

4PL CT Response Tool

Project Requirements

Hello Marco,

Good afternoon and hope you are well.

As agreed, below please see the draft process for the tracking of responses upon enquiries received from TFS ANZ team.

CT performance should be reviewed against -

- % of requests which can be closed within pre-defined time frame (Gross vs. Net)
- Average number of 4PL feedback to close request

There are of course further business rules to be defined (e.g. how to determine response timeline and escalation level). While, I think it would be good to at least review the feasibility with Power Automate solution. Or, if there need to be further fine tuned of the process tracking. Kindly review and any comments are welcomed!

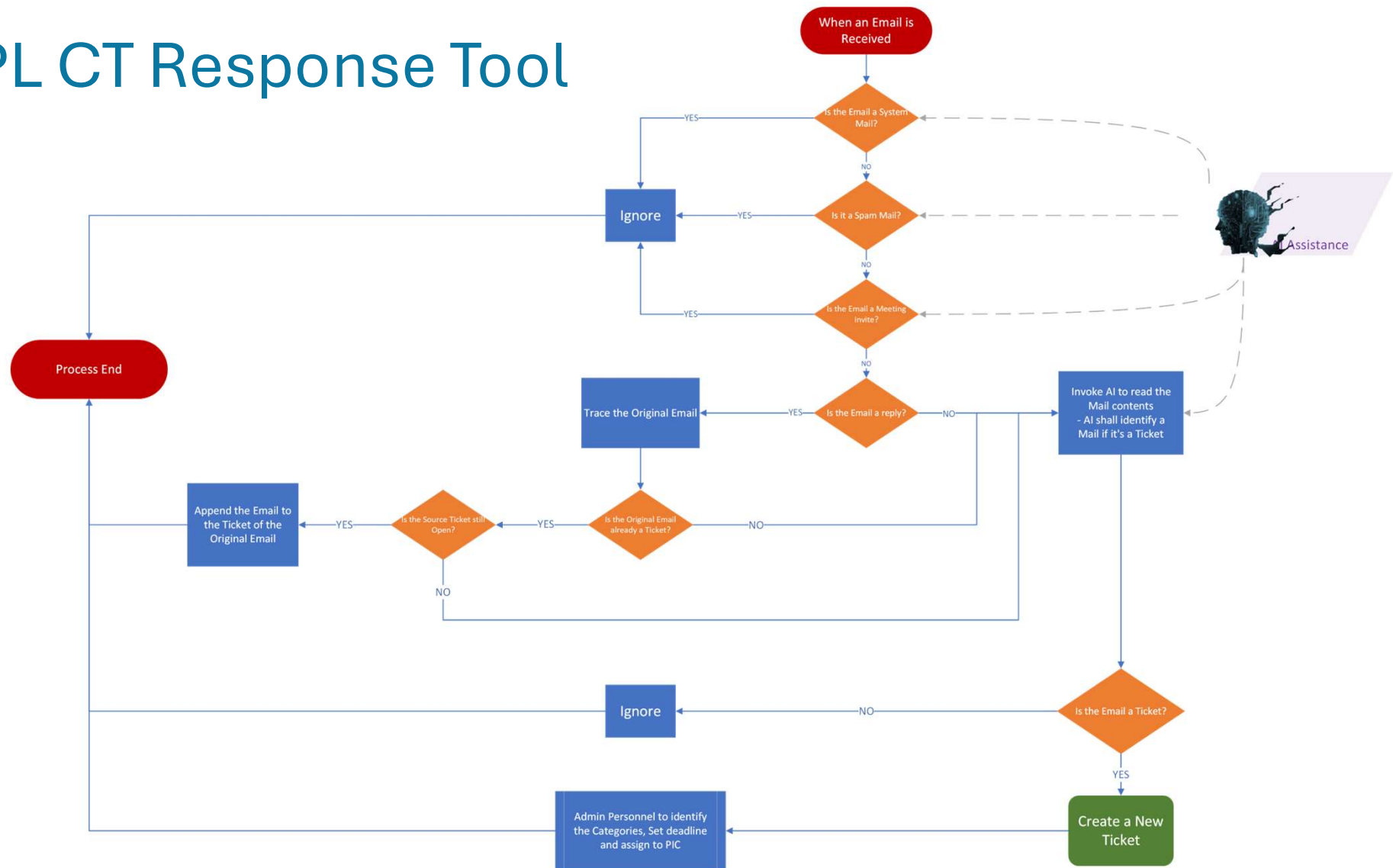
Action	Responsible Party	Time & status track required?												
Initiate request to 4PL	TFS ANZ	Yes, Request Initiated												
Acknowledge request by 4PL team	4PL team	Yes, Request Accepted												
Categorizing request with pre-defined response timeline automatically assigned **	4PL team	Yes, Request progressing												
<table><tr><th>Category</th><th>Severity</th><th>Description</th></tr><tr><td>1. Shipment Related Issues</td><td>Low, Medium, High</td><td>day to day operations with shipment related matters, e.g. milestone, document tracking, etc.</td></tr><tr><td>2. Non-Shipment Related Issues</td><td>Low, Medium</td><td>day to day operations without shipment related matters e.g rate card clarification</td></tr><tr><td>3. Non-Shipment Related Issues</td><td>High</td><td>Required immediate attention and having significant business impact e.g. Port strike, PBI xml trigger down time</td></tr></table>	Category	Severity	Description	1. Shipment Related Issues	Low, Medium, High	day to day operations with shipment related matters, e.g. milestone, document tracking, etc.	2. Non-Shipment Related Issues	Low, Medium	day to day operations without shipment related matters e.g rate card clarification	3. Non-Shipment Related Issues	High	Required immediate attention and having significant business impact e.g. Port strike, PBI xml trigger down time		
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3. Non-Shipment Related Issues	High	Required immediate attention and having significant business impact e.g. Port strike, PBI xml trigger down time												
**Response timeline & escalation for each category & severity to be defined														
1 st feedback from 4PL team	4PL	Yes, 1 st 4PL feedback provided												
Comment from TFS – if request can be closed? Yes	TFS ANZ	Yes, Request closed												
Comment from TFS – if request can be closed? No And if request should be escalated to next level, new categorization needed with new timeline assigned	4PL	Yes, Request progressing												
2 nd feedback from 4PL team	4PL	Yes, 2 nd 4PL feedback provided												
Comment from TFS – if request can be closed? Yes	TFS ANZ	Yes, Request closed												
Comment from TFS – if request can be closed? No And if request should be escalated to next level, new categorization needed with new timeline assigned	4PL	Yes, Request progressing												
*Feedback cycle repeats until Request reach to "Closed" status														
If request closed status beyond the assigned timeline, exception reason needs to be recorded, e.g. public holiday, lack of response from 3 rd party, prolonged feedback from TFS, etc.	4PL	N/A. for performance review purpose												

