

Process Details				
Department	Equipment Management Process			
SOP Number	GLSGEN 01			
SOP Title	Vendor Management of GLS Equipment			
Region	UAE			
Change History				
SOP no.	Change Date	Major Changes	Signature	Version Nr
GLSGEN 01	2021/06/02			1

1. Document Scope

Process Specific Details	
Process Scope	
Who	All Vendors that Reside or Operate in the United Arab Emirates and supply to any Retailer that operates in the same Region
What	GLS Management Processes, Vendor Support, Equipment Control Processes
When	Covers all Points of Issue and Points of receipt
Where	Dubai Region
How	To ensure Operational Efficiency, efficient Staff resource Application and Data integrity for Tracking Solution

2. Definitions

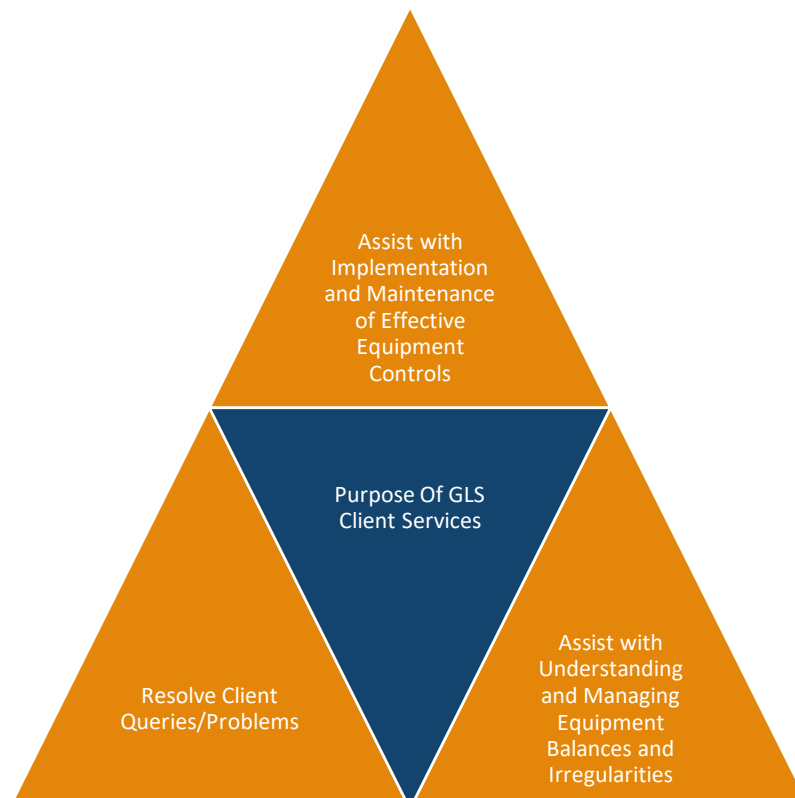
Definitions	Abbr	Descriptions
Proof of Delivery	POD	Transactions received via EDI generated by a WMS that is Proof of Equipment Receipt at a Transfer partner
Billing		Supporting Document, showing Transaction details, for the invoice
Damaged Receipt Note	DRN	Transaction and Process to move Equipment from the Depot (ERC) account to the Maintenance account. This is a driving transaction
Depot	Depot	Any Location where Rental Equipment is De-Hired. Depots will belong to GLS or will be an affiliate Equipment Supplier. All Transaction from a depot to transfer partner will be a driving transaction
Distribution Centre	DC	Transfer Partner Distribution Centre
Driving Transaction	DT	Transaction that Moves Equipment from- or to- a Semi Active or passive transfer partner without requiring a Reciprocal Acceptance of the movement.
Electronic Data Interchange	EDI	Data Received from Client that is integrated into G-Track for Tracking Purposes
Equipment		Shortened Common Term used to Refer to Returnable Assets for ease of use
Equipment Issue Note	EIN	Transaction Processed by the Depot or ERC to move Equipment from the Depot or ERC account to the TP account. This is a Driving transaction
Equipment Return Book	ERB	Triplicate book filled out at store to document Store Returns to ERC. First two pages should indicate quantities. Last page should have quantities blacked out.
Equipment Returns Centre	ERC	Unit where equipment is returned to. The ERC is managed by GLS.
Equipment Returns Note	ERN	Transaction processed by the Depot to move Equipment from the TP Account onto the Depot or ERC Account. This is a driving Transaction
GLS Management System	G-Track	Tracking System that uses various types of Infrastructure and EDI's to Track Equipment through multiple Supply Chains
Order	Order	Can be either a Collection or Return Order placed at a depot for a specific time. This allows the Depot to plan ahead and reduce TAT

