



# Customer Plus User Manual For Email Notification





## **Revision History**

Version Number	Change Description	Effective Date	Section Author
Current		2009-03-27	ops-w



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## **1. Email Notification**

#### **Instructions**

This function allows you to notify concerned parties the instruction results in way of email through Customer Plus.

This feature is incorporated in all instruction functions, including

- Booking Voyage Transfer
- COD/COV
- Empty Container Return
- Exception Handling
- Export Booking
- Hold (OL/PI/PV)
- Inbound Control
- Late Come Container

## 2. Receive Email Notification

- Below is the email notification received which shows the details of instruction result including successful and failures records

- Login user and login company will be captured as the Sender Name and Company Name in the email notification

#### Figure:

From: To: Cc: Subject:	cplus_uab@hit.com Sam Lau (HET, ODT) Change of Discharge	.hk				Sent: Pri 25/08/2006 11:11
Please	check the result.					
COD	Results					
To				From		
Vesse Owner Termin Owner	Woyage Code: r. nal: r.	AJL/UAT APL HIT APL		Vessel/Voyage Code: Vessel Name:	ATL/UAT APL JEBEL ALI	
<u>No. C</u> 1 Z 2 Z	ontainer No. <u>Resul</u> ZZZ1000009 KHI ZZZ1000010 KHI	t <u>s Remarks</u> KHI I KHI I	Rejected Re Rejected Re	cord is updated by other u	user! user!	
Sende Comp	r Name: 50550 any Name: HONG	KONG INI	ernatio	NAL TERMINAL LIMT	TED	
Attent This er genera	ion: mail is sent by HITE ted by system for n	S on behalf o otification pu	f HONGK rpose only.	ONG INTERNATIONAL	L TERMINAL LIMITED. Please DO NOT reply to	this email. This message :



## 3. Send Email Notification

Take COD function as example,

- Select `Terminal' that is a mandatory field. HIT is the defaulted value.
- Select 'Owner' that is a mandatory field
- Enter Vessel/Voyage Code that is a mandatory field
- -- Application will be rejected if
- -- The voyage is estimated to arrive in 6 hours
- -- The voyage is locked
- Click 'COD' button for COD application

### Figure: COD/COV

CODICOV	
Terminal	HIT 💌
Owner	APL 🕶
Vessel/Voyage	
Vessel Name	•
	COD/COV History COD COV Exit

- COD application screen will be displayed as below

#### Figure: Change of Discharge Port/Destination





- Enter the target containers, POD/Block Code, FD/Train Code or Remarks field

-- Max. 30 containers can be applied at one time

-- local or cross terminal outbound and transshipment outbound containers are allowed to apply for

Figure: Change of Discharge Port/Destination

Ch	ange of Discha	rge Por	t/Destination					
Erer								
Ves	n sel/Vovage	AIL / U	AT					
Ves	sel Name	APL JE	BEL ALI					
Terr	ninal	HIT						
0wi	ner	APL						
No.	Container No.		New POD/Block C	Code	New FD/Train	Code	Remarks	
1	ZZZZ1000009		КНІ		KHI		Remarks 123	
2	ZZZZ1000010		KHI		KHI			
3								

- Click 'OK' button to confirm entries

- Details of target containers will be retrieved for verification before submitting the application

Figure: Change of Discharge Port/Destination

Chang	e of Discharg	e Port/Des	itination								
From											
Vessel/	/oyage	AJL / U	JAT								
Vessel N	lame	APL J8	EBEL ALI								
Termina	al	HIT									
Owner		APL									
Delete N	o.Container	Hold	Booking	Size	Type	Status	POD/Block Code	New POD/Block	FD/Train (	Code New FD/Train	Shipper
	No.	Condition	No.					Code		Code	
	1 ZZZZ1000009		1	22	10	XF	LKCMB	KHI	LKCMB	KHI	123
	2 ZZZZ1000010		1	22	10	XF	LKCMB	KHI	LKCMB	KHI	123
											Total is 2
										Delete Confi	m Evit

- To remove the wrongly input container, check the 'Delete' checkbox next to 'No.' column and then click 'Delete' button

- Click 'Confirm' button to submit the application.

