

Information for carriers:

Management of time slots for carriers for receiving goods at Penny Market central warehouses via the TRANSPOREON platform

Dear Sirs,

In an effort to reduce downtime and thus your costs when delivering goods to the central warehouses of Penny Market s.r.o., the company has launched a time slot reservation system for the unloading of your goods or goods transported by you, effective from 15 May 2012.

How it works

The system is used directly by the carrier. To reserve a time slot, you must register **free of charge** with TRANSPOREON GmbH and sign a user agreement. After signing this agreement, you will receive **free** online training directly from TRANSPOREON.

To register and specify the training date, please contact the TRANSPOREON support department directly. You will find the contact details on the following page.

Time slots can **only** be reserved **using the PENNY reservation number**. If you do not receive this when entering the shipment, please request it from the shipper.

If one vehicle is delivering multiple orders, even from multiple suppliers, these orders can be combined into a single booking. This ensures that the customer's goods receiving department can prepare for such a delivery.

You can access time slot management directly via the internet. The technical requirements for booking are:

- EDGE Chromium: version 112 or higher
- Google Chrome: version 112 or higher
- Firefox ESR: version 102 or higher
- All requirements can be found at:
<https://www.transporeon.com/en/support/integration-system-requirements>

Why make a reservation?

Your truck will be unloaded at the requested time of your reservation.

Rules for unloading trucks according to priority:

1. Reception of trucks arriving for unloading with a time slot and on time
2. Receipt of trucks arriving for unloading with a time slot after the reservation time
3. Acceptance of trucks that do not have a time slot and have an order for that day
4. Acceptance of other trucks (by prior arrangement)

Costs

You will be charged EUR 2.89 for each time slot booked (for one truck). Billing takes place once a month directly from TRANSPOREON GmbH.

The provision of the TRANSPOREON platform and changes to time slot reservations are free of charge.

Contact details for TRANSPOREON GmbH

The TRANSPOREON carrier support team will be happy to answer any questions you may have about training and other matters from Monday to Friday between 7:30 a.m. and 6:00 p.m.

TRANSPOREON Support Team:

TRANSPOREON Support Team (GER)

Phone: +49 83120695550

TRANSPOREON Support Team (CZ)

Phone: +420 212241324

TRANSPOREON Support Team (EN)

Phone: +44 2038850104

TRANSPOREON Support Team (PL)

Phone +48

All current telephone numbers can be found at <https://transporeon-hcskb.atlassian.net/wiki/spaces/KBFC/pages/17893739/Europe+phone+numbers>

Website www.transporeon.com

Support is available in 12 different languages, including Czech.

Company address:

TRANSPOREON GmbH
Pfarrer-Weiss-Weg 12
89077 Ulm

Contact details for Penny Market central warehouses:

Radonice:

Head of Goods Receipt:

Tomáš Dvořák

+420 724 621 571, dvorak@penny.cz

Dobřany:

Head of Goods Receipt:

Jan Kozlík

+420 377 923 105, jan.kozlik@penny.cz

Jirny:

Head of Goods Receipt:

Jaroslav Černý

+420 721 867 151, cerny@penny.cz

Lipník nad Bečvou:

Head of Goods Receipt:

Monika Damkova

+420 581 255 736, damkova@penny.cz

Smiřice:

Head of Goods Receipt:

Martin Jan Marek

+420 728 425 724, martin.marek@penny.cz

Frequently asked questions:

1. There is no available time slot for unloading on Transporeon for the given day - I will call the manager of the relevant central warehouse and ask them to open an additional slot. The goods receiving manager will consider whether it is possible to accommodate your request.
2. I have an order for a different day than the one I require for unloading - it is important to deliver the goods on the day of the order. I can make a reservation -1 day from the delivery date. If I have an order with a longer time frame, I cannot reserve a window. For regular deliveries, please contact Transporeon support.
3. I will not make the unloading window at the warehouse - no problem, the truck will be unloaded when a ramp becomes available. Even in this case, the truck will be unloaded before trucks that do not have a reservation at all.
4. The truck arrived on time for unloading, but I am still not being unloaded at the warehouse - this situation should not happen, but if it does, I call the reception manager of the given CS.
5. I am having technical problems logging in - I will contact Transporeon.

We hope that we have provided you with all the necessary information in this brief guide and look forward to a successful cooperation!

Best regards

TRANSPOREON GmbH and Penny Market s.r.o.

Carriers can contact Transporeon directly by phone or obtain information from the registration department at:

<https://support.transporeon.com/servicedesk/customer/portal/16/create/484>

Below is a screenshot with instructions on how to fill out the form. The carrier can also select the language and add company details.



Registration

Attachment (optional)

📎 Drag and drop files, paste screenshots, or
browse

Language

English



Here you will find the languages that are supported in operation.

Name For Company

Please add the name of your company here.

Do you have a Transporeon account?

☐ yes

☒ no

If you have an existing Transporeon account and need assistance or have questions about its usage,
please contact Customer Care through the [Customer Care Portal](#)



Private request



Product Area *

☐ Visibility

☐ Freight Sourcing

☒ Freight Execution And Dock Planning

☐ General Question

Product *

This is a required field.

☐ Transport Assignment

☐ Time Slot Management

☒ Time Slot Management for Retailers

Is it related to a particular shipper/retailer? *

☒ yes

☐ no

Shipper/retailer name *

Enter the name of the shipper/retailer here:

Penny Market s.r.o.