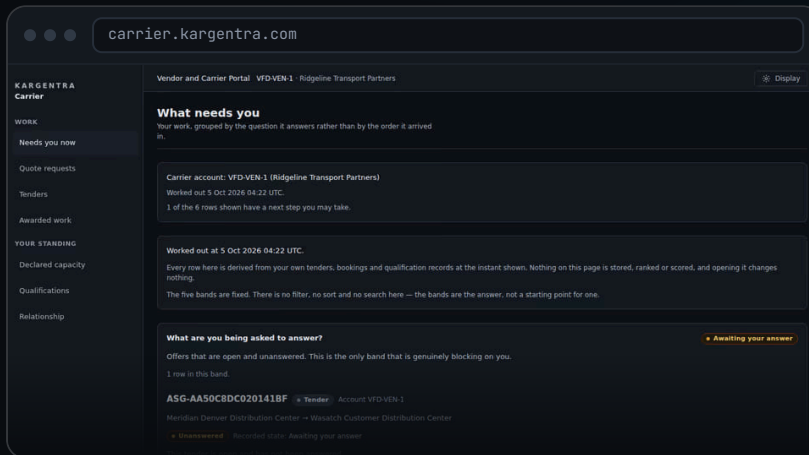


COLLABORATION CENTER

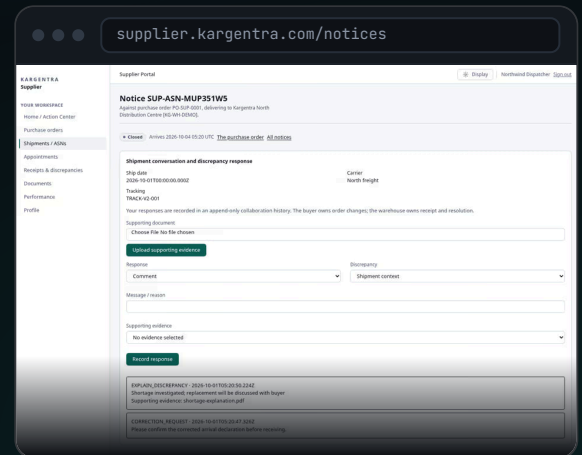
Collaboration Center

Supply chain collaboration software on the record, not lost in email

Kargentra Collaboration Center is supply chain collaboration software that puts every conversation, request and escalation on the order, shipment, trip, purchase order, return, invoice or dispute it is about. Customers, suppliers, carriers and drivers join from their own portals and apps, internal notes stay internal, and every follow-up has an owner, a due time and a history.



CARRIER PORTAL · COLLABORATION SITS IN THE SAME HOME AS TENDERS, QUOTES AND DISPUTES



SUPPLIER PORTAL · A RECEIPT DISCREPANCY ANSWERED ON THE RECORD

WHAT CHANGES FOR THE OPERATION

Context travels with the thread

Every conversation opens on its record, with current state and open requests, so nobody has to ask which shipment.

Internal stays internal

Each message stores its audience. Internal notes and mentions never reach a partner or an AI summary.

Follow-ups that cannot slip

Requests carry response and acknowledgement targets, go overdue visibly and escalate to an owning team.

One language across parties

Operations, warehouse, supplier, carrier, customer and driver share the same purposes and states.

WHAT COLLABORATION DOES

Threads on every record

Conversations attach to the order, shipment, trip, purchase order, ASN, return, invoice or dispute they concern.

- Thread header: record, current state, conversation type and parties
- Business actions for the record reachable from the thread
- No free-floating chat: every conversation has a subject

Conversation purposes

Twenty-six purposes give every thread a reason, from a status enquiry to dock appointment coordination or an invoice question.

- The purpose sets default audience, team and response due
- Customers start only customer-startable purposes, on their own accounts
- Shipment exceptions and POD or document corrections have their own purposes

Internal and external visibility

Choose internal only, bilateral, multiparty or restricted internal, and every message records who could see it.

- Audience snapshot stored with each message
- Internal notes never reach an external party
- Restricted internal for sensitive commercial threads

Mentions and internal notes

Bring a colleague in with a mention inside an internal note, without exposing the discussion to the partner.

- Mentions reach internal members only
- Notes sit alongside replies on the same thread
- Unread and Needs my action follow the mention

Requests and follow-ups

Ask for information, a document, evidence, an acknowledgement or a status confirmation, each with a due time.

- Acknowledged is not the same as fulfilled
- Overdue shown on the thread and in every queue
- Responses received by phone or email recorded as offline

Escalation and command centre

A command centre shows what needs doing, who is waiting and what is late, and every number opens the conversations it counts.

