

1.3 <u>Useful Resources</u>

1.3.1 *HIT Forms*

This function allows you to download application forms such as

- TID card application form
- BID card application form
- Related procedures

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Container Details	Empty Container Pick Up & Return Location	Vessel Schedule	Terminal Special Arrangement	Traffic View Cam	HIT Forms	Reference	FAQ
IIT Fo	rms Ala						
Barge Identi							
 Application Application 							
Agreement	Form						
	onditions (Chinese Versio onditions (English Versio						
	Amendment Form	Щ					
• Tractor Iden	tity Card						
 Application 							
	Amendment Form						



1.3.2 <u>Reference</u>

This function allows you to access useful materials such as

- Useful Information
- Useful links
- User Manual

Centralizer Detechn Constant and State Constant								
seful Information	Useful Links	User Manual (Web)	User Manual (Mobile)					
Useful Information > Terminal Operation Syste > UN Country Code > UN Location Code > Barge Operator ID List								
Useful Links • Container Terminals - Hor • Container Lemminals - Chi • Hong Kong Government • Association • Weather • Weather • Shipping Line • Free Trade Agreement Tr	28	Scheme (FTA Scheme)						
User Manual (WEB) • General Functions Hot Enquiry Hot Information Useful Resources								
Enquiry Enquiry								
Report Centre Report								
Instruction Instruction								
Email Notification Email Notification								
User Administration <u>User Administratic</u>	n							
User Manual (Mobile)								
 Introduction Introduction 								
Information Enquiry								
Vessel Schedule								
Container Detail Terminal View								
Information Notification &	Monitoring							
Monitoring - Vesse								
Inbox - Vessel / C Notification - Vess								
User Manual For Android/								
	For Android (Eng)							
The User Manual	For Android (Eng)							
User Manual User Manual	For Android (Chinese)							
🚝 User Manual	For Apple (Eng)							



1.3.3 <u>FAQ</u>

This function allows you to view some frequently asked questions that may be useful if you encounter problems or queries during operating the system.

- General Questions
- Operational Questions
- Technical Questions



General Questions

What is Customer Plus?

Customer Plus serves as a centralized community system that provides a broad range of functions to all terminal users such as shipping lines, barge operators, tractor companies and also general public.

What function can I access?

General public can access to information about Container Details, Empty Container Pickup & Return Location, Vessel Schedule, Terminal Special Arrangement, Traffic View Cam and Useful Resources.

Registered Barge Operator will have additional privilege in retrieving their barge schedule, enquire Barge ID and download EDI template through Customer Plus.

Apart from having access to the above, Registered Shipping Line will be able to make enquiry, obtain reports and perform updating functions. Enquiry functions include Barge ID Enquiry, Barge Schedule Enquiry, Container Aging List, Container Details, Container Movement Log, Export Booking Details, Housekeeping Reports, Inbound Control Details, On Hand Container List, Overdue Container List, Terminal Departure Report, Terminal Gate Move, Vessel Container List, Vessel Container Summary, and Voyage Schedule Enquiry. Updating functions include COD/COV, Empty Container Return, Exception Handling, Export Booking Maintenance, Export Booking Voyage Transfer, Hold Functions, Inbound Control Maintenance, and Late Come Instruction.

How can I register?

If you are Shipping Line, you may contact our Customer Service Team for registration either by phone at (852) 2619 6868 or email at com.cst@hit.com.hk

If you are Barge Operator, you may contact our Barge Centre for registration either by phone at (852) 2619 7932 or e-mail at ops.bc@hit.com.hk