

Added Value Pack

tts performance suite 2026
All highlights at a glance!

Date: April 2025



Added Value Pack

tts performance suite 2026

On the following slides you will learn about the **highlights of the tts performance suite 2026**, which you will benefit from when you update your current version.

For a better overview we group the highlights of older tts performance suite versions in the categories **Performance Support**, **Content Creation** and **Technical Improvements & Support**.



Important Information: Update & IT Security

How regular software updates can protect you

Secure your IT - no compromises!

IT security vulnerabilities pose a massive threat to companies: unauthorised persons can gain access to internal networks and misuse data. Around **a third of all web servers worldwide** are affected.

The solution: **Regular software updates** reliably close security gaps. We therefore recommend that you always keep your tts performance suite up to date to prevent cyberattacks.

A new version of our tts performance suite is released twice a year with improvements and **security-relevant updates**. In an emergency, we supply patches for the currently supported versions (2026, 2025r2 or 2025), which are automatically installed for cloud customers.

Always use **the latest version of the tts performance suite** to ensure the highest IT security standards - especially if you are still using **version 2025 or older**.

Feel free to contact us for an update.



LinkedIn tts performance suite UserGroup

Join our community now!

Scan the QR code now and become part of our LinkedIn community!

Discuss all your unresolved questions, topics and ideas relating to tts performance suite 2026.

Share your most compelling questions, concerns and ideas with other customers and in-house experts in our LinkedIn UserGroup.

Join this lively community and actively shape the future of the tts performance suite!



tts University

For beginners and experts – Improve your work with tts performance suite!

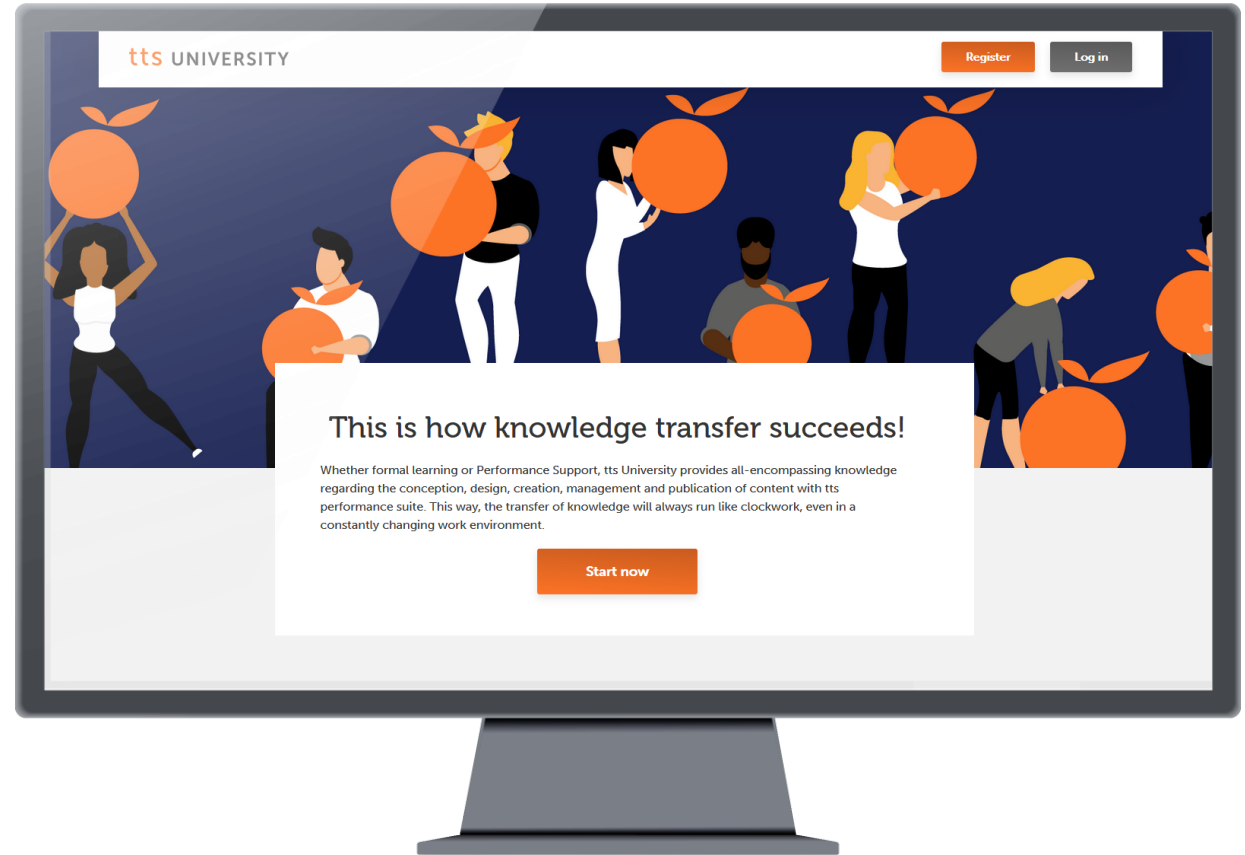
tts University

At tts University, tool owners, administrators and authors can get **free help** with the tts performance suite at any time.

We also offer:

- **Open Trainings:** Get in-depth information as well as practical tips and tricks for using the tts performance suite.
- **Coaching sessions:** Learn how other customers successfully use Creator, Curator, QuickAccess, WebAccess and Producer and ask your questions directly to our product management.

Register now with tts University: <https://tts.university/en>



New in tts performance suite 2026

Highlights

Performance Support

QuickAccess & WebAccess – Consistent experience and usage

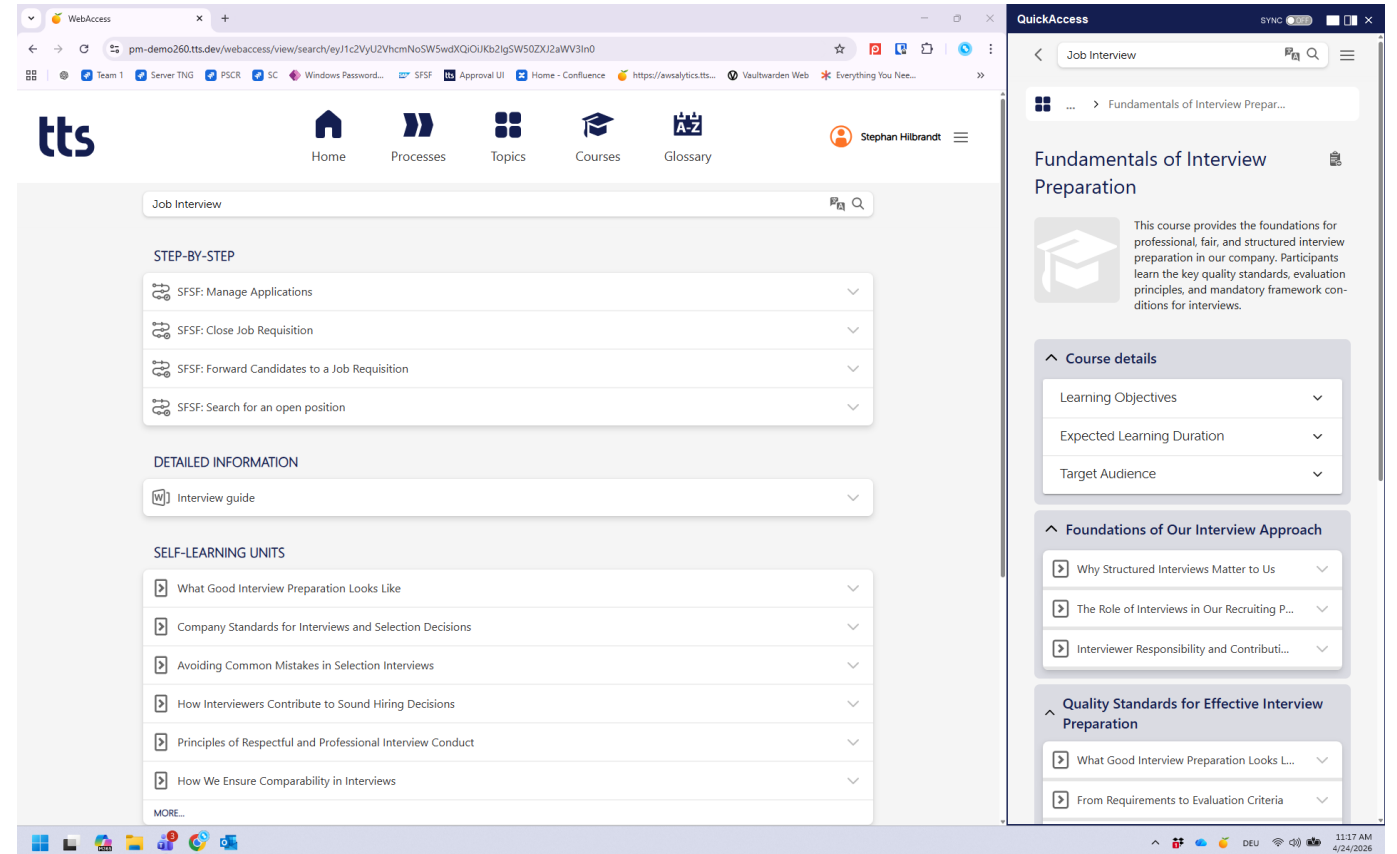
2026

Consistent user experience

QuickAccess and WebAccess now offer a consistent user experience, meaning both access methods have the same layout and functionality.

Search has also been standardized: Results in WebAccess and QuickAccess are now organized by performance support categories.

You can now also open courses and glossaries directly in QuickAccess. Courses also offer expanded display options through embedded Creator documents.



Watch demo

Performance Support

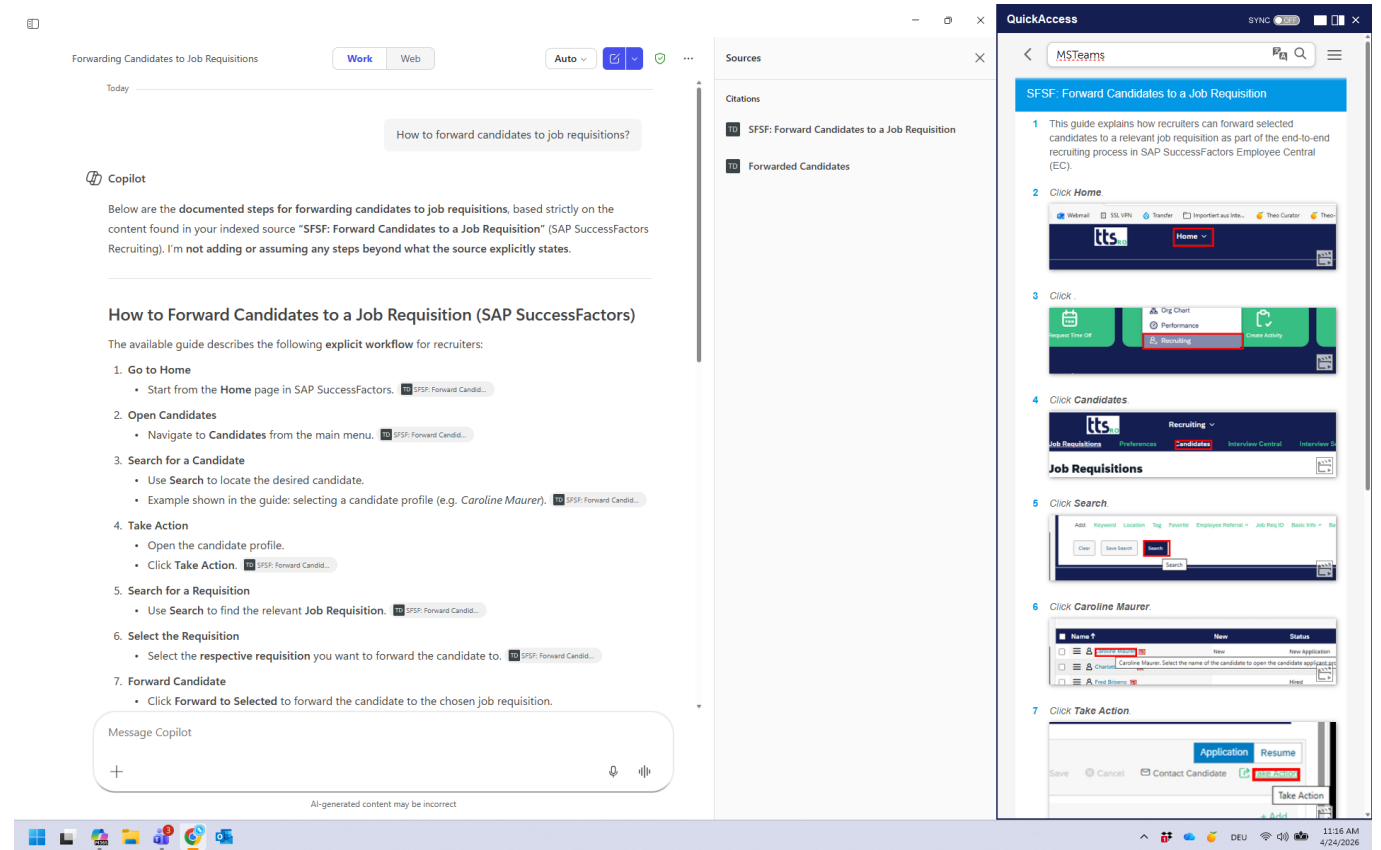
Use reliable, verified content with Microsoft Copilot

2026

Copilot & tts performance suite

Now, you can make content from the tts performance suite discoverable in Microsoft Copilot. Copilot incorporates relevant content into its responses and links to the original sources for greater transparency.

This allows your users to leverage quality-assured corporate knowledge even within AI-powered workflows.



Watch demo

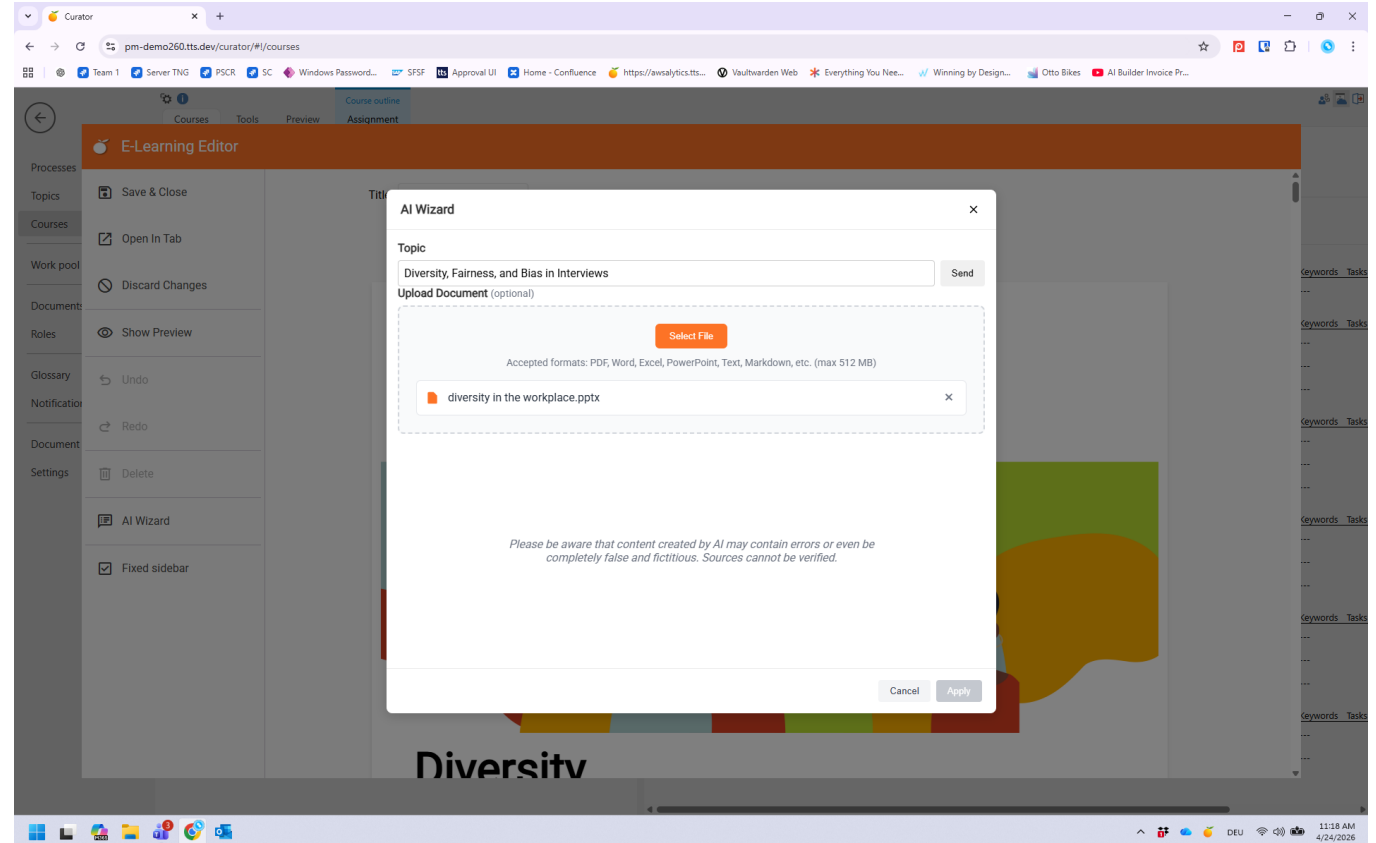
Content Creation

Creator – Generate learning units from documents

2026

Convert existing documents into e-learning courses

In addition to prompts, you can now also use documents to generate learning modules. The AI assistant automatically creates new e-learning content from PowerPoint, PDF, Word, and text documents, incorporating images and source documents into the process.