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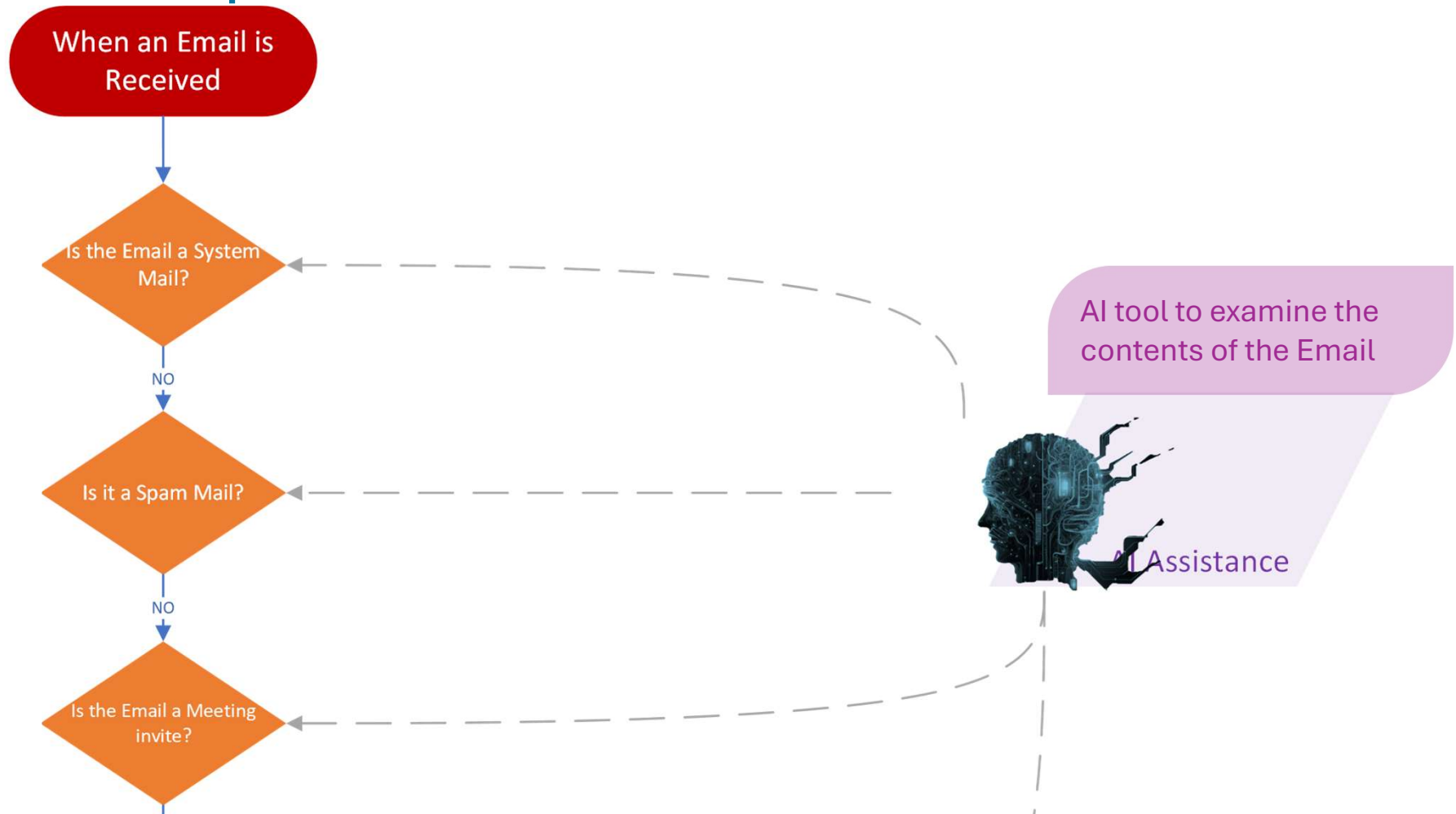
Project Objectives:

1. To have monitoring tool for Four (4) shared mailbox
2. To automatically identify concerns (tickets) sent by customers
 - System must be able to identify irrelevant messages
 - System must be able to assign a ticket code for every detected concerns
 - System must be able to collect response/replies on an existing ticket, **capture response time** and must not be tagged as a new ticket
3. To capture the response time gap between responses
4. To calculate total Aging of a ticket
5. To provide meaningful data-driven visibility and analytics measurements

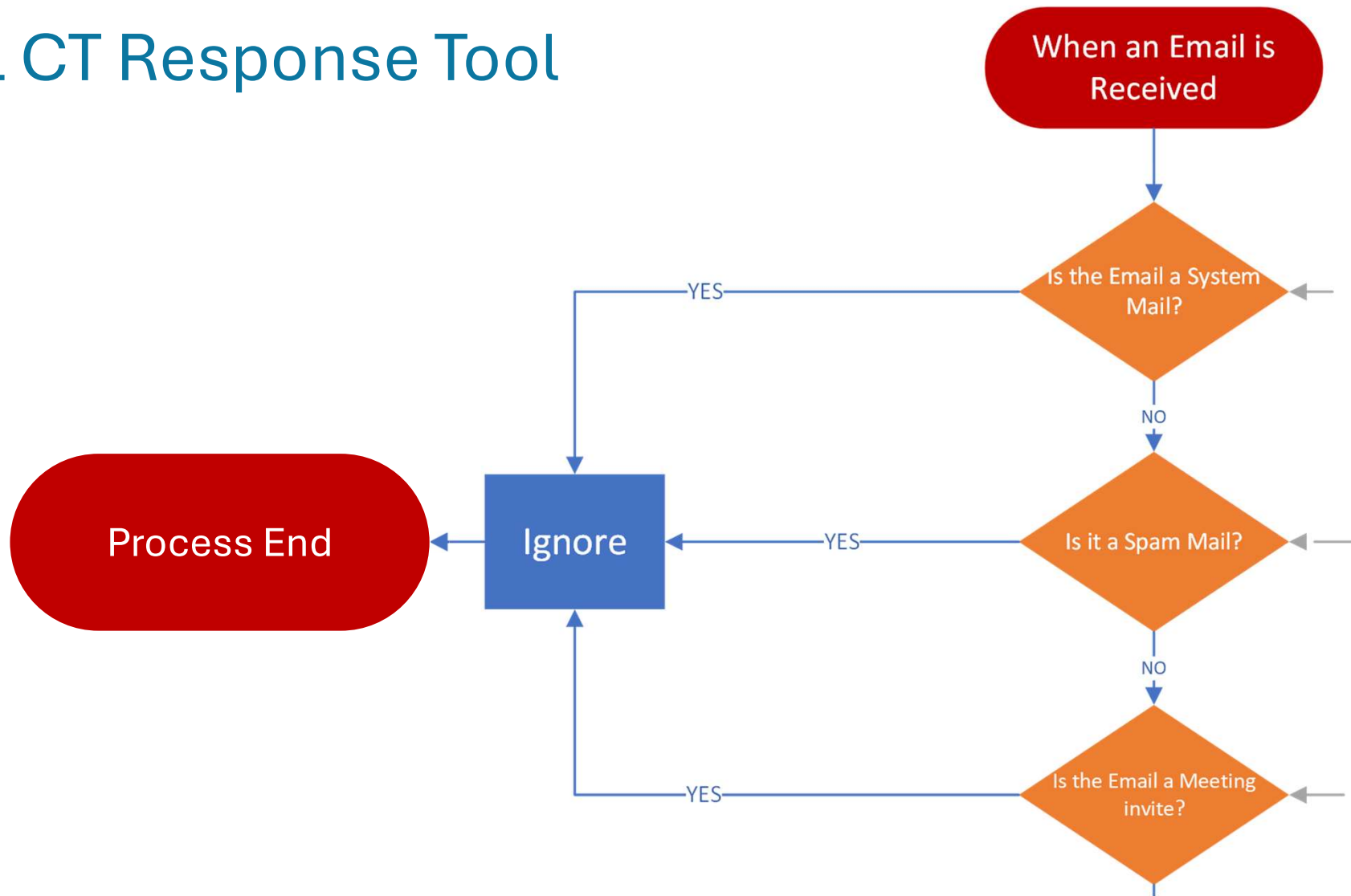
