or multiple conditions.
- **Carrier Reference Document ID:** the identifier of the carrier-related documents — click in the field to display the *Define Conditions* popup where you can set the operators to specify a fuzzy search and/or multiple conditions.
Please note that you cannot apply the “Exclude” logic and the “empty” condition in the “Include” logic because they are not supported for item level search.
- **Shipper Reference Document ID:** the identifier of the shipper-related documents — click in the field to display the *Define Conditions* popup where you can set the operators to specify a fuzzy search and/or multiple conditions.
Please note that you cannot apply the “Exclude” logic and the “empty” condition in the “Include” logic because they are not supported for item level search.
- **Tracked Object ID:** the identifier of tracked objects in a shipment or a tracking unit — click in the field to display the *Define Conditions* popup where you can set the operators to specify a fuzzy search and/or multiple conditions.
Please note that you cannot apply the “Exclude” logic and the “empty” condition in the “Include” logic because they are not supported for item level search.

i Note

In the *Define Conditions* popup of filters, the case insensitive search is supported for the following conditions:

- “contains”
- “starts with”
- “ends with”.

2.3 Views


You can select a view, also called a variant. The view determines the filter and column settings. There are two types of view, either:

- Standard: unfiltered so displays all available documents or
- one of the customized variants, if any have been created. These include some filters that may reduce the number of documents displayed.

After you select your view, its name is displayed on-screen. Click [Go](#) to display the corresponding documents.

An asterisk (*) is displayed after the view name whenever any additional filter selection(s) is made. You can save your selection at this time to create your own view.

To create your own view:


- Click [Adapt Filters](#) and the Settings icon  to personalize your filter and table settings respectively. You can also adjust the column width by dragging the column border.
- Click the arrow to the right of the view
- Click [Save As](#) in the view selector
- Enter a name for your view (case sensitive)
- You can also choose:
 - [Set as Default](#): Activate this if you want your view to be displayed by default when you enter the app
 - [Public](#): Activate this if you want your view to appear in other users' view selector
- Save your view

You can click [Manage](#) in the view selector to delete views and set the default view.

2.4 Save a Tile

You can save your personal settings on the worklist page as a tile on the home page of SAP Fiori Launchpad. When you click the tile, it brings you back to the same worklist you have filtered out when the tile was created, so you don't need to apply filters again.

To save your personal settings as a tile:

- Apply some filters to display the corresponding documents in the worklist. You can also click [Adapt Filters](#) to add or remove some filters and change the columns in the worklist with the Settings icon.
- Click the  icon on the upper right corner and choose [Save as Tile](#).
- In the popup, enter a title. Optionally, you can provide a subtitle and description and choose a group on which the tile is displayed on your launchpad.
- Click [Save](#)

To delete a saved tile, click the user icon in the upper-right corner of the home page and choose [Edit Home Page](#).

2.5 Time Zone Settings

You have the flexibility to adjust the time zone settings for timestamp fields to meet your personal needs. By default, all the time values in the timestamp fields are displayed in the browser time zone. You can enable the

location-specific time zone with the Settings icon on the top right of the worklist page. After clicking it, you will see an “*Enable Location-Specific Time Zone*” switch in the popup for you to toggle on and off:

- On: there are two cases:
 - Values in the standard location-relevant timestamp fields will be converted to the time zone of corresponding locations. To know which field is standard location-relevant timestamp field, see [List of Location-Relevant Timestamp Fields \[page 8\]](#).
 - Values in the standard location-irrelevant timestamp fields and **all user-defined** timestamp fields are still displayed in the browser time zone.
- Off: values in all timestamp fields are displayed in the browser time zone.

To achieve this, you must maintain a valid time zone for locations in the Manage Locations app or one-time locations. If not, the values in these fields cannot be converted and are still displayed in the browser time zone. A valid time zone is not empty and does not have a custom time zone ID such as “AAA”.

Known Issues

If a shipment or a freight unit has a user-defined association-to-many field where there are associated shipments or freight units, the time conversion in these associated shipments or freight units might be problematic.

2.5.1 List of Location-Relevant Timestamp Fields

Here you can find all the location-relevant timestamp fields on the worklist page and detail pages. When you activate the “*Enable Location-Specific Time Zone*” switch on the worklist page, the time value of these fields will be converted to the local time of each specific location.