Watch demo

Content Creation

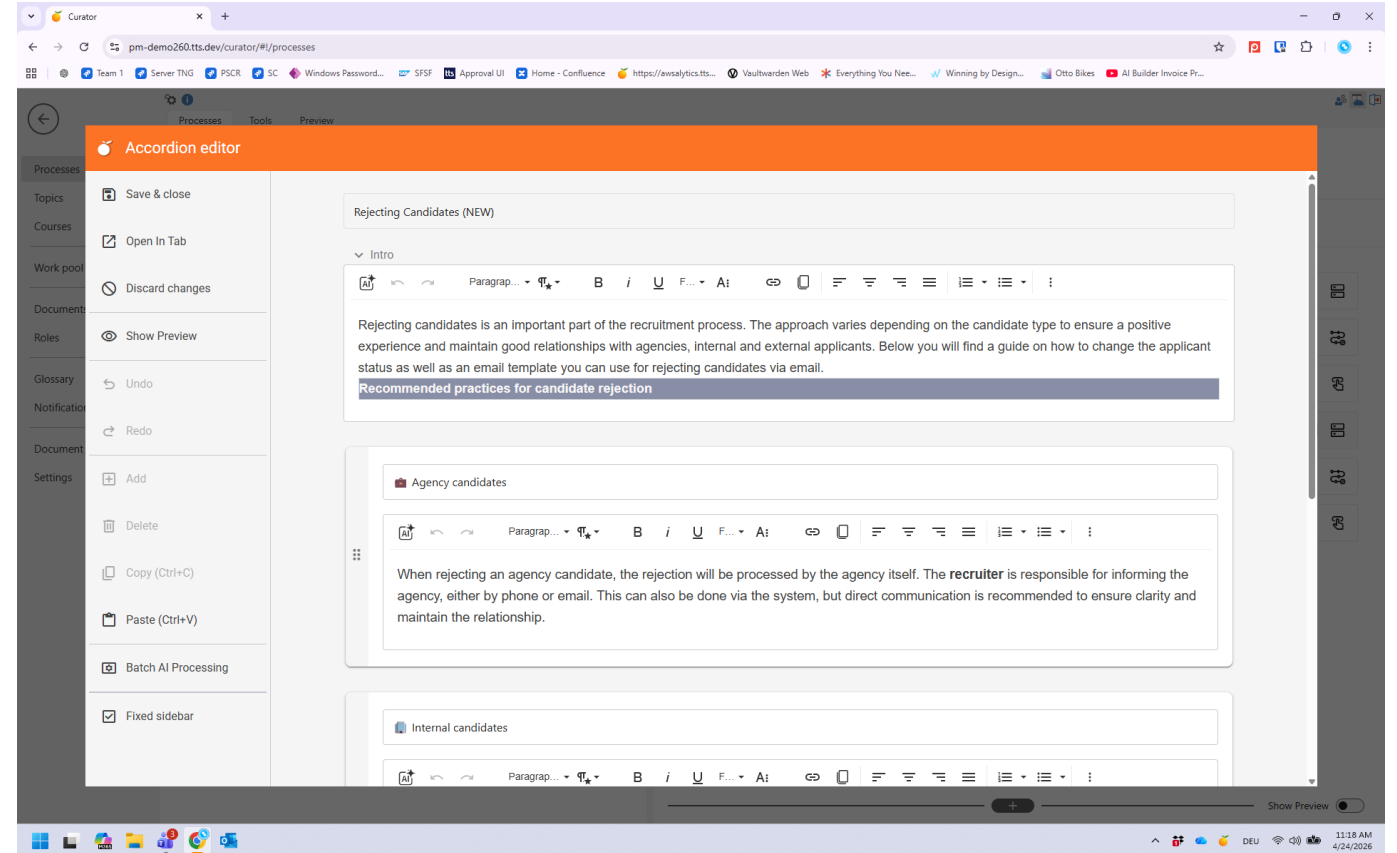
Creator – Consistent intro & outro text

2026

Intro- & outro text

You can now add intro and outro text directly within content templates. This reduces the need for additional rich-text documents for headings, introductions, conclusions, and accompanying text.

The text is saved in the context of the respective content (e.g., video, accordion, or image map).



Watch demo

Technical Improvements

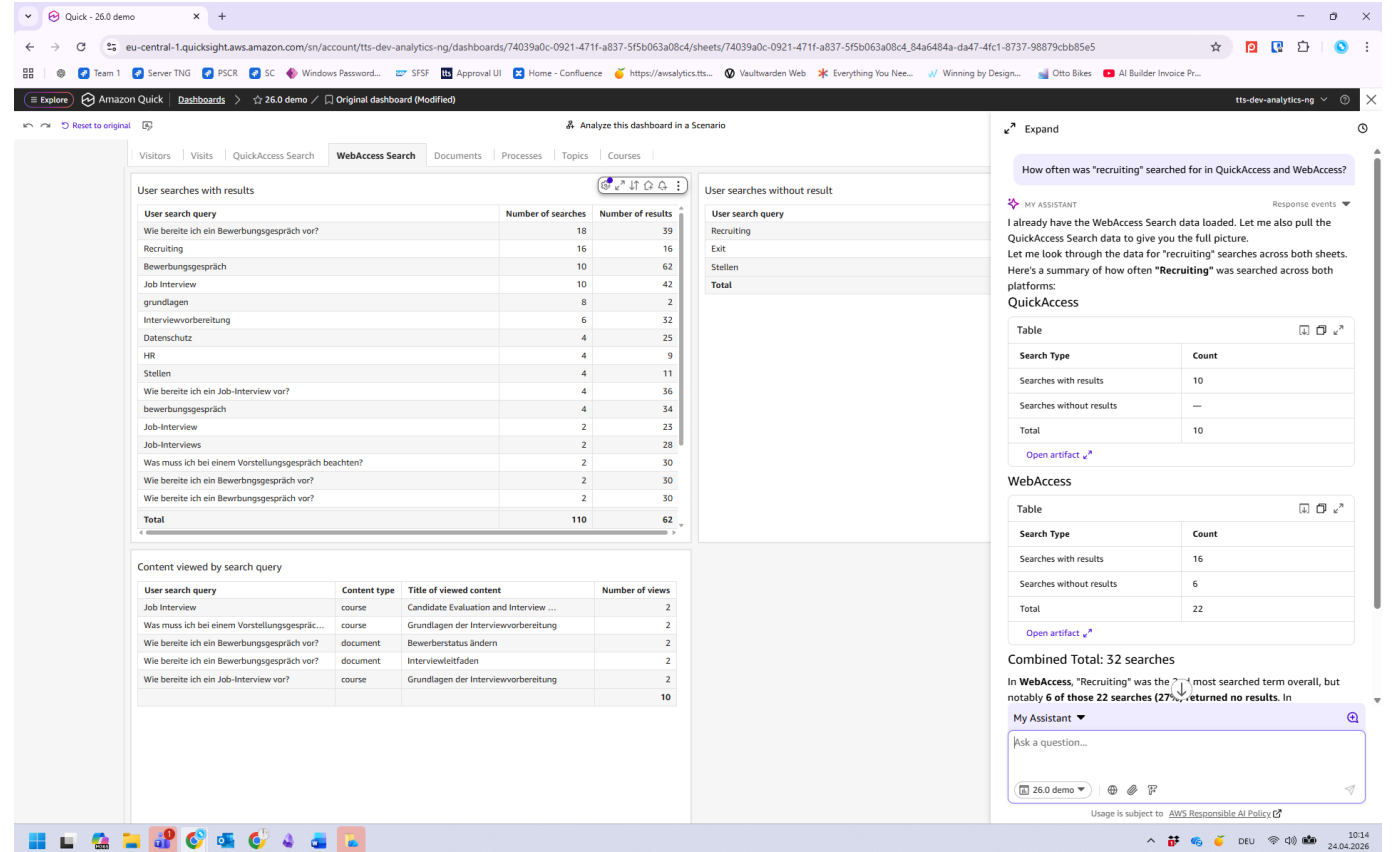
Analytics – Simplified analysis using AI

2026

New analytics platform with AI support

Our analytics platform has been built on a new technological foundation. Server-side tracking minimizes inaccuracies caused by network and firewall issues.

The system, which is based on Amazon Web Services (AWS), enables natural language queries and AI-powered analysis of the data in the Dashboard.



The screenshot displays the AWS QuickSight dashboard for 'WebAccess Search'. It features two main tables: 'User searches with results' and 'User searches without result'. A summary on the right indicates that 'recruiting' was the most searched term, with 10 results in QuickAccess and 6 in WebAccess, totaling 16 searches. The dashboard also includes a 'Content viewed by search query' table and a 'MY ASSISTANT' chat interface.

User search query	Number of searches	Number of results
Wie bereite ich ein Bewerbungsgespräch vor?	18	39
Recruiting	16	16
Bewerbungsgespräch	10	62
Job Interview	10	42
grundlagen	8	2
Interviewvorbereitung	6	32
Datenschutz	4	25
HR	4	9
Stellen	4	11
Wie bereite ich ein Job-Interview vor?	4	36
bewerbungsgespräch	4	34
Job-Interview	2	23
Job-Interviews	2	28
Was muss ich bei einem Vorstellungsgespräch beachten?	2	30
Wie bereite ich ein Bewerbungsgespräch vor?	2	30
Wie bereite ich ein Bewerbungsgespräch vor?	2	30
Total	110	62

User search query	Content type	Title of viewed content	Number of views
Job Interview	course	Candidate Evaluation and Interview ...	2
Was muss ich bei einem Vorstellungsgespräch...	course	Grundlagen der Interviewvorbereitung	2
Wie bereite ich ein Bewerbungsgespräch vor?	document	Bewerberstatus ändern	2
Wie bereite ich ein Bewerbungsgespräch vor?	document	Interviewleitfaden	2
Wie bereite ich ein Job-Interview vor?	course	Grundlagen der Interviewvorbereitung	2
Total			10

Search Type	Count
Searches with results	10
Searches without results	—
Total	10

Search Type	Count
Searches with results	16
Searches without results	6
Total	22

Combined Total: 32 searches

In WebAccess, "Recruiting" was the most searched term overall, but notably 6 of those 22 searches (27%) returned no results. In QuickAccess, "recruiting" was searched for 10 times.

Watch demo

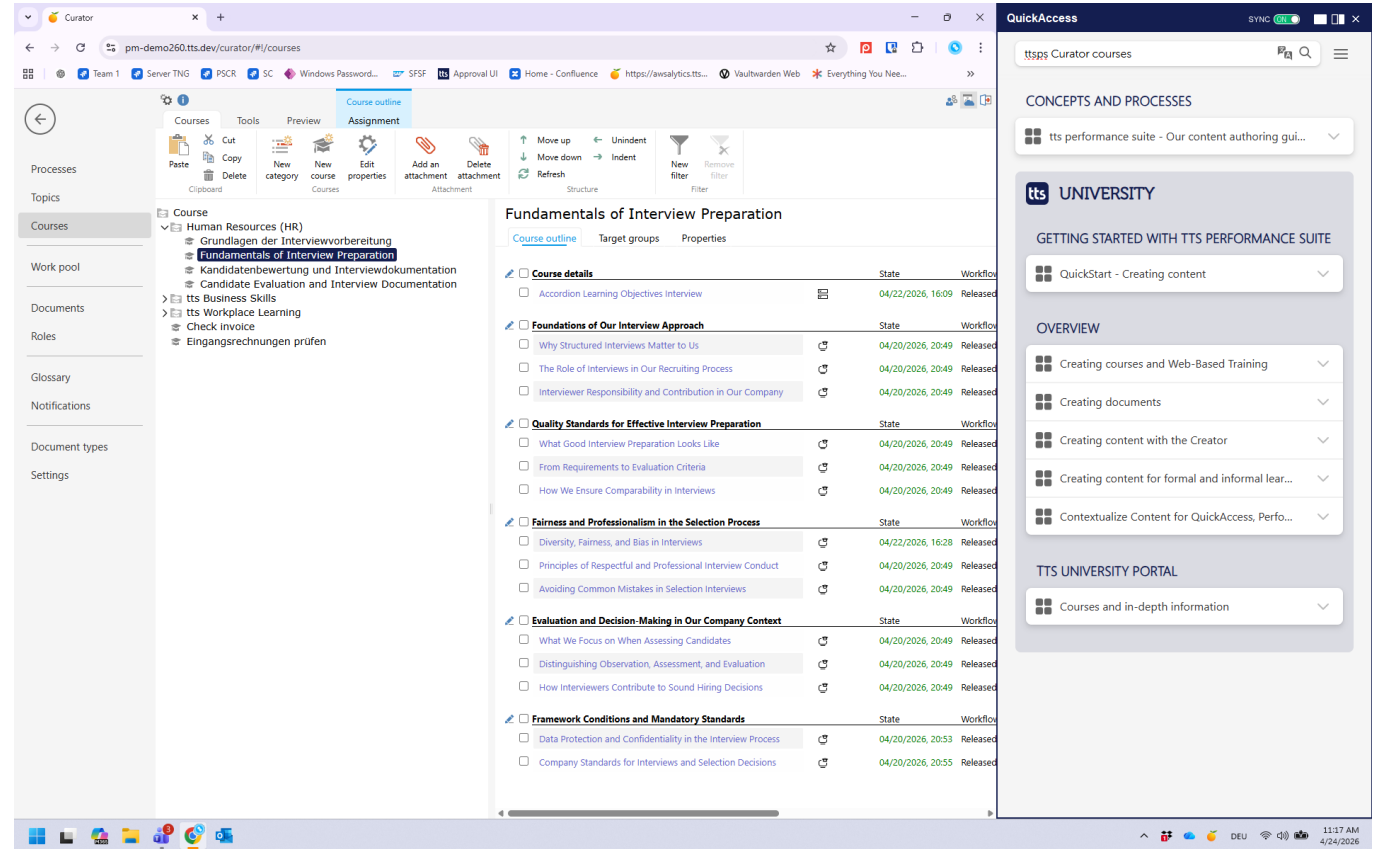
Performance Support

QuickAccess – Direct support from tts University

2026

Context-sensitive help for tts University

Context-sensitive help for the tts performance suite can be displayed directly in QuickAccess. Of course, you can easily add your own content in the usual way.



Watch demo

Miscellaneous

More improvements in tts performance suite 2026

2026

- QuickAccess & WebAccess – AI-optimized search → [Watch demo](#)
 - Natural-language search queries and consideration of related content
 - More robust search results, even with typos and spelling errors
- Creator – Instructions and Feedback for IT Recordings → [Watch demo](#)
 - Provide tiered feedback for incorrect operations
 - Targetedly show or hide visual aids in the screenshot
- Creator – Split or convert content blocks → [Watch demo](#)
 - Flexibly adapt text, image, and text/image blocks to the desired layout
 - Easily reuse content by splitting or converting blocks
- Curator – Prevent accidental deletion of large amounts of content → [Watch demo](#)
 - Ensure targeted protection for large-scale deletion operations
 - Make the number of affected structural elements transparent in the dialog box
- Creator – Redact content in learning units → [Watch demo](#)
 - Redact image content directly in the e-learning template using blur or solid colour overlays
 - Available for manually inserted images and software recording



Highlights of previous tts performance suite versions

2025r2 & 2025

Performance Support

Push Notifications

Performance Support

QuickAccess – On-demand translation

2025

Translate content on demand in QuickAccess

You can now translate all content into your language with the click on one button in the search bar.

This translation is AI-supported and real-time which allows all users to easily get information in their language even if the content is not originally in this language.

At the same time, content which was editorially translated is labeled as such with a blue icon which allows clear identification of verified content.

The screenshot displays the Microsoft Excel interface. The main window shows a spreadsheet with columns labeled 'Datum', 'Kunde', 'Produkt', 'Menge', 'Einzelpreis', 'Gesamtpreis', 'Verkäufer', and 'Reg'. The data includes sales records for various companies like Müller GmbH, Meier & Co., and Schmidt AG. On the right side, the 'QuickAccess' sidebar is open, featuring a search bar and a 'Microsoft Copilot in Excel' section. This section includes a 'Verified content' icon, a description of Copilot's capabilities, and a list of things it can and cannot do. Below this, there are several prompts for Copilot, such as 'Message Copilot', 'Fasse die Daten in dieser Arbeitsmappe zusammen', and 'Analysiere diese Arbeitsmappe und gib mir interessante Datenkenntnisse'. A 'Need insights? Just ask' section is also visible.

