

# FAQ

## TRANSPORTATION PLANNING AND MANAGEMENT AND TRACK AND TRACE (TMTP - T&T)



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## FAQ

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## GENERAL INFORMATION

### 1. What is Umoja Extension 2?

Umoja Extension 2 (UE2) comprises 41% of all Umoja processes. They consist of remaining modules and functionalities that are part of the original Umoja vision, which have been deployed in phases since 2014 as: Umoja Foundation, Umoja Extension as well as various improvements, upgrades and enhancements.

UE2 introduces new functionalities and extends Umoja functionalities with the additional planning and management modules for strategic programmatic planning, budgeting, logistics and force planning. Together these functionalities provide enhanced data management, planning, and reporting capabilities for the entire UN. The implementation of UE2 will also expand and diversify the Umoja user base as donors, vendors, implementing partners and Member States will also be able to conduct transactions within the system.

There are currently six ongoing projects under UE2. Click [here](#) for more details about each UE2 project.

### 2. What is UE2 Supply Chain Management (SCM) and why will the work be split into 3 projects?

UE2 SCM phase 1 was solely focused on the decommissioning of Galileo (the inventory and fleet management legacy system used by UN field missions). That was a crucial precursor to the rest of UE2 SCM functionalities currently being rolled out and that unify the system support for all asset, inventory, equipment and property management in the UN under a single system.

SCM includes the following Projects:

1. Demand Planning & Supply Network Planning
2. Transportation Planning and Management & Track-and-Trace
3. Material Master Transformation

UE2 SCM is led by the Process Owner for Logistics and is aligned to the SCM Strategic Vision and Blueprint document which defines the future state of supply chain processes in the Organization. The Blueprint is based on a SCM Vision and Strategy that envisions an integrated end-to-end supply chain, where structured planning and decision-making processes allow organization wide optimization of resources, while simultaneously improving effectiveness and efficiency. Supply Chain Management begins with effective strategic planning, demand and source planning, and acquisition and delivery planning.

Due to the complexities of the above listed UE2 SCM initiatives, including underlying hardware and software and the related skills needed to support and sustain the solution, work will be



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implemented in a phased approach to avoid disruptions to ongoing work. Apart from the TPTM T&T Project, which will be explained in detail in this document, the UE2 SCM stream comprises of two additional Projects:

#### **Demand Planning and Supply Network Planning Project (DP & SNP)**

Demand planning addresses advanced planning capabilities to produce operational forecasts of acquisition plans for materials and services by aggregating requirements across the entities. It entails statistical demand forecasting based on historical consumption trends adjusted for different scenarios, and factoring in uncommon demand situations, such as elections and humanitarian emergencies.

Supply planning includes planning for supplier networks, replenishment and safety stock. It enables the preparation of operational-level plans to source and deliver goods and services at the right time and at an optimized cost, taking into account aggregate demand forecasts, replenishment plan parameters, safety stock requirements and availability at different locations. It covers supply life cycle management, including transportation, export/import requirements and verification of shipping information.

#### **Material Master Transformation Project**

The purpose of the Material Master Transformation Project is to design the master data architecture in a way that supports the end-to-end supply chain process according to mission operational needs. To fulfill the SCM vision, the organization needs to mature its planning, forecasting, inventory management, and warehousing procurement processes in a comprehensive way, that links all data fields through a common master data structure and framework.

### **3. What benefits will the improved Umoja Supply Chain Management (SCM) functionalities bring to the organization?**

Umoja supply chain management initiatives will facilitate management of donor relations, support resource mobilization efforts, streamline the engagement and management of implementing partners, improve the management of conferences and events, integrate end-to-end processes relating to payments to troop/police contributing countries, and modernize several aspects of supply chain management such as planning the demand for goods, optimizing supply/procurement decisions and tracking transportation of goods.