Location	Timestamp Fields
Worklist page	<ul style="list-style-type: none">• Planned Departure• Planned Departure At• Planned Arrival• Planned Arrival At• ETA• Actual Delivery Time

Location	Timestamp Fields
Shipment Details page and Freight Unit Details page	<ul style="list-style-type: none"> Planned Departure At Planned Arrival At ETA of Destination Completed At Planned Arrival At Estimated Arrival At Actual Delivery At Event Time (Event table) Actual Business Timestamp (Event table) Planned Business Timestamp (Event table) Estimated Timestamp (Event table) Earliest Planned Business Timestamp (Event table) Latest Planned Business Timestamp (Event table) Actual At (Tracking timeline) Estimated At (Tracking timeline) Estimated At (Current location on the map) Actual At (Current location on the map) ETA (Arrival Location on the map)
Event Details page	<ul style="list-style-type: none"> Actual Business Time Estimated Timestamp

2.6 Shipment Details Page

On the header of the [Shipment Details](#) page, the shipment number is displayed. The execution status and delay status of the shipment are highlighted in color-coded boxes beside the number. You can also add the tags of the following statuses with the [flexible UI function](#):

- User-defined execution status
- Process status
- Estimated status
- User-defined tracking status: to know how to define your tracking status, see [Define the Codes for Displaying the Tracking Status](#).


Below the shipment number are details of [Source Location](#), [Destination Location](#), [Actual Delivery At](#) and the aggregated status of planned events in a donut chart. You can add standard, core, and user model fields as a new group with the flexible UI function.



A Refresh icon is displayed on the top right. Click the icon to update the data shown.

The following tabs can be displayed:

- Information**: divided into the following selectable sections:
 - Standard**: standard and core model fields information that is predefined in the “Shipment” tracked process of the GTT standard model.

- **User Defined:** information that you defined in the “Shipment” tracked process of the GTT standard model. If you add a URL to these fields, you can click the corresponding field values to navigate to the linked external systems.
 - **User Defined Composition Fields:** table-type fields you defined in the “Shipment” tracked process of the GTT standard model. You can change the default columns and sorting with the Settings icon. You can drill down further for more information. If you add a URL to the fields in the table, you can click the corresponding field values to navigate to the linked external systems.
 - **User Defined Association-to-Many Fields:** table-type fields you defined in the “Shipment” tracked process of the GTT standard model. You can change the default columns and sorting with the Settings icon. You can drill down further for more information. If you add a URL to the user-defined fields in the associated tracked process, you can click the corresponding field values to navigate to the linked external systems.
2. **Carrier Reference Documents:** carrier-related documents of the shipment.
 3. **Shipper Reference Documents:** shipper-related documents of the shipment.
 4. **Tracked Objects:** the tracked resource of the shipment, such as flight number, license plate, container ID, etc.
 5. **Tracking Units:** the tracked resource that is sent as a tracked process to visibility providers for tracking the shipment, such as external parcel ID, license plate, container ID, etc.
 6. **Freight Units:** the freight units of the shipment. You can click a freight unit number to navigate to the [Freight Unit Details](#) page.
 7. **Events:** displays the events of the shipment and event information in a table. By default, it is not shown, so you must display it with the [flexible UI function](#). All the other event types can be displayed in the table except the following ones:
 - event types marked “For Internal Use Only”
 - “Delay” and “On Time” event types with reference to a planned event

You can personalize the table settings by changing the default columns and sorting of the table, filtering, and grouping events with the  icon. Here you can also take the following actions:

- **Manage views:** After you personalize the table settings, you can save the customized view as a variant of the table for later selection and set the view as default. But this only applies to the current log-on user. You cannot set the view as public to make it appear in other users' view selector. For more information on how to create views, see [Views \[page 6\]](#).
- **Report events:** If you add the role “AppStandardTrackShipmentsProcessTemplate” to your role collection, then a [Report](#) button is displayed on the upper right for you to report planned and unplanned events.
- **View attachments:** You can view attachments of the events by clicking the  icon in the [Actions](#) column. The following attachment file types are supported for preview: jpeg, jpg, gif, png, pdf. For files of other types, they will be downloaded directly upon clicking.
- **View reporting history / event details:** You can view reporting history or event details of the events by clicking the  icon in the [Actions](#) column.

→ Recommendation

When filtering events by event type in the table, it is recommended to apply the “contains” condition and enter the name (not the description) of the event type that you can find in the standard model.

This is because the backend system stores the combination of model namespace, tracked process, and event type (separated by full stops “.”) as the value for event types in this table. For example, “com.lbngttapps.gtt.app.gttft1.Shipment.CheckIn” is the value for “Check In” event type in the “Shipment” process of the “gttft1” model. If you apply the “equal to” condition, you must enter

the complete combination of these three elements to get the desired results, which can be time-consuming. To simplify the process, we recommend applying the "contains" condition.

If you still need to apply the "equal to" condition, you can find the necessary information in the standard model "gttft1" of the Manage Models app:

- Model Namespace: you can find the namespace (example: com.lbngettapps.gtt.app.gttft1) on the model card.
- Tracked Process: you can find the name of each tracked process (example: Shipment) in the Tracked Process tab.
- Event Type: you can find the name of each event type (example: CheckIn) under the corresponding tracked process in the Event Type Pool tab.

i Note

The explanation for the following fields are provided for your understanding:

- Event Nature: the nature of an event is either "Planned" or "Unplanned".
- Actual/Planned Time (Used for Sorting): actual or planned business timestamp of events. For any event, the actual business timestamp is used as the value. If it doesn't have the actual business timestamp, then its planned business timestamp is used instead. The field is provided for sorting purpose.