	A	B	C	D	E	F	G	H
	Datum	Kunde	Produkt	Menge	Einzelpreis	Gesamtpreis	Verkäufer	Reg
1								
2	2023-03-30	Müller GmbH	Drucker	4	313,87	1255,48	Jonas Schulz	Nord
3	2023-09-17	Meier & Co.	Laptop	3	826,35	2479,05	Jonas Schulz	Ost
4	2023-09-14	Meier & Co.	Smartphone	2	563,13	1126,26	Jonas Schulz	Nord
5	2023-10-02	Schmidt AG	Monitor	4	110,48	441,92	Sophie Klein	Zentr
6	2023-07-26	Schmidt AG	Smartphone	1	549,46	549,46	Jonas Schulz	Ost
7	2023-11-16	Schmidt AG	Drucker	9	886,18	7975,62	Tim Hoffmann	Zentr
8	2023-05-11	Müller GmbH	Drucker	3	891,37	2674,11	Laura Becker	Zentr
9	2023-05-16	Becker KG	Laptop	5	648,46	3242,3	Laura Becker	Zentr
10	2023-10-23	Meier & Co.	Laptop	1	856,54	856,54	Laura Becker	West
11	2023-04-23	Becker KG	Drucker	4	223,77	895,08	Laura Becker	Ost
12	2023-04-01	Meier & Co.	Drucker	8	635,67	5085,36	Tim Hoffmann	Ost
13	2023-04-19	Meier & Co.	Tablet	10	651,34	6513,4	Anna Weber	West
14	2023-12-29	Schmidt AG	Laptop	5	505,62	2528,1	Sophie Klein	West
15	2023-09-03	Fischer GmbH	Drucker	8	196,71	1573,68	Laura Becker	Ost
16	2023-07-16	Meier & Co.	Monitor	9	908,34	8175,06	Tim Hoffmann	Süd
17	2023-12-10	Schmidt AG	Smartphone	5	479,8	2399	Jonas Schulz	Zentr
18	2023-11-26	Fischer GmbH	Tablet	8	879,39	7035,12	Laura Becker	Zentr
19	2023-04-11	Becker KG	Monitor	5	108,87	544,35	Laura Becker	Ost
20	2023-12-08	Müller GmbH	Laptop	7	858,25	6007,75	Tim Hoffmann	Ost
21	2023-10-20	Fischer GmbH	Laptop	10	719,9	7199	Laura Becker	Süd
22	2023-01-05	Meier & Co.	Monitor	1	725,39	725,39	Laura Becker	West
23	2023-04-06	Fischer GmbH	Drucker	1	146,68	146,68	Tim Hoffmann	Zentr
24	2023-02-14	Müller GmbH	Tablet	9	918,93	8270,37	Sophie Klein	West
25	2023-11-29	Meier & Co.	Tablet	9	596,43	5367,87	Tim Hoffmann	Süd
26	2023-11-01	Becker KG	Smartphone	10	782,19	7821,9	Laura Becker	Süd
27	2023-05-13	Meier & Co.	Laptop	10	153,14	1531,4	Laura Becker	West

Performance Support

QuickAccess – AI assistant

2025

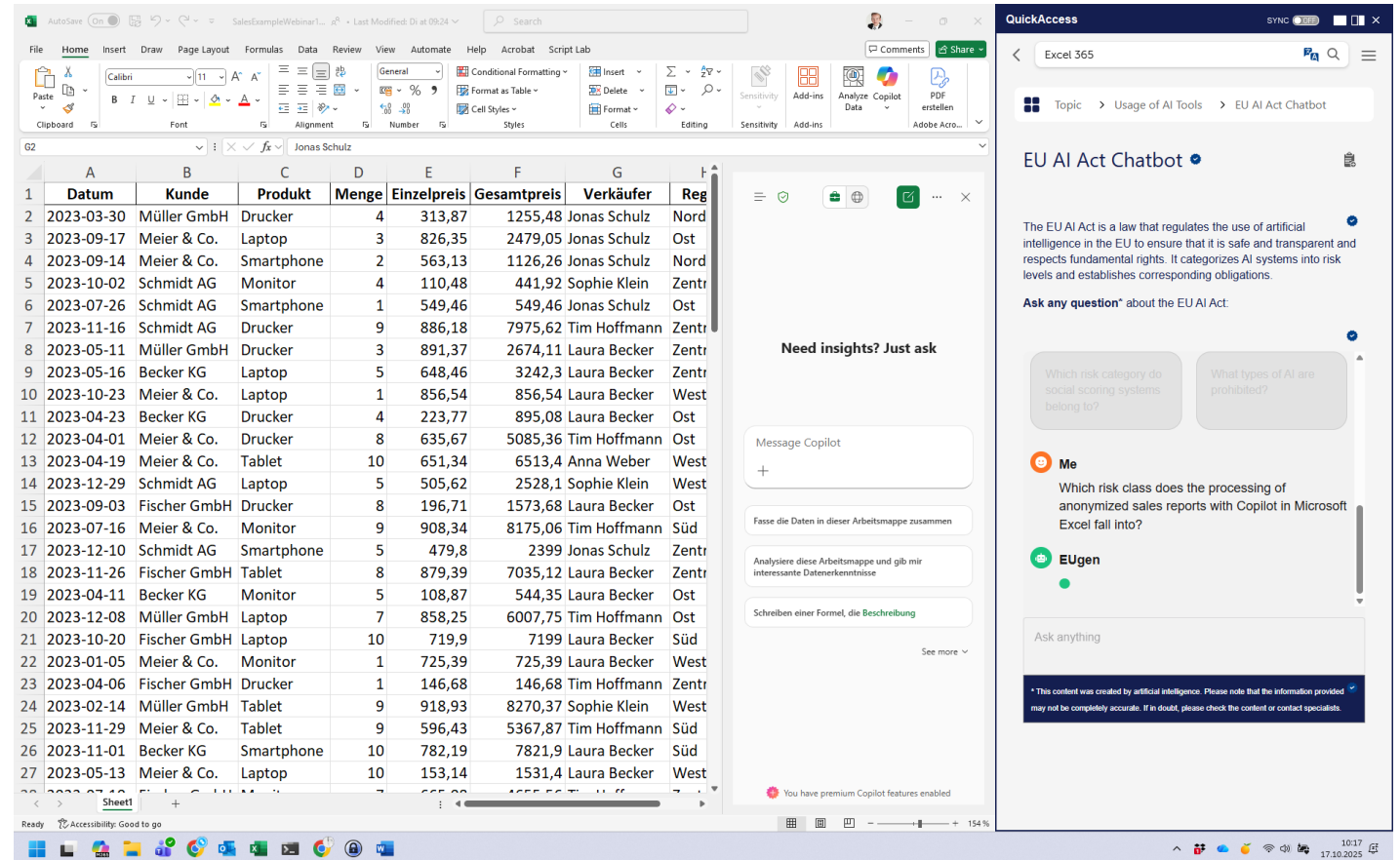
Kontextsensitiverte AI assistants

Haben Ihre Benutzer Schwierigkeiten, relevante Informationen in einem umfangreichen Handbuch mit 100 Seiten oder einer Vielzahl verschiedener Dokumente zu finden, um Anweisungen während ihrer Arbeit zu befolgen?

Jetzt können sie unseren KI-gestützten Chatbot-Assistenten nutzen, um komplexe Probleme oder lange Dokumente schnell und einfach zu verstehen.

Sie können festlegen, mit welchen Dokumenten der Chatbot-Assistent arbeiten soll, und diese mit dem Kontext verknüpfen, um eine zielgerichtete Unterstützung zu ermöglichen.

Benutzer können Fragen eingeben oder vordefinierte Fragen verwenden, um die benötigten Informationen zu finden. Dies führt zu weniger Frustration und mehr Produktivität.



The screenshot shows a Microsoft Excel spreadsheet with the following data:

	A	B	C	D	E	F	G	H
	Datum	Kunde	Produkt	Menge	Einzelpreis	Gesamtpreis	Verkäufer	Reg
2	2023-03-30	Müller GmbH	Drucker	4	313,87	1255,48	Jonas Schulz	Nord
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The QuickAccess AI assistant interface is overlaid on the right side of the Excel window. It features a search bar at the top with the text 'Excel 365'. Below it, there are navigation links for 'Topic' and 'Usage of AI Tools'. The main content area displays 'EU AI Act Chatbot' with a brief description: 'The EU AI Act is a law that regulates the use of artificial intelligence in the EU to ensure that it is safe and transparent and respects fundamental rights. It categorizes AI systems into risk levels and establishes corresponding obligations.' There are two pre-defined questions: 'Which risk category do social scoring systems belong to?' and 'What types of AI are prohibited?'. A user question is shown: 'Which risk class does the processing of anonymized sales reports with Copilot in Microsoft Excel fall into?'. The assistant's response is: 'EUgen'. At the bottom, there is a disclaimer: 'This content was created by artificial intelligence. Please note that the information provided may not be completely accurate. If in doubt, please check the content or contact specialists.'

Performance Support

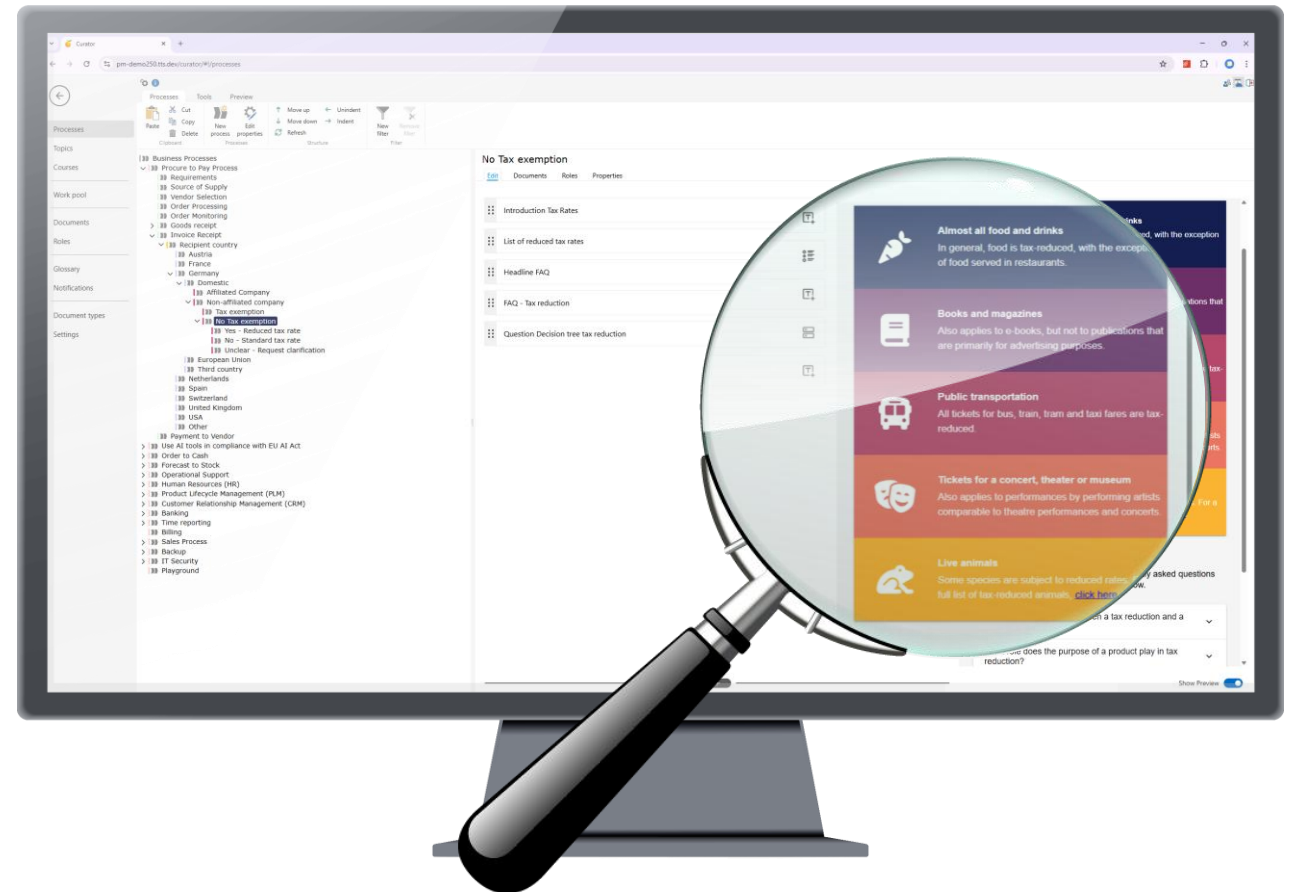
Curator – drag & drop and live preview

2025

Edit topics and processes quickly and easily

You can now simply drag and drop content in Curator to display it in the desired order. An integrated preview now helps you when adding, editing and structuring documents.

These functions are rounded off by a modernised look & feel in Curator for a more pleasant user experience.



Performance Support

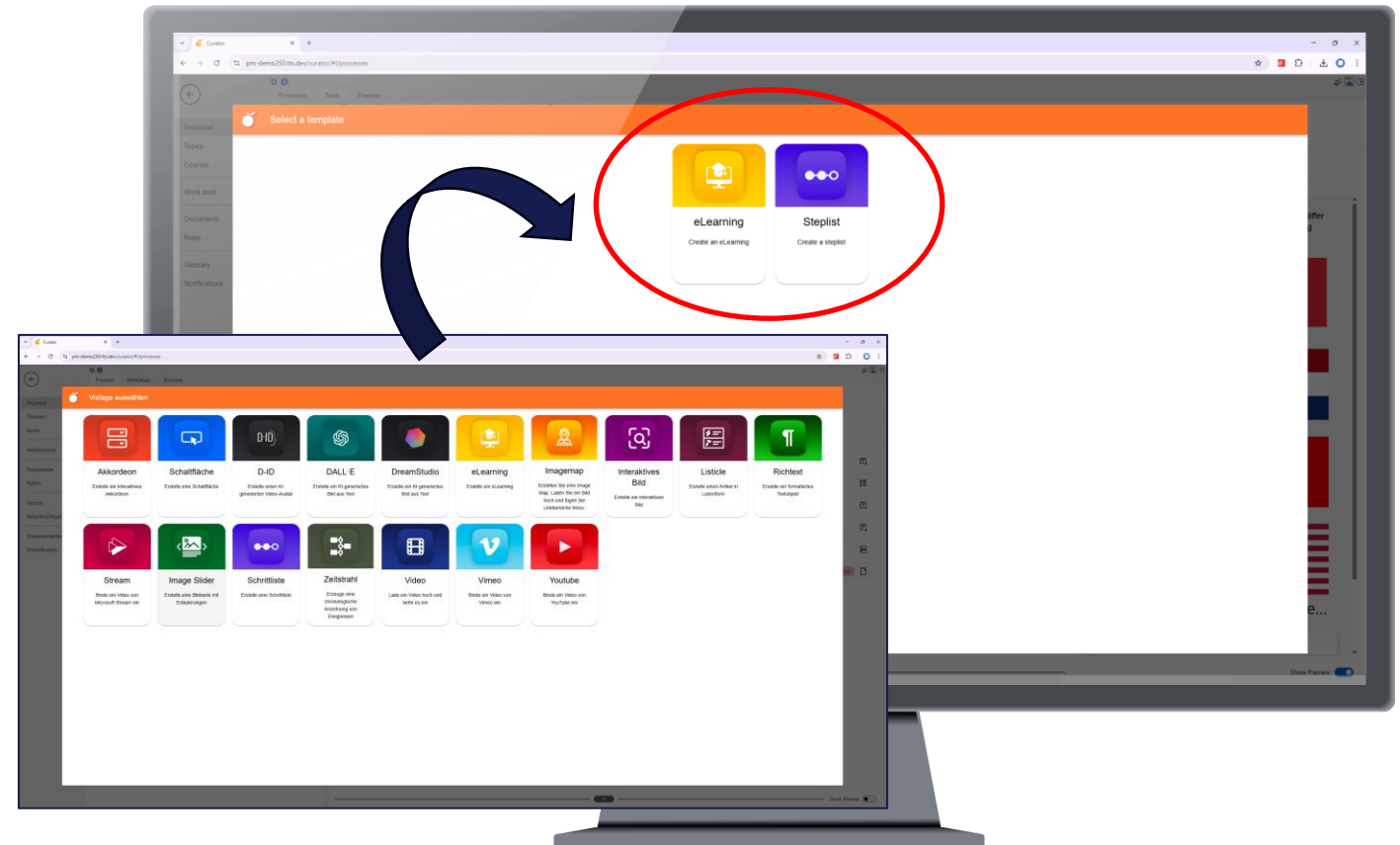
Creator – individual authorisation for Creator templates

2025

Now you can easily define who is authorized to access which Creator templates.

You can define authorization groups per template for your users. This makes it possible to authorize individual users for specific functions, such as the use of AI templates. For example, you can only grant other users access to templates for creating e-learning courses and step lists.

This function makes it easy to customize the content creation options with the Creator to the needs or level of knowledge of your users.



Performance Support

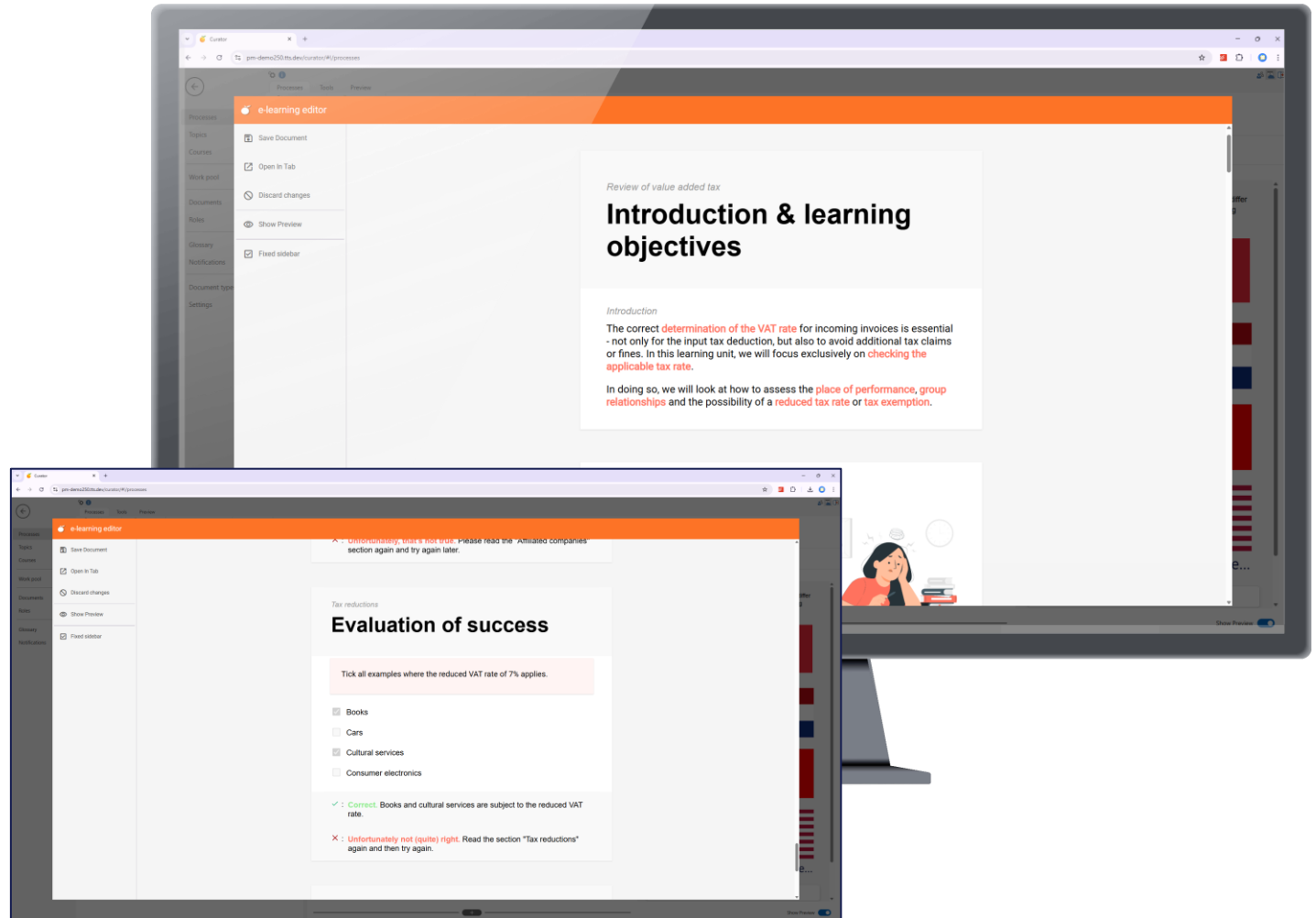
Creator – create and edit learning units directly in the browser

2025

Create entire learning units quickly and efficiently with a single new creator template!

Use predefined blocks such as images, texts and headings to create attractive and standardized e-learning courses. Check the success of your e-learnings with your users with quiz questions.

And best of all, no client installation is required to create and edit these learning units! You can create e-learnings completely in the browser. Of course, the content can be exported in all current formats for your Learning Management System (LMS), e.g. SCORM, xAPI (Tin Can), AICC etc.



Performance Support

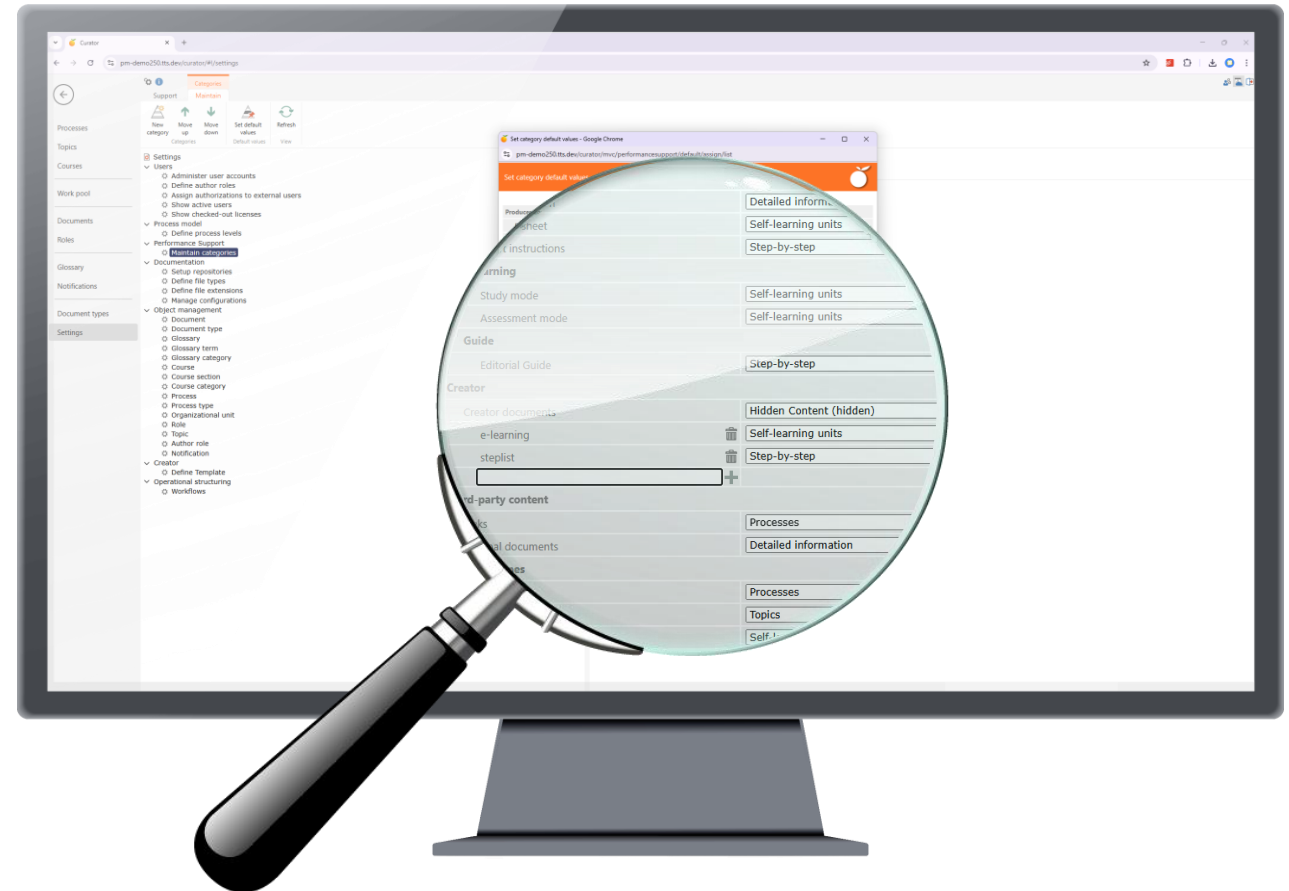
Curator – predefined performance support categories for creator templates

2025

Have your generated documents automatically assigned to a Performance Support category, depending on the content.

Useful default settings allow you to create content more quickly.

Control which documents are displayed to your users in QuickAccess when searching and which they should only see in the context of processes or topics.



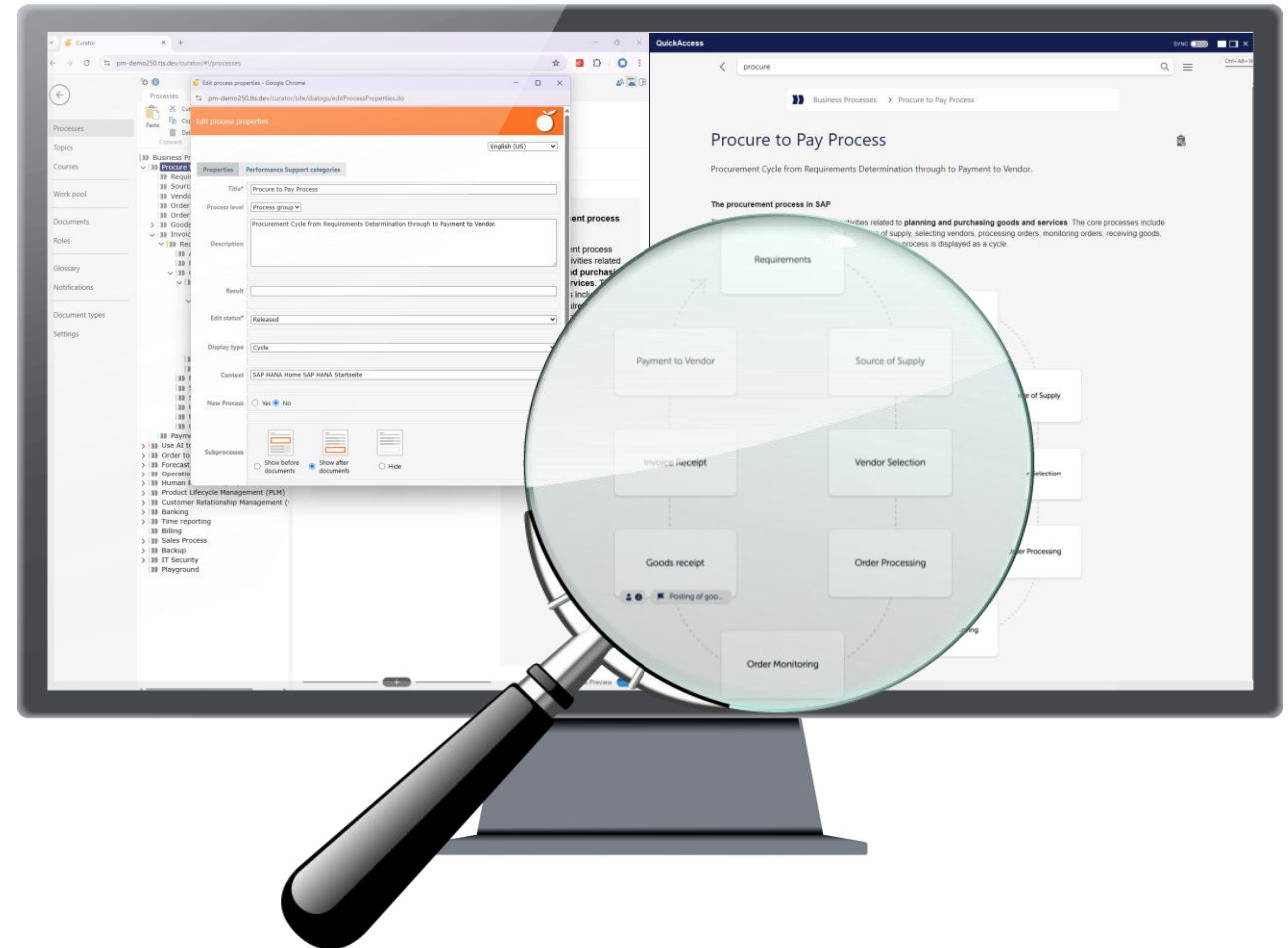
Performance Support

Curator – display cyclical processes

2025

Now you can display processes cyclically.

Use this new display type for cyclical process displays - fully responsive in QuickAccess and WebAccess! You can simply define the display type as 'Cycle' in the process properties.



Performance Support

Creator – provide copyable texts

2025

Define copyable texts that can be pasted from the clipboard.

Text content can now be easily provided as a copy template - with just one click, it is copied directly to the clipboard. This not only saves your users time, especially with frequently used content, but also avoids errors by copying the exact content.

This can be helpful, for example, when it comes to unique identifiers and reference codes that users need to use frequently. Instead of typing these codes manually in the target application, users can simply copy and paste them.

This function is now available in all text-based Creator templates.



Performance Support

Creator – create buttons

2025

Provide your users with additional functions at the click of a button.

Choose between various functions, such as copy text or image, set link or mailto link.

Use “Link” to link internal or external content in an attractive way for your users.

“Copy image/text” helps you to provide your users with content such as reference numbers or an email signature with image for easy copying to the clipboard.

With “Mailto Link” it is possible to create a predefined e-mail template for your users, which can be called up and sent using the button. Of course, you can also choose the colour, text and icon, as well as the size and position of the button.



Performance Support

Creator – create interactive images

2025

Explain details in the context of a larger context simply and clearly with interactive images.

You can choose between a linear sequence or free navigation via hotspots. Simply select the image section you want to describe in the original image and add the descriptive text.

Users can navigate directly to the description with one click via the hotspots (red in the example on the right). For example, business units can be displayed in detail, but also in the context of a larger organization.



Performance Support

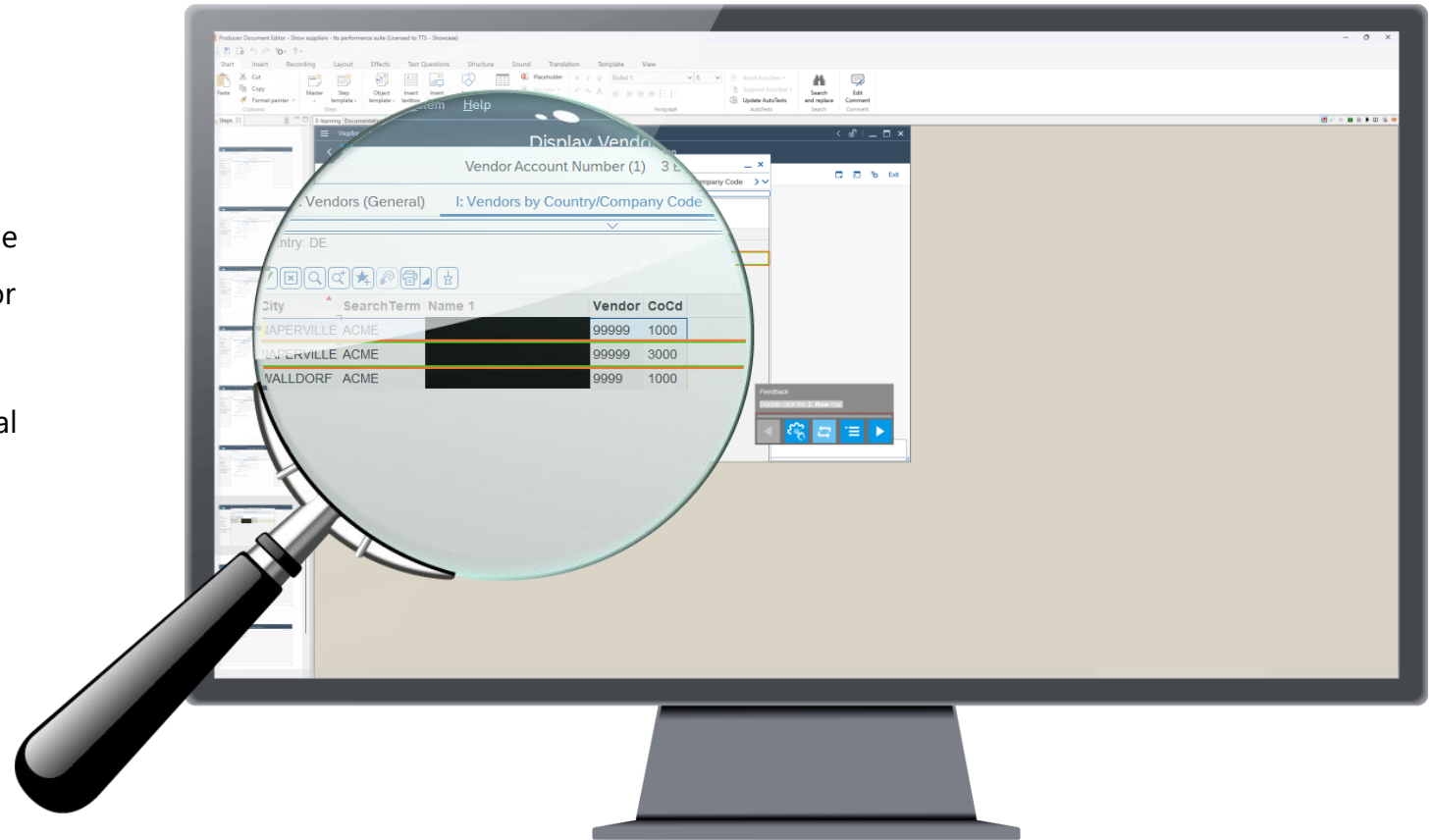
Producer – blacken sensitive content

2025

Make personal and sensitive data in your content unrecognizable.

Blacken allows you to ensure that sensitive information cannot be read by other users. As the author, however, you can also undo or adjust the blackening in your document.

This function is useful if, for example, you want to redact personal data such as names or addresses for your users.



Performance Support

QuickAccess – show related content

2025

Show your users where documents are used in the search results.

Your users can jump directly to related processes, topics and courses and save valuable time when searching for information.

Content can now be opened even more intuitively using the entire click area instead of just the icon.



Content Creation

Creator & Producer

Content Creation

Creator – Quicker content creation

2025

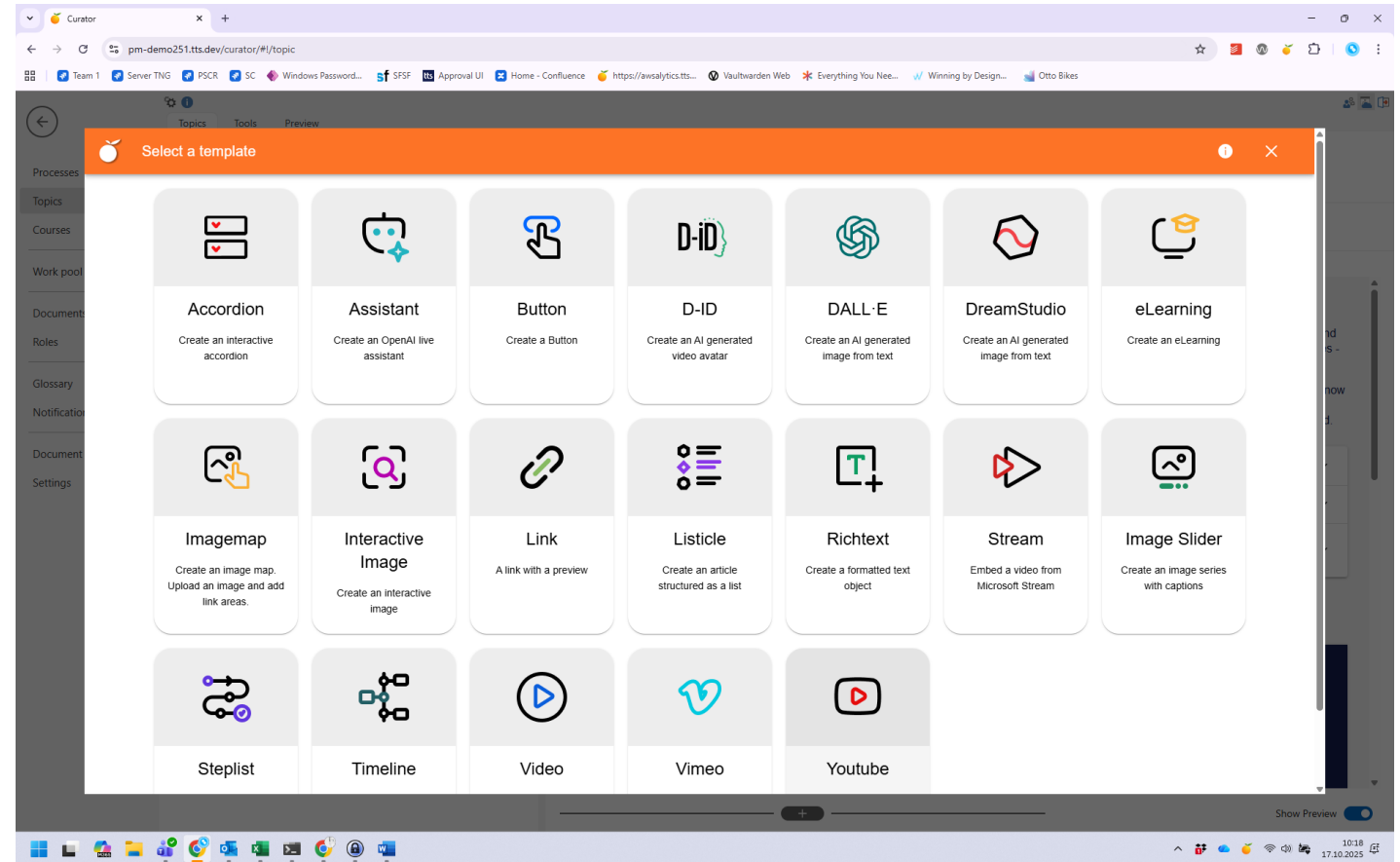
Quicker and easier creation of creator documents

You can create Creator documents in topic or processes now much faster with just a few clicks.

A new feature which speeds up the process of document creation is the pre-assignment of metadata.

You will no longer have to answer a lot of questions and define metadata before but instead will directly jump into the template selection to start creating content.

Also you can paste documents from the clipboard in Curator now.



Content Creation

Creator – Auto Awesome

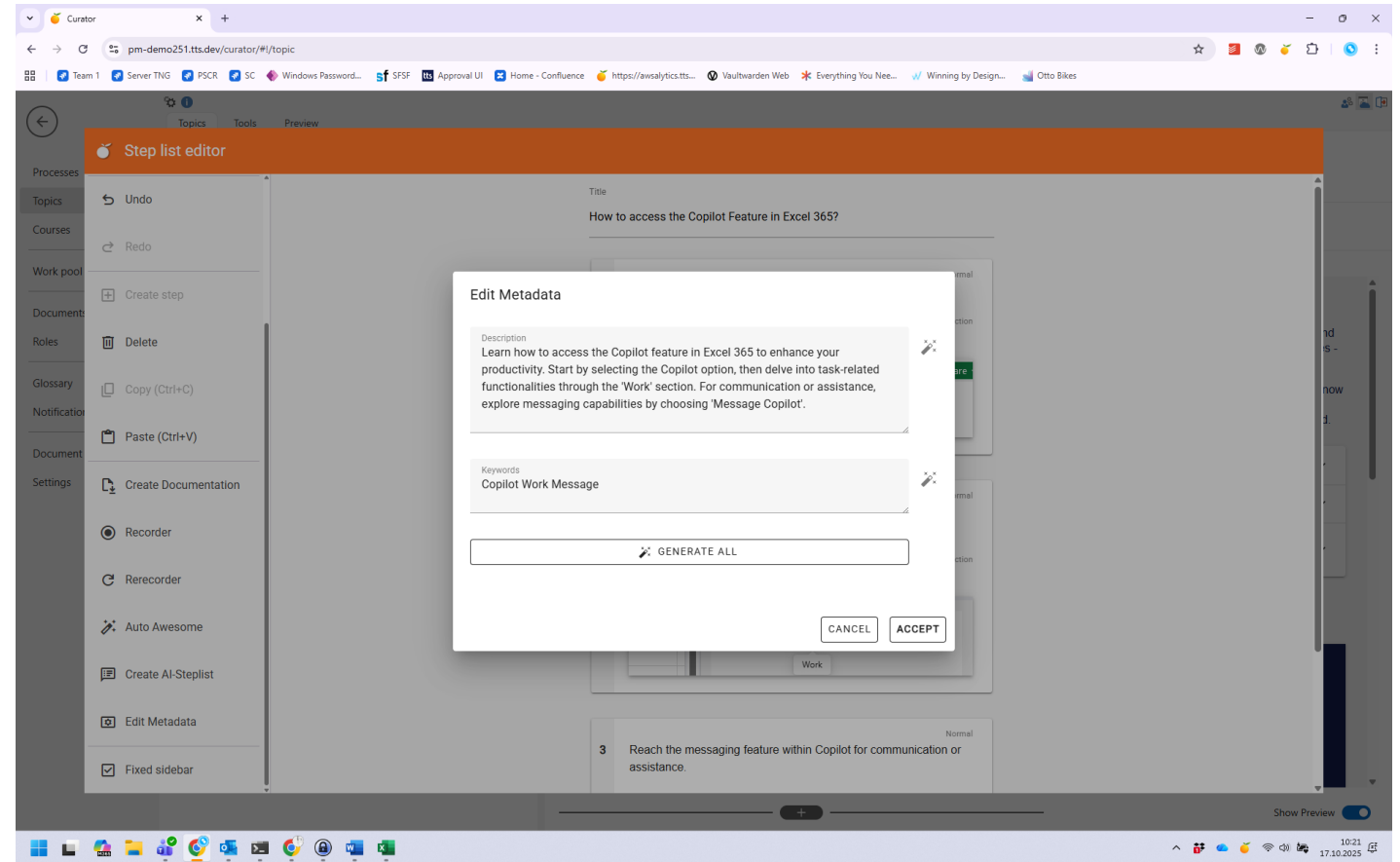
2025

Auto Awesome for step lists

This function allows you to enhance your recorded step lists with just one click – just let the magic do the trick.

Auto Awesome will give you AI-optimized texts, delete empty steps and create a title and metadata for your document.

You will save time with Auto Awesome which you can use to be more productive.



Content Creation

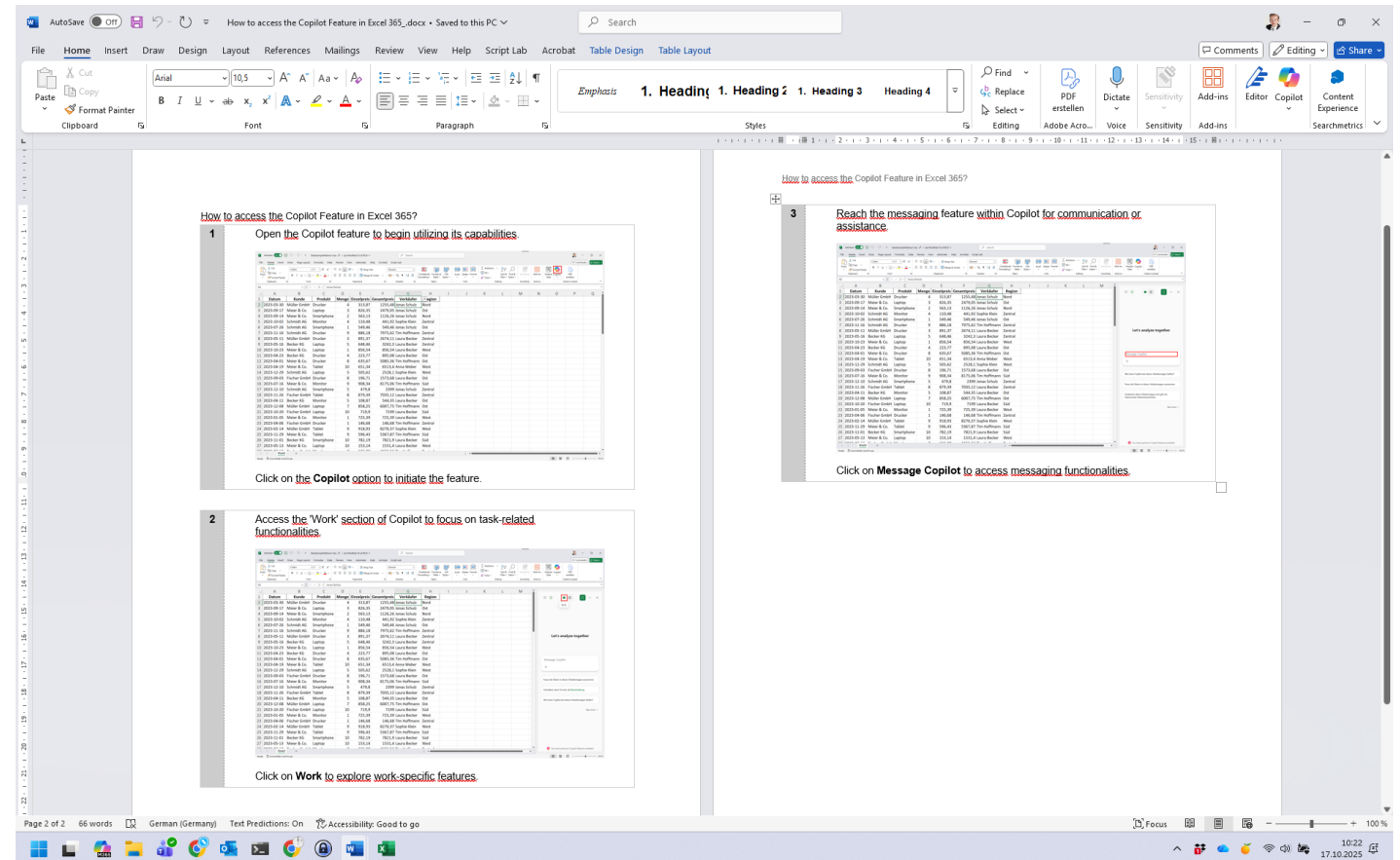
Creator – Export documentation

2025

Generate documentation from your e-learning

In Creator you can now export step lists as a Microsoft Word file with one click.

The layout of this documentation is optimized and can be customized. Of course, you can edit the documentation after exporting in Microsoft Word.



Content Creation

QuickAccess – E-learning with AI

2025

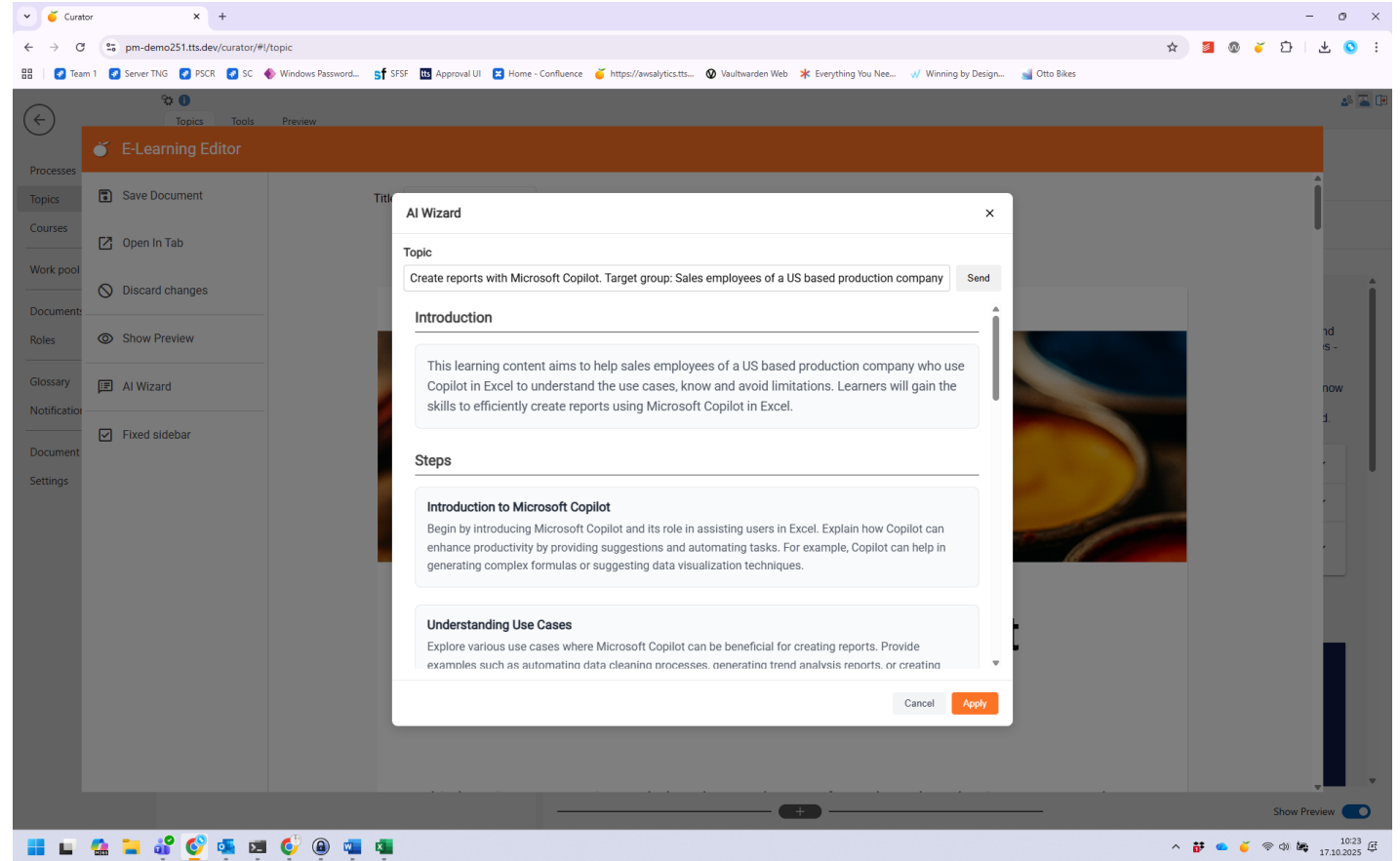
Generate e-learning content with AI

Create blueprints for learning units with just one click.

Based on a topic which you can describe briefly, the AI Wizard will create an e-learning structure for you which you can then adjust to your needs.

This e-learning will include an introduction, a couple of steps, test questions with correct and wrong answers and it will have an example design applied. The design can be customized, of course.

It has never been this easy to quickly create an e-learning structure for your learning content which can be refined afterwards.



Content Creation

Creator – Software recordings in e-learning

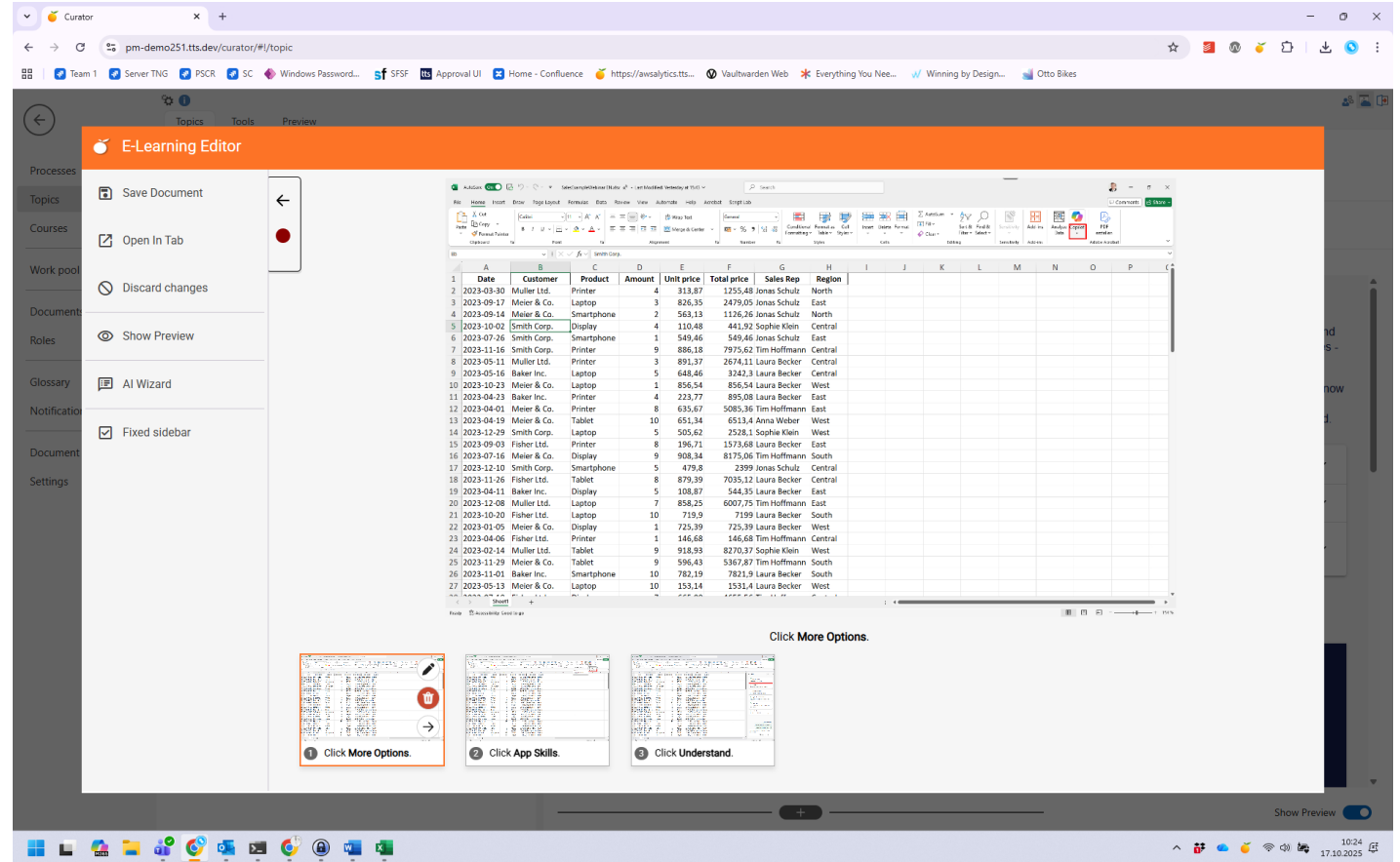
2025

Use software recordings in e-learning lessons

Now you can add software recordings to e-learning lessons in Creator.

Just add a new step to an existing e-learning and use the new functionality “Software Recording”. You can add a headline and description and start the screen recording.

The recorded screenshots will be displayed responsively. You will be able to adjust the cutout for each screenshot individually. This allows you to adapt the screenshots for different devices, such as tablet and smartphone.



Date	Customer	Product	Unit price	Total price	Sales Rep	Region
2023-03-30	Muller Ltd.	Printer	4 313,87	1255,48	Jonas Schulz	North
2023-09-17	Meier & Co.	Laptop	3 826,35	2479,05	Jonas Schulz	East
2023-09-14	Meier & Co.	Smartphone	2 563,13	1126,26	Jonas Schulz	North
2023-10-02	Smith Corp.	Display	4 110,48	441,92	Sophie Klein	Central
2023-07-26	Smith Corp.	Smartphone	1 549,46	549,46	Jonas Schulz	East
2023-11-16	Smith Corp.	Printer	9 886,18	7975,62	Tim Hoffmann	Central
2023-05-11	Muller Ltd.	Printer	3 891,37	2674,11	Laura Becker	Central
2023-05-16	Baker Inc.	Laptop	5 644,46	3242,3	Laura Becker	Central
2023-10-23	Meier & Co.	Laptop	1 856,54	856,54	Laura Becker	West
2023-04-23	Baker Inc.	Printer	4 223,77	895,08	Laura Becker	East
2023-04-01	Meier & Co.	Printer	8 635,67	5085,36	Tim Hoffmann	East
2023-04-19	Meier & Co.	Tablet	10 651,34	6513,4	Anna Weber	West
2023-12-29	Smith Corp.	Laptop	5 505,62	2528,1	Sophie Klein	West
2023-09-03	Fisher Ltd.	Printer	8 196,71	1573,68	Laura Becker	East
2023-07-16	Meier & Co.	Display	9 908,34	8175,06	Tim Hoffmann	South
2023-12-10	Smith Corp.	Smartphone	5 479,8	2399	Jonas Schulz	Central
2023-11-26	Fisher Ltd.	Tablet	8 879,39	7035,12	Laura Becker	Central
2023-04-11	Baker Inc.	Display	5 108,87	544,35	Laura Becker	East
2023-12-08	Muller Ltd.	Laptop	7 858,25	6007,75	Tim Hoffmann	East
2023-10-20	Fisher Ltd.	Laptop	10 719,9	7199	Laura Becker	South
2023-01-05	Meier & Co.	Display	1 725,39	725,39	Laura Becker	West
2023-04-06	Fisher Ltd.	Printer	1 146,68	146,68	Tim Hoffmann	Central
2023-02-14	Muller Ltd.	Tablet	9 918,93	8270,37	Sophie Klein	West
2023-11-29	Meier & Co.	Tablet	9 596,43	5347,87	Tim Hoffmann	South
2023-11-01	Baker Inc.	Smartphone	10 782,19	7821,9	Laura Becker	South
2023-05-13	Meier & Co.	Laptop	10 153,14	1531,4	Laura Becker	West

Best practice examples from our customers

Business Guidance

Shipment filings

Standard operation procedures (SOPs) and destination-specific regulations

Customer situation and use case

The customer implemented CargoWise One in October 2021 to support personnel in shipment planning, execution, and tracking.

Employees must enter key shipment details, adhering to customer-specific Standard Operating Procedures (SOPs), such as uploading documents to designated portals or scheduling departures in advance.

Additionally, destination-specific regulations must be followed, e.g. certain documents may need to be submitted to customs before arrival.

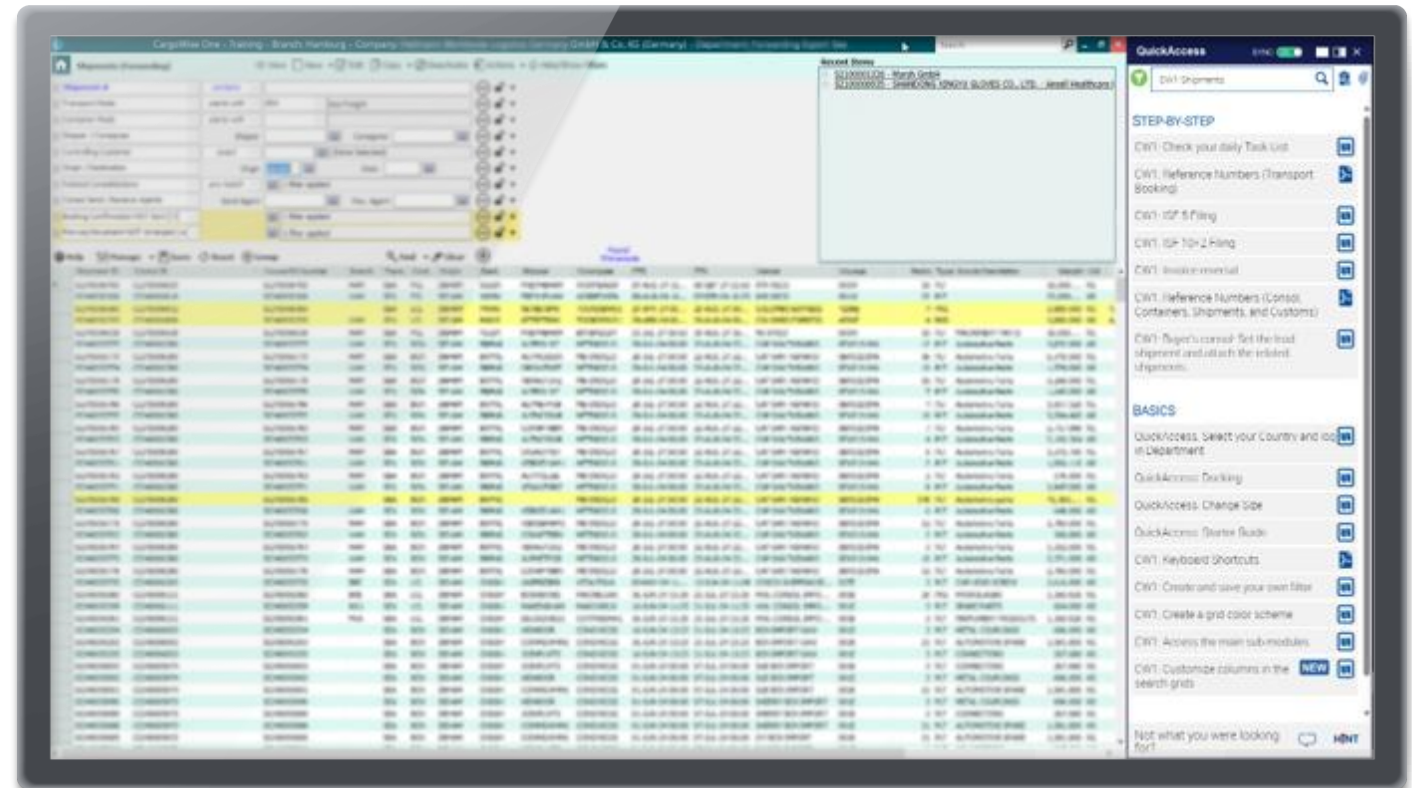
Shipment filings

Starting point

During the initial usage of tts performance suite, they used Performance Support categories to structure nearly 150 guides.

This high number complicated the search for relevant content.

Customer industry	Global transport and logistics
Number of employees	~12.000 employees
Number of end user	2.000 employees



Shipment filings

Outcome: Standard operation procedures (SOPs) and destination-specific regulations

In addition to step-by-step lists, you will find information about the customer and the destination.

QuickAccess not only recognizes the CargoWise One application and the tab for processing the shipment reason registration, but also the information on controlling customer and destination (US) and now displays the corresponding information.

The screenshot displays the CargoWise One '01 CW1 Edit Shipment Basic Registration#MONINCUS CountryCodeUS.png' window. The main interface is divided into several sections: 'Header', 'Shipper', 'Consignee', 'Local Client', 'Additional Details', and 'Consolidation Details'. A 'QuickAccess' sidebar on the right provides a summary of the shipment and associated processes.

QuickAccess Summary:

- Monsters, Inc**
 - Ctrl. Customer**: MONINCUS
 - Customer Basics**:
 1. Controlling Agent(s)
 2. Pickup and Deliver Agents Codes
 3. Mandatory Documents
 4. Requirements for capturing (loose) cargo information
 5. Mandatory fields in each packline
 6. Invoicing Process
 - Origin Processes**:
 1. Addresses for Shipper, Consignee, Controlling Customer, and Controlling Agent
 2. Shipping Terms
 3. Reference and other relevant numbers
 - Destination Processes**:
 1. Instructions for shipment creation
 2. Delivery instructions
 - Mandatory Tracking Events**

Shipment Registration Details:

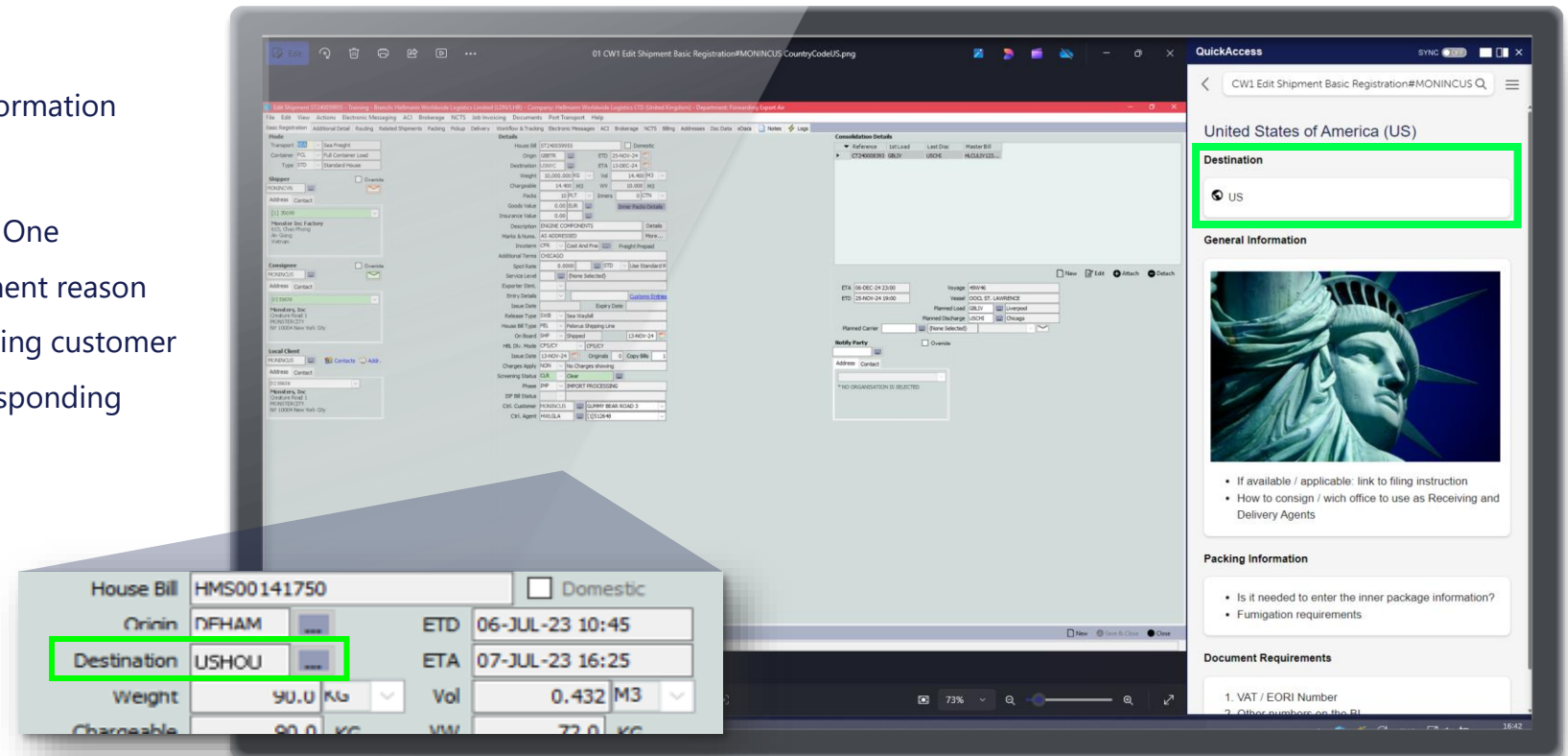
Phase	IMP	IMPORT PROCESSING
ISF Bill Status		
Ctrl. Customer	MONINCUS	GUMMY BEAR ROAD 3
Ctrl. Agent	HWLGLA	[1] 512648

Shipment filings

Outcome: Standard operation procedures (SOPs) and destination-specific regulations

In addition to step-by-step lists, you will find information about the customer and the destination.

QuickAccess not only recognizes the CargoWise One application and the tab for processing the shipment reason registration, but also the information on controlling customer and destination (US) and now displays the corresponding information.



Shipment filings

Outcome: Standard operation procedures (SOPs) and destination-specific regulations

QuickAccess SYNC OFF


CW1 Edit Shipment Basic Registration#MONINCUS

United States of America (US)

Destination

US

General Information



- If available / applicable: link to filing instruction
- How to consign / wich office to use as Receiving and Delivery Agents

Packing Information

- Is it needed to enter the inner package information?
- Fumigation requirements

Document Requirements

- VAT / EORI Number

QuickAccess SYNC OFF


CW1 Edit Shipment Basic Registration#MONINCUS

Monsters, Inc

Ctrl. Customer

MONINCUS

Customer Basics



- Controlling Agent(s)
- Pickup and Deliver Agents Codes
- Mandatory Documents
- Requirements for capturing (loose) cargo information
- Mandatory fields in each packline
- Invoicing Process

Origin Processes

- Addresses for Shipper, Consignee, Controlling Customer, and Controlling Agent
- Shipping Terms
- Reference and other relevant numbers

Destination Processes

- Instructions for shipment creation
- Delivery instructions

Mandatory Tracking Events

SOP editor


Title
Monsters, Inc

Ctrl. Customer
MONINCUS

Other codes in use
MONINCVN MONLTDUK

Include all codes that are assigned to this customer that are not the Ctrl. Customer code.

Customer Basics



- Controlling Agent(s)
- Pickup and Deliver Agents Codes
- Mandatory Documents
- Requirements for capturing (loose) cargo information
- Mandatory fields in each packline
- Invoicing Process

Origin Processes

- Addresses for Shipper, Consignee, Controlling Customer, and Controlling Agent
- Shipping Terms
- Reference and other relevant numbers

Upload Document

Language
American English

Title
Monsters, Inc

Description

Author

Keywords
MONINCUS MONINCVN MONLTDUK

Context
CW1 #sop

Configuration
initial

New Document

Workflow action

Cancel Upload

Human Resources

Pregnancy notification and risk
assessment

Customer situation and use case

Some HR processes tend to be extensive, complex, error-prone, and mapped in heterogeneous IT systems. Our customer wanted to develop an efficient solution to support employees in complying with complex HR processes.

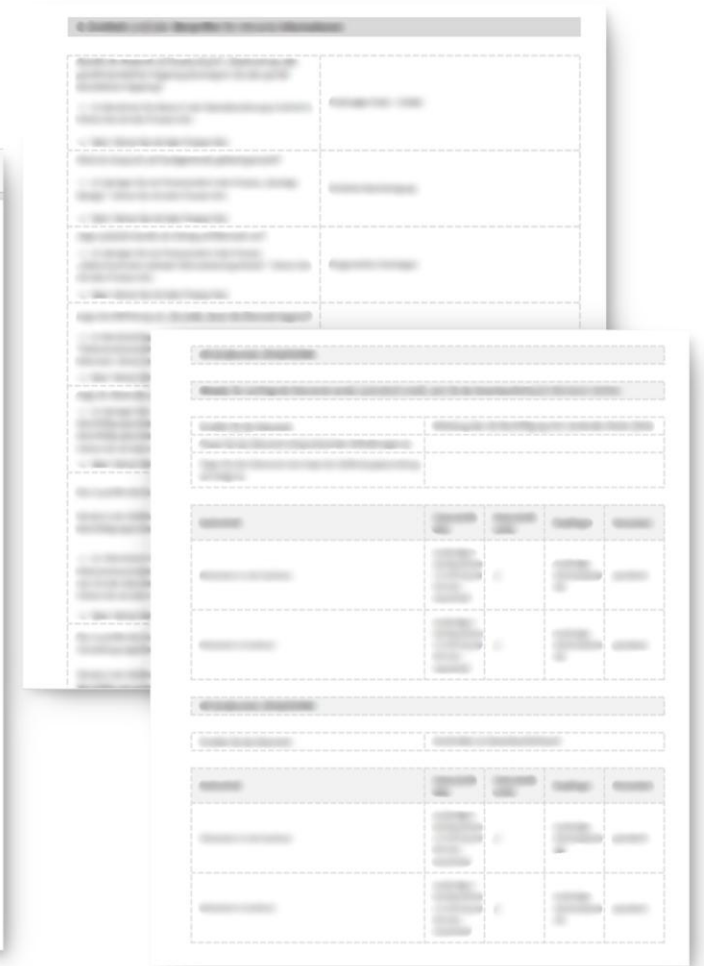
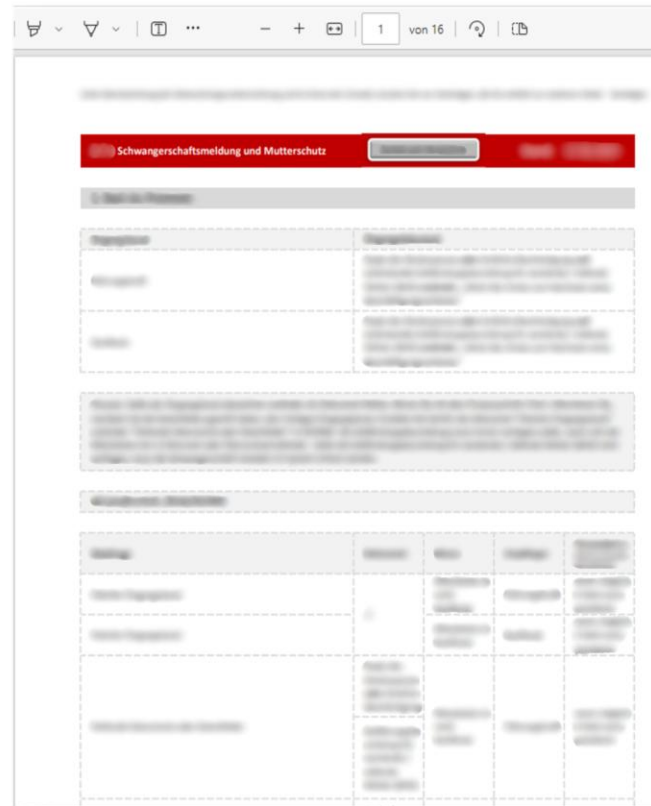
A particularly challenging example is the process for reporting a pregnancy and the subsequent risk assessment.

Human Resources

Starting point

The current resources: A 16-page PDF with little structure and clarity. Important elements such as clearly defined roles, responsibilities and tasks were insufficiently elaborated.

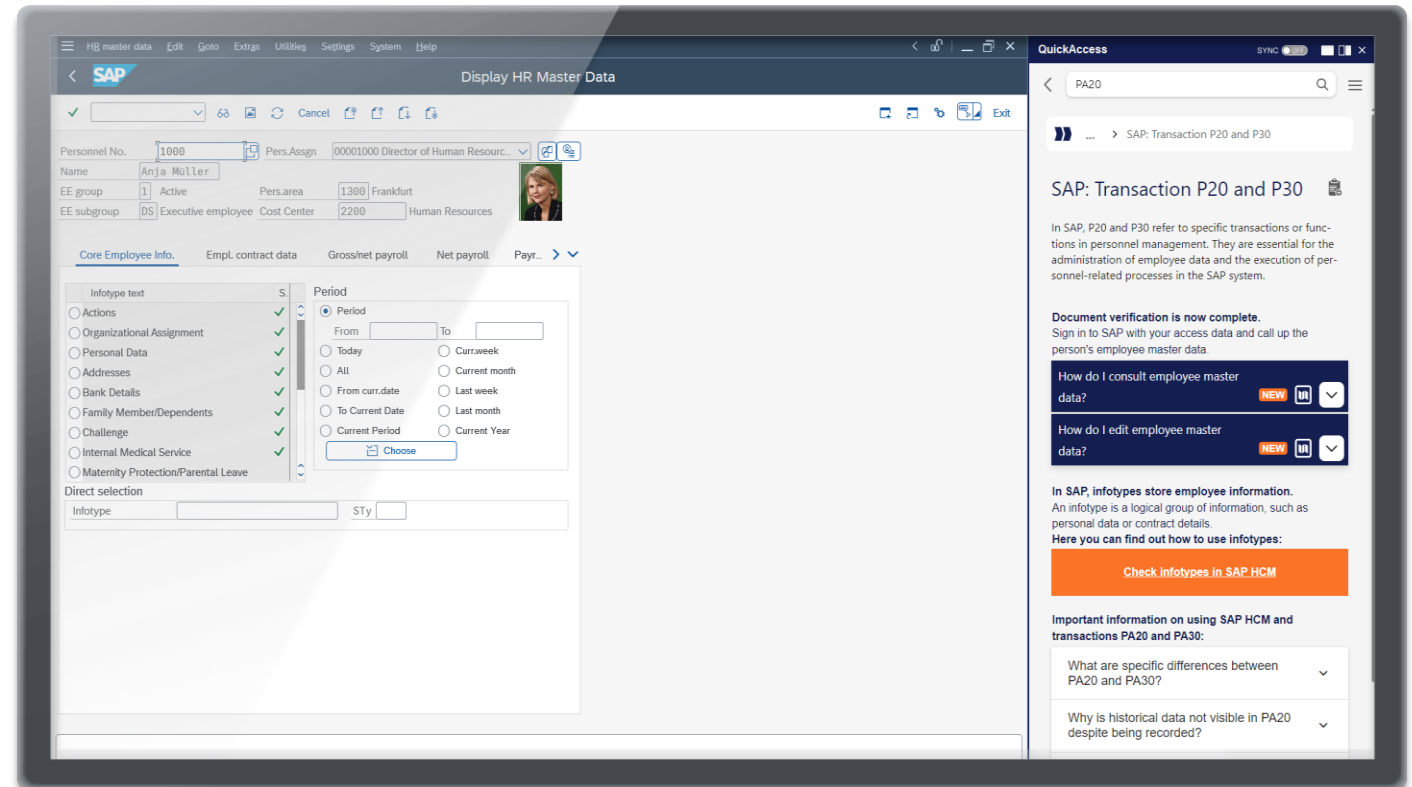
Customer industry	Retail and tourism
Number of employees	~360.000 employees
Number of end user	200.000 employees



Human Resources

Outcome: Pregnancy notification and risk assessment

With the help of Business Guidance, the customer created a clear process overview that serves as a clear guide for employees, managers and HR staff.



Human Resources

Outcome: Pregnancy notification and risk assessment

QuickAccess SYNC OFF

Pregnancy

» ... > Employee announces their pregn...


Employee announces their pregnancy

Notify your supervisor of your pregnancy via email or post.
You require a certificate from your obstetrician or copy of your maternity record.

Guide to Maternity Protection

Why does my employer require these documents?

Which information is required?



Roles

» Submit via e-mail
Send the official proof AND the written notification by e-mail to your supervisor.

» Submit via post
Send the official proof AND the written notification to your manager by post.

QuickAccess SYNC OFF

Pregnancy

» ... > Supervisor receives pregnancy no...

Supervisor receives pregnancy notification

Once you have received required documents, create a risk assessment (BAD).
This ensures workplace and health protection for the employee.
The risk assessment must be available in any case, unless the person is on parental leave.
Complete the entire form below.

Template: Risk assessment

How do I create a risk assessment? NEW

Note the following throughout the entire process...

General Data Protection Regulation (GDPR)
Only collect mandatory data and disclose data only with consent.

What is data protection, and why is it so important? NEW

Obligation to provide information
Inform employees about their rights and protection periods.

Guide to Maternity Protection

Hand over the risk assessment and employee documents to HR.

The supervisor informs HR about the pregnancy

QuickAccess SYNC OFF

Pregnancy


> Notice of pregnancy to HR > Supervisor notifies HR

Supervisor notifies HR

The supervisor submits the notice of pregnancy.
The report must be sent to HR Services with the corresponding documents containing...
...the **surname** and **first name** of the employee,
...valid **personnel number**, and
...the **expected date of delivery**.

Please note: Privacy policy for maternity records

Sections A and B of the maternity pass contain health data of the person in question.
These can be redacted with no reason provided.
Inform the person about this right in accordance with the duty to inform.



The individual risk assessment (BAD) should be submitted as well.
The purpose of the assessment is to make an employee's workplace safe and compliant with legal requirements.

Click [here](#) for more information on preparing the risk assessment.

Roles

QuickAccess SYNC OFF


Pregnancy

» ... > HR reviews the report and emplo...

HR reviews the report and employee master data

Once all data is in order, the subsequent process begins.
Firstly, analyse all documents received.
Secondly, check employee master data in SAP and trigger further processes as necessary.

What should I do if documents are incomplete?



Analyse the individual risk assessment.
In the job designation, look for stock management and transport (logistics) or administrative tasks such as bookkeeping and office organisation (administration).

Is the person employed in logistics or administration?

Yes No

Human Resources

Outcome: Pregnancy notification and risk assessment

QuickAccess SYNC OFF

Pregnancy

SAP: Transaction P20 and P30

SAP: Transaction P20 and P30

In SAP, P20 and P30 refer to specific transactions or functions in personnel management. They are essential for the administration of employee data and the execution of personnel-related processes in the SAP system.

Document verification is now complete.
Sign in to SAP with your access data and call up the person's employee master data.

How do I consult employee master data? **NEW**

How do I edit employee master data? **NEW**

In SAP, infotypes store employee information. An infotype is a logical group of information, such as personal data or contract details. Here you can find out how to use infotypes:

[Check infotypes in SAP HCM](#)

Important information on using SAP HCM and transactions PA20 and PA30:

- What are specific differences between PA20 and PA30?
- Why is historical data not visible in PA20 despite being recorded?

QuickAccess SYNC OFF

Pregnancy


IT2006: Entitlement to additional leave

IT2006: Entitlement to additional leave

Entitlement to additional leave according to the employment contract or according to company regulations (quota 16) or according to company regulations

Use infotype 2006 to check the entitlement to additional leave.
An entitlement to additional leave can arise from the employment contract or a company regulation (e.g. quota 16).

How do I check entitlement to additional leave? **NEW**



Is there entitlement to additional leave in accordance with the employment contract or company regulations?

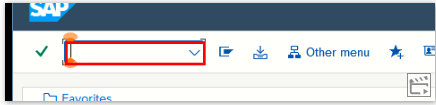
[Yes](#) [No](#)

QuickAccess SYNC OFF

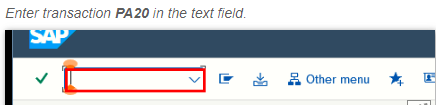
Pregnancy

How do I check entitlement to additional leave?

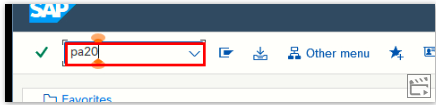
- This guide explains how to check the entitlement to additional leave in the employee master data.
- Log in to the SAP HCM system with your user and password. Click **Transactioncode**.



- Enter transaction **PA20** in the text field.



- Click **Enter**. Alternatively use the **Return** key.



- Please enter the personnel number of the employee. Press the **Return** key.

Personnel No.	1000	Pers.Assgn	00001000
Name	Anja Müller		
EE group	1	Active	1300

- Click **Infotype**.

Maternity Protection/Parental Leave

Direct selection

Infotype STY

QuickAccess SYNC OFF


Pregnancy

The Trade Supervisory Office (GAA)

The labour inspectorate also monitors compliance with health and safety laws.

Document 123: Notification of employment of an expectant mother
Create the GAA document and adapt content as required. Attach a copy of the risk assessment to the document.

Trade Supervisory Office North Rhine-Westphalia **NEW**



Use the following template to create a cover letter.
Send a physical copy of all documents to the relevant trade supervisory office.

Template: Cover letter Trade Supervisory Office **NEW**

Roles

Submitting documents via post
Send the prepared documents and, if applicable, the cover letter by registered mail with acknowledgement of receipt.

Production in opencast mining

Carrying out safety inspections and maintenance for crawler loaders

Customer situation and use case

To ensure safe operation of heavy-duty equipment in opencast mining, our customer developed internal training programs.

However, retirement of experienced colleagues, inadequate driver manuals and incomplete onboarding led to improper operation, causing increased wear and machine downtime.

To improve safety and efficiency, they developed Business Guidance for various machines.

Production in opencast mining

Starting point

The internal training programs include a theory phase with web-based training (WBTs), classroom instruction and an extensive field training phase for each machinery.

The retirement of experienced colleagues, inadequate instruction of new employees and poorly suited driver manuals caused an increase in wear and tear and machine downtime.

Customer industry	Renewable energy
Number of employees	~20.000 employees
Number of end user	1.400 employees



Image was generated using AI

Production in opencast mining

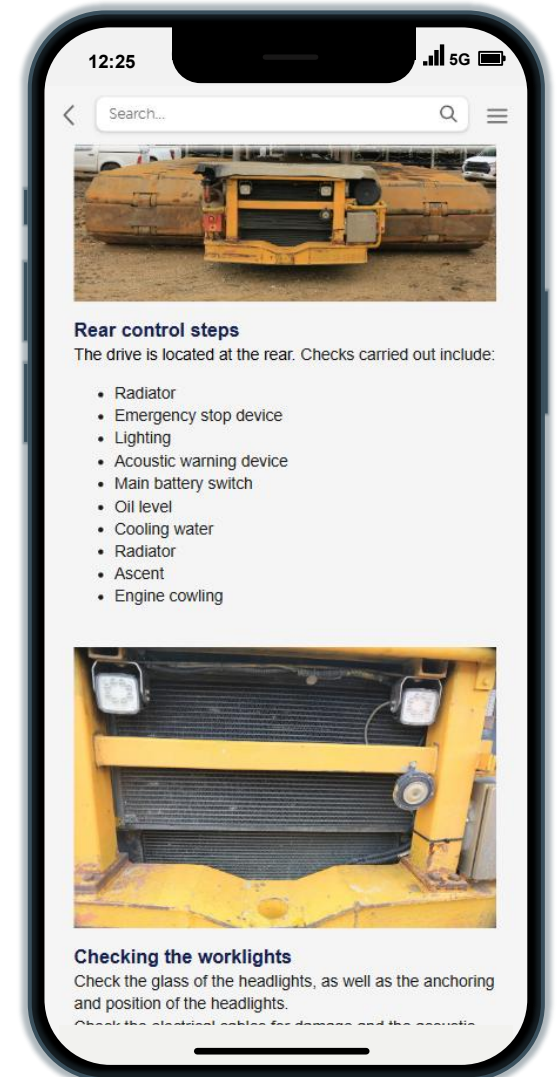
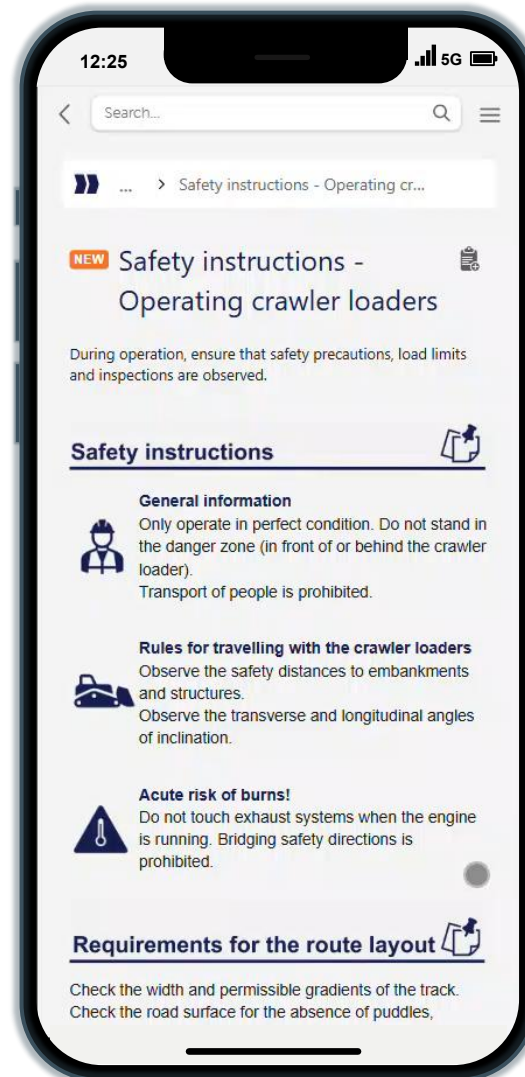
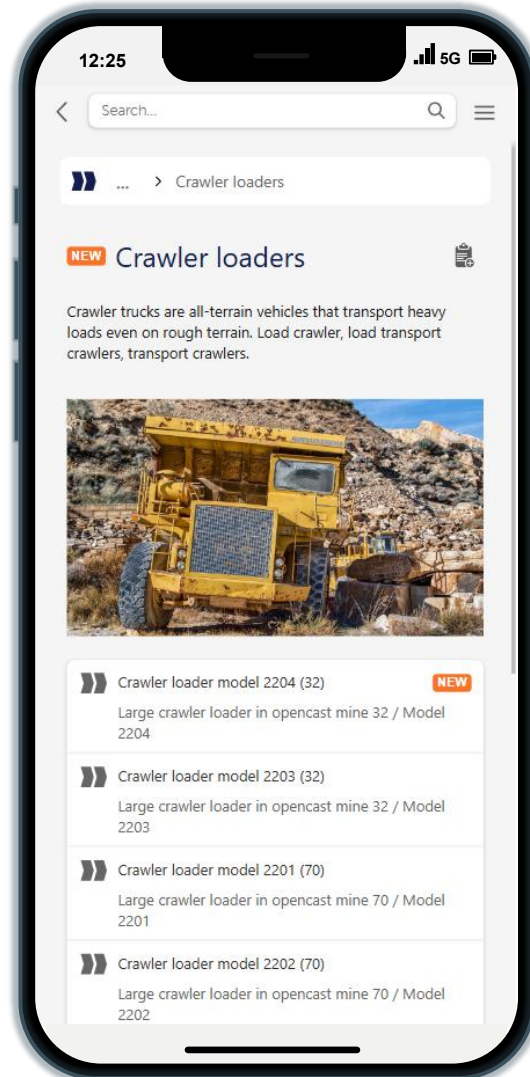
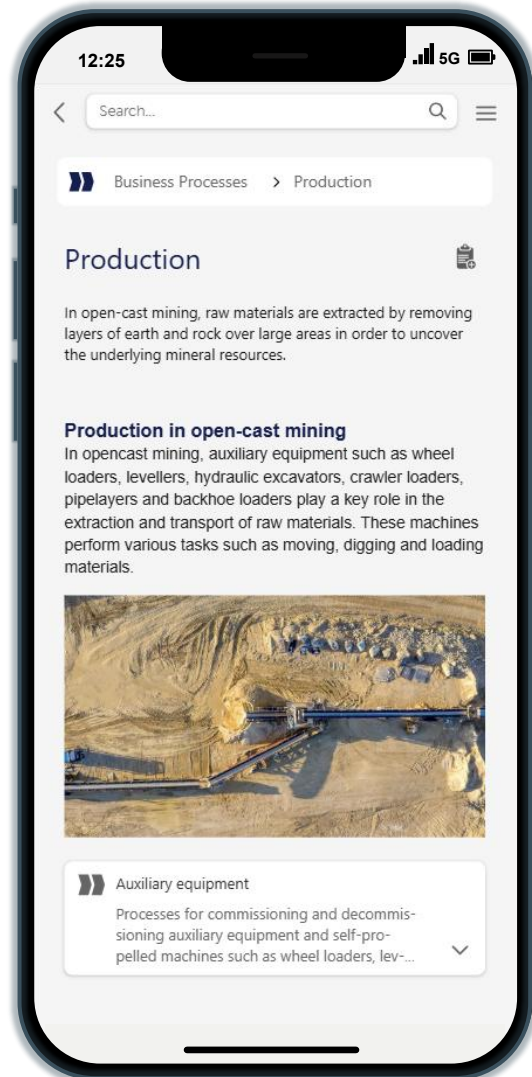
Outcome: Safety instructions and maintenance

To improve safety and efficiency, our customer developed Business Guidance for various machinery and equipment. QR codes on critical components provide instant access to relevant content via handheld devices, ensuring safe use and significantly reducing errors.



Production in opencast mining

Outcome: Safety instructions and maintenance



Invoice processing procedure

Determining the correct tax code

Customer situation and use case

The customer is processing invoices in SAP S/4HANA, where the tax code must be manually entered to ensure correct VAT offsetting.

Despite extensive training and documentation, the error rate remains high due to the complexity of applicable tax regulations, especially when multiple countries are involved.

This creates a risk of incorrect tax filings and delays in payments.

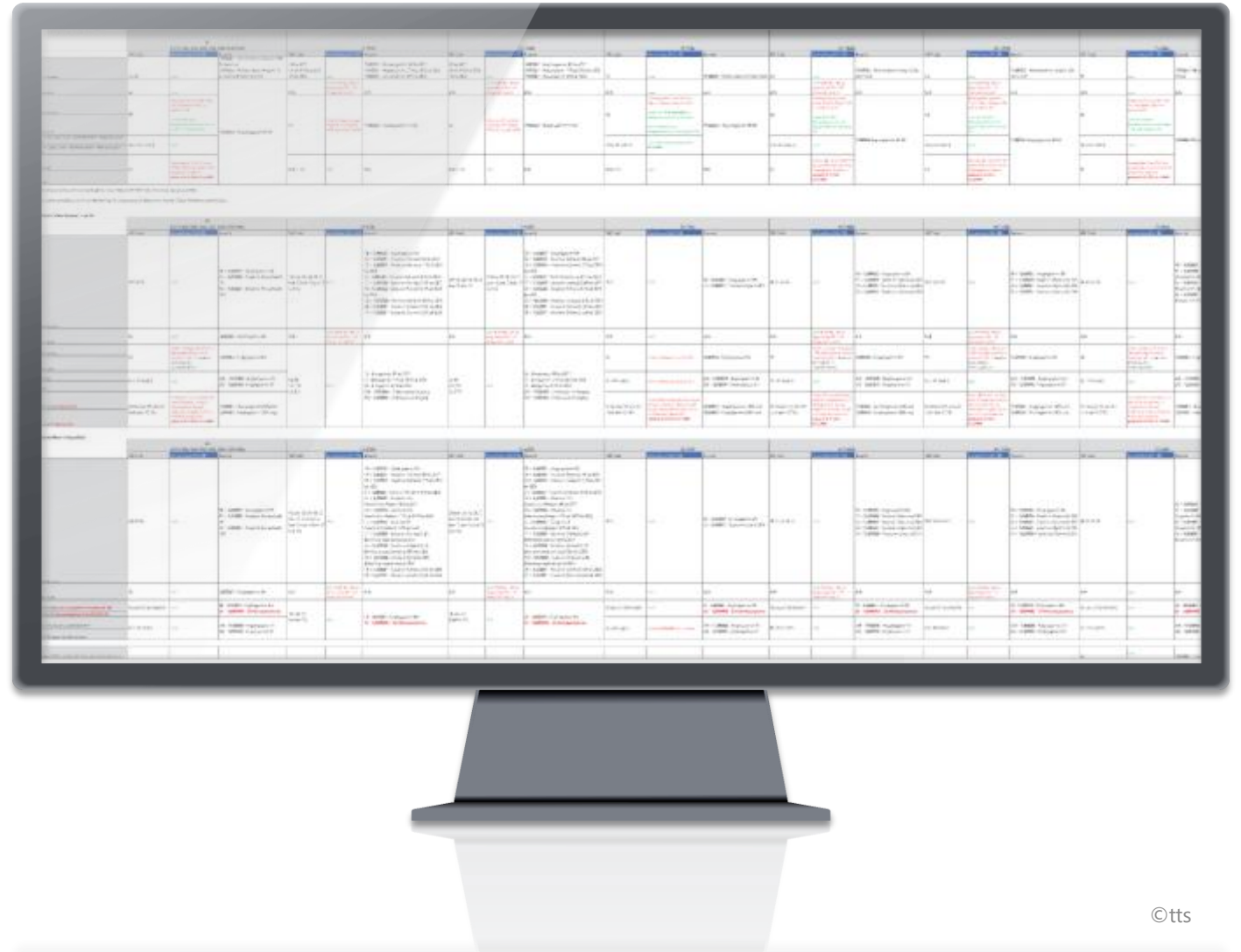
Invoice processing procedure

Starting point

The internal training consist of classroom sessions, as well as detailed manuals and documentations.

However, due to complex regulations, especially across multiple countries, errors in entering the tax code are common. This leads to financial losses, administrative fines and further audits.

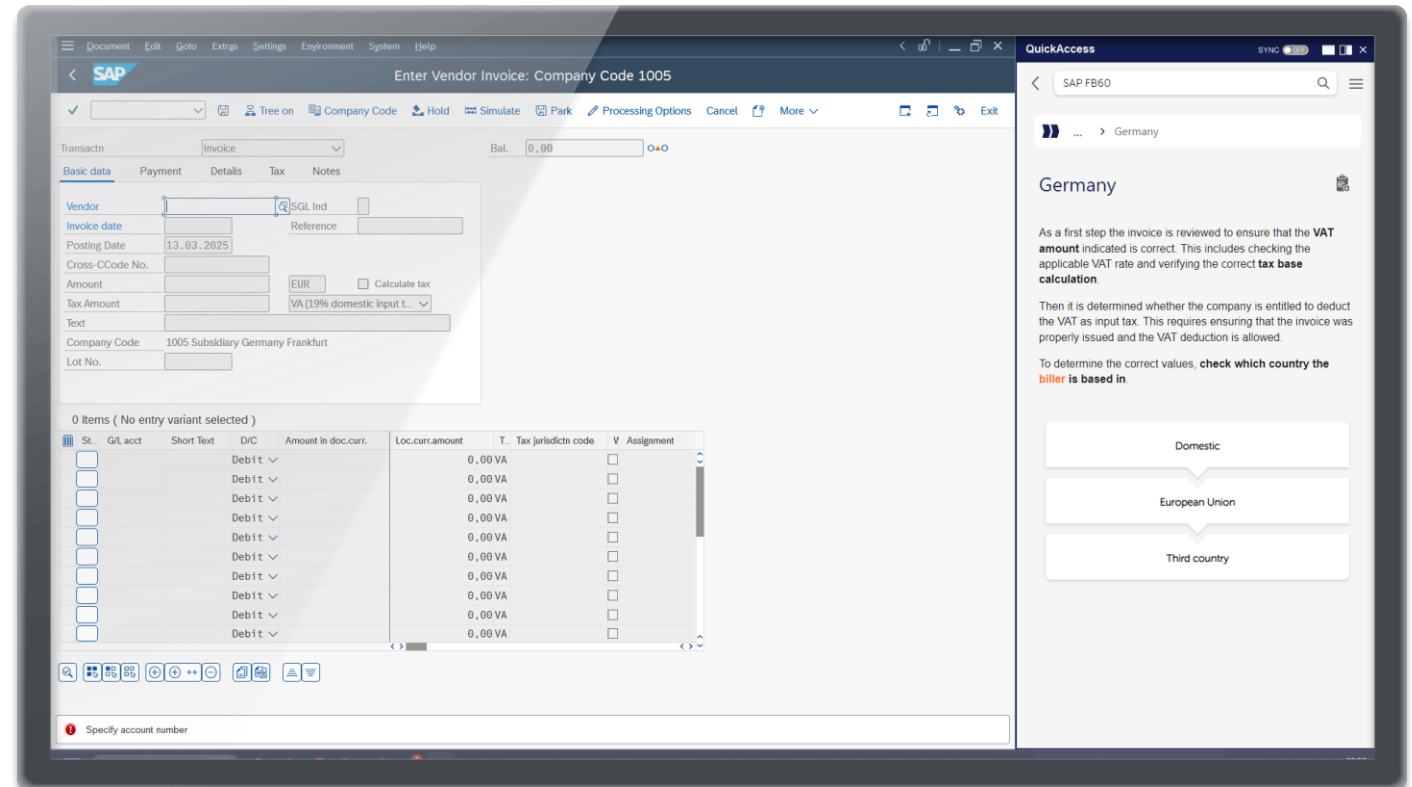
Customer industry	Pharmaceuticals
Number of employees	~60.000 employees
Number of end user	~50.000 employees



Invoice processing procedure

Outcome: Determining the correct tax code

Business Guidance ensures that users can efficiently create the supplier invoice in the system, improving processing speed and reducing the risk of mistakes.



Invoice processing procedure

Outcome: Determining the correct tax code

QuickAccess SYNC OFF

Create Supplier Invoice

Business Processes > Invoice Receipt

Invoice Receipt

The invoice is received either physically or electronically and registered.

The **invoice processing procedure** and **tax regulations** differ depending on the recipient's country. To get to the according process choose your country:

QuickAccess SYNC OFF

Create Supplier Invoice

... > Non-affiliated company

Non-affiliated company

For some companies or professional groups as well as services and goods are **excluded from VAT**

VAT-free companies and professional groups

- Small companies (previous year's turnover < € 22,000, forecast turnover for the current year does not exceed € 50,000).
- Doctors
- Alternative practitioners
- Midwives
- Psychotherapists
- Financial advisors
- Insurance brokers

VAT-exempt services and goods

- Insurance
- Credit brokerage
- Sea and air transportation
- Intra-Community deliveries
- Foreign deliveries
- Education

Check if one of the above applies, then select the according value.

Tax exemption

No Tax exemption

QuickAccess SYNC OFF

Create Supplier Invoice

No Tax exemption

In the case of no tax exemption VAT is always levied on deliveries (e.g. goods) and other services (e.g. services). For goods listed below, a **reduced tax rate of 7%** is applicable.

- Almost all food and drinks**
In general, food is tax-reduced, with the exception of food served in restaurants.
- Books and magazines**
Also applies to e-books, but not to publications that are primarily for advertising purposes.
- Public transportation**
All tickets for bus, train, tram and taxi fares are tax-reduced.
- Tickets for a concert, theater or museum**
Also applies to performances by performing artists comparable to theatre performances and concerts.
- Live animals**
Some species are subject to reduced rates. For a full list of tax-

QuickAccess SYNC OFF

Create Supplier Invoice

... > Yes - Reduced tax rate

Yes - Reduced tax rate

Result: Based on your previous choices this is the correct **VAT Code**:

VAT Code	Account	Percentage	Description
V2	16810000	7%	Input tax (Germany)

Create an invoice receipt (SAP ECC)

Create an invoice receipt (SAP HANA)

Infection guidelines

Diagnosis and treatment for infectious diseases.

Customer situation and use case

Hygiene is of crucial importance in the healthcare sector. Therefore, healthcare management and staff must adhere to strict hygiene standards.

Treating infectious diseases in patients requires following these protocols very closely to prevent cross-contamination and increased risk to staff and patient health.

These guidelines and standards are part of a wide-ranging and complex group of treatment guides in clinics and wards.

Infection guidelines

Starting point

The internal training programs consist of extensive manuals covering all necessary guidelines.

However, the documentations are lengthy and complex, making it difficult for staff to absorb key information effectively. This leads to gaps in knowledge and an increased risk of healthcare-associated infections.

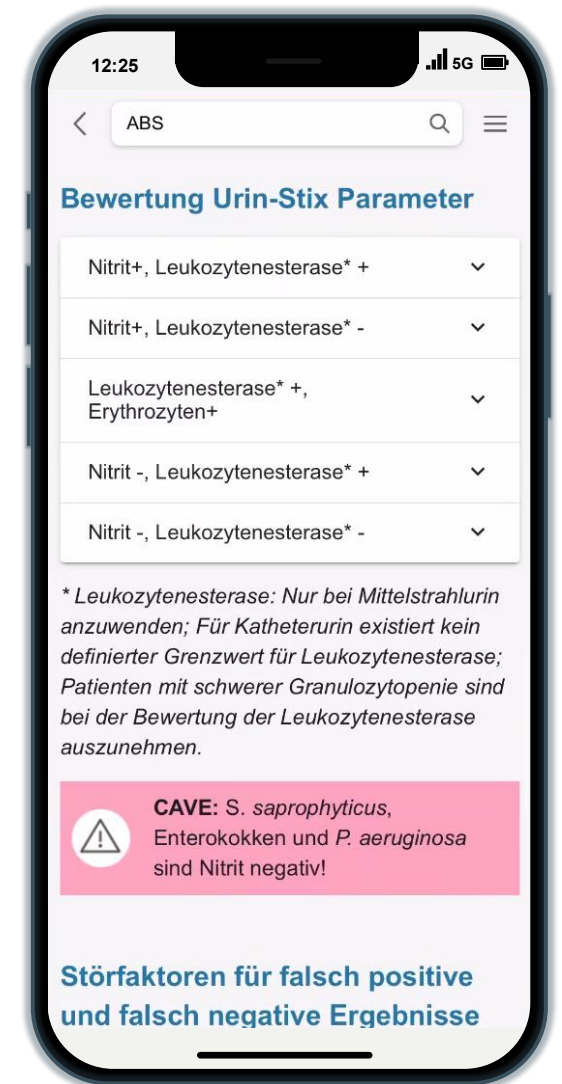
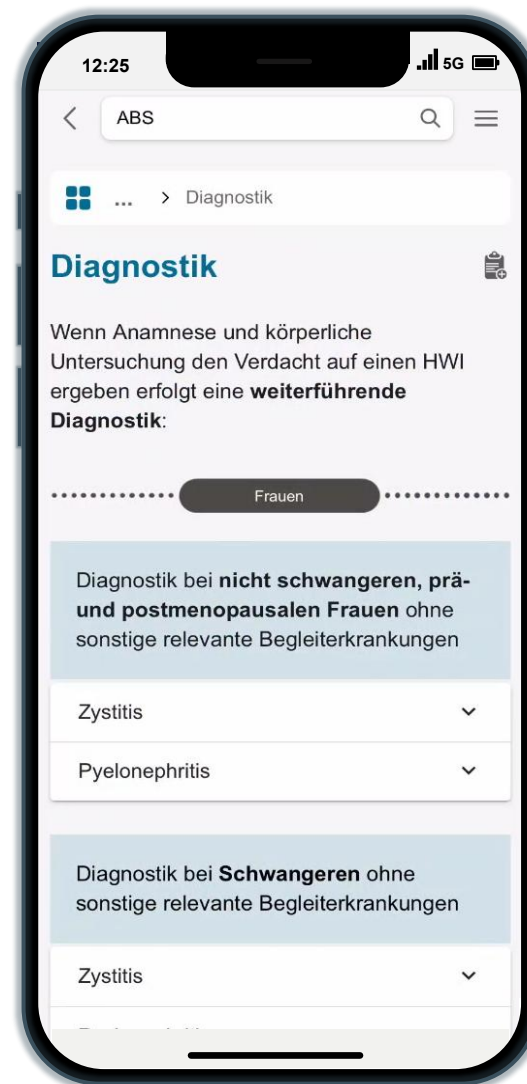
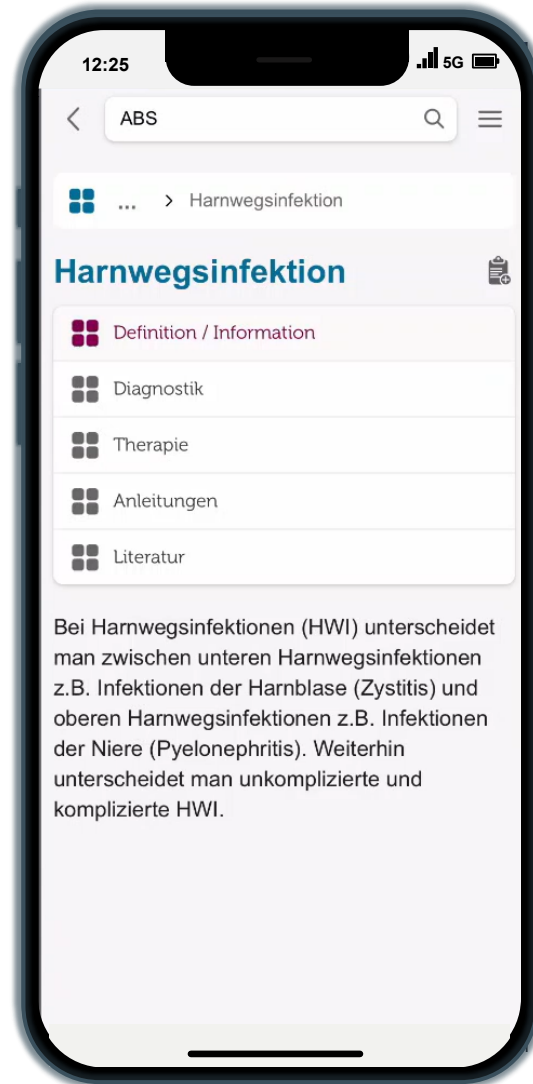
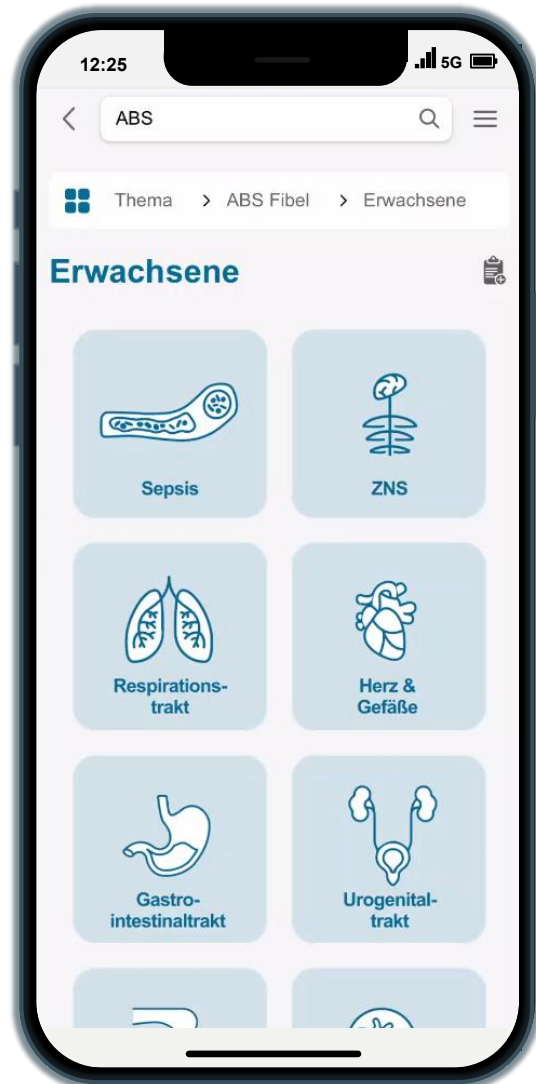
Customer industry	Healthcare
Number of employees	~12.000 employees
Number of end user	8.500 employees

The image shows a PDF document titled '1. Definition/Information' and '2. Zusammenfassung'. It contains a flowchart and a table. The flowchart shows a central box 'Handhygiene' connected to six other boxes: 'Desinfektion', 'Schutzkleidung', 'Schutzhandschuhe', 'Schutzbrille', 'Schutzhaube', and 'Schutzmasken'. The table below lists measures, goals, and starting points.

Maßnahme	Ziele	Ausgangspunkte
Handhygiene	0,1% - 0,2%	0,1% - 0,2%
Desinfektion	0,1% - 0,2%	0,1% - 0,2%
Schutzkleidung	0,1% - 0,2%	0,1% - 0,2%
Schutzhandschuhe	0,1% - 0,2%	0,1% - 0,2%
Schutzbrille	0,1% - 0,2%	0,1% - 0,2%
Schutzhaube	0,1% - 0,2%	0,1% - 0,2%
Schutzmasken	0,1% - 0,2%	0,1% - 0,2%

Infection guidelines

Outcome: Diagnosis and treatment for infectious diseases.



Do you have any questions?

Please find all information about tts performance suite 2026 [here](#).

If you have any more questions about our tts performance suite 2026, please [contact us](#)!

UPDATE LINKS





Thank you

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