



The Global Network for B2B Integration in High Tech Industries

Business and Information Model Guideline

Physical Distribution

Issue 1.0

Endorsed 29 November 1995

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Publication Summary

Title:	EDIFICE Physical distribution Business an Information Model Guideline
Author (s):	EDIFICE Physical Distribution Message Development and Bar code Group
Issue number:	Issue 1.0
Date of Issue:	29 November 1995
Number of Pages:	36
Readership:	All
Language:	English
Abstract:	This document defines and describes the scope of the physical distribution business area and its processes. It is the basis for all message guidelines developed within this area. The information within this document represents the outputs of boxes 1, 2 and 3 as described in the EDIFICE Guide to Business and Information Modeling.
Comment:	Comments and change requests to this document should be submitted to the EDIFICE secretariat

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Comparison to previous issue

No existing previous issue.

INTER-ENTERPRISE BUSINESS PROCESS ANALYSIS

1 BUSINESS FUNCTIONS & INFORMATION FLOWS

1.1 Inter-enterprise business relationships

In the Physical Distribution business area, the entities that are linked together within the supply chain are highlighted in the following diagram (Fig.1).

The flows and interactions among the physical entities vary according to the trade area (international, domestic or within the European Union), and the trade terms. The diagram shows all the possible links. Each enterprise is described in section 1.2 and the various linkages are explained in section 1.3. Section 3 of the document details the interactions under different trading scenarios.

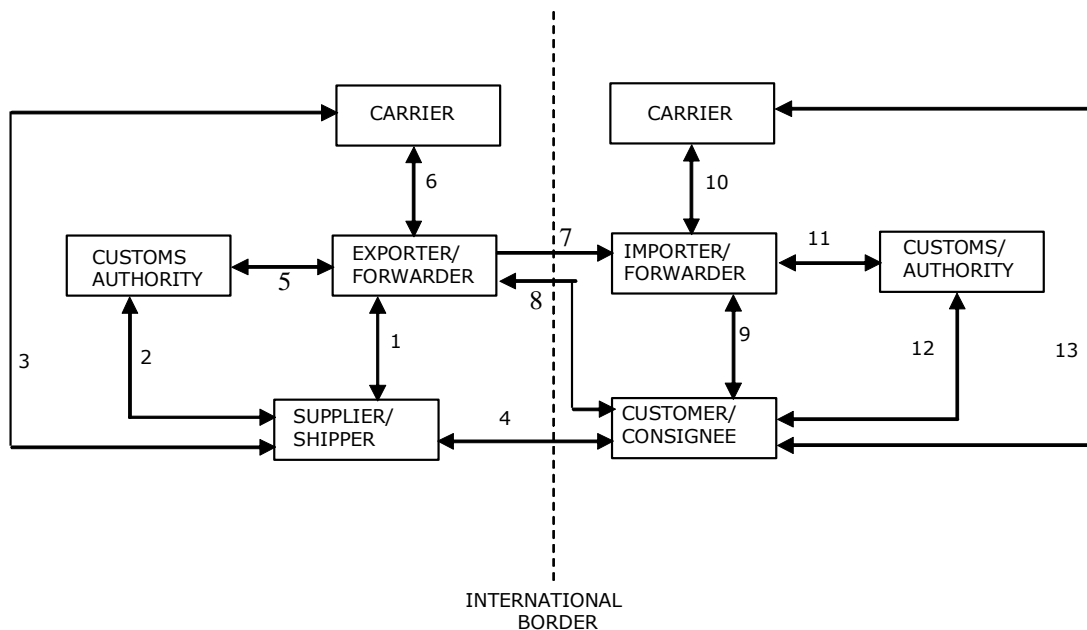


Fig.1

1.2 Definition of Enterprises

CARRIER	A party responsible for physically moving goods from location A to location B.
CONSIGNEE	A party that physically receives a shipment. This may be the same party as the CUSTOMER.
CUSTOMER	A party which acquires, by way of trade, goods and/or services. Also known as : Buyer, Purchaser.
CUSTOMS AUTHORITY	A party responsible for processing the declarations on the import and export of goods.
EXPORTER/ IMPORTER	A party that facilitates goods movement through customs and handles the necessary documentation that must accompany international shipments. This may be carried out by the FORWARDER, the SUPPLIER/SHIPPER, CUSTOMER/CONSIGNEE, or any agent acting on behalf of the Importer/Exporter i.e. Customs Broker.
FORWARDER	A party responsible for providing coordination and assistance in all phases of freight movement from the exporter's location to final destination. Also known as FREIGHT FORWARDER.
SHIPPER	A party that physically prepares the goods, and may load them onto transportation vehicles for delivery. Also known as the CONSIGNOR. May be the same party as the SUPPLIER.
SUPPLIER	A party which provides, by way of trade, goods and/or services. May also act as the SHIPPER. May also be known as : Seller, Vendor.

1.3 Definition of Flows

1. Supplier/Shipper - Exporter/Forwarder

The Supplier or Shipper of the goods supplies the Forwarder with details of the shipment. The Forwarder will supply the Supplier or Shipper with a freight invoice and, if agreed, details on the status of the goods in transit.

2. Supplier/Shipper - Customs Authority

The Supplier or Shipper will supply the Customs Authority with details of what has been shipped. The Customs will inform the Supplier or Shipper when the goods have been released and cleared.

3. Supplier/Shipper - Carrier

The Supplier or Shipper, instead of dealing through a Forwarder, may deal directly with the Carrier and send them details of the shipment. The Carrier may also invoice the Supplier or Shipper for services and, if agreed, keep them updated on the status of the goods while in transit.

4. Supplier/Shipper - Customer/Consignee

The Supplier or Shipper advises the Customer or Consignee when the goods will arrive and what has been shipped. The Customer or Consignee will inform the Supplier or Shipper when the goods have been received and whether there was any problems.

5. Exporter/Forwarder - Customs Authority

The Exporter/Forwarder provides the Customs with all the information needed to move the goods internationally. Customs inform the Exporter/Forwarder when goods have been released and cleared.

6. Exporter/Forwarder - Carrier

The Exporter/Forwarder instructs the Carrier to physically move the goods. The Carrier will invoice the Exporter/Forwarder.

7. Exporter/Forwarder - Importer/Forwarder

The Exporter/Forwarder provides details of the shipment to the Importer/Forwarder.

8. Exporter/Forwarder - Customer/Consignee

The Exporter/Forwarder may tell the Customer or Consignee when the goods are due to arrive. The Customer or Consignee may instruct the Exporter/Forwarder to pick up the goods from the Supplier.

9. Customer/Consignee - Importer/Forwarder

The Customer or Consignee may instruct the Importer/Forwarder to pick up the goods from the Supplier. The Importer/Forwarder may invoice the Customer for transport services as well as providing information on the movement of the goods.

10. Importer/Forwarder - Carrier

The Importer/Forwarder instructs the Carrier to physically move the goods. The Carrier may invoice the Importer/Forwarder.

11. Importer/Forwarder - Customs Authority

The Importer/Forwarder provides the Customs with all the information needed to move the goods internationally. Customs inform the Importer/Forwarder when goods have been released and cleared.

12. Customer/Consignee - Customs Authority

The Customer or Consignee informs the Customs of details of goods received. Customs inform the Customer or Consignee of goods released and cleared.

13. Customer/Consignee - Carrier

The Customer or consignee, instead of dealing through a Forwarder, may deal directly with the Carrier and send them details of the shipment. The Carrier may also invoice the Customer or Consignee for services and, if agreed, keep them updated on the status of the goods while in transit.

