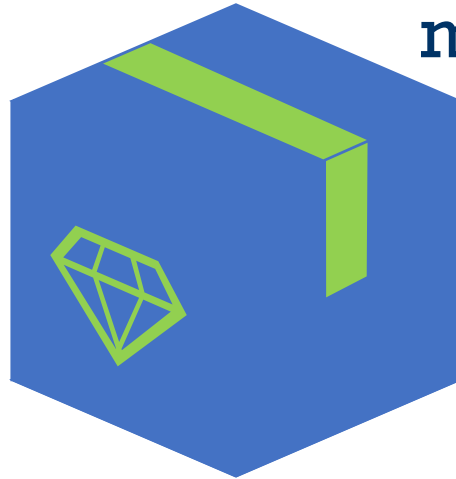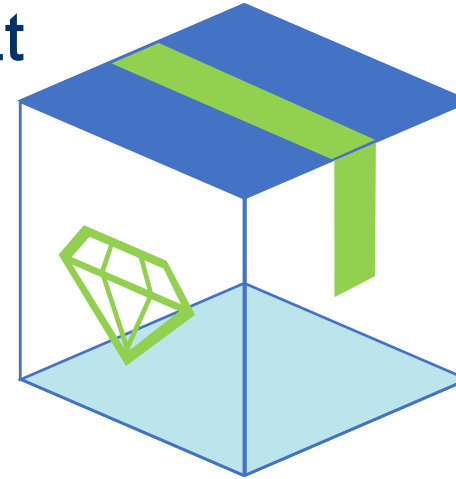# CARGO iQ

Care Mapping
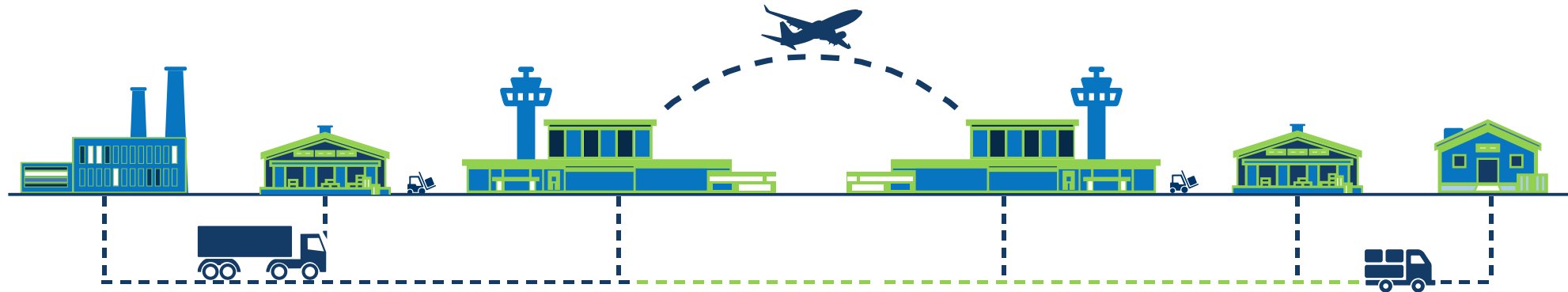*Visibly Better Care*

Care Mapping

Top down planning

Next step after movement

Bottom up transparency

Any type of care & complementary to existing programs

Planning & Control – Clear Care Events for every step

- Start with Check Procedures and Create Check Milestone for each operator (One level up)

- *Top Down Planning for Shipment Custody and Operator Checks*
- *Bottom-Up planning for Care Actions to be applied, like checks movement in and out of zone, etc.*
- *Transparent and Planned Execution - communicate results of Care Actions and replanning if needed*

