FAQ – Frequently Asked Questions

Truck Time Slot Management and Logistics of delivery processes with SyncroSupply from the Cloud

The most frequently asked questions are listed here.
If the answer provided does not help you, please feel free to contact our support team.

ORGANIZATIONAL

Is it possible to upgrade to a higher edition?

Yes, it is possible to upgrade to the next level edition. Conversion on the system side is quick and the transaction costs concerned are shown based on the edition.

Is there a minimum contract period?

Der Vertrag zur Nutzung des System SyncroSupply hat eine anfängliche Laufzeit bis zum 31.12. des auf den Vertragsschluss folgenden Kalenderjahres. Die Laufzeit verlängert sich danach jeweils um ein weiteres Kalenderjahr, wenn der Vertrag nicht mit einer Frist von drei (3) Monaten vor Ablauf der jeweiligen Laufzeit gekündigt wird. An die Vertragslaufzeit sind keine Kosten gebunden.

The contract for using SyncroSupply runs as an initial period to 12-31 of the calendar year following the contract conclusion. The contract period will be extended by further periods of one year unless the contract is canceled on a three (3) months period of notice before the end of the current term. The contract period is not linked to any costs.

Is there a basic charge?

No, there is no basic charge for SyncroSupply. In the Standard Editions, only transaction-based costs for each booked time slot are charged, i.e. no costs are incurred if the system is not used.

Is there a free test period?

Yes, the Now! Edition of the system can be used free of the charge for 30 days before incurring any costs.

Is the software licensed according to the number of workstations?

No, SyncroSupply is not licensed according to the number of workstations. Neither additional PC workstations nor mobile end devices increase the license costs.

Are cellphone charges for transmitting messages from the system to the driver included in the pay-per-use fee?

Cellphone charges are not paid by INFORM, they are borne by the customer.

Is there a user contract?

The contractual business relationships are set out in the General Terms & Conditions. These General T&C apply for all Cloud customers and across all editions. Individual project contracts for the Professional Edition are based on these General T&C.

When does the contractual business relationship begin?

The contractual relationship starts when the user access is set up, usually a few days after registration.

What happens at the end of the test phase?

At the start of each month, usage fees for the previous month are billed via email. Transactions during the first 30 days are shown as free-of-charge. The transition to a fee-based phase at the end of the 30-day period is announced to the company's administration department via email. All processes remain unchanged for the individual users.

How does the billing process work?

Diese sollten vor Monatsende vorliegen, so dass Unstimmigkeiten rechtzeitig behoben werden können.

Invoices are sent via email. Billing is transaction-related according to the pay-per-use model at the start of next month. As part of setting up the master data, the company's administration department enters invoice details, such as a tax number, into the system. The company's administration department role includes, in addition to the usual administration rights, the commercial and contractual aspects. The correct invoice details should be available before the end of the month, so that discrepancies can be corrected in time.

Is there a hotline or system support?

If customers have any questions on the application or on how to use the software during their contract period, they can consult the online help function of the customer portal. Customers should report any malfunctions or errors that hinder use of the software either in whole or in part to cloud-support@inform-software.com. If the customer is using the Professional Edition of the software, they can also contact the hotline in case of malfunctions or errors that hinder the system usage. Details can be found in the applicable version of Attachment B – Service Level Agreement (SLA) of the General T&C.

TECHNICAL

Is it possible to link SyncroSupply to a host system?

Yes, third-party systems can be linked to SyncroSupply via the SyncroSupply standard interface (to be available shortly).

Can the system be operated using a mobile device?

Yes, SyncroSupply can be used via a cross-operating-system browser application on mobile devices, too.

Can data be exported (e.g. to Excel)?

Yes, all order data of the previous year (Now! Edition) or of the last 3 years (Premium Edition) can be exported to an Excel sheet at the press of a button.

What level of availability does SyncroSupply Cloud offer?

INFORM ensures a software availability (including access to transaction data saved by the customer) of 99% per calendar year at the outlet of the computer center assigned by INFORM.

Where is the SyncroSupply Cloud platform hosted?

For the contract period, INFORM provides the customer with storage capacity in an external computer center for storing their transaction data processed by means of the software. The customer shall not be entitled to access or use a particular computer center operator. However, INFORM will ensure at all times that the used computer centers are located within the EU and that - according to information provided by the concerned computer center operator concerned - the customer's data are not transmitted to countries outside of the EU. The browser link to the computer center is SSL-encrypted. The relevant security procedures in the external computer center include in particular physical security, logical security, operating reliability and data protection.

Which hardware/software is required?

To use SyncroSupply Cloud, you need a PC with an installed browser (Internet Explorer, Firefox or Google Chrome) and internet connection.

PROFESSIONAL

Is there an evaluation and report facility?

Yes, SyncroSupply includes a dashboard with various online KPIs. Beginning with the Premium Edition (currently under development), there is also a range of predefined reports.

How long until the software can be used productively?

The system can be used productively after an average of two working days. Once the customer has registered on the website, INFORM checks the order data and sets up the system accesses. During this time, you can gather the master data you require. An overview on the required information can be found in the video tutorial entitled "First steps". Once the access data have been transmitted to the Cloud system, the administration department will maintain the master data and set-up the accesses for the individual employees.
That's all, now let's get started...

Who does receive the statements for the time slot bookings?

Statements are drawn up monthly and sent via email to the site operator that has activated the SyncroSupply account. For subsequent releases, the plan is to be able to also state carriers as the invoice recipients. Alternatively, this would occur at initial registration on the SyncroSupply Cloud platform or in the "Company and billing data" section in the SyncroSupply account.

Can deliveries and collections of empty packaging also be modeled using the SyncroSupply time slot platform?

Yes, of course. Empty packaging loading points can also be stored in the master data and then selected as part of the time slot booking procedure.

Is it possible to save fixed time slots for regular runs? How are these time slots billed?

SyncroSupply Cloud offers the option of booking free time slots (referred to as pool time slots) and regular time slots. Regular time slots can be permanently saved in the system master data for recurring deliveries or collections for certain carriers and/or suppliers (for a specific period). Pool time slots, on the other hand, are available for booking to all carriers in equal measure. Automatically used regular time slots become transaction-obligatory.

How does the carrier know which ramp or hall they are able and allowed to book?

Without the bookable package "API interface", SyncroSupply is a stand-alone version with no direct link to your ERP or transport planning system. Therefore, the carrier must know the hall, unloading point or ramp for loading or unloading, when booking the time slot. This information needs to be passed to the carriers as part of the transport instruction, either by the recipient or the shipper of the goods (depending on which party has the contractual relationship with the carrier). Is this process linked to your ERP system, this step can be omitted. In this case, we receive the relevant delivery information in advance via interface from you, including possible loading points. The carrier then only needs to enter a reference number when booking a time slot, and their preferred arrival time. SyncroSupply will receive all other information using the interface. An interface link via our API is available as an option beginning with the SyncroSupply Premium Edition.

How are users trained?

There are video tutorials that explain the individual steps for setting up and maintaining master data, workflows of the individual user roles and evaluation of the KPIs. If any extra training is required for particular user groups, please contact INFORM.