

FAQ

What is the data source of delivery item's actual events?

A delivery item's actual event data source could be:

1. Actual event reported on delivery item from ERP
2. Actual event reported on delivery from ERP and correlated to delivery item
3. Actual event reported on shipment and correlated to delivery item via delivery
4. Actual event reported on resource (truck/container) and correlated delivery item via delivery and shipment

What is the data source of delivery item's planned events?

A delivery item's planned event data source could be:

1. Events only planned for the delivery item
2. Events planned for delivery and updated to delivery item in ERP extractor
3. Events planned for shipment and updated to delivery item in ERP extractor

For planned event, below is required implementation for ERP extractor:

Planned events with event match key 0000000000, including:

- Deliveryitem.picking
- Delvieryitem.packing
- Deliveryitem.pod
- Delivery.goodsissued
- Shipment.LoadingStart
- Shipment.LoadingEnd
- Shipment.CheckIn

Planned events with dynamic event match key (Event match key = shipment id + stop id, 0011600001), including:

- Shipment.departure
- Shipment.arrival
- Shipment.pod

Why my shipment events could not be correlated to the delivery and then to delivery item?

The correlation period starts **90 minutes** before the shipment's **first stop' planned departure date time** and ends when the shipment's **last stop' POD has been reported**. Only in the correlation period, the shipment events will be correlated to the delivery and then to delivery item.

You can set your own correlation period in Event-to-Action by updating "validFrom" and "validTo" logic.

Why I cannot find any stops and any planned routes in the map?

You haven't assigned the delivery to any shipments, or the shipments don't have any stages.

Why some stops are missing in the map?

You haven't maintained the right geocoordinates for those locations in the Manage Location's app.

Why some actual events are missing in the map?

Only events with valid geocoordinates will be shown in the map.

How the shipment's execution status is changed.

By default, the shipment's execution status is Not Started; if the shipment's planned event has been reported, the execution status changed to "In Transit"; If shipment's all planned POD has been reported, the execution status changed to "Executed". Once the execution status is set to "Executed", then it cannot be changed any more.

You can set your own execution status logic in Event-to-Action.

How the delivery's execution status is changed.

By default, the delivery item's execution status is Not Started; if the delivery item's planned event has been reported, the execution status changed to "In Transit"; If delivery item's all planned POD from shipment has been reported or the delivery item's own planned POD has been reported, the execution status changed to "Executed". Once the execution status is set to "Executed", then it cannot be changed any more.

You can set your own execution status logic in Event-to-Action.