8. **Tracking Timeline:** displays all the planned and unplanned events related to this shipment with a map view to show the real-time transportation route. The sorting logic of events is as follows:

- Planned events are sorted by planned sequence in descending order. The sequence is calculated by the system and decided by the configuration of the *Sort Planned Events By* setting of the *Shipment* tracked process in the GTT standard model.
- Unplanned events are sorted by the actual business timestamp in descending order.
- Planned events are displayed above the unplanned events.

i Note

Beside the following event types, all the other event types of the "Shipment" tracked process in the standard model "gttft1" can be displayed in the timeline:

- "Location Update" event type
- "Technical Use" event type
- "Estimated Time Update" event type
- event types marked "For Internal Use Only"
- "Delay" and "On Time" event types with reference to a planned event
- GTT Tracking Request Error Event

For the meaning of each event type, you can refer to section 4.10 in *Guide for Model Administrators*.

Here you can view the following information relevant to an event:

- **Items:** An *Items* button is displayed for you to check the freight units, inbound and outbound deliveries where you can drill down to the *Freight Unit Details* page or navigate to the Monitor Inbound ASNs or Track SO Fulfillment apps.
- **Reporting History:** If a planned event is reported early, reported on time, reported late or delayed, a *Reporting History* button appears for you to check the details.

- **Event Details:** For planned events, you can click the event in the *Reporting History* dialog to navigate to the *Event Details* page. If an unplanned event is reported, a *Show Details* button appears for you to navigate to the *Event Details* page.
- **Attachments:** If an attachment is uploaded when reporting an event, an *Attachments* button appears for you to view the attachment. The following attachment file types are supported for preview: jpeg, jpg, gif, png, pdf. For other file types, the file will be downloaded directly when you click it. The following attachment file types are supported for preview: jpeg, jpg, gif, png, pdf. For files of other types, they will be downloaded directly upon clicking.
- **Estimated Status:** You can view the following estimated status for the unreported planned events with both planned and estimated business timestamps:
 - *Running Early:* the estimated time is earlier than the earliest planned business time
 - *Running On Time:* the estimated time is between the earliest and the latest planned business time
 - *Running Late:* the estimated time is later than the latest planned business time
- **Impact Analysis:** If an event of an incomplete shipment is delayed, or the estimated status is “Running Late”, the *Impact Analysis* button appears for you to view the flow chart of all the impacted freight units, outbound or inbound deliveries, sales orders, or purchase orders. You can manage the chart with the buttons in its upper right corner. You can also click one of the tracked processes in the chart to show the buttons on its right side for more actions: collapse, expand, and navigate.
- **Tracking No.:** You can view the *Tracking No.* for the events that are correlated from other tracked processes in the timeline, *Reporting History* dialog, and the dropdown lists of the following fields:
 - *Planned Event* and *Estimated Event* in the *Reporting Planned Event* dialog
 - *Referenced Planned Event* and *Estimated Event* in the *Reporting Unplanned Event* dialog.

Here you can take the following actions:

Filter Events

In the *View Settings* popup, you can filter the events by *Event Status* and *Planned/Actual Event*:

- For *Event Status*, you can select one of the following statuses, and the filtered results are sorted according to the default logic:
 - *As Planned*
 - *Delayed*
 - *Overdue*
 - *Reported*
 - *Reported Early*
 - *Reported On Time*
 - *Reported Late.*
- For *Planned/Actual Event*, you can select:
 - *Planned Event:* if you filter the events by planned event, the planned events are displayed and sorted by planned sequence in descending order.
 - *Actual Event:* if you filter the events by actual event, the actual events are displayed and sorted by the actual business timestamp in descending order.
 - If you select both, the filtered results are sorted according to the default logic.

Sort Events

In the *View Settings* popup, you can sort events by the following fields in ascending or descending order: After you specify filters, you can save the customized view as a variant for later selection and set the view as default. But this only applies to the current log-on user. You cannot set the view as public to make it appear in other users' view selector.

- *Planned Sequence:* It is the default setting.

- **Planned Time:** After you specify filters, you can save the customized view as a: the planned business timestamp of events. Events with an empty value are displayed in the front if sorted in ascending order or displayed at last if sorted in descending order.
- **Actual Time:** the actual business timestamp of events. Events with an empty value are displayed in the front if sorted in ascending order or displayed at last if sorted in descending order.
- **Actual/Planned Time (Using Actual Time First):** actual or planned business timestamp of events. For any event, the actual business timestamp is used as the value. If it doesn't have the actual business timestamp, then its planned business timestamp is used instead. Events with an empty value are displayed in the front if sorted in ascending order or displayed at last if sorted in descending order.