- CPC *Care Protocol Check confirms the ability of the operator to handle the shipment. Before actual custody.*
- CPA *Care Protocol Applied recognizes custody by Operator and allows planning of care actions*
- CPU *Care Protocol Updates shows timing and outcome of care actions, allows re-planning if needed*
- CPR *Care Protocol Released reflects handover of custody and care to next operator, cancels planning.*
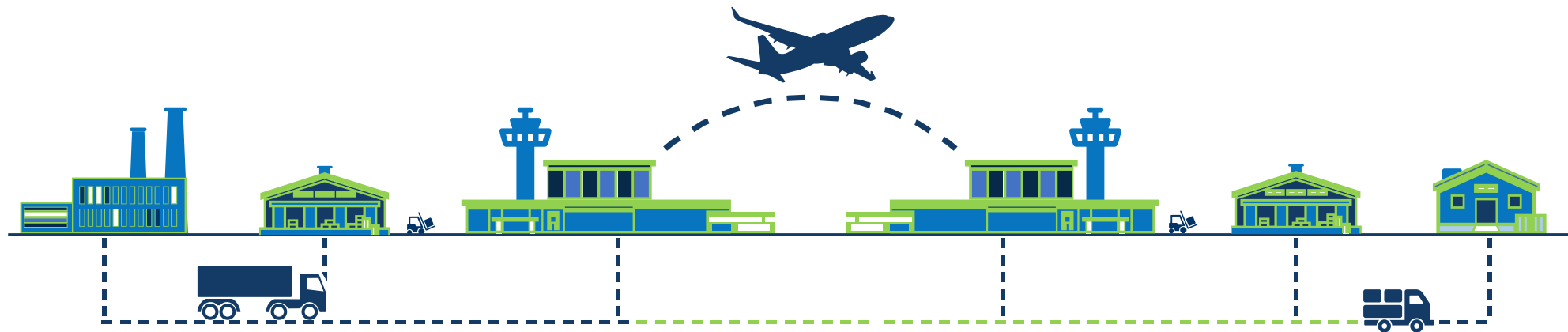
Identify Operators & Check Against Requirements

1 Create initial overview of operators are involved: warehouses, road and air carriers, GHA's, etc

2 Translate agreed requirements into verifiable abilities
- Regulations - *What Care implications apply that need to be met?*
- Capabilities - *Can the chain provide, measure, treat and inform?*
- Capacity - *Can timings be met by process design, equipment and system capacity?*
- Compliance & Certification – *Need Relevant Certifications (CEIV, TAPA , GDP, Customer Specific, etc.)?*
- Allowed time – *total time, time allowed per operator and allowance for handovers*