1.4 Business Process Relationships

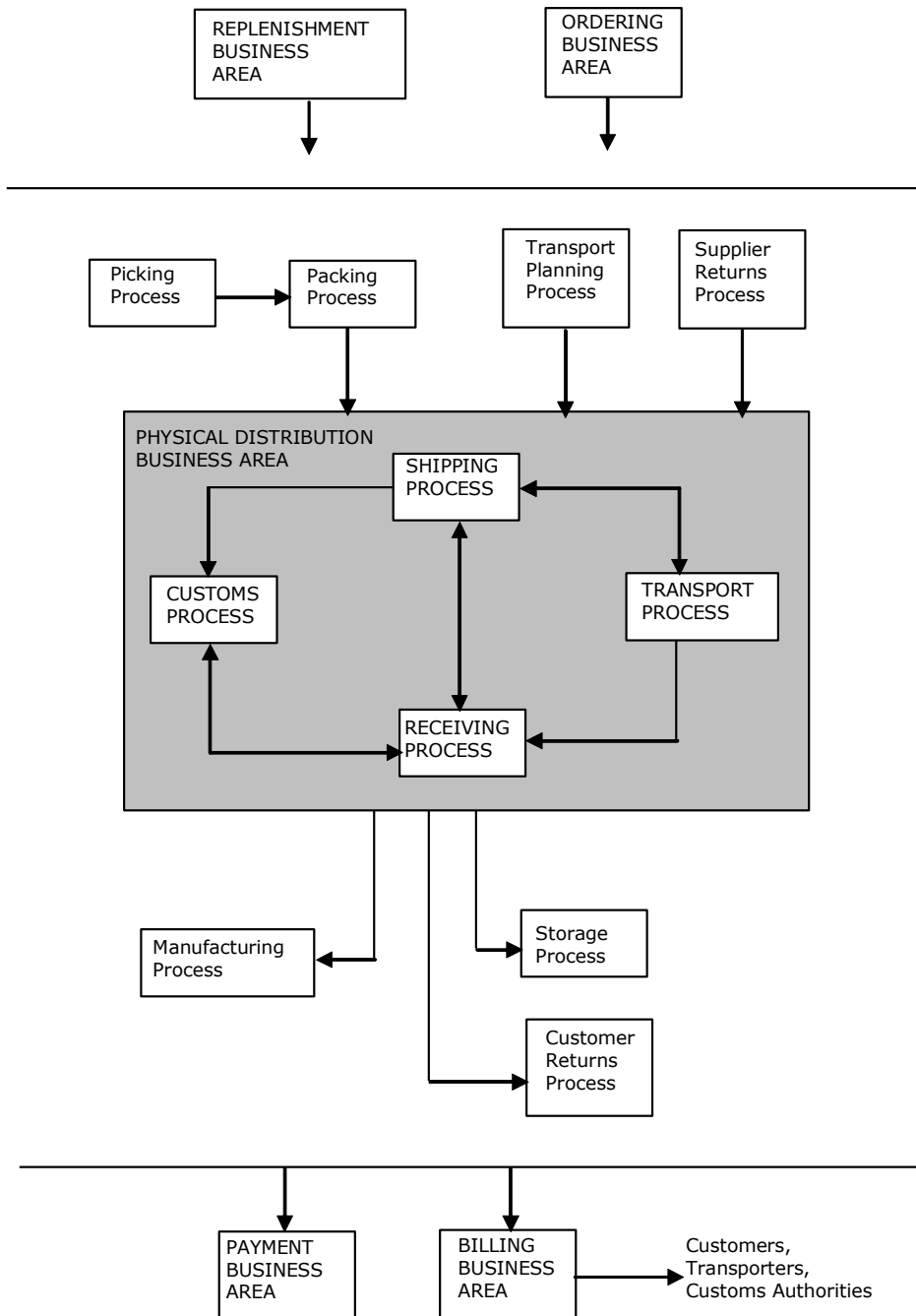


Fig. 2

1.5 Process Definitions

1.5.1. Shipping Process

This process is carried out by the SHIPPER. (Shipper in this case may be the SUPPLIER or a third party that ships on behalf of the Supplier.)

Shipping is defined as the process of preparing and loading material onto transportation vehicles for delivery. It covers the following steps:-

- Receive and check all input information.
- Preparation of shipping information
The documentation includes:
 - Packing lists
 - Packing labels
 - Customer required documents
 - Bill of Lading (BOL) (Way, Air, Ocean)
 - Prepared for every shipment. Used for the purpose of moving (consigning) material to a transportation Carrier or Forwarder. There are several types of BOL's: Airway bills, Ocean bills, Waybills, depending on the transportation mode. If the shipment will use more than one mode, more than one BOL can be made. The BOL is made per destination country, per carrier. There is also a Master Airwaybill if more shipments are on the same air travel, and a House Airwaybill if it is just for one shipment from one party.
 - Export documentation i.e. Licenses
 - Shipping Invoice
- Physical handling of material to be despatched.
- Verification of shipment (content and load).
- Obtain acceptance of shipment for delivery by carrier.
- Send shipment notification and other administrative data.

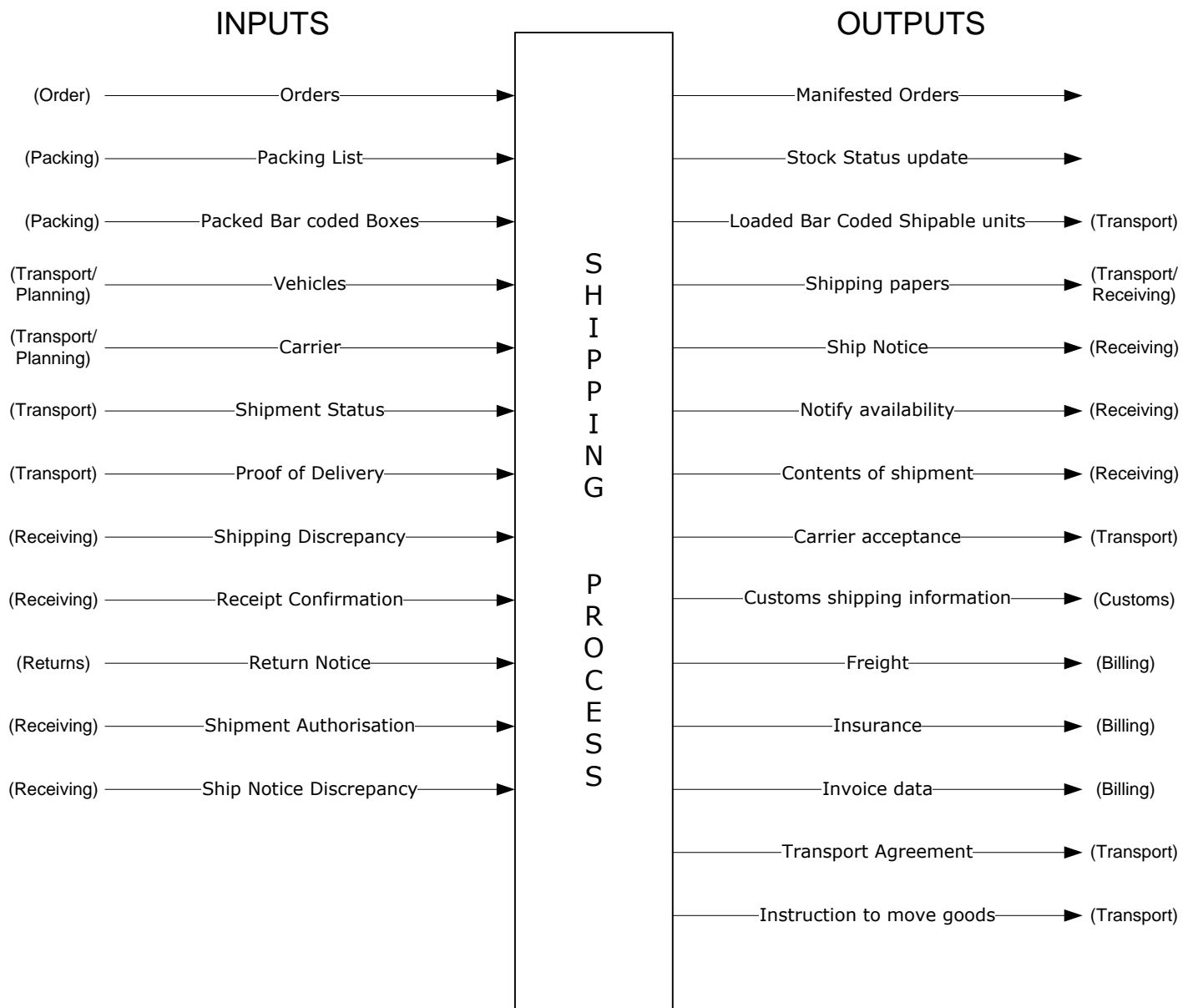


Fig. 3 Shipping Process

1.5.2. Transport Process

This process is carried out by the CARRIER. The management of the process may be done by either the Carrier or a FORWARDER.

This is the process of executing the physical delivery of the material from the shipping location to the receiving location.