3. Company Profile

GLS Supply Chain Equipment provides returnable packaging solutions, outsource equipment services and equipment used to store and move through diverse supply chains. GLS is positioned as a world leader in Supply Chain equipment management and continues to innovate through the development of new technologies, equipment and processes that ensure its solutions are deployed effectively and efficiently to the benefits of clients. The company has undertaken a significant digital drive to minimise inefficient manual systems and to automate many processes, including the accurate use of equipment through many different supply chains. GLS has Equipment Return centres from South Africa to the Middle East.

4. Client Services

The purpose of GLS Client Services is to assist clients to implement and maintain effective equipment controls, to resolve customer queries and problems, and generally to simplify and assist with the management of GLS Equipment.



These objectives are and were met through a number of methods:

a. Training

GLS offers regular training sessions to ensure that all G-track users understand and can execute the function required to create and manage transfers on G-Track. Training is generally facilitated virtually, however should there be a requirement for on-site training, whether at the vendor or the GLS facility this can be arranged. All Training are supplemented with training documentation. General Topics of Training are:

- How to use G-Track
- Understanding Dashboards and Reporting
- Understanding Billing
- Equipment Handling

b. Telephonic Assistance

Vendors can also contact the GLS team telephonically or by a virtual meeting platform if they have any questions or queries.

The person to be contacted will usually be the Client Services agent, but any other person involved with equipment controls can be nominated to receive the call.

c. Physical Assistance

On request, GLS will assist Vendor with a Recon, audit or management of accounts by visiting the vendor.

d. GLS Reports

Based on all transfer generated GLS provides various different report to the Vendors, either through G-Track or sent to the Vendor by the CS team.

Report Name	Report Description	Daily Movement
Account Balance Daily	Contains the Summary of the Opening Balances, In Movement Quantity, Out Movement Quantity and Closing Balance of an Equipment Type per Location selected.	✓
Inventory Holding Days	This report indicates the Inventory Holding Days for an Account based on the sum of the previous seven days Closing Balance over the sum of the previous seven days Out Quantity.	✓
Billing	Billing is generated per week, and the starting day of the period is a configurable. This calculates the amount that is payable by Account and Equipment Type, based on all the transactions captured in the system.	✓

