SAP Logistics Business Network
Global Track & Trace Best Practices

SAP Business Network Product Success Team

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PARTNERS

THE BEST RUN SAP

Purpose of this document

Dear SI partner,

To support you in making your SAP Business Network Global Track and Trace projects even more successful, we would like to share this SAP Logistics Business Network Global Track and Trace Best Practices document with you.

For each SAP Global Track and Trace customer project, it is highly important that tracking processes (TPs) are detailed out and known to all stakeholders from the very beginning of a project. This includes all **TPs per mode, as well as per carrier or visibility provider integration***.*

We highly recommend all our SI partners to make yourselves familiar with the best practices shared in this document as this will not only help you to set expectations with the customer regarding available tracking information right from the beginning of a project, but also to define a realistic project timeline.

For a more generic overview of SAP Business Network Global Track and Trace, check out our solution overview deck*.*

In case of questions on this document, feel free to reach out!

Kind regards,

SAP Business Network Product Success team

Defining Tracking Processes - Step-by-Step

- Which **document** would you like to track for **which use cases**?

- Which **planned and actual events** are required?

- Which **modes** are tracked?

- How does your **system landscape** look like?

- Where does the **event information** come from?

- Which **tracking identifiers** are required and where do they come from?

- How to receive data and **integrate actual events** back to TM?

Which document would you like to track for which use cases?

When you get started with SAP Global Track and Trace, make sure you align with your customer regarding which dpcument they would like to track. This also has an impact on which SAP Global Track and Trace app you are going to choose. To figure this out, we recommend you to align with the key users of the application to understand in detail

- **which use cases they would like to cover**

- **how they expect to work with the solution, and**

- **what benefits are expected by the end users.**

In this deck, we're showing the example of a **Transpportation Manager** who would like to track freight orders to be informed of potential delays and to be able to adjust transportation plans as needed and proactively.
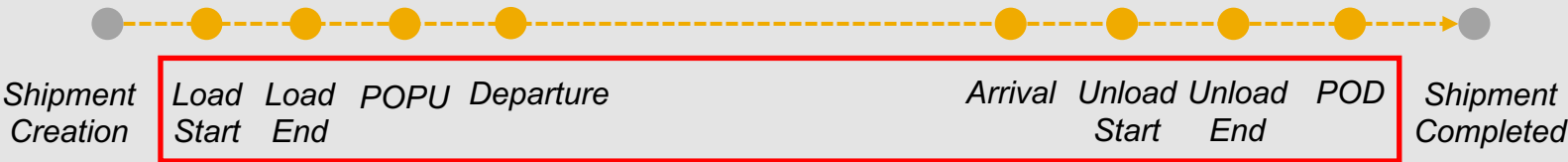
We further assume that the document is a **freight order created in an S/4 TM system**. In addition to event data from their backend, the customer also consumes visibility data from project44.

INFO BOX

GTT offers the following standard apps:
- Track Shipments
- Sales Order Fulfillment
- Monitor Outbound Delivery
- Purchase Order Fulfollment
- Monitor Inbound ASN
- To learn more about the solution and ist features, click here.

Which planned and actual events are required?

Shipment Creation | Load Start | Load End | POPU | Departure | Arrival | Unload Start | Unload End | POD | Shipment Completed

🟠 Shipment events

⚪ Shipment start and end

INFO BOX

Direct integration

Event types supported via our public API are listed [here](#).
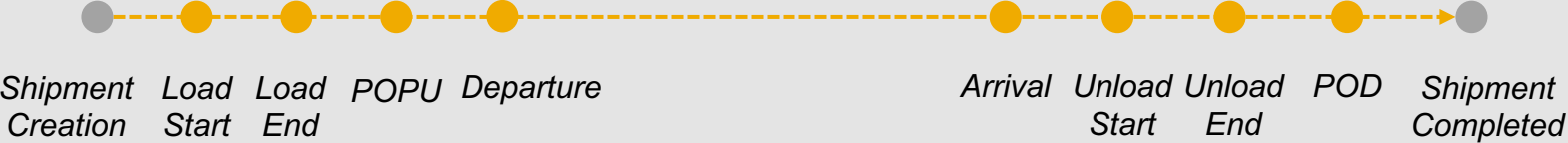
Integration with visibility provider (VP)

Make sure the selected VP can provide the events required by the customer.

In case of cooperation with project44, [click here](#) to figure out which events can technically be transmitted per mode.