Umoja supply chain management is anticipated to generate significant quantitative benefits starting in the last quarter of 2019, after Umoja Extension 2 supply chain management is stabilized. Cost saving benefits are estimated at \$7.2 million in regular budget and \$34.6 million in peacekeeping activities. The expected benefits from the overall UE2 – Phase 2 is estimated at \$41.6 million.



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#### 4. What is Transportation Planning and Transportation Management and Track and Trace (TPTM - T&T)?

Transportation Planning and Transportation Management will facilitate and standardize UN-wide management of the demand, solicitation and acquisition of transportation services for UNOE vehicles, COE and troop movements. Track-and-Trace will provide real time transportation visibility, enabling end-to-end supply chain management. With the successful completion of this project, the Organization will be fulfilling one of its core objectives of having an enabled and managed end-to-end supply chain that improves support to its global operations

#### 5. How will TPTM - T&T be implemented?

TPTM- T&T is divided into two distinct phases which will gradually introduce different functionalities across the organization.

##### **Phase 1 (2 releases):**

- *Release 1:* This release will focus on all COE movements, including equipment and troops, and acquisition of UNOE vehicles. The following UNHQ sections will be impacted:
  - Movement Control (MOVECON)
  - Service Transport (ST)
  - Procurement Division (PD)

\*Onboarding of external parties/ users will commence during this release and continue throughout Phase 2.
  
- *Release 2:* This release will focus on freight procurement processes in TM, including tendering and settlement of freight as well as Inter/Intra Mission Transfers (STOs).

##### **Phase 2:**

Phase 2 of the project will offer the roll out of the full-fledged solution to all other entities (PKs/SPMs, OAHs), based on the readiness of their master data, as well as the availability of training, and change management.



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## 6. When will TPTM - T&T functionalities go live?

Phase 1:

Release 1 – **January 2019** / Release 2 – **Q3 2019**.

Phase 2: **July 2019 – June 2020 (TBC)**

Release 1 2018	Release 2 2019
Transport Plan replication and cost estimation (COE and UNOE-vehicles)	Transport Plan replication and cost estimation (all other UNOE)
Transport Management and Track-and-Trace of freight orders (COE and UNOE-vehicles)	Transport Management and Track-and-Trace of freight orders (all other UNOE)
EDI Integration with goods' vendors and freight forwarders (external parties)	Landscape Build (Release ½ landscape; Procurement; FM Integration; Troops system integration, DP/SNP integration)
In-Bound Transportation Coordination (COE and UNOE)	Inter/Intra Mission Transfers (STO) and Outbound Transportation Planning & Optimization
Solution Design	DP/SNP Integration T/PCC RAPS Integration
Geographic Information System (GIS) Integration	Freight Procurement / Charge Management & Tendering on TM KPI Reporting

## 7. What are some key benefits of TPTM - T&T?

- One Seamless Solution**  
 It centralizes freight management activities (including orders, deliveries, and invoicing) in Umoja, uniting transportation/logistics planning and execution between the UN and external partners (i.e. shippers, logistics service providers, and carriers). This means that Logistics and Procurement teams will have increased visibility and control over their supply chain journey starting with strategic freight management, order management, transportation planning, booking, and tendering, all the way through freight execution costing, settlement, analytics, and reporting.
- Collaboration**  
 It improves our capacity to communicate and exchange information with external partners. TPTM supports electronic system interfaces; therefore, goods vendors and freight forwarders can independently upload documents and share relevant shipment updates that will sync directly with Umoja. That means less phones calls and emails.
- Full Visibility and Updates**



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It enables users to Track-and-Trace, i.e. monitor their shipments in real time, at any time, to stay informed throughout the transportation lifecycle. Track-and-Trace includes complete shipment history as well as detailed in-transit comments and standardized status updates (i.e. 'awaiting collection', 'in transit', and 'delivered'). Staff will receive real-time alerts (via email or text message) from partners about the status and/or movement of deliveries, including delays or unexpected events.

- **Templates**

It generates system templates that will streamline contract creation and Statement of Work (SOW) processes. The templates will auto-populate with existing freight information in Umoja, or, electronically pull data from Advanced Shipping Notification (ASN) forms completed by external partners.