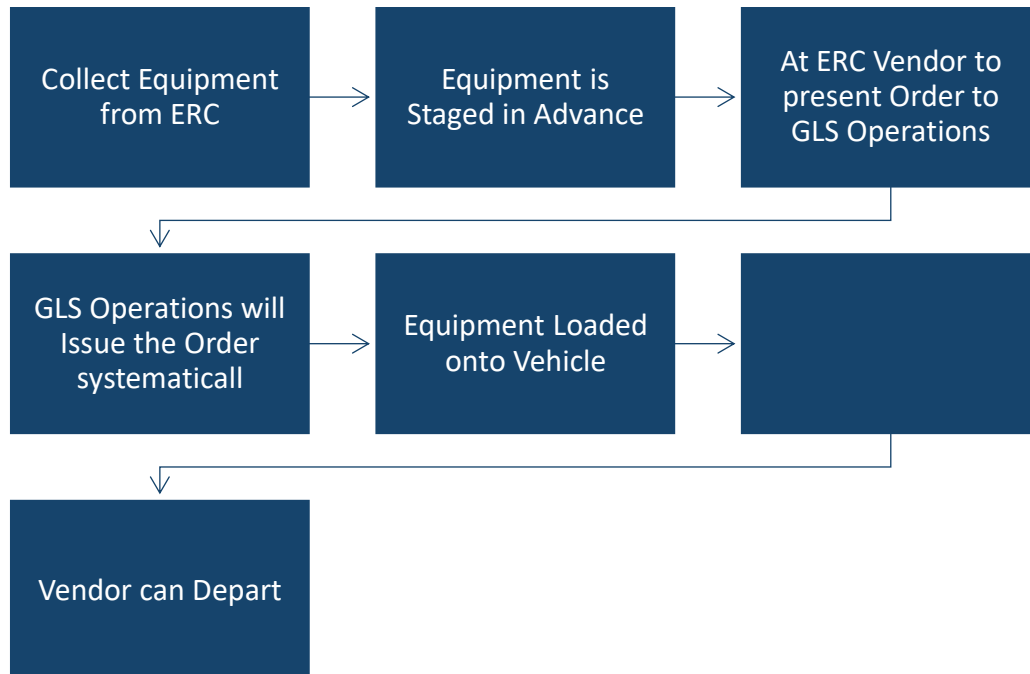
e. GLS Contact Details

5. Equipment Control Procedures

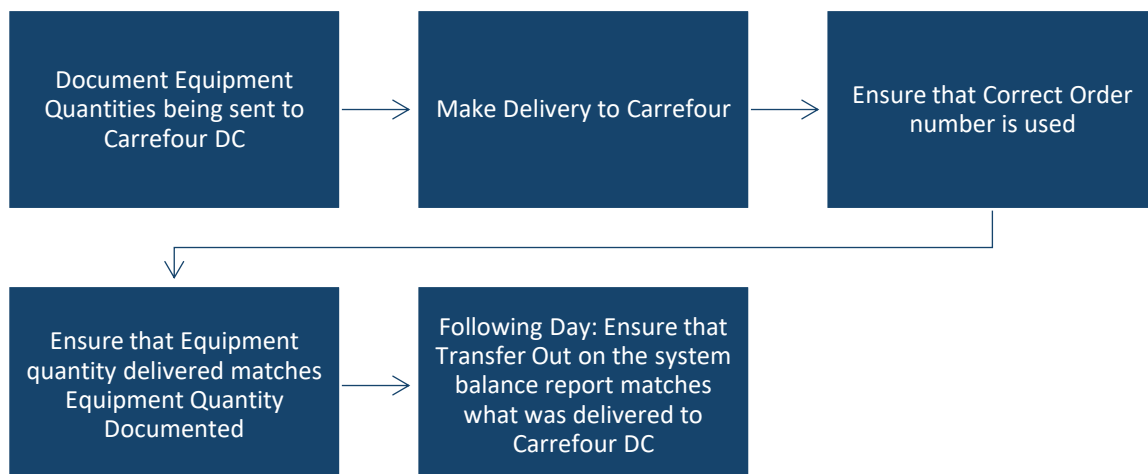
a. Placing an Order



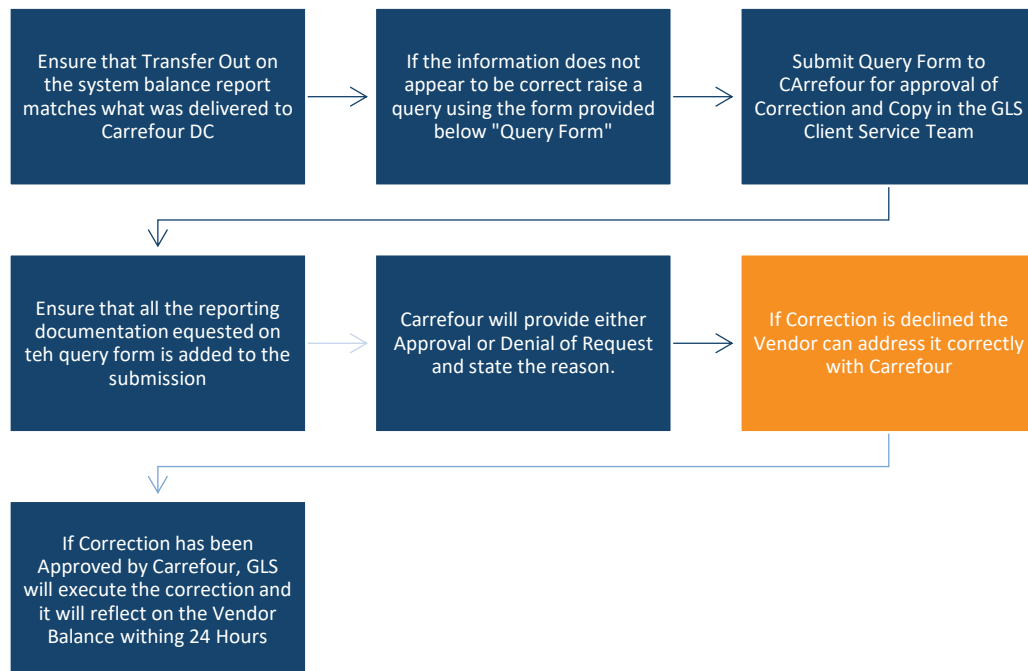
b. ERC Issue to Vendor



c. Vendor Delivery to Carrefour DC



d. **Raising a Query**



6. Forms and Supporting Documentation

a. Query Form

The query form is to be used to raise a query when there is a discrepancy in quantities between what the Vendor sent and what was listed on the supporting documentation or is displayed on the Account balances report on G-track.

Even though a query is raised it doesn't mean that the value will automatically change on G-Track. As the Driver for this transaction is Carrefour DC, they will have to provide permission for us to adjust the quantity on G-Track. Once the adjustment has been done, a notification will be sent to the Vendor to inform them of the update. The movement should then reflect correctly on the Account balance Report.

The first section of the form is to be filled in by the vendor or the Party raising the query. The last section is to be filled in by Carrefour to express permission for GLS to change the quantity on G-Track.

Please ensure that all relevant information is filled in. In addition there is a requirement for Supporting documentation to accompany the Query form to expedite the process. In this case it is required that the POD is sent through with the query form. A Sample is attached for reference.

Transaction Query Form

Vendor Information

Company Name: _____ Date: _____

GLS Acc Code: _____

Address: _____
Street Address

Contact Person: _____

Phone: _____ Email: _____

Transaction Detail

Transaction Reference
 Nr: (PO Number)

Transaction Date: _____