4PL CT Response Tool



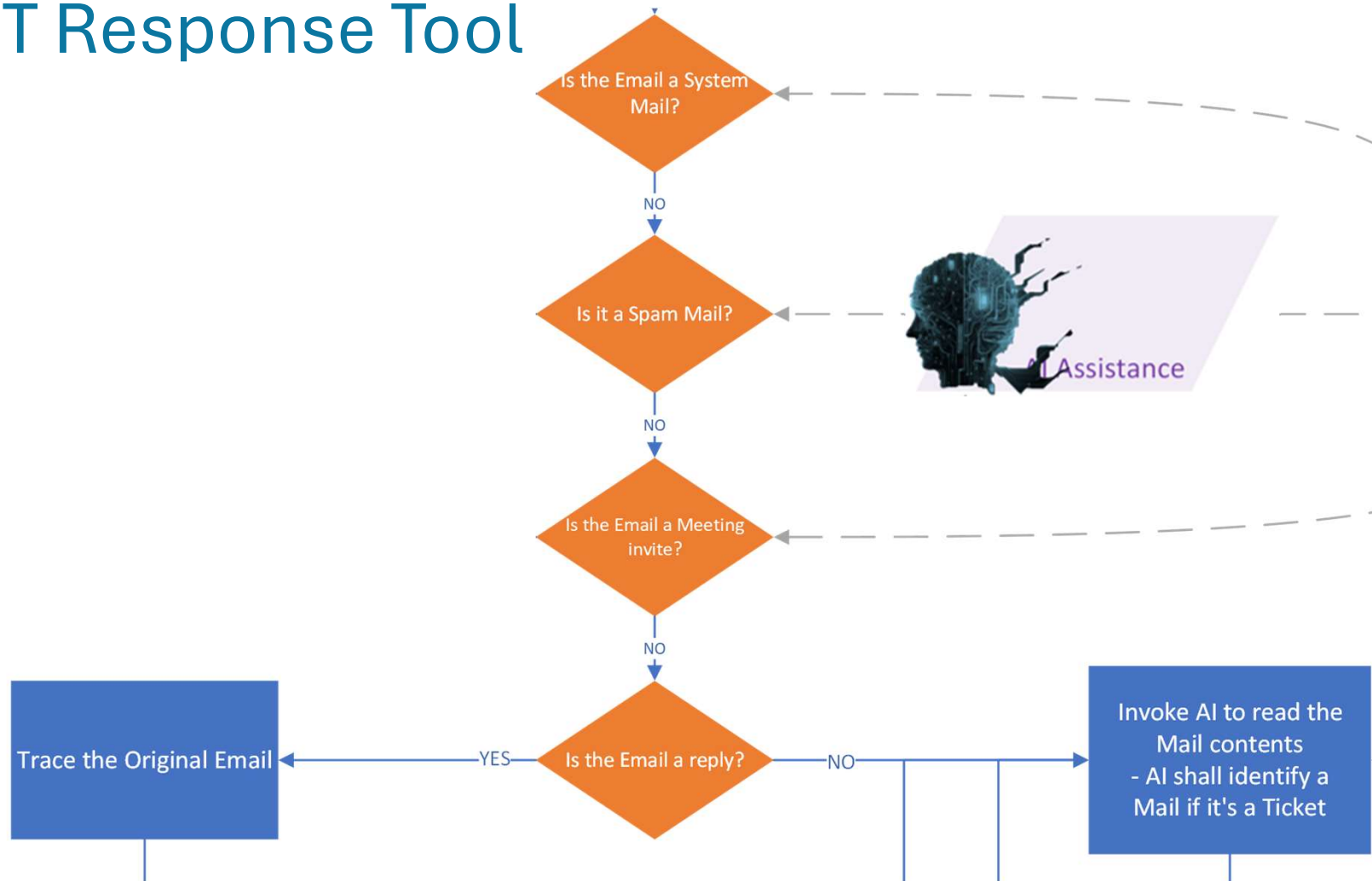
4PL CT Response Tool



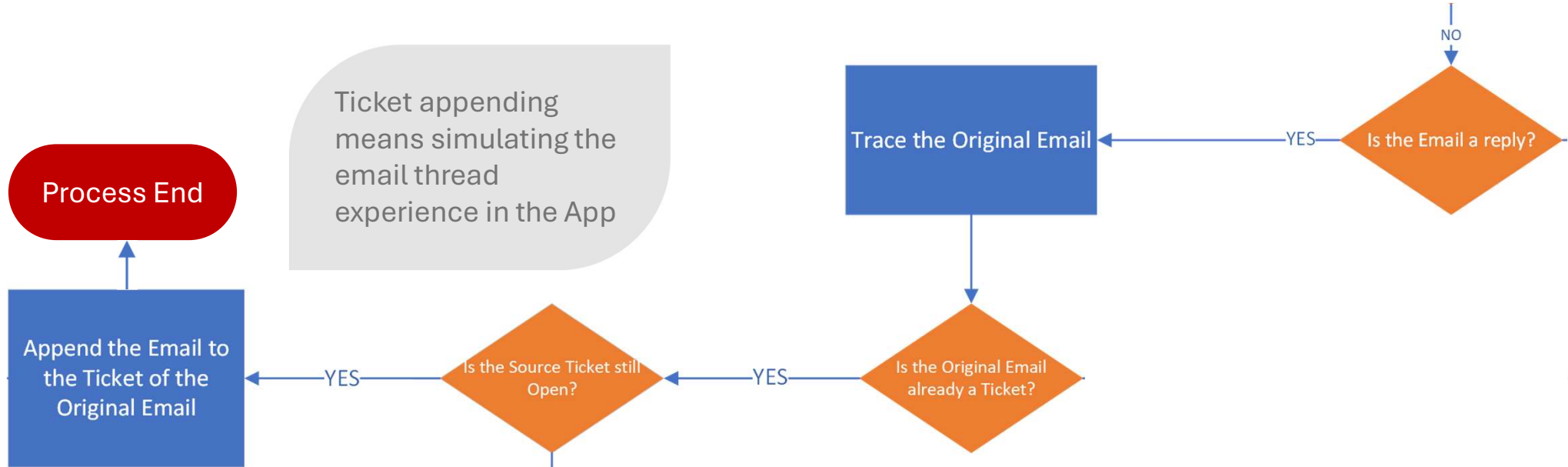
4PL CT Response Tool



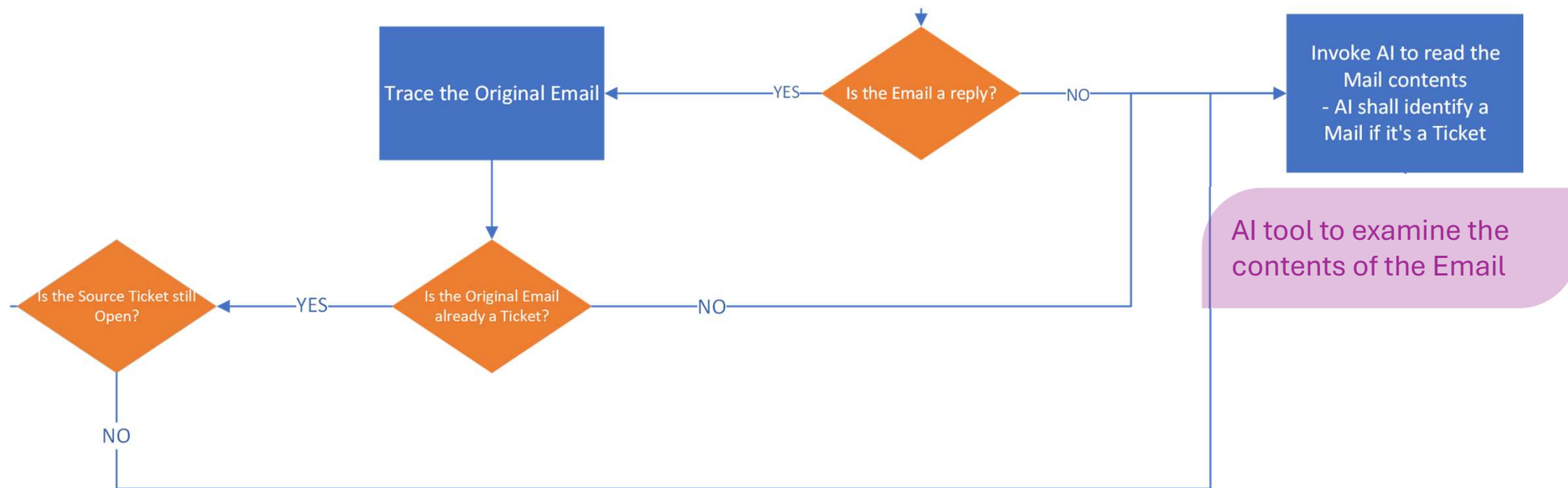
4PL CT Response Tool



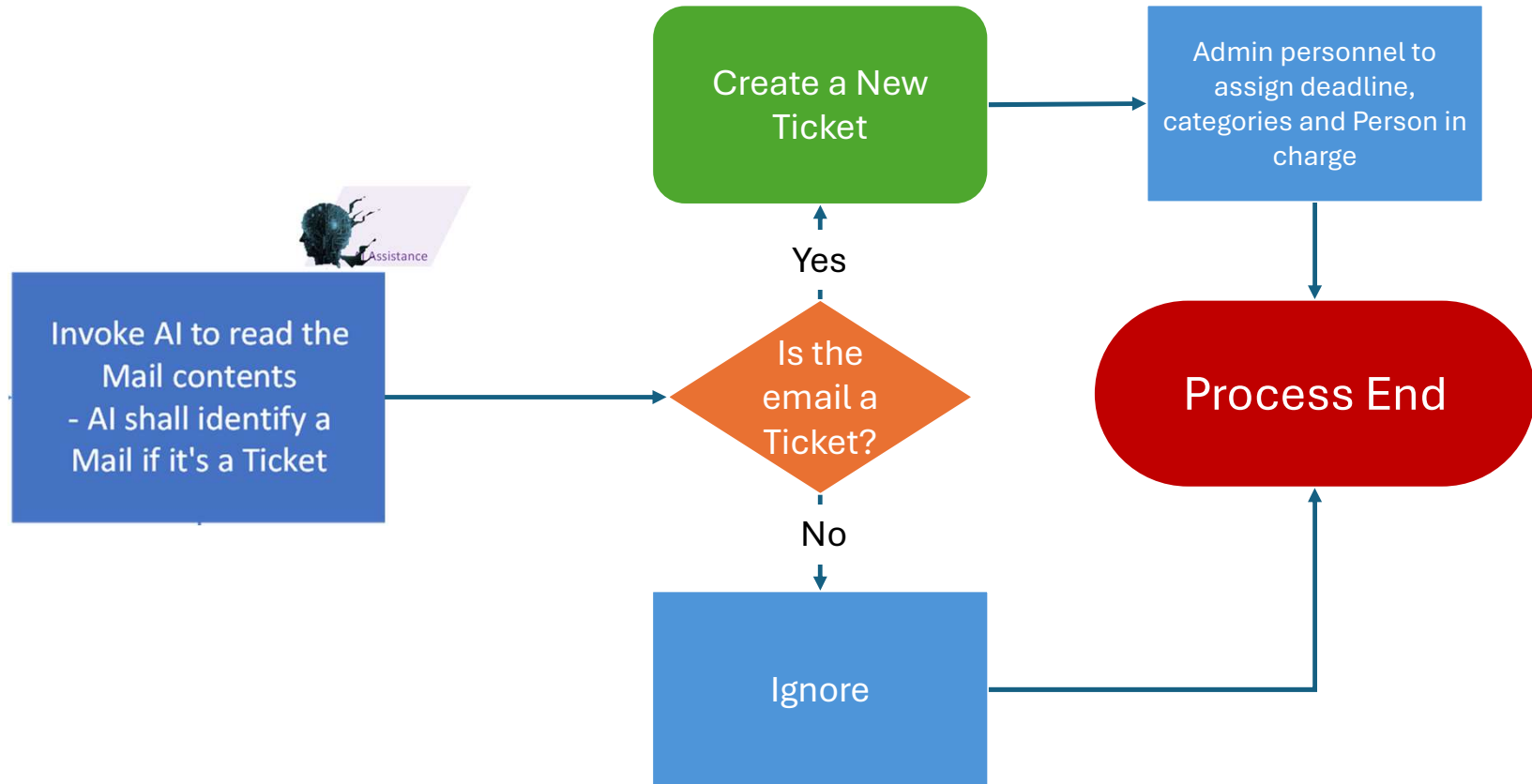
4PL CT Response Tool



4PL CT Response Tool



4PL CT Response Tool



Information here is for developer only

When an email arrives

Invoke GET Method to MS Graph

- Endpoint template:
[https://graph.microsoft.com/v1.0/users/<sharedmailboxAddress>/mailFolders/Inbox/messages?\\$filter=conversationId eq '<conversationId>'](https://graph.microsoft.com/v1.0/users/<sharedmailboxAddress>/mailFolders/Inbox/messages?$filter=conversationId eq '<conversationId>')

****Note:** List return of Values is Ascending Order – the latest email is always in the last Index #

Get Properties:

1. internetmessageid
2. Body content:
 1. Replace values;
 1. “\u003E” = “<“
 2. “\u003C” = “>”
3. Attachments
 1. If “isInline” = true then Extract and put to Ticket attachments
 2. Contenttype:
 1. Image/excel/ppt/word – put to default attachments(column)
 2. PDF – put to PDF attachments(column)

