

CUSTOMER PLUS MOBILE APPLICATION

INTRODUCTION

Table of Contents

1. Introduction	3
1.1. Start up the Application	3
1.2. First use the Apps	4
1.3. Screen Function Overview	6
1.4. What are the Public Mode and the Full Function Mode?	7
1.5. How to switch between Full Function Mode / Public Mode?	8
1.5.1. Enter Full Function Mode	8
1.5.2. Enable the Fingerprint (Touch ID) / Face ID login	8
1.5.3. Disable the Fingerprint (Touch ID) / Face ID login	9
1.5.4. Exit Full Function Mode	10
1.6. News – Latest Update from the Terminal	11
1.6.1. Read the news	11
1.6.2. Bookmark the news	12
2. Public Mode for public user	13
2.1. Overview	13
2.1.1. Left Menu	13
2.1.2. Bottom Menu	14
3. Full Function Mode for Authorized Users	15
3.1. Overview	15
3.1.1. Left Menu	15
3.1.2. Bottom Menu	16
4. User Preference	17
4.1. Language	17
5. Terms & Conditions	19

1.Introduction

1.1. Start up the Application



- 1) Tap  on the screen.
- 2) The Customer Plus Screen will be displayed while the Application is loading.



CUSTOMER
plus



1.2. First use the Apps

Confirm following things when you use this App at first time.

- 1) Please select your preferred language.



2) Please view the "Terms & Conditions".

Terms & Conditions

No Warranty

HIT cannot and does not warrant the accuracy, validity, timeliness or completeness of any obtained or compiled information. HIT expressly disclaims any warranties of services referred on this app. All information on this app of HIT is provided "as is" and is subject to change without prior notice.

Non-Representation

Any opinion, comments or information of any person made given or distributed in or through this app shall not be viewed as endorsed or agreed by HIT or representing HIT's opinion or intention. HIT particularly declares that if any person expresses opinion or comments or provides advice or information on any political, social, economic, business or investment matters or defames any person on this app and causes losses to HIT, HIT reserves all the right to claim damages and / or apply for other legal remedies.

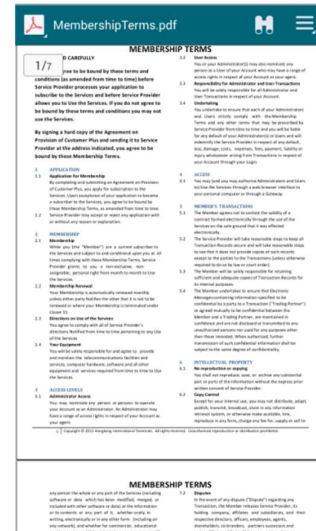
Breakdown of Transmission

In the event of a failure or malfunction in the whole or any part of the communication system resulting in the loss or breakdown in transmission of any communications, HIT shall

Click [here](#) for membership terms detail.

☐ I accept the Terms and Conditions.

Tap [here](#) to open and view the detailed "Membership Terms" as a separate PDF file (A PDF Viewing App is required).



3) Check ☐ next the "I accept the Terms and Conditions"; will be turned blue.

☒ I accept the Terms and Conditions.

