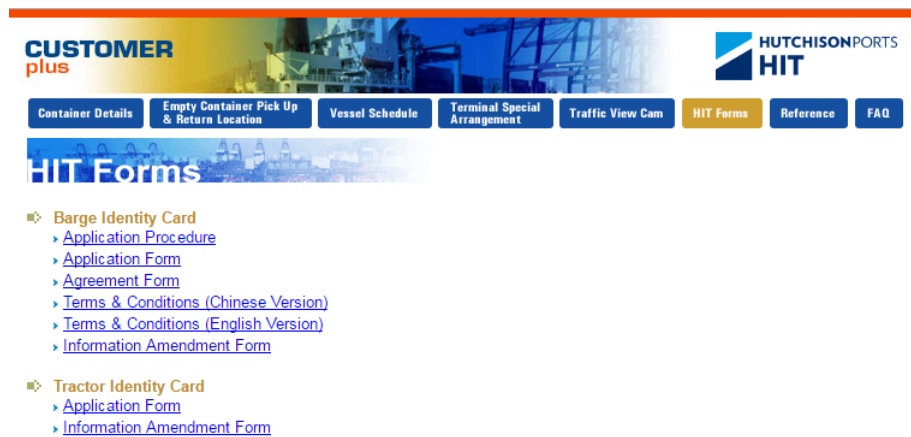


1.3 Useful Resources

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



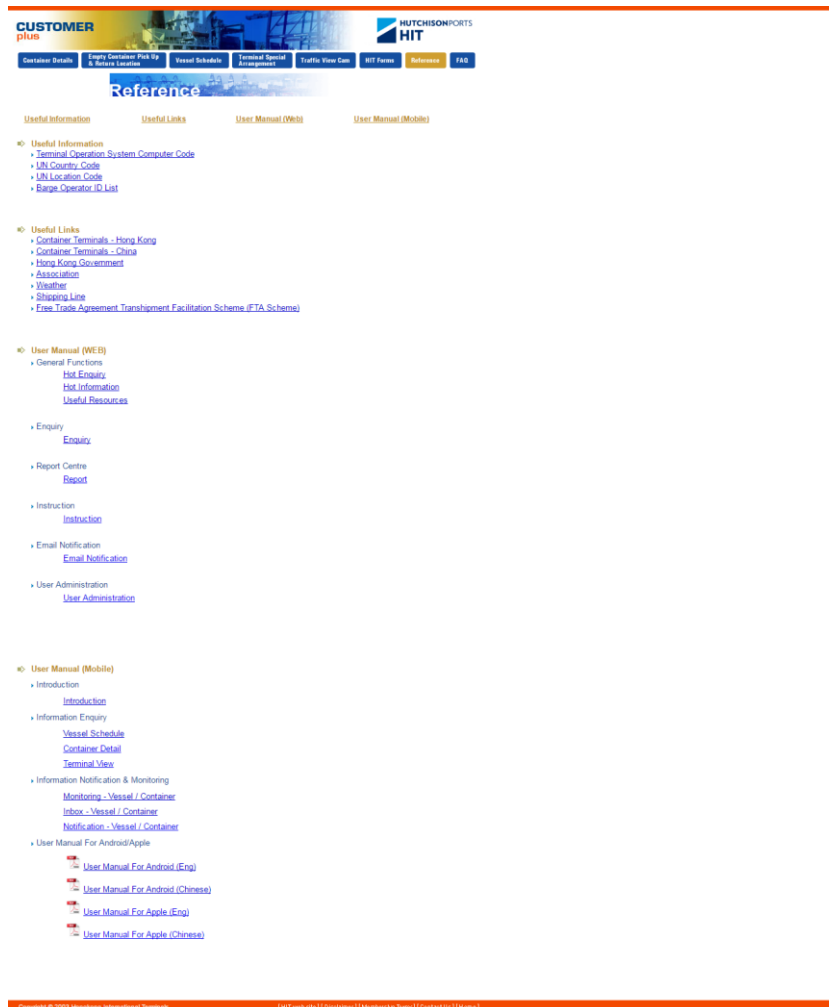
The screenshot shows the 'HIT Forms' page within the 'CUSTOMER plus' portal. The page features a navigation bar with the following menu items: Container Details, Empty Container Pick Up & Return Location, Vessel Schedule, Terminal Special Arrangement, Traffic View Cam, HIT Forms (highlighted), Reference, and FAQ. Below the navigation bar, the 'HIT Forms' section is displayed with a list of links:

- ▣ Barge Identity Card
 - [Application Procedure](#)
 - [Application Form](#)
 - [Agreement Form](#)
 - [Terms & Conditions \(Chinese Version\)](#)
 - [Terms & Conditions \(English Version\)](#)
 - [Information Amendment Form](#)
- ▣ Tractor Identity Card
 - [Application Form](#)
 - [Information Amendment Form](#)

1.3.2 Reference

This function allows you to access useful materials such as

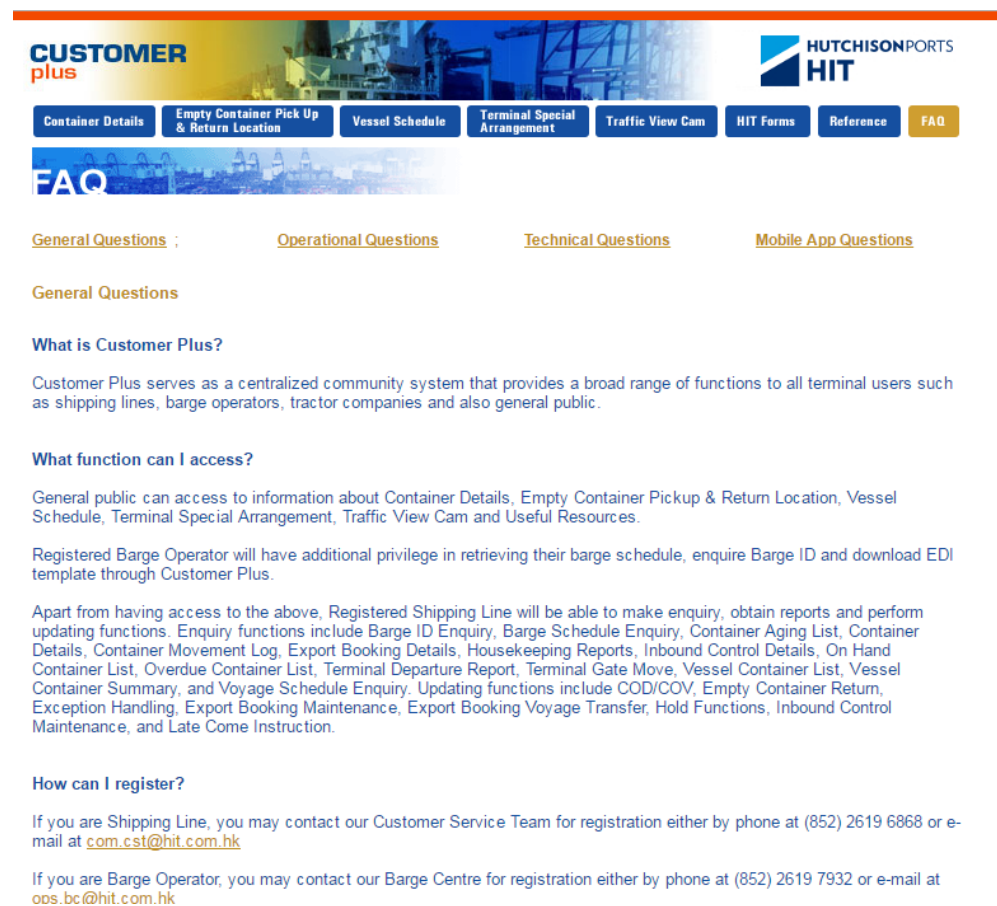
- Useful Information
- Useful links
- User Manual



1.3.3 FAQ

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



The screenshot shows the Customer Plus web interface. At the top, there is a navigation bar with the 'CUSTOMER plus' logo on the left and the 'HUTCHISON PORTS HIT' logo on the right. Below the logo is a horizontal menu with buttons for 'Container Details', 'Empty Container Pick Up & Return Location', 'Vessel Schedule', 'Terminal Special Arrangement', 'Traffic View Cam', 'HIT Forms', 'Reference', and 'FAQ'. The 'FAQ' button is highlighted in yellow. Below the menu, the 'FAQ' section is displayed with a blue header. Underneath, there are four links: 'General Questions', 'Operational Questions', 'Technical Questions', and 'Mobile App Questions'. The 'General Questions' link is selected and highlighted in orange. The content under 'General Questions' includes a sub-header 'What is Customer Plus?' followed by a paragraph describing the system as a centralized community system. Below that is another sub-header 'What function can I access?' followed by two paragraphs detailing access for general public and registered barge operators. The final sub-header is 'How can I register?' followed by two paragraphs providing contact information for shipping lines and barge operators.