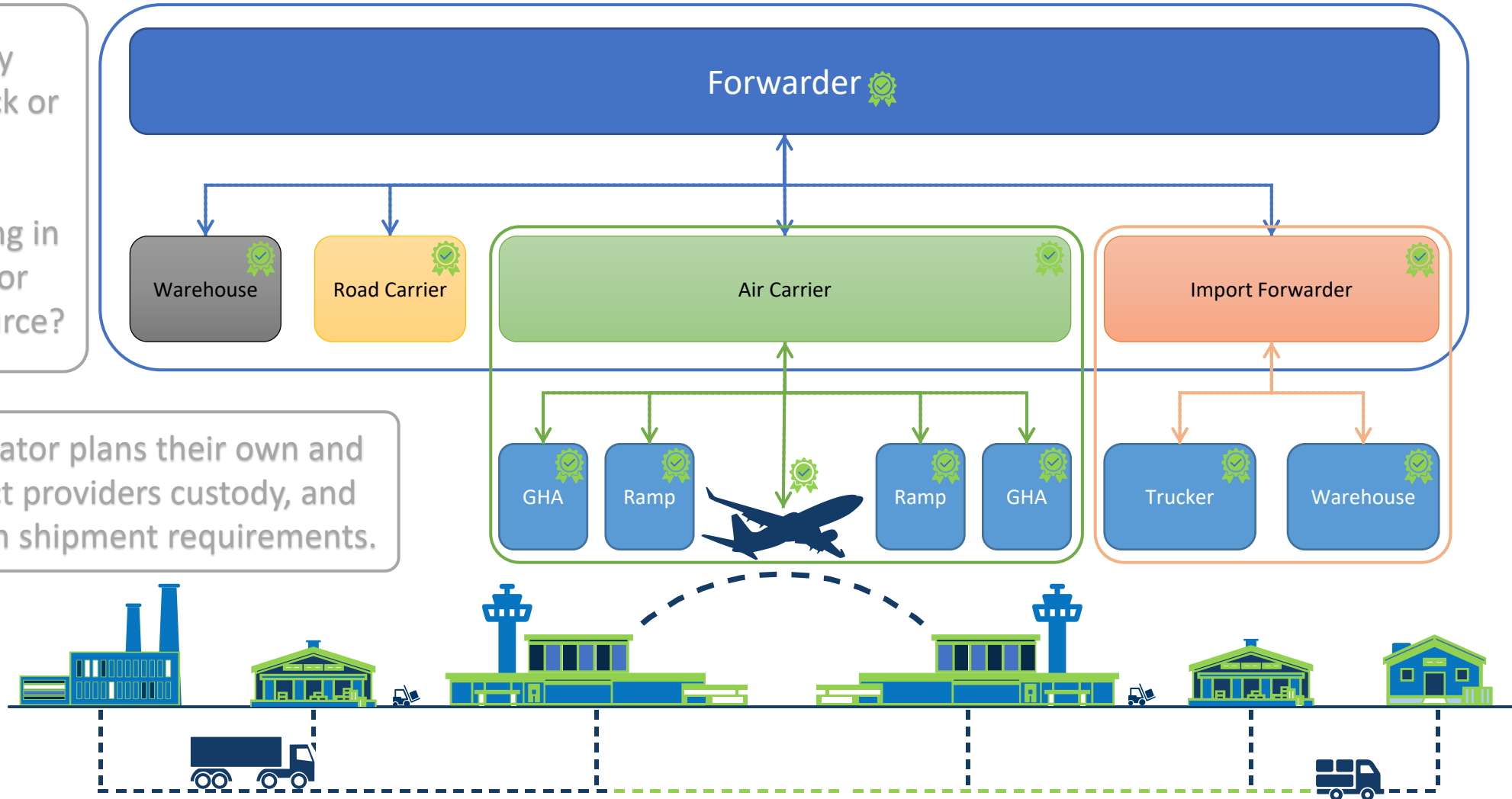3 Execute Check and Verify Intended Operators, if possible through predefined product and service packs
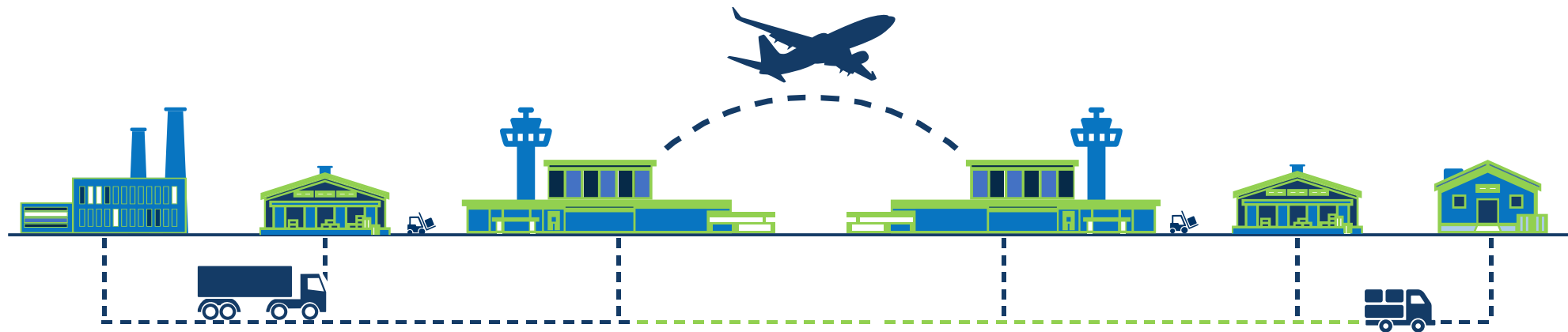
A Multilayer Approach to Requirements Check
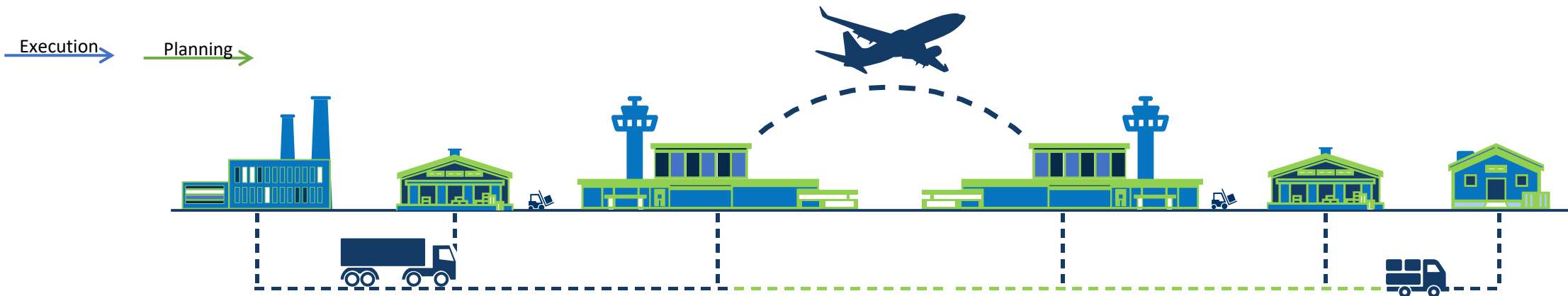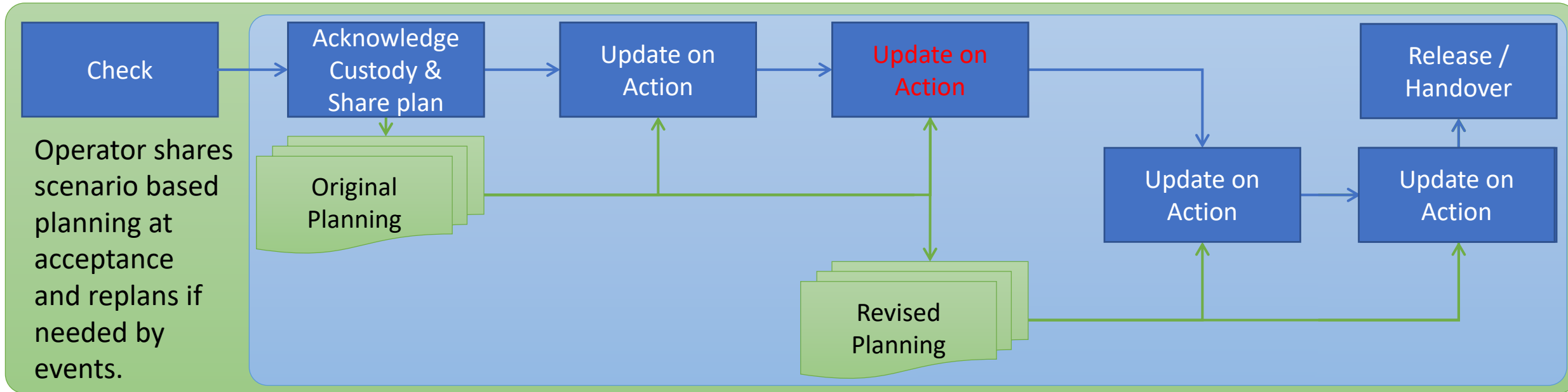
Either by Service pack or ad hoc.

Pre-planning in ENCORE or other resource?

Every operator plans their own and their direct providers custody, and verifies with shipment requirements.

Forwarder

Warehouse

Road Carrier

Air Carrier

Import Forwarder

GHA

Ramp

Ramp

GHA

Trucker

Warehouse

Top-Down Custody Planning; Bottom-Up Action planning, replanning and transparency on execution

Check

Operator shares scenario based planning at acceptance and replans if needed by events.

Acknowledge Custody & Share plan

Original Planning

Update on Action

Update on Action

Revised Planning

Update on Action

Update on Action

Release / Handover

Execution

Planning

Every custodian communicates upward on planning, replanning and execution

Forwarder

CPC
CPA

Warehouse
CPC
CPA
CPU
CPU
CPU
CPR

Road Carrier
CPC
CPA
CPU
CPU
CPU
CPR

CPR

Air Carrier
CPC
CPA

GHA
CPC
CPA
CPU
CPR

[...] [Ramp] [Plane] [Ramp] [...]

GHA
CPC
CPA
CPU
CPU
CPR

CPR

Import Forwarder
CPC
CPA

Trucker
CPC
CPA
CPU
CPR

Warehouse
CPC
CPA
CPU
CPU
CPR

CPR