Information shall be placed in a Sharepoint List as Database

2 Options:

1. Append each incoming emails one by one
2. Replace the historical data with the concatenated values of result

****Still under observation**

Develop AI to check if System Mail

Develop AI to check if Spam Mail

Develop AI to check if Meeting Invite

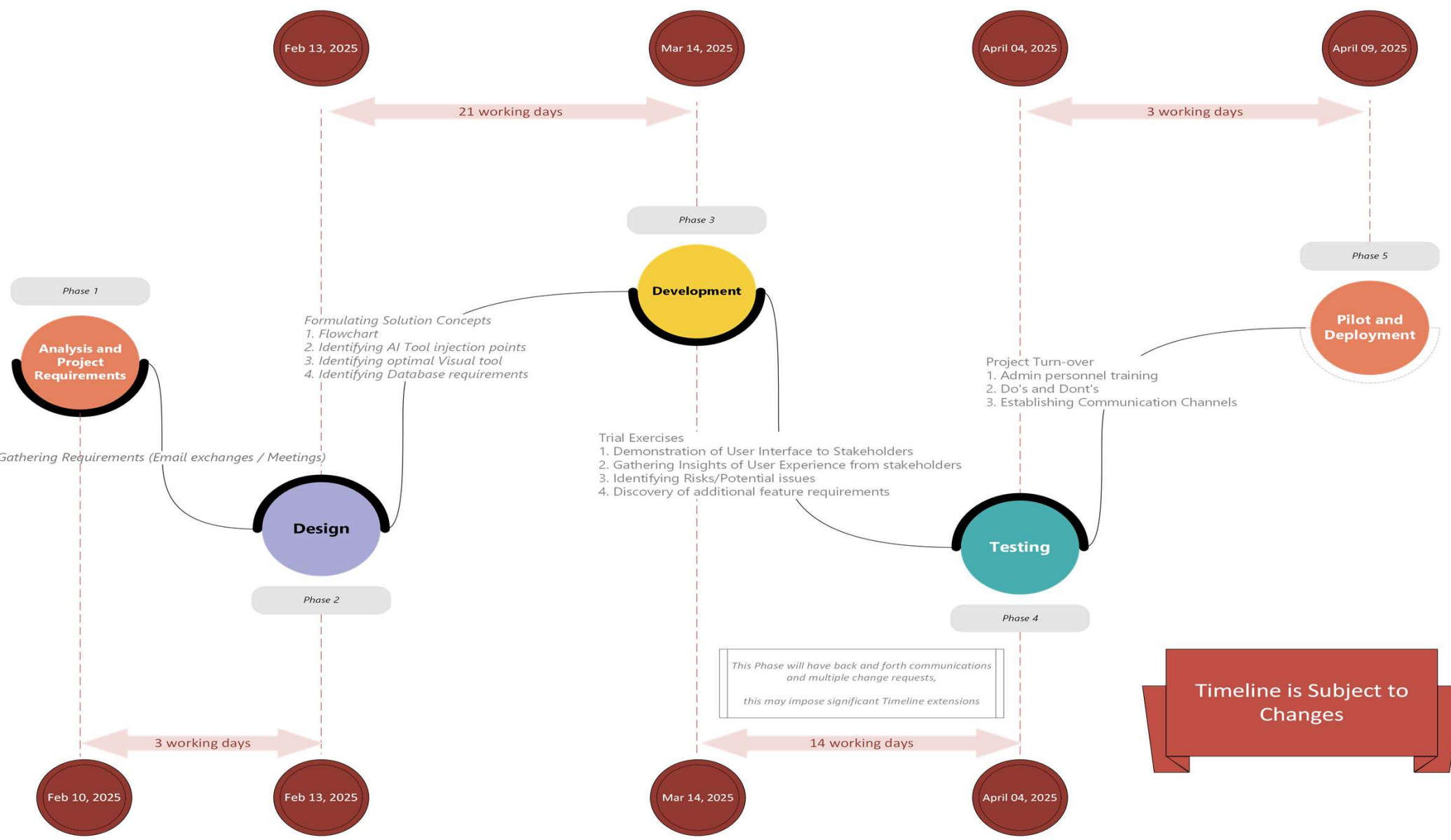
Develop AI to check if the contents will be considered a Ticket

Specialized per each department

Notify Team leader / PIC for a new ticket

Invoke PATCH Method to MS Graph

- To set Flag Status
 - Start date (optional)
 - Due date (optional)
- To set Categories



VERSION 1

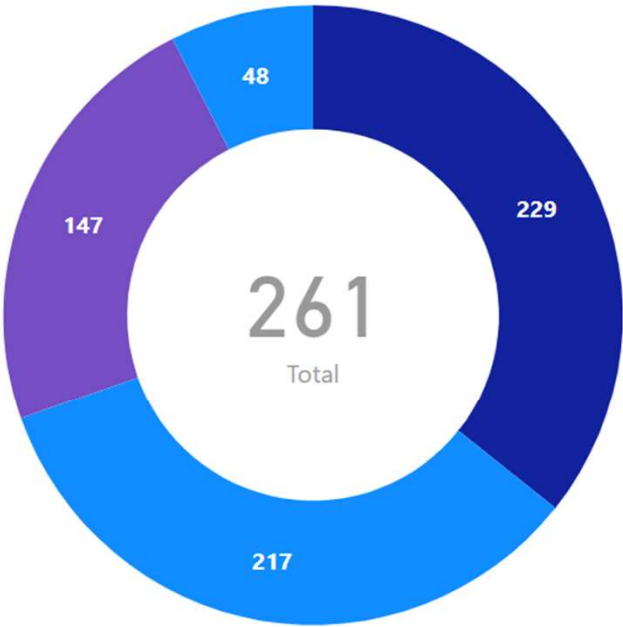
Power App Interface (Kanban PM Methodology)

Next Refresh in: 47 seconds			
TFS-EMEA: 15 Tickets	TFS-AMER: 11 Tickets	TFS-APAC: 9 Tickets	TFS-EXPRESS: 28 Tickets
	Shipment Ticket	Re: lead acetate solution URGENT P41...	RE: Pick up Order: 9250156_810564133 /...
	3/17/2025 7:03 PM Age: 0.96hrs	Initialized TFS202503001	In-Progress TFS202503002
Re: Purchase order number P244980 an...		Shipment Ticket; Non-Shipment Ticket (High)	Shipment Ticket