- Needs my action, Waiting on others, At risk, Breached, Unassigned
- Service targets: on track, at risk, breached
- Bulk: assign team, acknowledge requests, send reminder

HOW IT FLOWS

From a question to a resolved conversation

- 01 Open on the record**
A person or partner starts a conversation on an order, shipment, trip, PO, return, invoice or dispute, and chooses its purpose.
- 02 Set the audience**
Policy sets the default: internal only, bilateral, multiparty or restricted internal. Each message stores who could see it.
- 03 Reply, note and mention**
Replies and questions go to the parties; an internal note with a mention brings in a colleague without telling the partner.
- 04 Request with a due time**
A request for a document, evidence or confirmation gets a target. It can be acknowledged before it is fulfilled, and goes overdue visibly.
- 05 Follow up or escalate**
Overdue requests are reminded, singly or in bulk, and escalated to the owning team when the target is breached.
- 06 Resolve**
The owner resolves the conversation once every ask is answered. A later question reopens it, and the reopen is counted.
- 07 Measure**
First response and resolution medians, reopen and escalation rates and late requests show where conversations stall. Owner: service manager.

ASK KARGENTRA IN COLLABORATION

“Summarise this conversation”

The customer has asked two things on SHP-30781. First, the signed POD for the delivery on 6 October: the carrier acknowledged that request yesterday but has not fulfilled it, and it went overdue at 11:00. Second, whether the next delivery can move to Friday: that is a delivery-commitment question, so it is routed to the promise owner rather than drafted.

REQUEST · POD DOCUMENT · ACKNOWLEDGED · OVERDUE 11:00

THREAD · SHP-30781 · BILATERAL · CUSTOMER

PURPOSE · STATUS ENQUIRY

POLICY · DELIVERY COMMITMENT · HUMAN RESPONSE

PROPOSAL · APPROVED BY THE CUSTOMER SERVICE REP

Send the carrier a reminder for the signed POD and assign the date question to the promise owner.

Ask Kargentra reads only what your role can open, cites every fact and proposes. A named person approves; nothing is sent or executed on its own.

EXCEPTIONS AND EDGE CASES HANDLED

- A partner acknowledges a document request but never sends the document: the request stays open and goes overdue.
- A customer phones instead of replying: the response is recorded as offline, with the time and the person who took it.
- A colleague is mentioned in a thread shared with a carrier: the mention lives in an internal note the carrier never sees.
- A reply arrives without a trusted identity or a matching correlation: it is not attached to the conversation.
- The conversation policy changes mid-week: new threads follow the new version and existing history stays as it was.
- A resolved conversation gets a follow-up question: it reopens, and the reopen counts in the analytics.

CAPABILITY REFERENCE

Threads

- Conversations on orders, shipments, trips, POs, ASNs, returns, invoices and disputes
- Twenty-six conversation purposes
- Thread header with record state and open requests
- Search by reference, party or subject
- Filters by type, record, priority, party and overdue

Visibility

- Internal only, bilateral, multiparty, restricted internal
- Audience snapshot per message
- Internal notes and internal-only mentions
- Customers start only customer-startable purposes
- Each party sees only its own conversations

Requests and follow-up

- Information, document, evidence, acknowledgement and status requests
- Response and acknowledgement targets
- Overdue and escalation
- Offline responses recorded
- Bulk reminders and acknowledgements

Command centre

- Buckets from Needs my action to Resolved
- On track, at risk, breached
- Open by product, type, team and age
- First response and resolution medians
- Reopen and escalation rates
- External delivery failures

Governance

- Tenant policy per conversation type
- Versioned reply templates
- Prospective policy changes with immutable history
- Delivery outside Kargentra through Connector Hub
- Trusted inbound replies only
- AI summaries and drafts under tenant control

STANDARDS AND CONNECTIONS

CUSTOMER PORTAL

CARRIER PORTAL

SUPPLIER PORTAL

DRIVER APP

CONNECTOR HUB EXTERNAL DELIVERY

SIGNED WEBHOOKS

EVENT-DRIVEN CONVERSATION POLICIES

QUESTIONS BUYERS ASK

What is supply chain collaboration software?

Supply chain collaboration software gives a business and its customers, suppliers and carriers a shared place to ask, answer and follow up on the work between them. In Kargentra that place is the record itself: each conversation sits on the order, shipment, trip, purchase order, return, invoice or dispute it concerns, so context and history never live in one person's inbox.

Can carriers and customers join conversations?

Yes. Customers join from the customer portal and can start a conversation on their own shipments, invoices and disputes. Carriers join from the carrier portal, suppliers from the supplier portal and drivers from the driver app, each scoped to their own work. Partners see only the conversations they are part of, and never an internal note.



See Collaboration Center on your own scenario

Bring a real lane, site or exception. More at www.kargentra.com/products/collaboration/

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