- **Network Intelligence**

It gets smarter. TPTM has an automated planning function that considers constraints and real-time location information and utilizes robust data to optimize freight scheduling and tendering. TPTM preserves manual and/or dynamic map-based information from previous orders to re-plan faster and cheaper routes of delivery for the future. This enhances centralized planning as we will know when/where to consolidate domestic or international shipments, and how to forecast for shipments that require single or multiple modes of transportation.

## 8. What are the benefits associated to the Geographic Information System (GIS) integration?

GIS will allow for distances and durations to be automatically calculated based on electronic mapping between two points within a transportation route. This will help planners choose the fastest routes/lanes when planning for transportation as well as efficient budget management. GIS integration will enable the system to provide multiple routes estimated for cost by the system, allowing intelligence building when soliciting freight forwarding services. The data is expected to be facilitated by map-based planning and visualization, as well as GIS system features, improving accuracy of distance time and duration in addition to cost calculation.

## 9. How will external partners be able to access the system?

Vendors and freight forwarders will access the system through either Electronic Data Interchange (EDI) or the Carrier Collaboration Portal (CCP). Once a UN user assigns a freight order, the vendor/ freight forwarder will be able to access the EDI/CCP and view relevant information, report events, and submit documentation related to the order assigned to them. The CCP has been created to allow equal access to all external partners who may not have the technological infrastructure to use/support the EDI. UN users will not need to access the CCP or the EDI - as anything submitted via the CCP/ EDI flows directly into Umoja.





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## 10. What is Electronic Data Interchange (EDI)?

The Electronic Data Interchange is a computer-to-computer exchange of information in a standard electronic format between business entities. The EDI will feed required shipment relevant documentation and Track-and-Trace information from vendor/ freight forwarder into Umoja. Once a UN user assigns a freight order, the vendor/ freight forwarder will be able to access the EDI and view relevant information, report events, and submit documentation related to the order assigned to them.

## 11. What is the Carrier Collaboration Portal (CCP)?

The Carrier Collaboration Portal (CCP) is a portal used for collecting data from external partners Like the EDI, the CCP allows for external access of the TM system by goods vendors/freight forwarders. Once a UN user assigns a freight order, the vendor/ freight forwarder will be able to access the CCP and view relevant information, report events, and submit documentation related to the order assigned to them. Since not all vendors have the capacity to implement EDI, the CCP - a simplified, web-based version of the system was created by the UN to ensure all partners can have access to TPTM.

## 12. Who will manage administration of EDI or CCP?

The Procurement Division will be engaging with all relevant external partners expected to use the EDI or the CCP.

## SOLUTION FEATURES

### 13. Will the new system increase complexity for end-users?

Assessment of Change Impact shows that the new system will introduce a range of new functionalities, features and linkages to other processes being done in Umoja. As such, users will need to adapt to using a more complex system with advanced capabilities and new process considerations. However, once users familiarize with the new functionalities and adapt to navigating the new system and the external users such as vendors and freight forwarders start uploading critical information via EDI or CCP, the system will provide tremendous benefits to users. Aspects such as real time updates and alerts on shipments and reduction of manual documentation creation will not only provide for better oversight and more informed decisions but will dramatically speed up processes, reduce errors, manual work load and the duplication of tasks.

### 14. How will reporting be affected by the introduction of TPTM-T&T?

Transportation Planning and Management and Track-and-Trace will allow for more streamlined key performance indicator (KPI) reporting. For example, performance of vendors and freight forwarders may be tracked and measured to determine duration and efficiency of the acquisition process. Reporting requirements will be refined as the solution is further developed and released to users in 2019.