Equipment Type	Incorrect Quantity	Correct Quantity	Reason	Approve

Copy of POD Attached YES ☐ NO ☐ Comment: _____

Supporting Document-Additional YES ☐ NO ☐ Comment: _____

Supporting Document-Additional YES ☐ NO ☐ Comment: _____

All Blue Section to be Completed by Vendor, all Orange Sections to be completed by Carrefour

Carrefour Approval(Carrefour Representative Only!)

Approve Correction YES ☐ NO ☐ Comment: _____

Please approve in general and per line Item

Signature: _____ Date: _____

- Log Into G-Track> Click on Reports in teh Menu Section> Choose "Account Balance_Daily"> Select Company by using the Drop Down Function> Select Account bu choosing relevant Account on Accountn Drop Down Option> Slect Equipment Type> Choose Form Date> Choose To Date> Select "Generate" at the top of the screen

This Column indicates the date where the last transaction has been processes against a specific Equipment type. Eg. On Line one you can see that we have not yet had a transaction against this equipment type. The second line shows that even though the balance data is for 01/06/2021 the last movement was on 30/06/2021, similarly with line 3

Provides the Opening balance of the Equipment type indicated in the "Equipment Name" Column on the date indicated in the "Balance Date" Column

Sum of ALL Transactions Crediting the Account against the indicated Equipment Type on the indicated Date. NB: This will include Corrections and/or Reversals

The Geographical Location Attributed to the Account listed in Account Name

If an Account Group has been Attributed to an Account this will be displayed here. I.e. Could be Region Subtypes or Type Distinctions

The Account name as Commercially agreed with the Account Holder.
NB!! Transactional Tracking is always done on Account Level.