During the movement of the material it may be necessary for the carrier to provide status information, e.g. transshipment activities or serious deviations from plan, to the Receiving and Shipping processes.

Also included in this process is the non-delivery process which involves the executing of the physical movement of material if a delivery could not be made.

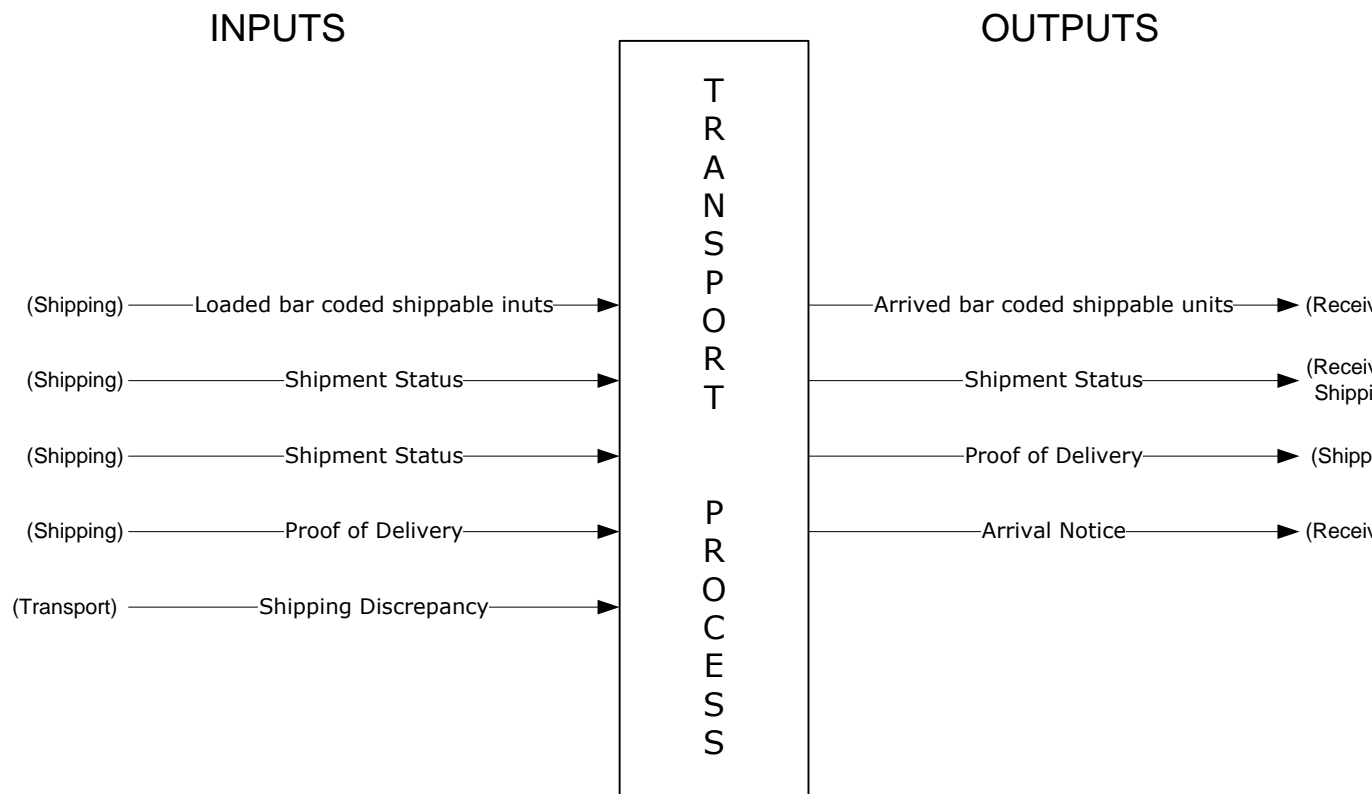


Fig. 4 Transport Process

1.5.3. Receiving Process

This process is carried out by the receiver of the goods. This party is known as the CONSIGNEE which could be the CUSTOMER or a third party the customer wishes the goods to be delivered to.

Receiving is the process in which a designated person(s) takes physical possession of material or goods. This may take place at any number of authorized locations, including an agents warehouse (acting on behalf of the Customer).

The Receiving process covers the following steps:-

- Receive and check all information. This may be a manual check and/or an electronic check against the Despatch Advice message.
- Check seal. If a truck shipment, the receiving group should check the existence and condition of any seals.
- Unload the transportation vehicle.
- Count and verify boxes/pallets, preferably by bar code scanning. As the consignment is being unloaded, the total number of boxes/pallets should be counted, and checks made for any visible damage. The quantities counted should be noted and compared to the manifest. Any discrepancies should be reviewed with the carrier, and reported to the shipping source. After the physical check the carrier can be released.
- Verify the detailed content of the shipment. Once material is released, a second, more detailed check of the shipment can be performed by matching incoming information against the shipment content. Any noted discrepancies should be reported to the shipping source within an agreed time span.
- Confirm the arrival of the shipment. All receipts should be confirmed to the shipping site.

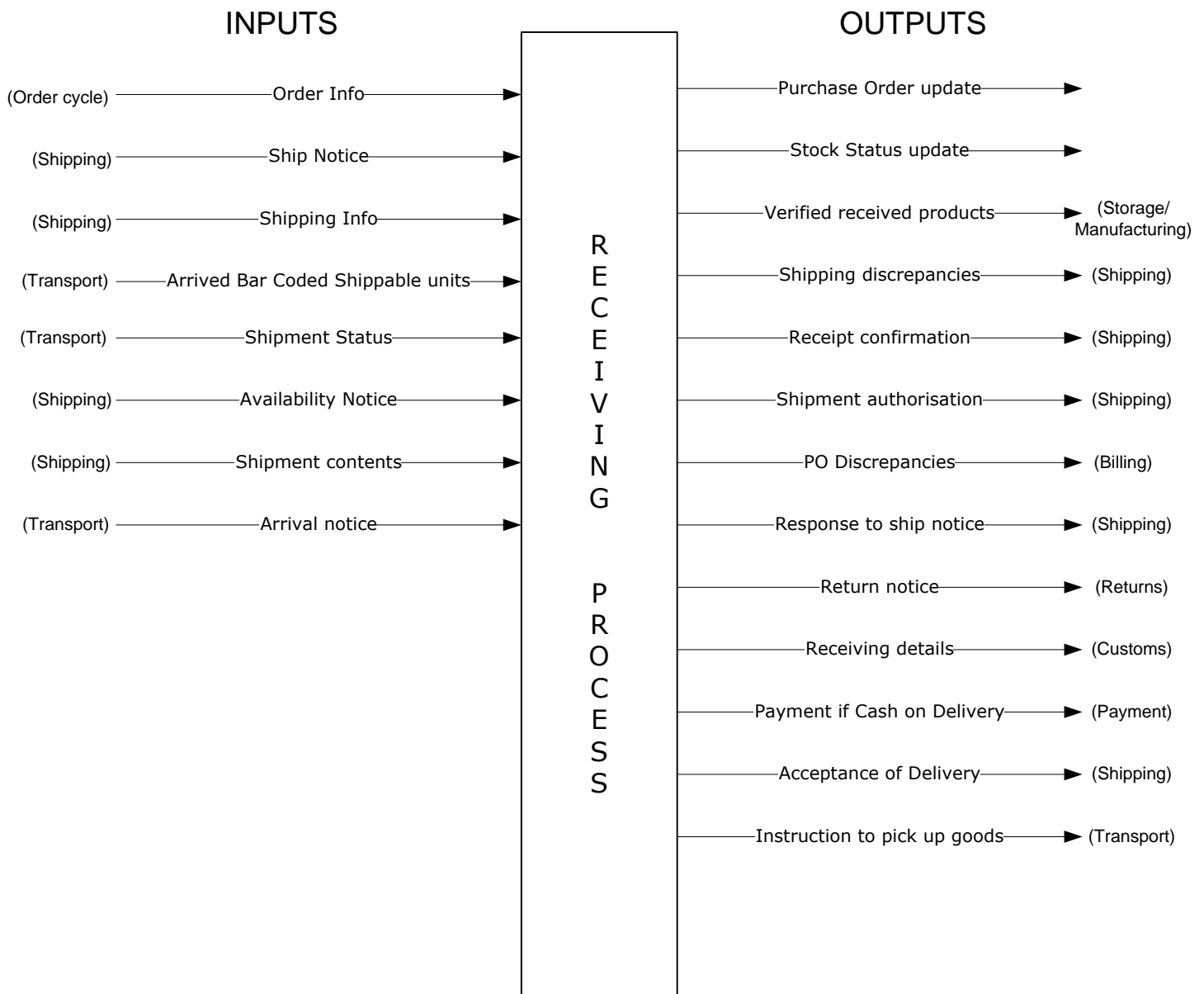


Fig. 5 Receiving Process

1.5.4. Customs Process

This process is carried out by the CUSTOMS authorities and the SUPPLIER or CUSTOMER depending on the terms of trade agreed. In many cases a separate agency known as IMPORTER or EXPORTER may do this work on behalf of the supplier or customer.