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Here are some examples of KPIs to be measured:

- Perfect Order Fulfillment
  - Delivery Performance to Customer Commit Date
  - Documentation Accuracy
  - Perfect Condition
- Order Fulfillment Cycle Time

## USERS & ROLES

### 15. Will the implementation of TPTM T&T entail creation of new Umoja process roles?

Six new Umoja enterprise roles will be introduced:

- TS.01: Transportation Planner & Execution
- TS.02 : Freight Requisitioning
- TS.03 : TM Display All
- TS.04 : TM Master Data Maintainer
- TS.05 : Collaboration Portal
- TS.06 : Production Support

Existing roles that will experience some process changes are: Goods Requisitioner, and the Inbound Coordinator roles.

### 16. Who is responsible for provisioning my role?

Initial provisioning of roles to support the deployment of Phase I of TPTM T&T implementation and user access mapping will be facilitated by the Umoja Coordination Support team with the support of the affected Heads of Sections. Subsequently, maintenance (e.g. additions, removal and changes) of the enterprise roles will be supported in the same way as with the rest of Umoja user access provisioning process via Security Liaison Officers (SLOs). For more information please go to: [iSeek](#)

### 17. How do I request for user access after go-live?

Users will be able to acquire system access through iNeed. For more details please go to: [iSeek](#)

### 18. Where are most TPTM & T-T users located?

Although the initiative will provide a corporate – UN Secretariat-wide solution, all entities currently using the Umoja solution, including UNHQ, PKs, SPMs, and OAHs will be affected. Notably, the Supply Chain and Service Delivery services, sections, or units of these entities will have local roles, with additional centralized roles enabled for oversight and control functions. During Phase 1, Release 2, user bases will expand significantly to include users worldwide, of which most are based in the field missions.



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## TRAINING & USER SUPPORT

### 19. What training will be provided to users at UNHQ?

The initial training of HQ staff will commence in December 2018 at the time of the initial Phase 1 kick off. All relevant staff members (LPEs and end users) will be provided with training during this 1<sup>st</sup> phase and it will consist of both distance learning (instructor led training) and face to face training.

During the 2nd Phase, however, a different training methodology will be used. LPE-Ts will lead local training sessions strategy to cater to the globally dispersed audiences. Relevant staff will be contacted by their Section Chiefs and or Local Deployment Focal Points for information regarding deployment and training.

### 20. What training will be provided to staff in field missions?

During the initial phase of training that will commence in December 2018, only field-based Inbound Coordinators and Goods Requisitioners will be provided training as to be able to use the Track and Trace functionality under the Transportation Planner Role. The training will be provided using instructor led distance learning.

During the 2<sup>nd</sup> Phase however, a different training methodology will be used. Training through LPE-T (the cascade training strategy) will be used as to most adequately cater to the needs of a high number of users globally. More than 5,000 field staff will be trained during this Phase.

Relevant staff will be contacted by the Local Deployment Focal Points and/ or Section Chiefs with further information regarding deployment and training.

### 21. Will users need to be certified prior to being assigned user roles?

Yes. Following the training, users will be required to complete an assessment, following which they can be certified. Staff member who fail to complete the training cannot be provisioned with the relevant Umoja roles.

### 22. Who should I contact for further information and guidance?

For any further information kindly contact your Local Deployment Focal Point or Section Chief.

### 23. Where can I access training material?

All training material will be provided to trainees directly prior to the training. Additionally, staff will be kept informed of training requirements and schedules through their Local Deployment Focal points or Section Chiefs. For a list of Local Deployment Focal Points and the Training Agenda kindly visit **Umoja DFS Homepage**.

Links to relevant training material will also be made available on the Umoja DFS site.



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**24. Will training material be made available to staff to train at their own convenience?**

Initial training will comprise of a combination of Distance Learning and Blended (Distance Instructor Led Training and Face to Face). In due course, material such as cheat sheets and job aids will be produced to ensure that users can refresh their knowledge and access simplified instructions on how to navigate the system and at their own convenience.

**25. How will external partners be provided training?**

Specific distance learning training material and guides will be developed for external users such as Vendors and Freight Forwarders. All external users will be informed of their respective roles and training dates by the Procurement Department. The training for external partners will commence in January 2018.