G-Track Allocated Equipment Code

Region	Company	Company Account Group	Account Type	Account Name	Account Code	Last Movement Date	Balance Date	Equipment Id	Equipment Name	Opening Balance	In Quantity	Out Quantity	Closing Balance
Dubai	Sample Vendor		Dubai Vendor	Sample Vendor	SAMxxx		2021/06/01	314	Maxinest 105 - Small Crate	0	0	0	0
Dubai	Sample Vendor		Dubai Vendor	Sample Vendor	SAMxxx	2021/06/30	2021/06/01	313	Maxinest 167 - Medium Crate	330	300	-203	427
Dubai	Sample Vendor		Dubai Vendor	Sample Vendor	SAMxxx	2021/05/06	2021/06/01	312	Maxinest 300 - Large Crate	0	0	0	0
								314	Maxinest 105 - Small Crate	0	0	0	0
						2021/06/30		313	Maxinest 167 - Medium Crate			-252	
						2021/05/06		312	Maxinest 300 - Large Crate			0	
								314	Maxinest 105 - Small Crate			0	
						2021/06/30		313	Maxinest 167 - Medium Crate			-249	
Dubai	Sample Vendor		Dubai Vendor	Sample Vendor	SAMxxx	2021/05/06	2021/06/03	312	Maxinest 300 - Large Crate			0	
Dubai	Sample Vendor		Dubai Vendor	Sample Vendor	SAMxxx		2021/06/04	314	Maxinest 105 - Small Crate			0	
Dubai	Sample Vendor		Dubai Vendor	Sample Vendor	SAMxxx	2021/06/30	2021/06/04	313	Maxinest 167 - Medium Crate			-173	
Dubai	Sample Vendor		Dubai Vendor	Sample Vendor	SAMxxx	2021/05/06	2021/06/04	312	Maxinest 300 - Large Crate	0	0	0	
Dubai	Sample Vendor		Dubai Vendor	Sample Vendor	SAMxxx		2021/06/05	314	Maxinest 105 - Small Crate	0	0	0	
Dubai	Sample Vendor		Dubai Vendor	Sample Vendor	SAMxxx	2021/06/30	2021/06/05	313	Maxinest 167 - Medium Crate	253	200	-166	
Dubai	Sample Vendor		Dubai Vendor	Sample Vendor	SAMxxx	2021/05/06	2021/06/05	312	Maxinest 300 - Large Crate	0	0	0	0
Dubai	Sample Vendor		Dubai Vendor	Sample Vendor	SAMxxx		2021/06/06	314	Maxinest 105 - Small Crate	0	0	0	0
Dubai	Sample Vendor		Dubai Vendor	Sample Vendor	SAMxxx	2021/06/30	2021/06/06	313	Maxinest 167 - Medium Crate	287	250	-206	331
Dubai	Sample Vendor		Dubai Vendor	Sample Vendor	SAMxxx	2021/05/06	2021/06/06	312	Maxinest 300 - Large Crate	0	0	0	0

The Company that the Account listed in Account Name belongs to. A Company can have more than one Account

Account Type Attributed to the Account within G-Track. I.e. G-track Sees this account as a Dubai Vendor

G-Track Allocated Account Code

This is the date in the selected range that the balance is related to

Relevant Equipment Type

Sum of ALL Transactions Debiting the Account against the indicated Equipment Type on the indicated Date. NB: This will include Corrections and/or Reversals

Provides the Closing balance of the Equipment type indicated in the "Equipment Name" Column on the date indicated in the "Balance Date" Column

Opening Balance (AV) + In Qty(AV) – Out Qty(AV) = Closing Balance(AV)

Scenario: This Line indicates that on 06/06/2021 for Maxinest 167- Medium Crate the Opening Balance was 287. A total of 250 Crates was debited to the account, and this could include reversals and/or corrections, 206 crates was credited from the Account and could include Reversal and/or Corrections. The closing Balance for the day was 331. This is what is used to recon against your current SOH. It also shows that even though this report is showing your balance for 06/06/2021 the last time there was any movement on this crate was on 30/06/2021

b. **Billing and Invoicing**
i. **Billing Report Guide**
1. **Detailed Billing**

What

- Detailed Billing Report shows the transactional detail that affect the billing. It shows the details by Account, by Equipment. I.e. Every Account will have separate billing for every Equipment type. On the Detail billing the commercial rates will also be indicated.

Why

- Provide a weekly view of the billing

When

- Detailed billing is done weekly. The billing is generated and validated between Monday and Wednesday for the previous work week. In Dubai the work week is seen as Sunday to Saturday
- At the end of the month the invoices with all the supporting billing is sent through to the vendor

Who

- Every Vendor with a g-track account should be receiving G-track Billing

How

- Billing will be emailed through to the Vendor by a Client Services Agent

EXPLANATION

Out of Date Range Correction or Transactions

If a Transaction or Correction is **Created and Effective** within the date range of the billing the transaction will appear as a “clean” transaction Item on the billing. However sometimes we have outside of date range transactions or correction.