Manage Views

After you specify filters, you can save the customized view as a variant for later selection and set the view as default. But this only applies to the current log-on user. You cannot set the view as public to make it appear in other users' view selector.

Report Events

If you add the role "AppStandardTrackShipmentsProcessTemplate" to your role collection, then a **Report** button is displayed above the timeline for you to report the planned and unplanned events.

9. **Additional Information** (to be deprecated): legacy version of displaying emission data. It is divided into the following selectable sections:
 - **Emissions by Transportation Mode:** You can view the carbon emission details of each transportation mode for your shipment.
 - **Emissions by Stage:** You can view the carbon emission details of each stage for your shipment.

2.7 Freight Unit Details Page

On the header of the **Freight Unit Details** page, the freight unit number is displayed. The execution status and delay status of the freight unit are highlighted in color-coded boxes beside the number. You can also add the tags of the following statuses with the **flexible UI function**:

- User-defined execution status
- Process status
- Estimated status


Below the freight unit number are details of **Source Location**, **Destination Location**, **ETA of Destination**, **Actual Delivery At** and the aggregated status of planned events in a donut chart. You can add standard, core, and user model fields as a new group with the flexible UI function.



A Refresh icon is displayed on the top right. Click the icon to update the data shown.

The following tabs can be displayed:

1. **Information:** divided into the following selectable sections:
 - **Standard:** standard and core model fields information that is predefined in the "FreightUnit" tracked process of the GTT standard model.
 - **User Defined:** information that you defined in the "FreightUnit" tracked process of the GTT standard model. If you add a URL to these fields, you can click the corresponding field values to navigate to the linked external systems.

- **User Defined Composition Fields:** table-type fields you defined in the “FreightUnit” tracked process of the GTT standard model. You can change the default columns and sorting with the Settings icon. You can drill down further for more information. If you add a URL to the fields in the table, you can click the corresponding field values to navigate to the linked external systems.
 - **User Defined Association-to-Many Fields:** table-type fields you defined in the “FreightUnit” tracked process of the GTT standard model. You can change the default columns and sorting with the Settings icon. You can drill down further for more information. If you add a URL to the user-defined fields in the associated tracked process, you can click the corresponding field values to navigate to the linked external systems.
2. **Freight Unit Items:** the items of the freight unit. You can click the link to a delivery number to navigate to the Monitor Inbound ASNs or Track SO Fulfillment apps.
 3. **Shipments:** the key information of all the shipments related to the freight unit. You can click the link to a shipment number in a row to navigate to the [Shipment Details](#) page. You can also click the link to a carrier or sender to see the details.
 4. **Shipper Reference Documents:** shipper-related documents of the freight unit.
 5. **Tracking Units:** the tracked resource that will be sent to visibility providers for tracking the freight unit, such as external parcel ID, license plate, container ID, etc.
 6. **Events:** displays the events of the freight unit and event information in a table. By default, it is not shown, so you must display it with the [flexible UI function](#). All the other event types can be displayed in the table except the following ones:
 - event types marked “For Internal Use Only”
 - “Delay” and “On Time” event types with reference to a planned event

You can personalize the table settings by changing the default columns and sorting of the table, filtering, and grouping events with the  icon. Here you can also take the following actions:

- **Manage views:** After you personalize the table settings, you can save the customized view as a variant of the table for later selection and set the view as default. But this only applies to the current log-on user. You cannot set the view as public to make it appear in other users' view selector. For more information on how to create views, see [Views \[page 6\]](#).
- **View attachments:** You can view attachments of the events by clicking the  icon in the [Actions](#) column. The following attachment file types are supported for preview: jpeg, jpg, gif, png, pdf. For files of other types, they will be downloaded directly upon clicking.
- **View reporting history / event details:** You can view reporting history or event details of the events by clicking the  icon in the [Actions](#) column.

→ Recommendation

When filtering events by event type in the table, it is recommended to apply the “contains” condition and enter the name (not the description) of the event type that you can find in the standard model.

This is because the backend system stores the combination of model namespace, tracked process, and event type (separated by full stops ".") as the value for event types in this table. For example, “com.lbngettapps.gtt.app.gttft1.Shipment.CheckIn” is the value for “Check In” event type in the “Shipment” process of the “gttft1” model. If you apply the “equal to” condition, you must enter the complete combination of these three elements to get the desired results, which can be time-consuming. To simplify the process, we recommend applying the “contains” condition.