Note that in both cases event provisioning is also dependent on which events are shared by the corresponding carrier.

Which modes are tracked?

Shipment Creation — Load Start — Load End — POPU — Departure — Arrival — Unload Start — Unload End — POD — Shipment Completed
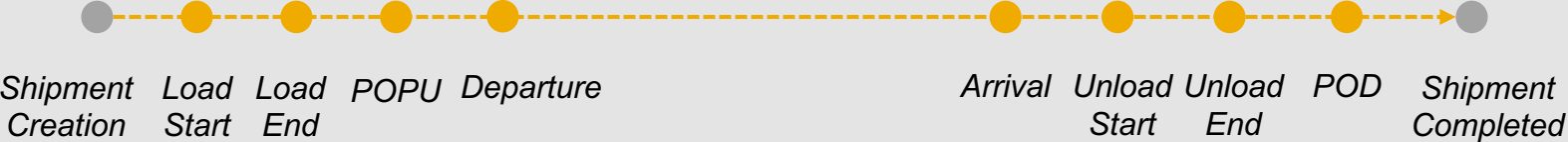
● Shipment events

● Shipment start and end

INFO BOX

In case of direct integration with your carriers, our standard SAP Global Track and Trace apps currently offer FTL/LTL, Ocean, Air and Parcel.

Currently supported modes and corresponding events with project44 are documented here.

How does your system landscape look like?

Shipment Creation — Load Start — Load End — POPU — Departure — Arrival — Unload Start — Unload End — POD — Shipment Completed

Source system (e.g. TM)

SAP GTT

Project 44

- Shipment events
- Shipment start and end

INFO BOX

For details on source system prerequisites regarding ECC/S4, click here.

Please also check whether the source documents reside in different systems – in this case, several integrations may be required.

To receive visibility data, you can either integrate with a visibility provider, or with carriers directly via our public APIs.

In this example, we will choose project44 as visibility provider.

What is the source of the tracking document and the required planned and actual events?

Shipment Creation (TM) — Load Start (TM) — Load End (TM) — POPU (TM) — Departure (VP) — Arrival (VP) — Unload Start (TM) — Unload End (TM) — POD (TM) — Shipment Completed (GTT)

Source system (e.g. TM)

SAP GTT

Project 44

● Shipment events

● Shipment start and end

INFO BOX

Source of tracking document / planned events

- source system, like SAP S4/HANA or any other ERP system

- Note that the selection of business process relevant documents is highly recommended to keep the load on GTT side to a minimum

- **Source of actual events:** can be backend system (via IDOC in standard app), or a visibility provider or a directly integrated carrier (APIs)

Which tracking identifiers are required for actual events from visibility providers?

Shipment Creation (TM) → Load Start (VP) → Load End (VP) → POPU (VP) → Departure (VP) → ... → Arrival (VP) → Unload Start (VP) → Unload End (VP) → POD (VP) → Shipment Completed (GTT)
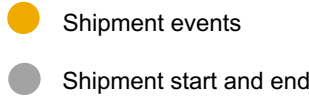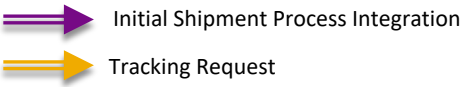
Source system (e.g. TM)

SAP GTT

FTL: Required carrier identifier (SCAC or P44_EU) + Shipment Identifier (BOL or Freight Order) + Equipment Identifier (License Plate)

Project 44

→ Initial Shipment Process Integration

→ Tracking Request

● Shipment events

● Shipment start and end

INFO BOX

- The carrier identifier has to be part of the tracking request.

- Generically, required tracking identifiers are dependent on the freight forwarder / carrier or visibility provider. For project44, identifiers per mode are documented here.

- Note that your customer should make sure they have these identifiers available on time (before actual events are expected), or else check whether there are alternatives, or if there is a chance they can obtain this information at an ealier point in time.

- In case of multi-leg transports, identifiers are required for each leg.

How to receive data and integrate actual events back to TM

Shipment Creation (TM) · Load Start (VP) · Load End (VP) · POPU (VP) · Departure (VP) · Arrival (VP) · Unload Start (VP) · Unload End (VP) · POD (VP) · Shipment Completed (GTT)

Source system (e.g. TM)

SAP GTT

Project 44

Initial Shipment Process Integration

Tracking Request

Milestone Integration

System information

Shipment events

Shipment start and end

INFO BOX

- Sending actual events to TM (prerequisites)

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Thank you.

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