- If a transaction or correction is created within the Billing Date range for any date prior to the start of the billing date range, the transaction will appear in the transaction outside of Date range section and will be seen as a correction, of which the nett effect will be taken into account in the corrections section of the balances breakdown, and the financial impact will be retrospectively applied. Therefore it should be noted, that if a transaction is created after the most recent FULL billing cycle the new transaction will not appear on the most recent billing but will only appear on the next weeks billing where the billing period corresponds with the created date Eg.

	Billing Range Start	Billing Range End	Effective Date	Created Date	Billing Section	Financial Impact
Transaction 1	2021/06/13	2021/06/19	2021/06/15	2021/06/15	Standard Detail Billing Section	Applied within the Billing Date Range
Correction 1	2021/06/13	2021/06/19	2021/06/15	2021/06/15	Standard Detail Billing Section	Applied within the Billing Date Range
Transaction 2	2021/06/13	2021/06/19	2021/06/12	2021/06/15	Transaction Outside of Date Range Section	Applied within Date Range but Calculated Retrospectively
Correction 2	2021/06/13	2021/06/19	2021/06/12	2021/06/15	Transaction Outside of Date Range Section	Applied within Date Range but Calculated Retrospectively
Transaction 3	2021/06/13	2021/06/19	2021/06/15	2021/06/20	Following weeks Billing- Transaction Outside of Date Range	Applied in the Following Date Range and Applied Retrospectively
Correction 3	2021/06/13	2021/06/19	2021/06/15	2021/06/20	Following weeks Billing- Transaction Outside of Date Range	Applied in the Following Date Range and Applied Retrospectively

Billing Summary

Date range for the billing as well as the number of days in the billing Cycle

Daily Hire rate for the relevant Account as per Commercial Agreement. I.e. Rental rate that the Account holder pays per day, per Equipment Type

Invoice Details			
Account Name	Sample Account		
Account Number	SAM-xxx		
Invoice Date			
Invoice Number			
Start Date	2021/06/13		
End Date	2021/06/19		
Number of Days	7		
Balances			
Equipment Type	Maxinest 300 - Large Crate		
Opening Balance	13 447		
Corrections	349		2021/06/12
Adjusted Opening Balance	13 796		
Issues	18 200		
Internal Transfer In (Inter-Company)	0		
Internal Transfer Out (Inter-Company)	0		
External Transfer In	7 281		
External Transfer Out	-3 500		
Returns	-20 866		
Closing Balance	14 911		

Issue Fee for the relevant Account as per Commercial Agreement. I.e. Issue Fee that is Charged when the ERC issues Crates to the relevant account.

Billing Parameters			
Daily Hire Rate			
Account		Effective	Rate
Sample Account		2021/03/14	AED 0.14
Issue Fee			
Account			Fee
Not applicable			
Delay Days			
Account		In	Out
Sample Account 2		7	0
Sample Account 3		7	0
Sample Account 4		7	0

Any Delay Days that have been commercially agreed between the Relevant Account and its Transfer Partners.

Breakdown of the Dates in the Relevant Date Range	Sum of all In Movements for the indicated day. Includes Reversals and/or Correction	Sum of all Out Movements for the indicated day. Includes Reversals and/or
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Date	Opening Balance	Daily Movements Total Equipment In	Total Equipment Out	Closing Balance
2021/06/13	13 796	4 400	-7 487	10 709
2021/06/14	10 709	5 594	-3 393	12 910
2021/06/15	12 910	3 316	-3 916	12 310
2021/06/16	12 310	4 550	-2 300	14 560
2021/06/17	14 560	5 107	-3 499	16 168
2021/06/18	16 168	1 025	0	17 193
2021/06/19	17 193	1 489	-3 771	14 911
Total		25 481	-24 366	

Closing Balance for the Indicated Date.

Opening Balance (AV) + In Qty(AV) - Out Qty(AV) = Closing Balance(AV)

Opening Balance for the indicated date

Corrections				
Type	Number Of	Balance Effect	Nr Of Days	Value
Transfer In				
Transactions Outside Date range	2	600	13	AED 616.00
Corrections	0	0	0	AED 0.00
Delay Days	2	-4 200	0	-AED 588.00
Issue Fee Adjustment	0	0	0	AED 0.00
Transfer Out				
Transactions Outside Date range	1	-251	6	-AED 210.84
Corrections	2	-3 500	1	-AED 490.00
Delay Days	1	1 757	0	AED 245.98
Issue Fee Adjustment	0	0	0	AED 0.00
Total				-AED 426.86