If you still need to apply the “equal to” condition, you can find the necessary information in the standard model “gttft1” of the Manage Models app:

- Model Namespace: you can find the namespace (example: com.lbngettapps.gtt.app.gttft1) on the model card.
- Tracked Process: you can find the name of each tracked process (example: Shipment) in the Tracked Process tab.
- Event Type: you can find the name of each event type (example: CheckIn) under the corresponding tracked process in the Event Type Pool tab.

i Note

The explanation for the following fields are provided for your understanding:

- Event Nature: the nature of an event is either "Planned" or "Unplanned".
- Actual/Planned Time (Used for Sorting): actual or planned business timestamp of events. For any event, the actual business timestamp is used as the value. If it doesn't have the actual business timestamp, then its planned business timestamp is used instead. The field is provided for sorting purpose.

7. **Tracking Timeline:** displays all the planned and unplanned events related to this freight unit with a map view to show the real-time transportation route. The sorting logic of events is as follows:
 - Planned events are sorted by planned sequence in descending order. The sequence is calculated by the system and decided by the configuration of the *Sort Planned Events By* setting of the *Shipment* tracked process in the GTT standard model.
 - Unplanned events are sorted by the actual business timestamp in descending order.
 - Planned events are displayed above the unplanned events.

i Note

Beside the following event types, all the other event types of the "FreightUnit" tracked process in the standard model "gttft1" can be displayed in the timeline:

- "Location Update" event type
- "Technical Use" event type
- "Estimated Time Update" event type
- event types marked "For Internal Use Only"
- "Delay" and "On Time" event types with reference to a planned event
- GTT Tracking Request Error Event

For the meaning of each event type, you can refer to section 4.10 in *Guide for Model Administrators* for the explanation about each event type.

Here you can view the following information relevant to an event:

- **Reporting History:** If a planned event is reported early, reported on time, reported late or delayed, a *Reporting History* button appears for you to check the details.
- **Event Details:** For planned events, you can click the event in the *Reporting History* dialog to navigate to the *Event Details* page. If an unplanned event is reported, a *Show Details* button appears for you to navigate to the *Event Details* page.
- **Attachments:** If an attachment is uploaded when reporting an event, an *Attachments* button appears for you to view the attachment. The following attachment file types are supported for preview: jpeg, jpg, gif, png, pdf. For files of other types, they will be downloaded directly upon clicking.
- **Estimated Status:** You can view the following estimated status for the unreported planned events with both planned and estimated business timestamps:

- *Running Early*: the estimated time is earlier than the earliest planned business time
- *Running On Time*: the estimated time is between the earliest and the latest planned business time
- *Running Late*: the estimated time is later than the latest planned business time
- Tracking No.: You can view the *Tracking No.* for the events that are correlated from other tracked processes in the timeline, and *Reporting History* dialog.

Here you can take the following actions:

Filter Events

In the *View Settings* popup, you can filter the events by *Event Status* and *Planned/Actual Event*:

- For *Event Status*, you can select one of the following statuses, and the filtered results are sorted according to the default logic:
 - *As Planned*
 - *Delayed*
 - *Overdue*
 - *Reported*
 - *Reported Early*
 - *Reported On Time*
 - *Reported Late*.
- For *Planned/Actual Event*, you can select:
 - *Planned Event*: if you filter the events by planned event, the planned events are displayed and sorted by planned sequence in descending order.
 - *Actual Event*: if you filter the events by actual event, the actual events are displayed and sorted by the actual business timestamp in descending order.
 - If you select both, the filtered results are sorted according to the default logic.

Sort Events

In the *View Settings* popup, you can sort events by the following fields in ascending or descending order: After you specify filters, you can save the customized view as a variant for later selection and set the view as default. But this only applies to the current log-on user. You cannot set the view as public to make it appear in other users' view selector.

- *Planned Sequence*: It is the default setting.
- *Planned Time*: After you specify filters, you can save the customized view as a: the planned business timestamp of events. Events with an empty value are displayed in the front if sorted in ascending order or displayed at last if sorted in descending order.
- *Actual Time*: the actual business timestamp of events. Events with an empty value are displayed in the front if sorted in ascending order or displayed at last if sorted in descending order.
- *Actual/Planned Time (Using Actual Time First)*: actual or planned business timestamp of events. For any event, the actual business timestamp is used as the value. If it doesn't have the actual business timestamp, then its planned business timestamp is used instead. Events with an empty value are displayed in the front if sorted in ascending order or displayed at last if sorted in descending order.

Manage Views

After you specify filters, you can save the customized view as a variant for later selection and set the view as default. But this only applies to the current log-on user. You cannot set the view as public to make it appear in other users' view selector.

2.8 Event Details Page

On the header of the [Event Details](#) page, the event type of this actual event is displayed. Below it are details of the tracked process, the tracking ID, [Actual Business Time](#) and [Location](#).

The following tabs are displayed:

1. [Information](#): divided into the following sections:
 - [Standard](#): core and standard model fields information that is predefined in the GTT standard model. It is divided further into the following groups: [Locations](#), [Transportation](#), and [Administration](#).
 - [User Defined](#): information you defined in the GTT standard model. If you add a URL to these fields, you can click the corresponding field values to navigate to the linked external systems.
 - [User-defined Composition Names](#): table-type fields you defined in the GTT standard model. You can change the default columns and sorting with the Settings icon. You can drill down further for composition details. If you add a URL to the fields in the table, you can click the corresponding field values to navigate to the linked external systems.
2. [Estimated Time](#): displays the estimated timestamps of other planned events.
3. [Tracked Objects](#): the tracked resource of the event such as flight number, license plate, container ID.
4. [Attachments](#): displays the files of the current actual event you uploaded when reporting the event. You can click the file names to have a preview of them. The following attachment file types are supported for preview: jpeg, jpg, gif, png, pdf. For files of other types, they will be downloaded directly upon clicking.

3 View Shipments Worklist

Context

To view the shipment list, do the following:

Procedure

1. Launch the TS app.
2. The worklist page displays a table of shipments with high-level information about each. The list contains up to 20 shipments. The shipment count is displayed at the bottom. For example: (20/64) indicates that 20 shipments are displayed of a total of 64.
3. If there are more than 20 shipments, click [More](#) to see the next 20.
4. As previously explained, you can set one or more filters to apply a view to reduce the number of shipments displayed.

Results

Columns

By default, the shipment table displays the following columns:

- [Shipment No.](#)
- [Transportation Mode](#)
- [Carrier](#)
- [Planned Departure](#)
- [Planned Arrival](#)
- [Actual Delivery At](#)
- [Execution Status](#)
- [Delay Status](#)
- [Estimated Arrival At](#)

If you add the location information in the Manage Locations app, you can click the fields of [Planned Departure](#) and [Planned Arrival](#) to see the location details.

You can change the columns with the Settings icon to display the [View Settings](#) popup.

You can export the shipment list displayed with the [Export to Spreadsheet](#) button. To do this, there are two options:

- Click the icon directly or [Export](#) from the drop-down list to export with default settings
- Click [Export As](#) from the drop-down list to export with customized settings.

i Note

You can export 2000 shipments at maximum each time. If the number of shipments exceeds the maximum limit, try adjusting the filters to reduce the number, or only the first 2000 shipments will be exported.

Sort Order

The list is sorted by the date and time when the shipment is last changed with the latest shipment shown first.

4 View Shipment Details

Context

To view the details of a shipment, do the following:

Procedure

1. Launch the TS app.
2. From the worklist page, click one of the shipments displayed to drill down for more information. The *Shipment Details* page appears.

Results

There are eight tabs on the [Shipment Details Page \[page 9\]](#): *Information*, *Carrier Reference Documents*, *Shipper Reference Documents*, *Tracked Objects*, *Tracking Units*, *Freight Units*, *Tracking Timeline*, and *Additional Information*.

5 View Freight Unit Details

Context

To view the details of a freight unit, do the following:

Procedure

1. Launch the TS app.
2. From the worklist page, click one of the shipments displayed that is sent from SAP Transportation Management to drill down for more information. The *Shipment Details* page appears
3. Now you have two options:
 - In the *Freight Units* tab, click the freight unit number to drill down for more information.
 - In the *Tracking Timeline* tab, select an event you want to check. Click the *Items* button. Click one of the freight units displayed to drill down for more information.

The *Freight Unit Details* page appears.

Results

There are six tabs on the [Freight Unit Details Page \[page 13\]](#): *Information*, *Carrier Reference Documents*, *Shipper Reference Documents*, *Tracked Objects*, *Tracking Units*, and *Tracking Timeline*.

6 Report Planned or Unplanned Events

Context

To report a planned or unplanned event of the shipment, do the following:

Procedure

1. Launch the TS app.
2. From the worklist page, click one of the shipments displayed to drill down for more information. The *Shipment Details* page appears.
3. In the *Events* tab or *Tracking Timeline* tab, click the *Report* button. Then choose *Report Planned Event* or *Report Unplanned Event* to display their popups where you can select a planned or an unplanned event respectively in the list:
 - Corresponding user-defined fields are shown based on your selected event type.
 - You can also add *Estimated Time* information for certain planned/unplanned event. If an unplanned Delay event is reported and refers to a planned event with the estimated time, the estimated time can be synchronized back to SAP TM.

i Note

The following event types that you reported or received from visibility providers can be synchronized back to SAP TM with their attachments:

- Planned Event Types: Departure, Arrival, Loading Start, Loading End, Unloading Start, Unloading End, Proof of Delivery, Proof of Pickup, Coupling, and Decoupling.
- Unplanned Event Types: Delay, Flight Booked, Manifest Ready, Received from Shipper, Consignee Notified, Gate-In End and Gate-Out End.

You can also synchronize customized events back to SAP TM, to do so, follow the steps of "Q2: How to add customized planned event and synchronize this event back to SAP TM?" in [SAP ERP Sample Code Configuration Guide for Fulfillment Tracking Apps](#) on Github.com.

- When you report a standard admissible planned or unplanned event, you can upload attachments in the *Attachments* tab.
- When you report a planned or unplanned event, if you created a user model field with its type as *Attachments* for this shipment event in the GTT standard model, you can have a user-defined attachment tab to upload attachments.

i Note

- Supported attachment file types are: jpeg, jpg, gif, png, pdf, doc, docx, xls, andxlsx.

- The total size of attachments cannot exceed 10MB.

7 View Tracking Timeline

Here you can view the tracking timeline of a shipment and a freight unit.

7.1 View Tracking Timeline of a Shipment

Context

To view the tracking timeline of a shipment, do the following:

Procedure

1. Launch the TS app.
2. From the worklist page, click one of the shipments displayed to drill down for more information. The [Shipment Details](#) page appears.
3. Click the [Tracking Timeline](#) tab. On the left, you can see a timeline of planned and unplanned events of the shipment.

Related Information

[Shipment Details Page \[page 9\]](#)

7.2 View Tracking Timeline of a Freight Unit

Context

To view the tracking timeline of a freight unit, do the following:

Procedure

1. Launch the TS app.
2. From the worklist page, click one of the shipments displayed to drill down for more information. The [Shipment Details](#) page appears.
3. Now you have two options:
 - In the [Freight Units](#) tab, click the freight unit number to drill down for more information.
 - In the [Tracking Timeline](#) tab, select an event you want to check. Click the [Items](#) button. Click one of the freight units displayed to drill down for more information.

The [Freight Unit Details](#) page appears.

4. Click the [Tracking Timeline](#) tab. On the left, you can see a timeline of planned and unplanned events related to the freight unit.

Related Information

[Freight Unit Details Page \[page 13\]](#)

8 View Actual Event Details

Here you can view event details of an actual event of a shipment and a freight unit.

8.1 View Actual Event Details of a Shipment

Context

To view actual event details of a shipment, do the following:

Procedure

1. Launch the TS app.
2. From the worklist page, click one of the shipments displayed to drill down for more information. The [Shipment Details](#) page appears.
3. Click the [Tracking Timeline](#) tab. On the left, there is a timeline of the milestone events related to this shipment. You can click the [Reporting History](#) button or the [Show Details](#) button to navigate to the [Event Details](#) page to view the actual event details:
 - For planned events, click the [Reporting History](#) button. In the [Reporting History](#) table of the dialog, click one of the actual events.
 - For unplanned events, click the [Show Details](#) button.

On the [Event Details](#) page, you can click the items in the table under the user defined composition sections to drill down for more details.

Related Information

[Event Details Page \[page 17\]](#)

8.2 View Actual Event Details of a Freight Unit

Context

To view actual event details of a freight unit, do the following:

Procedure

1. Launch the TS app.
2. From the worklist page, click one of the shipments displayed to drill down for more information. The [Shipment Details](#) page appears.
3. Now you have two options:
 - In the [Freight Units](#) tab, click the freight unit number to drill down for more information.
 - In the [Tracking Timeline](#) tab, select an event you want to check. Click the [Items](#) button. Click one of the freight units displayed to drill down for more information.The [Freight Unit Details](#) page appears.
4. Click the [Tracking Timeline](#) tab. On the left, there is a timeline of the milestone events related to this freight unit. You can click the [Reporting History](#) button or the [Show Details](#) button to navigate to the [Event Details](#) page to view the actual event details:
 - For planned events, click the [Reporting History](#) button. In the [Reporting History](#) table of the dialog, click one of the actual events.
 - For unplanned events, click the [Show Details](#) button.

On the [Event Details](#) page, you can click the items in the table under the user defined composition sections to drill down for more details.

Related Information

[Event Details Page \[page 17\]](#)

9 View the Real-time Transportation Route

Here you can view the real-time transportation route of a shipment and a freight unit.

9.1 View the Real-time Transportation Route of a Shipment

Context

To view the real-time transportation route of a shipment, do the following:

Procedure

1. Launch the TS app.
2. From the worklist page, click one of the shipment displayed to drill down for more information. The *Shipment Details* page appears.
3. Click the *Tracking Timeline* tab. On the right, there is a map with default and actual route views to show the real-time transportation route. You can click the icons on the top right to switch between the following two views:
 - Default View: shows both planned and actual routes of the shipment / tracking unit
 - Each route indicates one shipment / tracking unit. The planned route of a shipment / tracking unit is shown by a dashed line, and the actual route is shown by a solid line.
 - Each spot indicates one stop of the shipment / tracking unit that has planned events.
 - The source and destination locations on the header are displayed.
 - The *Current Location* is the last position where the last actual event is reported.
 - Actual Route View: shows only the actual route of the shipment / tracking unit
 - Each route indicates one shipment / tracking unit. The actual route is shown by a solid line.
 - Each spot indicates one stop of the shipment / tracking unit that has planned events.
 - The source and destination locations on the header are displayed.
 - The *Current Location* is the last position where the last actual event is reported.

i Note

If you want to display a single route in the map, in the *Event to Action* tab of the Manage Models app, the value of the field `singleRouteMode` must be set to "true" in the *User Script After Standard Scripts*.