This process permits the transfer of data from a declarant to a customs administration for the purpose of meeting legislative and/or operational requirements in respect of the declaration of goods for import, export or transit, as well as other fiscal transactions.

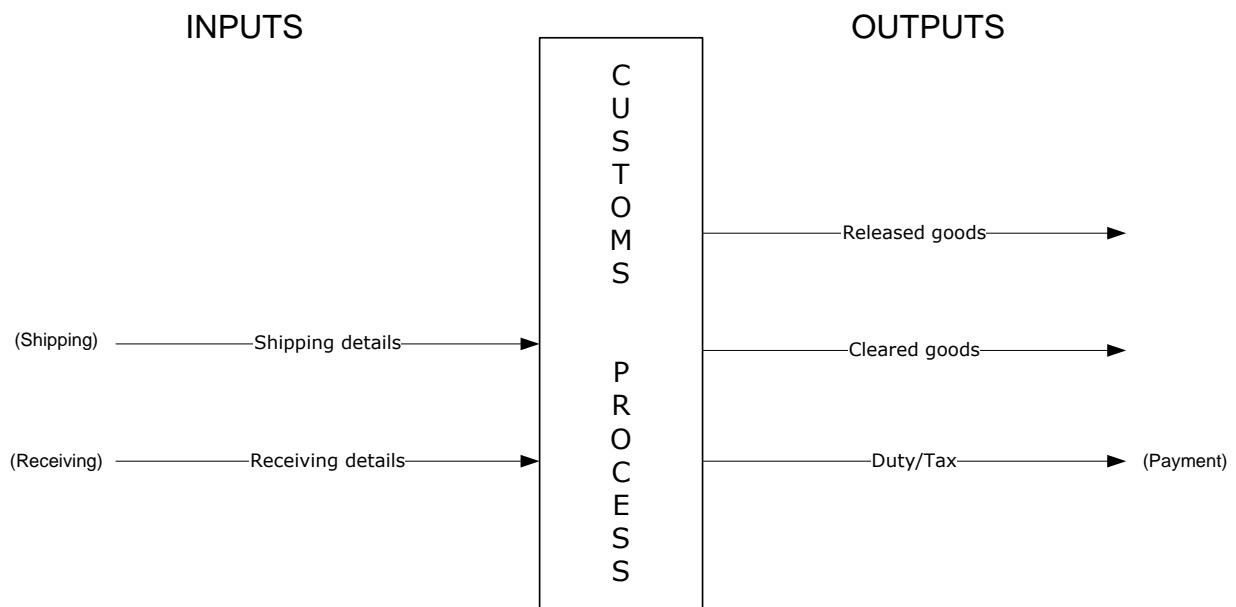


Fig. 6 Custom Process

2 ENTITIES, ATTRIBUTES AND ASSOCIATIONS

2.1 Entity Association Diagram

This section ultimately defines all the data elements that are required for the processes described in the Physical Distribution business area. These data elements are logically grouped in to entities. It is these entities that are shown here (Fig.7) and how they link with each other. Section 2.2 describes each entity and section 2.3 describes the link in more detail, or the Association Rules. Section 2.4 lists the data elements or attributes that make up each entity.

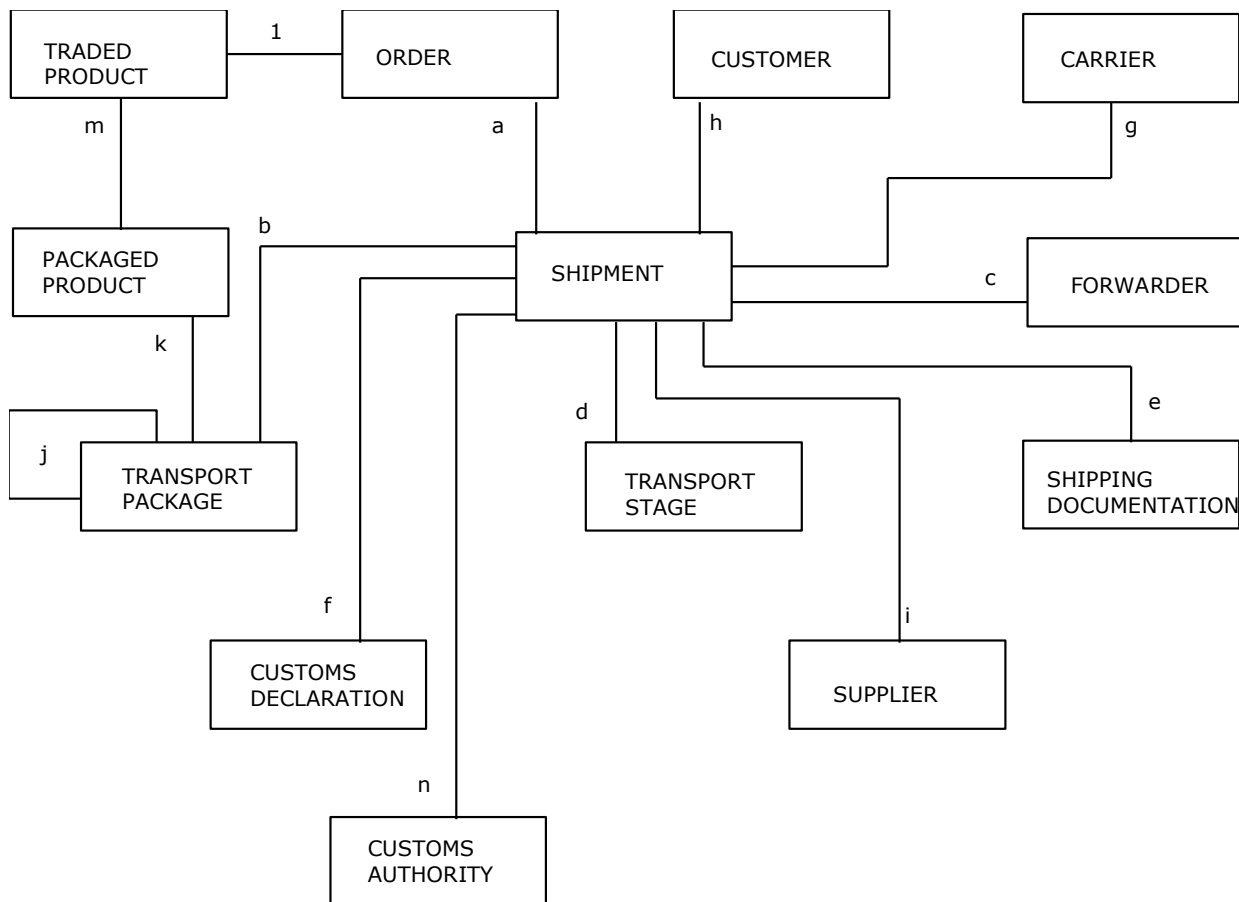


Fig. 7

2.2 Entity Definitions

CARRIER	A party responsible for physically moving goods from location A to location B.
CUSTOMER	A party which acquires, by way of trade, goods and/or services. Also known as Buyer, Purchaser. Can also carry out the import function.
CUSTOMS AUTHORITY	A party responsible for processing the declarations on the import and export of goods.
CUSTOMS DECLARATION	Information indicating what goods are being imported or exported.
FORWARDER	A party responsible for providing coordination and assistance in all phases of freight movement from the exporter's location to final destination. Can also carry out the import and export function. (See section 1.2 for a definition of this.)
ORDER	Usually created as part of a contract between a CUSTOMER and a SUPPLIER. Contains the details that are normally required for reference, address and item purposes.
PACKAGED PRODUCT	A TRADED PRODUCT that is packaged. Could be a TRANSPORT PACKAGE.
SHIPMENT	A separately identifiable collection of one or more goods-items (available to be) transported together from one supplier to one customer. Describes the despatch, transportation, and delivery of goods.
SHIPPING DOCUMENTATION	The documentation and other information associated with the goods.
SUPPLIER	Party who fulfills the order. May also act as the SHIPPER or CONSIGNOR. Can also carry out the export function.
TRADED PRODUCT	A product or service usually uniquely identified within a SUPPLIER's catalogue. A particular product or service that can be ordered by a CUSTOMER.
TRANSPORT PACKAGE	A container or receptacle that encloses or holds a TRADED PRODUCT. e.g. box, pallet, cage etc.
TRANSPORT STAGE	A transport stage at or between the despatch and delivery addresses.