Billing Breakdown									
Date	Daily Rental		Delay Days		Issues		Summary		
	Highest Equipment Balance	Daily Charge	Total Delay Days In	Value	Total Delay Days Out	Value	Issued Quantity	Issue Fee	Daily Total
2021/06/13	18 196	AED 2,547.44	0	AED 0.00	0	AED 0.00	4 400	AED 0.00	AED 2,547.44
2021/06/14	16 303	AED 2,282.42	-2 758	-AED 386.12	0	AED 0.00	2 600	AED 0.00	AED 1,896.30
2021/06/15	16 226	AED 2,271.64	-3 612	-AED 505.68	0	AED 0.00	2 800	AED 0.00	AED 1,765.96
2021/06/16	16 860	AED 2,360.40	-5 250	-AED 735.00	0	AED 0.00	3 800	AED 0.00	AED 1,625.40
2021/06/17	19 667	AED 2,753.38	-9 149	-AED 1,280.86	0	AED 0.00	3 800	AED 0.00	AED 1,472.52
2021/06/18	17 193	AED 2,407.02	-7 175	-AED 1,004.50	0	AED 0.00	0	AED 0.00	AED 1,402.52
2021/06/19	18 682	AED 2,615.48	-4 823	-AED 675.22	0	AED 0.00	800	AED 0.00	AED 1,940.26
Value	-	AED 17,237.78	-	-AED 4,587.38	-	AED 0.00	-	AED 0.00	AED 12,650.40

Invoice Total	
Total	AED 12,223.54

Section A

Detailed Billing is done by Equipment Type. This section indicates which Equipment Type the billing is for

Opening Balance carried across from the previous weeks Closing Balance

The Nett balance impact of Any Outside of Date Range Correction/transactions will be displayed here. The indicated is the Closing date of the previous weeks billing

The Updated balance after all Out of Date Range Transaction or correction have been considered

Balances		
Equipment Type	Maxinest 300 - Large Crate	
Opening Balance	13 447	
Corrections	349	2021/06/12
Adjusted Opening Balance	13 796	
Issues	18 200	
Internal Transfer In (Inter-Company)	0	
Internal Transfer Out (Inter-Company)	0	
External Transfer In	7 281	
External Transfer Out	-3 500	
Returns	-20 866	
Closing Balance	14 911	

Sum of indicated Equipment type issued to the Account from GLS for the Period

Sum of In Movements from any Account within the Same Company

Sum of Out Movements to any Account within the Same Company

Sum of In Movements from any external Company Account

Sum of out Movements any external Company Account

Closing Balance at the end of the billing Period

Sum of indicated Equipment type Returned to GLS for the Period

Sections B:

Any Corrections or Transaction outside of Date Range will be displayed in this section

Number of Transaction that are seen as outside of Data range

Number of Equipment that are affected. This is calculated as the Sum of all the Quantities on the relevant out of date range

The Amount of Days that we need to Apply the change for. I.e. the Difference between the billing start date and the Effective Date

The Retrospective Financial Impact of the Correction or transactions. This will either be added as a Debit or a credit to the Invoice Total

Corrections				
Type	Number Of	Balance Effect	Nr Of Days	Value
Transfer In				
Transactions Outside Date range	2	600	13	AED 616.00
Corrections	0	0	0	AED 0.00
Delay Days	2	-4 200	0	-AED 588.00
Issue Fee Adjustment	0	0	0	AED 0.00
Transfer Out				
Transactions Outside Date range	1	-251	6	-AED 210.84
Corrections	2	-3 500	1	-AED 490.00
Delay Days	1	1 757	0	AED 245.98
Issue Fee Adjustment	0	0	0	AED 0.00
Total				-AED 426.86

All Corrections & outside of date range transaction that relates to a transfer ins

All Corrections & outside of date range transaction that relates to a transfer outs

Line Item	Description
Transactions Outside Date range	Any "Clean" Transaction that has a created Date in the billing Date range, with an Effective Date in the previous Billing Range
Corrections	Any Correction that has a created Date in the billing Date range, for a transaction with an Effective Date in the previous Billing Range
Delay Days	Any Delay Days that need to be applied Retrospectively on Transactions or Correction
Issue Fee Adjustment	Any Issue Fees that need to be applied Retrospectively on Transactions or Correction