Initialized TFS202503003		3/17/2025 6:29 PM Age: 1.44hrs	3/17/2025 6:40 PM Age: 2.4hrs
Non-Shipment Ticket (Low)	RE: New airfreight shipment THERMO FI...		
3/17/2025 6:48 PM Age: 1.2hrs	Initialized TFS202503005	RE: Pick up Order: 9250156_810564133 /...	Re: Purchase order number P244980 an...
	Ignore; Non-Shipment Ticket (Low)	In-Progress TFS202503002	Initialized TFS202503003
	3/17/2025 7:28 PM Age: 0.48hrs	Shipment Ticket	Non-Shipment Ticket (Low)
TFS - Milestone follow up 17 March		3/17/2025 6:40 PM Age: 2.4hrs	3/17/2025 6:48 PM Age: 1.2hrs
Initialized TFS202503004	RE: Pre-alert [#TN#1065378957 #GEN] T...		
Shipment Ticket	Initialized TFS202503006	Re: Purchase order number P244980 an...	TFS - Milestone follow up 17 March
3/17/2025 7:03 PM Age: 0.96hrs	Shipment Ticket	Initialized TFS202503003	Initialized TFS202503004
	3/17/2025 7:58 PM Age: 0.24hrs	Non-Shipment Ticket (Low)	Shipment Ticket
RE: New airfreight shipment THERMO FI...		3/17/2025 6:48 PM Age: 1.2hrs	3/17/2025 7:03 PM Age: 0.96hrs
Initialized TFS202503005			