Known issues: If the number of actual events exceeds the maximum processing limit of the map, the transportation routes are not displayed on the map. You can refer to the Events table or the tracking timeline for information of these actual events.

9.2 View the Real-time Transportation Route of a Freight Unit

Context

To view the real-time transportation route of a freight unit, do the following:

Procedure

1. Launch the TS app.
2. From the worklist page, click one of the shipments displayed to drill down for more information. The [Shipment Details](#) page appears.
3. Now you have two options:
 - In the [Freight Units](#) tab, click the freight unit number to drill down for more information.
 - In the [Tracking Timeline](#) tab, select an event you want to check. Click the [Items](#) button. Click one of the freight units displayed to drill down for more information.The [Freight Unit Details](#) page appears.
4. Click the [Tracking Timeline](#) tab. On the right, there is a map with default and actual route views to show the real-time transportation route. You can click the icons on the top right to switch between the following two views:
 - Default View: shows both planned and actual routes of the shipment / tracking unit related to the freight unit
 - Each route indicates one shipment / tracking unit. The planned route of a shipment / tracking unit is shown by a dashed line, and the actual route is shown by a solid line.
 - Each spot indicates one stop of the shipment / tracking unit that has planned events.
 - The source and destination locations on the header are displayed.
 - The [Current Location](#) is the last position where the last actual event is reported.
 - Actual Route View: shows only the actual route of the shipment / tracking unit related to the freight unit
 - Each route indicates one shipment / tracking unit. The actual route is shown by a solid line.
 - Each spot indicates one stop of the shipment / tracking unit that has planned events.
 - The source and destination locations on the header are displayed.

- The *Current Location* is the last position where the last actual event is reported.

i Note

If you want to display a single route in the map, in the *Event to Action* tab of the Manage Models app, the value of the field `singleRouteMode` must be set to “true” in the *User Script After Standard Scripts*.

Known issues: If the number of actual events exceeds the maximum processing limit of the map, the transportation routes are not displayed on the map. You can refer to the Events table or the tracking timeline for information of these actual events.

10 View Carbon Emissions of a Shipment

Context

To view carbon emissions of a shipment, do the following:

Procedure

1. Launch the TS app.
2. From the worklist page, click one of the shipments displayed to drill down for more information. The [Shipment Details](#) page appears.
3. Click the [Additional Information](#) tab to check the carbon emissions either by transportation mode or by stage.

11 Navigate to Other Apps


You can navigate to the Monitor Inbound ASNs, Monitor Outbound Deliveries, Track SO Fulfillment and Track PO Fulfillment apps.

11.1 Navigate to Other Apps from a Shipment

Context

To navigate to the other apps from a shipment, do the following:

Procedure

1. Launch the TS app.
2. From the worklist page, click one of the shipments displayed that is sent from SAP ERP to drill down for more information. The *Shipment Details* page appears.
3. Click the *Tracking Timeline* tab.
4. In the timeline on the left, select an event you want to check. Here you can navigate to other apps by two ways:
 - Click the *Items* button and then click one of the deliveries displayed to navigate to:
 - the Monitor Inbound ASNs app to check the inbound delivery details
 - the Monitor Outbound Deliveries app to check the outbound delivery details.
 - Click the *Impact Analysis* button under the delayed event to show the flow chart of the impacted tracked process. Click one of the tracked processes to show the buttons on its right side, then click the  button to navigate to details pages of the Monitor Inbound ASNs, Monitor Outbound Deliveries, Track SO Fulfillment, and Track PO Fulfillment apps.

11.2 Navigate to Other Apps from a Freight Unit

Context

To navigate to other apps from a freight unit, do the following:

Procedure



1. Launch the TS app.
2. From the worklist page, click one of the shipments displayed to drill down for more information. The *Shipment Details* page appears.
3. Now you have two options:
 - In the *Freight Units* tab, click the freight unit number to drill down for more information.
 - In the *Tracking Timeline* tab, select an event you want to check. Click the *Items* button. Click one of the freight units displayed to drill down for more information.The *Freight Unit Details* page appears.
4. In the *Freight Unit Items* tab, click a delivery number you want to navigate to:
 - the Monitor Inbound ASNs app to check the inbound delivery details
 - the Monitor Outbound Deliveries app to check the outbound delivery details.

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