- Email notification message box is prompted, asking whether user needs e-mail notification.

- Click 'OK' if needs e-mail notification, 'Cancel' to process without e-mail alert and show the result.

Figure: Change of Discharge Port/Destination





- Email Notification content box will be appeared if user confirm to process with e-mail notification.

- Click 'Email List' button to list out Email list.

Figure: Email Notification

From:	cplus_uat@hit	.com.hk				
To:				Emai	l List	_
CC:						
					<	
Sender:	50550	Company:	EGL		$\geq$	-
Remarks:HITI HITIS cannot a issues or prob caused by or i HITIS does not You acknowle anytime and fr third party for	S will seek to deliver th d does not guarantee lems. You acknowledg n connection with the i endorse and is not res dge that HITIS reserve om time to time in its so any notification, suspe	e specified information to the safe delivery of such i the safe delivery of such i ge that HITS shall not be re- use of the Service. sponsible for any content, p sthe right to modify or disc de discretions, with or with nsion or discontinuation of	designated recipient up information as a result of sponsible or liable for a products or other mater continue, temporarily or out notice. You agree t the Service.	on the request of its cus of and is not limited to an ny loss or damage caus lats on or available from permanently the Service hat HITIS shall not be liab	tomers (the "Service y unexpected techni ed or alleged to be the Service. or any part thereof a te to you or to any OK Exit	"). cal
					with a matrix	
						< Di atu

- User information and Email address will be retrieved to Email List.

- Click 'To' or 'CC' to select Email Address.

Figure: Email List

Em	ail List				
Com	pany: EG	iL			
No.	User Name	Email Address	Group	То	CC
1	UAT	uat@uat.com	UAT		
	To 🔽	] cc 🔽 (	Confirm Clear		Exit

- Input Email address and Email content if any.



- Click 'OK' to send email and show the result.

#### Figure: Email Notification

- Email content is similar as the following.

## Figure:

From: To: Cc: Subject	cplus_uat@hit.com Sam Lau (HET, ODT) Change of Discharge	ulik			Sent: Pri 25/08/2006 11:11
Please	check the result.				
COD	Results				
To			From		
Vessi Own Term Own	tl/Voyage Code: er: inal: tr:	AJL/UAT APL HIT APL	Vessel/Voyage Code: Vessel Name:	AJL/UAT APL JEBEL ALI	
<u>No.</u> 1 2 2 2	<u>Container No.</u> <u>Resul</u> 22221000009 KHI 22221000010 KHI	<u>lts Remarks</u> KHI Rejected R KHI Rejected R	ecord is updated by other u ecord is updated by other u	ser! ser!	
Send Comp	er Name: 50550 pany Name: HONG	KONG INTERNATIO	ONAL TERMINAL LIMIT	ED	
Atten This e gener	tion: mail is sent by HITE ated by system for n	S on behalf of HONGE otification purpose only	ONG INTERNATIONAL	, TERMINAL LIMITED. Please DO NOT reply to t	his email. This message is

## Result will be responded instantly as below

Figure: Change of Discharge Port/Destination -Results



Chai	nge of Discha	rge Port/Destin	ation -Results					
From								
Vesse	el/Voyage	AJL / UAT						
Vesse	el Name	APL JEBEL ALI						
Term	inal	HIT						
Owne	ər	APL						
No.	Container No.	New POD/Block Code	New FD/Train Code	Action	Result	Remarks		
1	ZZZZ1000009	KHI	KHI	Update	Rejected	Record is u	updated by other user!	
2	ZZZZ1000010	KHI	KHI	Update	Rejected	Record is u	updated by other user!	
						C	Amend Continue	Total is 2 Exit

- Click 'Continue' button to perform COD instructions for other containers

- Click 'Amend' button to amend the rejected records if any. Amend button will only be enabled if there is any rejected application

- Click 'Exit' button to quit the function

Figure:

