

ReTrans Portal Instructions

Content Summary

This how-to guide walks through the process for entering a new order in the ReTrans Portal.

Content Body

Overview

ReTrans is an online portal provided by a 4PL service provider that facilitates TL and LTL movements for any Medtronic location in North America with a U.S. import and or export destination. Medtronic has partnered with ReTrans to ensure we get the best possible solution for shipping TL and LTL in North America. The ReTrans Portal allows all Medtronic facilities, vendors, supplier and sterilizers to have visibility to TL/LTL shipments, enter shipping requests, receive carrier routing and and view bills of lading.

ReTrans portal should be used for all TL and LTL shipments with an origin or destination within the United States. Alternatively, [MEDTRONIC LOGISTICS PORTAL](#) should be used for routing and transportation guidance when the best shipping solution or mode of transit is unclear.

Portal Instructions

Logging In

Email medtronicportal@kuehne-nagel.com to get a Login-ID and temp password.

Each facility receives a login and can enter orders. Specific user(s) are needed per site so ReTrans operations can know who to contact in case of questions.

Login to the ReTran Portal using this URL: <https://retrans.mercurygate.net/MercuryGate/login/mgLogin.jsp>

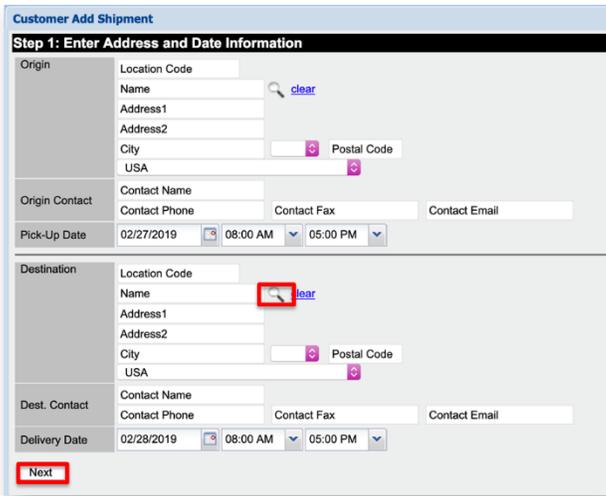
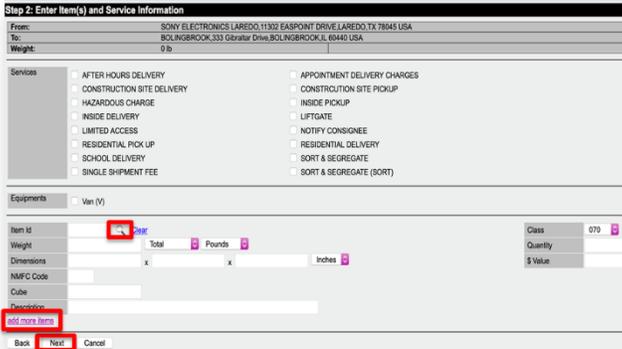
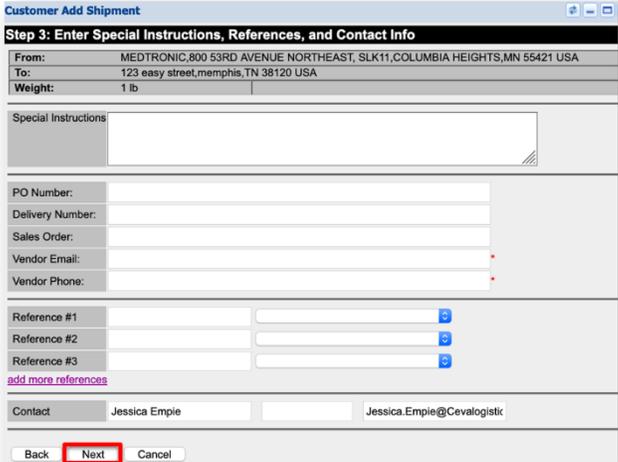
Users will be prompted to reset their password on first login. If a password is forgotten or the user is trying to access from a new computer, email [Customer Care](#) or call 901-312-9814 to have a password reset.

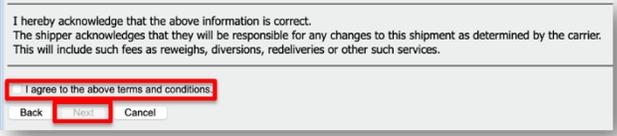
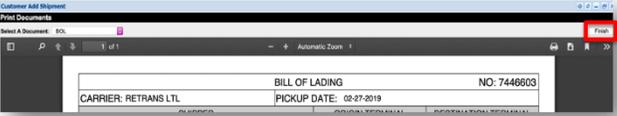


Note: Pop-up blockers will need to be disabled in order to access this website. Click “ok” on any notifications and follow browser instructions to disable pop ups.



Entering a New Order - Customer Add Shipment

Step	Task	Process
1.	<p>Enter the following information on the Customer Add Shipment page:</p> <ul style="list-style-type: none"> • Origin addresses • Pick up date • Destination addresses • Delivery date <p>To search for a location, Select the magnifying located next to the name field.</p> <p>Once all data is entered - CLICK "Next".</p>	
2.	<p>Enter Items and Service Information.</p> <p>Services - If the shipment needs any services such as Liftgate or it's going to a residence, select the box beside the appropriate service.</p> <p>Items - Enter item Id, total weight, freight class, total piece count, item description.</p> <p>Search for saved items by selecting the magnify glass next to Item ID.</p> <p>To add additional items click on "Add More Items".</p> <p>CLICK "Next".</p>	
3.	<p>Special Instructions - Enter any instructions needed to deliver the freight. The information entered will show up on the BOL (unlimited # of characters).</p> <p>References – select at least one of the references below to enter (DN is preferred).</p> <ul style="list-style-type: none"> • PO Number • Delivery Number (DN) • Sales Order • Vendor Email (required field- should be for who is entering information) • Vendor phone # (required field - should be for who is entering information) <p>Note: only one of the above is needed.</p> <p>CLICK "Next".</p>	

<p>CLICK the "I agree" check box.</p> <p>CLICK "Next".</p> <p>Document will render and that is how you know the order has been sent to ReTrans for routing.</p>	
<p>Select "Finish" at the top right of the screen.</p>	

Once the Bill of Lading (BOL) has been created, ReTrans operations will be notified and will start working on covering the Full Truckload (FTL) or Less Than Truckload (LTL) shipment. ReTrans will work directly with awarded carrier to confirm pick up date and communicate back to the facility when carrier has been booked. ReTrans will send BOL back to the facility with assigned carrier listed.

If any edits or cancellations are needed AFTER initial BOL is created, please contact Medtronic@kuehne-nagel.com for assistance. ReTrans operations will make changes and send back a new BOL.

ReTrans Contact Information

Group Email- Medtronic@kuehne-nagel.com

Operational Contacts:

Valencia Kelley

Operations Manager

901-333-1104 (office)

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Danitza Duncan

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Curtis Jones

Director of Operations

901-312-2729 (office)

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Jason Jasick

VP of Operations

662-367-3319 (cell)

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Escalation Contact:

Emily Schoenberger

Sr. Director of Solutions Engineering

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901-312-9814 (office)

901-299-3956 (cell)

Standard Hours of Operation- Mon- Fri 7:30 CST- 5pm CST