2.3 Entity Association Rules

- a. Shipment/Order
 - A Shipment can contain one or many Orders.
 - An Order refers to one or many Shipments.
- b. Shipment/Transport Package
 - A Shipment contains one or many Transport Packages.
 - A Transport Package pertains to one and only one Shipment
- c. Shipment/Forwarder
 - A Shipment is handled by none or one Forwarder.
 - A Forwarder can handle one or many Shipments.
- d. Shipment/Transport Stage
 - A Shipment may use one or more transport stages.
 - A Transport stage pertains to one and only one Shipment.
- e. Shipment/Shipping Documentation
 - A shipment has shipping documentation.
 - Shipping documentation pertains to one and only one shipment.
- f. Shipment/Customs Declaration
 - A shipment pertains to one declaration.
 - A declaration contains information on one or many shipments.
- g. Shipment/Carrier
 - A shipment is handled by one or many carriers.
 - A carrier can handle one or many shipments.
- h. Shipment/Customer
 - A shipment is delivered to one and only one customer.
 - A customer receives one or many shipments.
- i. Shipment/Supplier
 - A shipment is supplied by one and only one supplier.
 - A supplier supplies one or many shipments.
- j. Transport Package/Transport Package
 - A Transport Package contains none, one or many transport packages at the next level.
 - A Transport Package pertains to one and only one Transport Package at the level above.
- k. Transport Package/Packaged Product
 - A Transport Package contains one or many Product Packages.
 - A Packaged Product pertains to one and only one transport package.
- l. Traded Product/Order
 - A Traded Product can relate to one or many Orders.
 - An Order can relate to one or many Traded Products.
- m. Traded Product/Packaged Product
 - A Traded Product can relate to one and only one Packaged Product.
 - A Packaged Product contains one or many Traded Products.
- n. Shipment/Customs Authority
 - A Shipment may be handled by one Customs Authorities.
 - A Customs authority handles one or many shipments.

2.4 Entity Attributes

CARRIER	party identification	Code which identifies the party
CUSTOMER	party identification	Code which identifies the party
	party name	Name of the party
	party address	Full address of the party
	contact name	Person or department that may need to be contacted
	contact number	Telephone, FAX, or other numbers related to the names or departments mentioned above
CUSTOMS AUTHORITY	tax reference number	e.g. VAT number
	party identification	Code which identifies the party
	party name	Name of the party
	party address	Full address of the party
	contact name	Person or department that may need to be contacted
CUSTOMS DECLARATION	contact number	Telephone, FAX, or other numbers related to the names or departments mentioned above
	value for customs purposes	Value of the goods at line item level for customs clearance purposes
	period entry	
	procedures code	
	community transit id	

FORWARDER	party identification	Code which identifies the party
	party name	Name of the party
	party address	Full address of the party
	contact name	Person or department that may need to be contacted
	contact number	Telephone, FAX, or other numbers related to the names or departments mentioned above
	tax reference number	e.g. VAT number
ORDER	customer order number	The number that the customer assigns to an order
	supplier order number	The number that the supplier assigns to an order
	order creation date	When the order was created
	delivery instructions	Instructions on where and how to deliver the goods
	order line number	A unique order number defining a line item on a multiple line order
	order item id. (supplier and customer)	The product or item identification on the Order. Could be supplier number or the customer number. Identifies the goods being shipped
	item description	Coded description of the goods
	delivery quantity	Number of items ordered
	delivery address	Location where goods have to be delivered
	terms of delivery	The trade terms used
	contract number	Prime reference instead of order For example the DELFOR number
	delivery date	Customer request date for delivery of goods
PACKAGED PRODUCT	package serial number	Unique serial number or range of numbers affixed by the manufacturer to individual pieces of products for identification purposes.
	package quantity	Number of products in a package

SHIPMENT

	handling instructions	Special instructions on how to handle the product, and product package.
product id		Id of the traded product
receiving condition		Condition of the product on receipt
shipment number		This uniquely identifies the Despatch Advice. It is a unique number, created by the supplying site, which will be used to identify the shipment from the supplier through to the receiving locations receipt validation step. This number should also be located on the bar code shipment label.
ship-from location		Where goods are shipped from
ship-to location		Where goods are shipped to.
estimated arrival		When goods are expected to arrive given destination
estimated departure		When goods are expected to be shipped
date/time pick-up		When goods can be collected by Customer
actual arrival		Date and time when goods were delivered
shipment gross weight		The total gross weight of the shipment Weight of goods including packing but excluding the carrier's equipment
number of unit loads		Total number of shipment unit loads in this shipment
equipment seal number		The number of the seal attached to the equipment
seal arrival condition		Is the seal correct, damaged etc
equipment type		The type of material used to the goods e.g. container
shipment date		Date and time when the goods actually shipped
payment details		How to pay transport charges
quantity of items despatched		The number of items that have been shipped
receiving condition		Condition of shipment on receipt;

		damaged, OK.
SUPPLIER	party identification	Code which identifies the part
	party name	Name of the party
	party address	Full address of the party
	contact name	Person or department that may need to be contacted
	contact number	Telephone, FAX, or other numbers related the names or departments mentioned above.
	tax reference number	e.g. VAT number
SHIPPING DOCUMENTATION	license number	Import or Export license number
	bill of lading no	Master Airway bill no.- Carrier's airway bill number House Airway bill no.- Assigned by shipping agent when the goods are traveling by air. Ocean Bill of Lading - Number assigned by the Carrier when the goods are traveling by sea. CMR number - Number assigned by the Carrier when the goods are traveling by road.
	packing list number	Detailed physical description of package. Itemizes material in each package indicates type of package; net, and weights for each package; any markings Supplier/Customer reference numbers.
	invoice number	A unique code assigned by the identifying an invoice
	customs document no.	Used when the goods have to pass through countries
	document condition	Condition of the shipping documents when received. Missing, damaged, wrong etc.
TRADED PRODUCT	product id.	Id of the traded product
	product package type	Description of the package i.e. whether it is a pallet, box, bag, cage etc
	country of origin	Coded version of the country in which the goods have been

		produced or manufactured, according to criteria laid down for the purposes of application of the Customs tariff, of quantitative restrictions, or of any other measures related to trade
	product hazard code	Hazard class for handling purposes
	harmonized code	European customs classification code.
	serial number	Unique serial number or range of numbers affixed by the manufacturer to individual pieces of products for identification purposes
	duty rate code	
	product weight	Net weight of the product
TRANSPORT PACKAGE	package level	The number of the parent packing unit that the packing unit being described belongs to
	license plate	A unique number on the package to allow for identification. If bar code labeling is used in conjunction with the Despatch Advice message at least this element must be specified..
	dimensions	Physical dimensions of the transport packing unit, and the product package. Height, width, and length.
	weight	Weight of package
	package volume	Volume of package
	package type	Type of transport package
	handling instructions	Special instructions on how to handle the transport package
	receiving condition	Condition of the packages on arrival.
	stage identification	The particular leg of the transport chain
	transport mode	The method of transport used for the conveyance of goods, e.g. by road, by sea
TRANSPORT STAGE	transport identity	Could be the vehicle Id, flight

	number, or vessel number
port of exit	Name of the port where the goods left.
port of entry	Name of the port where the goods entered
country of destination	Name of destination country
country of departure	Name of country where goods departed from
transport charges	Freight charges .
transport nationality	Country representing the legal nationality of a means of transport

INTER-ENTERPRISE REQUIREMENTS ANALYSIS

3 SCENARIOS

3.1 INTER-ENTERPRISE RELATIONSHIPS BY TRADE AREA

This section describes the generic kinds of business interactions between the various business partners within the physical distribution area.