Not Approved

Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
AMER		APAC		EMEA		EXPRESS		Non-Shipment Ticket (Low)		Shipment Ticket	
								Initialized		In-Progress	

● EMEA
 ● APAC
 ● AMER
 ● EXPRESS



<div>EMEA</div> <div>2.52</div> <div>Average Aging</div>	<div>APAC</div> <div>2.96</div> <div>Average Aging</div>
<div>AMER</div> <div>3.20</div> <div>Average Aging</div>	<div>EXPRESS</div> <div>3.39</div> <div>Average Aging</div>

Jan

Feb

Mar

Apr

May

Jun

Jul

Aug

Sep

Oct

Nov

Dec

AMER

APAC

EMEA

EXPRESS

Non-Shipment Ticket (Low)

Shipment Ticket

Initialized

In-Progress

1

Count of Ticket

Shipment Ticket

Ticket Category

TFS2025040278

TFS2025040277

TFS2025040276

TFS2025040275

TFS2025040274

TFS2025040273

TFS2025040272

TFS2025040271

TFS2025040270

TFS2025040269

TFS2025040268

TFS2025040267

TFS2025040266

TFS2025040265

TFS2025040264

TFS2025040263

TFS2025040262

TFS2025040261

TFS2025040260

TFS2025040259

Initialized

Ticket Status

0.15

Aging (days)

April 4

Earliest Date of Ticket

2

Count of Conversation

tfs_4pl_amer_shp@hellmann.com

Progress Code

Response Mode

Received Date

TFS2025040275-001

Inbound

April 4

TFS2025040275-002

Outbound

April 4

Hi All,

PFA

Kind Regards,

Lenita Blamire

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VERSION 2

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helmann

Power Apps

SOLUTION OVERVIEW

Environment
Data Analytics and RPA

Rey Michael Estela

4PL TFS CT Ticketing > Cloud flows

Display name	Name	Type	Created	Customized	Last Modified	Owner	Status
ch.CreateprogressLog	ch.CreateprogressLog	Cloud Flow	2 weeks ago	No	2 weeks ago	Rey Michael Estela	On
ch.CreateTicket	ch.CreateTicket	Cloud Flow	1 week ago	No	1 week ago	Rey Michael Estela	On
ch.getAttachments	ch.getAttachments	Cloud Flow	1 week ago	No	1 week ago	Rey Michael Estela	On
ch.mailSender	ch.mailSender	Cloud Flow	1 month ago	No	1 month ago	Rey Michael Estela	On
ch.PATCHcategory	ch.PATCHcategory	Cloud Flow	1 week ago	No	1 week ago	Rey Michael Estela	On
ch.ticketProcessgateway	ch.ticketProcessgateway	Cloud Flow	4 days ago	No	4 days ago	Rey Michael Estela	On
ch.UpdateTicket	ch.UpdateTicket	Cloud Flow	1 week ago	No	1 week ago	Rey Michael Estela	On
ch.validateTicketBearer	ch.validateTicketBearer	Cloud Flow	1 week ago	No	1 week ago	Rey Michael Estela	On
mailcapture.TFS-4PL-AMER-SHP	mailcapture.TFS-4PL-AMER-SHP	Cloud Flow	1 week ago	No	1 week ago	Rey Michael Estela	On
mailcapture.TFS-4PL-APAC-SHP	mailcapture.TFS-4PL-APAC-SHP	Cloud Flow	1 week ago	No	1 week ago	Rey Michael Estela	On
mailcapture.TFS-4PL-EMEA-SHP	mailcapture.TFS-4PL-EMEA-SHP	Cloud Flow	1 week ago	No	1 week ago	Rey Michael Estela	On
mailcapture.TFS-4PL-EXPRESS	mailcapture.TFS-4PL-EXPRESS	Cloud Flow	1 week ago	No	1 week ago	Rey Michael Estela	On
test date to utc	test date to utc	Cloud Flow	2 weeks ago	No	2 weeks ago	Rey Michael Estela	On
test.patchTicketcode	test.patchTicketcode	Cloud Flow	1 month ago	No	1 month ago	Rey Michael Estela	On
ticketscanner-HALSSC	ticketscanner-HALSSC	Cloud Flow	1 month ago	No	1 month ago	Rey Michael Estela	On

This project implements

- Eight(8) child flows and;
- Four(4) Parent flows



Main Processing flow