They reflect three distinct areas of trade; INTERNATIONAL i.e. trade not within the European Union (EU); DOMESTIC i.e. trade within the borders of a state; and EU, i.e. trade between member states of the European Union.

Within each trade area there are four possible inter company trading terms (INCOTERMS) that place different responsibilities and accountability on each of the partners. Each partner relationship is described with these in mind.

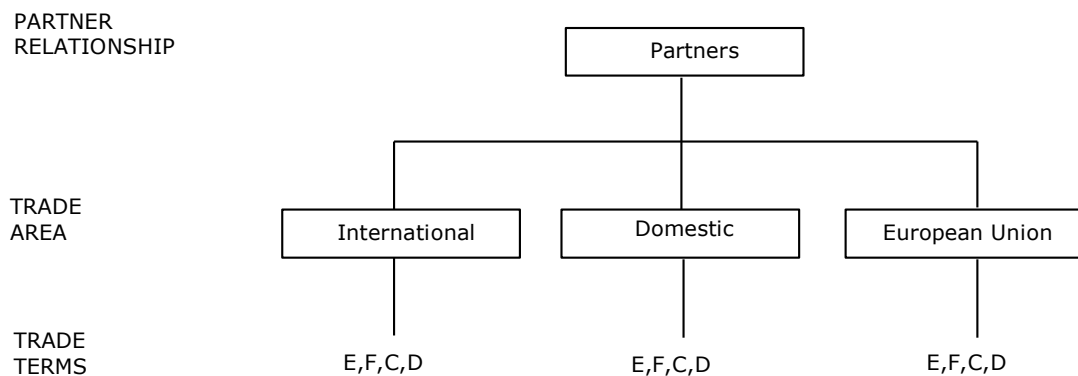


Fig. 8

Brief description of trade terms:

'E' = Departure (Exworks). Supplier only makes goods available at his own premises.

'F' = Main carriage not paid by Supplier. (FCA,FAS,FOB).

'C' = Main carriage paid by Supplier but with no risk. (CFR,CIP,CPT,CIF)

'D' = Arrival. Supplier delivers to Customer. (DAF,DES,DEQ,DDP,DDU)

For a more detailed description of each trade term please refer to the ICC publication "INCOTERMS 1990".

3.1.1. International

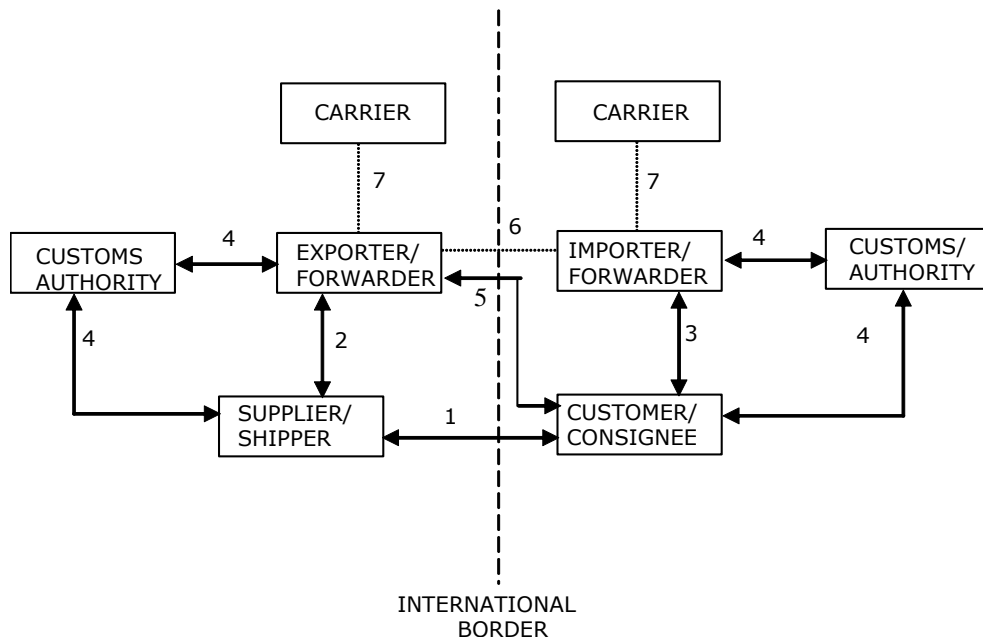


Fig. 9

..... i.e. 6&7 Not included in the scope of this architecture

Trade Term: 'E'

The Customer bears all responsibility for the delivery of goods. The Supplier has no obligation to pass information to the Customer other than to give sufficient notice as to when and where the goods will be available for pick up. As the Customer is responsible for the delivery of goods, the Supplier has no need to deal directly with an Exporter/Forwarder. As the Customer is responsible for the delivery of goods, it is necessary for them to deal directly with the Importer/Forwarder. The Customer handles both the export and import Customs reporting. As the Customer is responsible for the delivery of goods, he needs to deal directly with Exporter/Forwarder.

Trade Term: 'F'

The Supplier is responsible for the pre-carriage of the goods to the Carrier. He should notify the Customer when they have been delivered into the custody of the Carrier; if the Carrier fails to take charge of the goods at the agreed times, and any proof of delivery documentation. The Customer is responsible for giving the Carrier name, mode of transport, delivery date and times, and delivery location. As the Supplier is responsible for pre-carriage he may instruct an Exporter/Forwarder to handle the movement of the goods. The Customer is responsible for the main and on-carriage of the goods. To do this he may instruct an Importer/Forwarder to manage this process. Under term FAS the Customer will handle both export and import Customs reporting requirements. Under terms FCA and FOB the Supplier handles the export process, while the Customer handles the import process.

Under term FAS the Customer could have an agreement with Export Forwarder for customs clearance.

Trade Term: 'C'

Same as term 'F'.

The Supplier arranges and pays for the main carriage and may deal through an Exporter/Forwarder

The Customer is responsible for the on-carriage of the goods. To do this he may instruct an Importer/Forwarder to manage this process.

The Supplier takes responsibility for export clearance; the Customer for import clearance. Not valid in this scenario.

Trade Term: 'D'

Under terms DAF, DES and DEQ the Supplier has the responsibility for pre- and main carriage. Under terms DDU and DDP he has responsibility for on-carriage as well. The Supplier needs to give notice of the despatch of the goods plus proof of delivery, to the Customer. The Customer should indicate the time and location of delivery to the Supplier. The Supplier is responsible for most of the carriage and may use an Exporter/Forwarder to handle this process.

The Customer under terms DAF, DES and DEQ would be required to handle on-carriage and may do this through an Importer/Forwarder.

Under terms DAF, DES and DDU, the Supplier handles the export requirements; the Customer the import. Under terms DEQ and DDP, the Supplier handles both export and import requirements.

Not valid in this scenario.

3.1.2. European Union

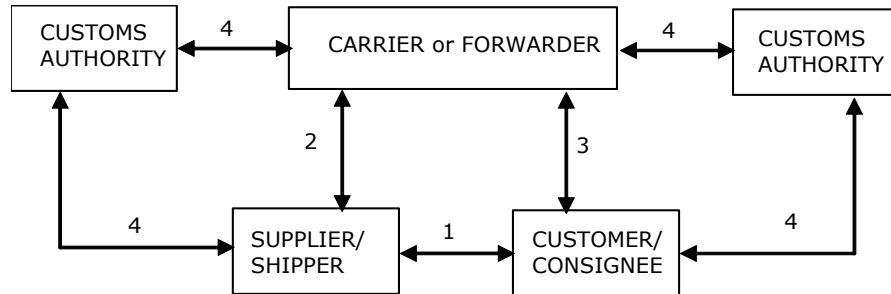


Fig.10

Trade Term: 'E'

The Customer bears all responsibility for the delivery of goods. The Supplier has no obligation to pass information to the Customer other than to give sufficient notice as to when and where the goods will be available for pick up.

As the Customer is responsible for the delivery of goods, the Supplier has no need to deal directly with a Carrier or Forwarder.

As the Customer is responsible for the delivery of goods, it is necessary for them to deal directly with the Carrier or Forwarder.

The Customer handles both the despatch and arrival Customs reporting.

Trade Term: 'F'

The Supplier is responsible for the pre-carriage of the goods to the Carrier. He should notify the Customer when they have been delivered into the custody of the Carrier; if the Carrier fails to take charge of the goods at the agreed times, and any proof of delivery documentation.

The Customer is responsible for giving the Carrier name, mode of transport, delivery date and times, and delivery location.

As the Supplier is responsible for pre-carriage he may instruct a Carrier or Forwarder to handle the movement of the goods.

The Customer is responsible for the main and on-carriage of the goods. To do this he may instruct a Carrier or Forwarder to manage this process.

Under term FAS the Customer will handle both despatch and arrival Customs reporting requirements. Under terms FCA and FOB the Supplier handles the export process, while the Customer handles the import process.

Trade Term: 'C'

Same as trade term 'F'

The Supplier arranges and pays for the main carriage and may deal through a Carrier or Forwarder

The Customer is responsible for the on-carriage of the goods. To do this he may instruct a Carrier or Forwarder to manage this process.

The Supplier takes responsibility for despatch clearance; the Customer for arrival clearance.

Trade Term: 'D'

Under terms DAF, DES and DEQ the Supplier has the responsibility for pre- and main carriage. Under terms DDU and DDP he has responsibility for on-carriage as well. The Supplier needs to give notice of the despatch of the goods plus proof of delivery, to the Customer. The Customer should indicate the time and location of delivery to the Supplier. The Supplier is responsible for the arrival of the goods at the agreed place or point of destination and may use a Carrier or Forwarder to handle this process.

The Customer under terms DAF, DES and DEQ would be required to handle on-carriage and may do this through a Carrier or Forwarder.

Under terms DAF, DES and DDU, the Supplier handles the export requirements; the Customer the import. Under terms DEQ and DDP, the Supplier handles both despatch and arrival requirements.

3.1.3. Domestic

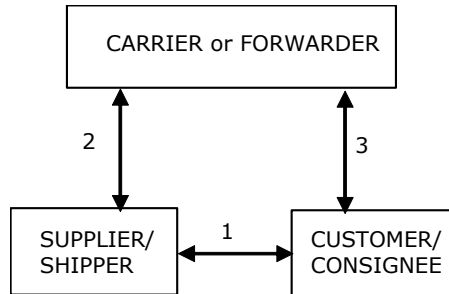


Fig. 11

Trade Term: 'E'

- 1 = The Customer bears all responsibility for the delivery of goods.
The Supplier has no obligation to pass information to the Customer other than to give sufficient notice as to when and where the goods will be available for pick up.
- 2 = As the Customer is responsible for the delivery of goods, the Supplier has no need to deal directly with a Carrier or Forwarder.
- 3 = As the Customer is responsible for the delivery of goods, it is necessary for them to deal directly with the Carrier or Forwarder.

Trade Term: 'F'

The Supplier is responsible for the pre-carriage of the goods to the Carrier. He should notify the Customer when they have been delivered into the custody of the Carrier; if the Carrier fails to take charge of the goods at the agreed times, and any proof of delivery documentation.

The Customer is responsible for giving the Carrier name, mode of transport, delivery date and times, and delivery location.

As the Supplier is responsible for pre-carriage he may instruct a Carrier or Forwarder to handle the movement of the goods.

The Customer is responsible for the main and on-carriage of the goods. To do this he may instruct a Carrier or Forwarder to manage this process.

Trade Term: 'C'

Same as trade term 'F'

The Supplier arranges and pays for the main carriage and may deal through a Carrier or Forwarder

The Customer is responsible for the on-carriage of the goods. To do this he may instruct a Carrier or Forwarder to manage this process.

Trade Term: 'D'

Under terms DAF, DES and DEQ the Supplier has the responsibility for pre- and main carriage. Under terms DDU and DDP he has responsibility for on-carriage as well. The Supplier needs to give notice of the despatch of the goods plus proof of delivery, to the Customer. The Supplier should indicate the time and location of delivery to the Customer. The Supplier is responsible for the arrival of the goods at the agreed place or point of destination and may use a Carrier or Forwarder to handle this process.

The Customer under terms DAF, DES and DEQ would be required to handle on-carriage and may do this through a Carrier or Forwarder.

3.2 BUSINESS PARTNER PROCESS RELATIONSHIP SCENARIOS

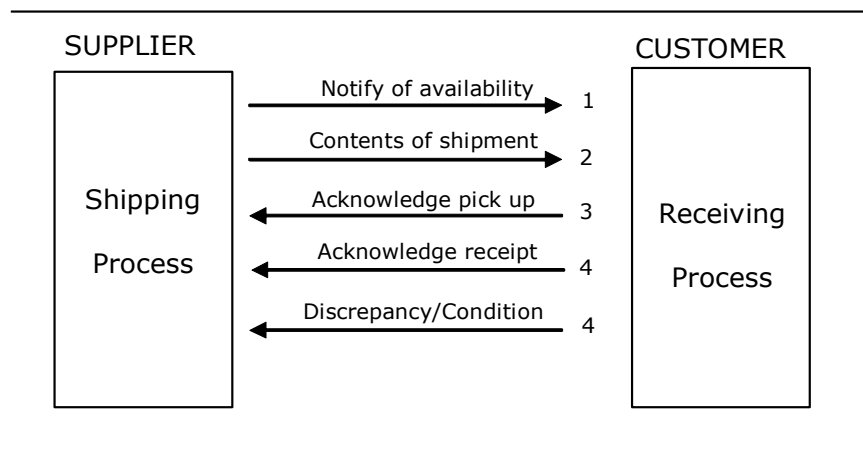
3.2.1. SUPPLIER and CUSTOMER (Term E)

TRADE TERMS 'E'

TRADE AREA: International/EU/Domestic

Attributes:

This ship process is to be used when the Customer takes responsibility for the delivery of the goods. The Supplier has fulfilled his obligation to deliver when he has made the goods available at his premises to the Customer.



Notes:

This is a transaction that may be sent in an ex-works situation i.e. where the Customer is taking responsibility for organizing the transport.

In an ex-works situation this would be an optional transaction as the Supplier has no obligation to pass details of the shipment other than giving the Customer sufficient notice as to when and where the goods will be placed at his disposal.

Acknowledge of pick up of goods at the Supplier's premises when the Customer picks up.

Only used if the Customer does not pick up the goods. This could be separate flows of information; initial acknowledgment of receipt; or initial discrepancy and condition of goods or packages notification; or one transaction containing all this information.

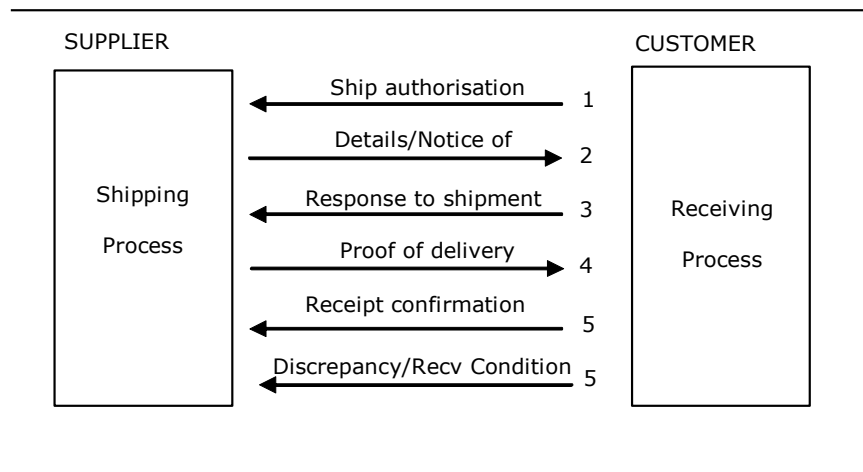
3.2.2. SUPPLIER and CUSTOMER (terms F,C,D)

TRADE TERMS 'F','C','D'

TRADE AREA: International/EU/Domestic

Attributes:

This ship process indicates that there are split responsibilities between the Customer and the Supplier for the delivery of the goods.



Notes:

Ship authorization, despatch instructions or deliveries release, is when the Customer/Consignee releases the delivery of goods held by the Supplier/Shipper. This is an optional transaction which could be handled within the Order business area.

As well as being an original notice of shipment this could be a replacement notification to an original advice or an instruction to cancel a previously sent advice.

A response to a notice of shipment provides the Customer with the facility to indicate any discrepancies e.g. wrong ship-to address.

Provide the Customer with the evidence of the delivery of the goods at the named place.

This could be either one message that covers the two transactions or two separate flows of information; initial acknowledgment of receipt; and discrepancy notification.

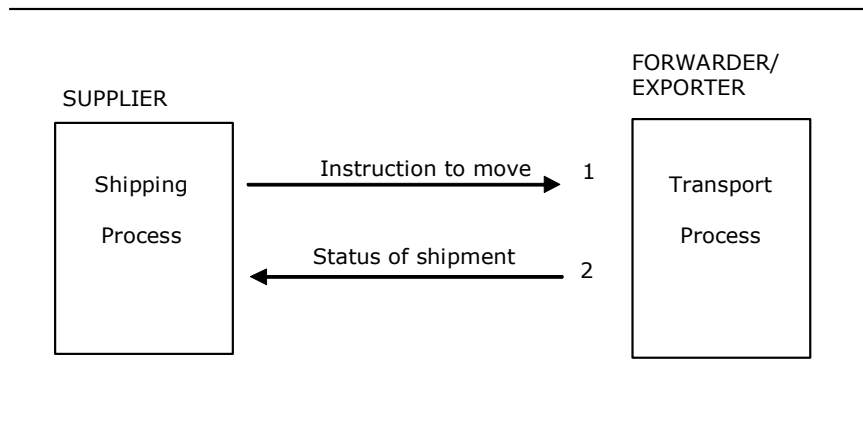
3.2.3. SUPPLIER and EXPORTER/FORWARDER or CARRIER

TRADE TERMS 'F','C','D'

TRADE AREA: International/EU/Domestic

Attributes:

This ship process indicates that in some circumstances the Supplier will be expected to arrange, and be responsible, for the movement of goods to the Customer. Under trade term 'E' this is not a valid scenario.



Notes:

Instruction to move goods. Transaction may include customs information to clear goods.

This could be a confirmation of shipment which may include ETA information; status of shipment, depending on the events/journey legs that the Supplier requires details of; confirmation of delivery if no confirmation is being supplied from the Customer.

3.2.4. CUSTOMER and IMPORTER/FORWARDER or CARRIER

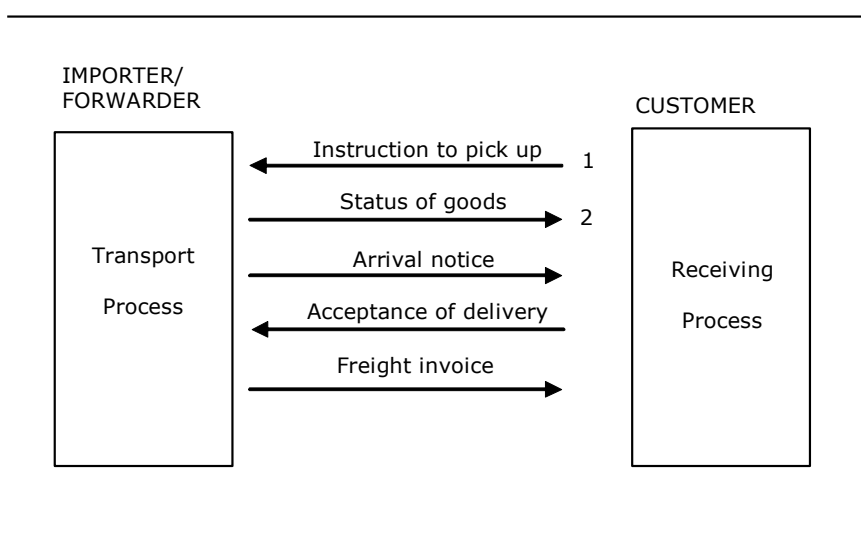
TRADE TERMS 'E','F','C','D'

TRADE AREA: International/EU/Domestic

Attributes:

This ship process indicates that the Customer is responsible for arranging part or all of the carriage of the goods.

If the Supplier assumes responsibility for all goods movement then the first transaction would not apply.



Notes:

Instruction to collect and deliver goods. Transaction may include customs information to clear goods.

Transaction would not be used if the Supplier handles all the carriage i.e. trade terms DDU and DDP.

Status report can be from anywhere back down the chain i.e. depends on the terms of delivery.

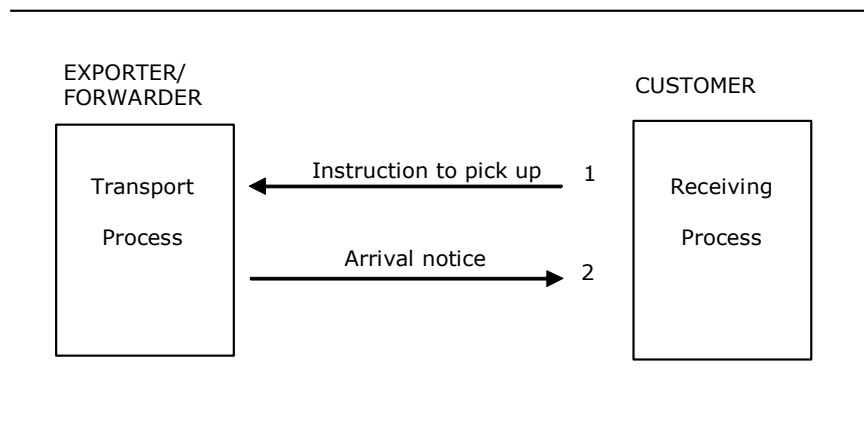
3.2.5. CUSTOMER and EXPORTER/FORWARDER or CARRIER

TRADE TERMS 'E'

TRADE AREA: International/EU/Domestic

Attributes:

This ship process indicates that the Customer is responsible for all of the carriage of the goods.



Notes:

Instruction to collect and deliver goods. Transaction may include customs information to clear goods.

Status report. Could be an arrival notice.

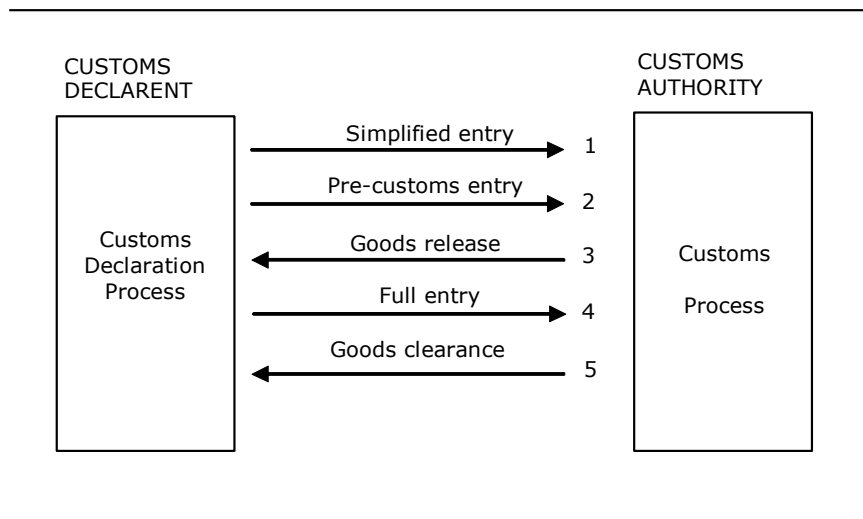
3.2.6. CUSTOMS DECLARANT and CUSTOMS AUTHORITY (International)

TRADE TERMS 'E','F','C','D'

TRADE AREA: International

Attributes:

This process is intended to be used by parties responsible for the Customs clearance of the goods. The party could be: Supplier, Customer, Import Forwarder, and Export Forwarder.



Notes:

1. Where Customs Authorities have the capability, a Simplified entry could be given. This is a limited subset of the full entry. Needs to be supplied at least 48hrs prior to the goods arriving at the port of entry. Goods can then be released (3). This has to be followed by a full entry (4) before the goods can be cleared (5) by Customs.

This is the same information as a full entry (4) but supplied to the Customs Authorities prior to the goods arriving at the port of entry.

Appendix A. BUSINESS PROCESSES MAPPED TO B2B MESSAGES (Summary)

The following two diagrams highlight the parties and the transactions that flow between, first the Supplier/Shipper and the other parties, and secondly between the Customer/ Consignee and the other parties.

Each transaction, where possible, has been allocated a EDIFACT or PIP message. Where no such message is available, or it is not envisaged to do B2B, a comment has been added to this effect.