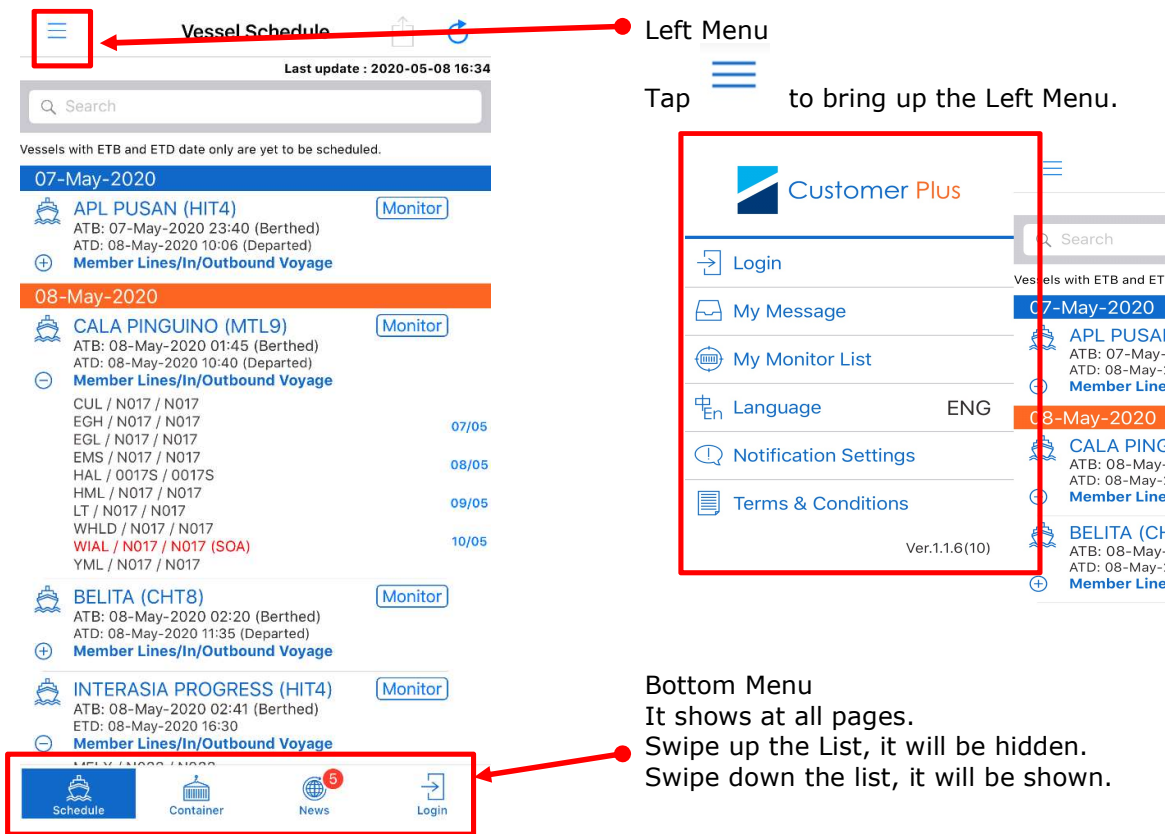
Agree

Agree

4) Tap to confirm.

5) The main screen of "Vessel Schedule" will be shown when the Application is ready.

1.3. Screen Function Overview



Vessel Schedule Last update : 2020-05-08 16:34

Search

Vessels with ETB and ETD date only are yet to be scheduled.

07-May-2020

APL PUSAN (HIT4) [Monitor](#)
 ATB: 07-May-2020 23:40 (Berthed)
 ATD: 08-May-2020 10:06 (Departed)
[Member Lines/In/Outbound Voyage](#)

08-May-2020

CALA PINGUINO (MTL9) [Monitor](#)
 ATB: 08-May-2020 01:45 (Berthed)
 ATD: 08-May-2020 10:40 (Departed)
[Member Lines/In/Outbound Voyage](#)

CUL / N017 / N017	07/05
EGH / N017 / N017	07/05
EGL / N017 / N017	07/05
EMS / N017 / N017	08/05
HAL / 0017S / 0017S	08/05
HML / N017 / N017	09/05
LT / N017 / N017	09/05
WHL / N017 / N017	10/05
WIAL / N017 / N017 (SOA)	10/05
YML / N017 / N017	10/05

BELITA (CHT8) [Monitor](#)
 ATB: 08-May-2020 02:20 (Berthed)
 ATD: 08-May-2020 11:35 (Departed)
[Member Lines/In/Outbound Voyage](#)

INTERASIA PROGRESS (HIT4) [Monitor](#)
 ATB: 08-May-2020 02:41 (Berthed)
 ETD: 08-May-2020 16:30
[Member Lines/In/Outbound Voyage](#)

Bottom Menu
 It shows at all pages.
 Swipe up the List, it will be hidden.
 Swipe down the list, it will be shown.





1.4. What are the Public Mode and the Full Function Mode?

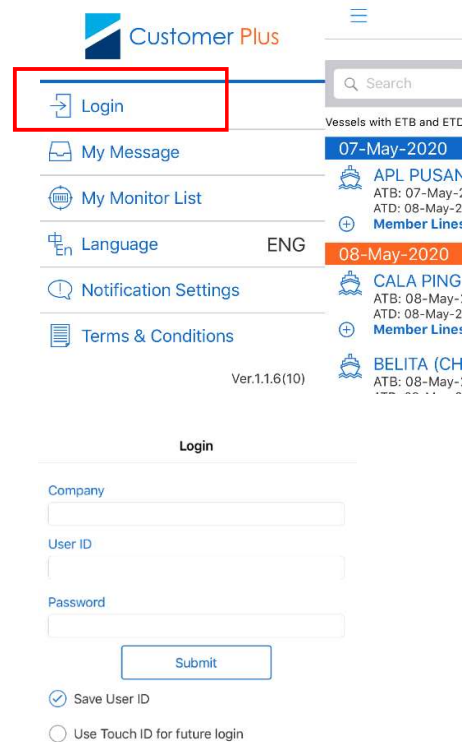
There are two operation modes:

- ◆ Public Mode with limited functions (For Public Users)
 - No Login is required
 - Basic functions only
 - Vessel Schedule Enquiry
 - Container Enquiry
 - News
 - My Message
 - My Monitor List
- ◆ Full Function Mode
 - Login is required (For Authorized Users only)
 - More information and functions can be accessed for the Login users.
 - Vessel Schedule Enquiry
 - Container Enquiry
 - Terminal Views
 - News
 - My Message
 - My Monitor List

1.5. How to switch between Full Function Mode / Public Mode?

1.5.1. Enter Full Function Mode

- 1) Tap  at the bottom of the Main Screen; OR
- 2) Tap  at the top left of the Main Screen to bring up the Left Menu, then tap  from the Menu.
- 3) Please complete the following fields with valid values:
 - Company, User ID, Password
- 4) Tap  to login.



Notes:

Check the ☒ Save User ID to save "Company" and "User ID" for future use.



1.5.2. Enable the Fingerprint (Touch ID) / Face ID login

For iOS




- 1) Check the ☒ Use Touch ID for future login to enable the Touch ID / Face ID authentication for future login.

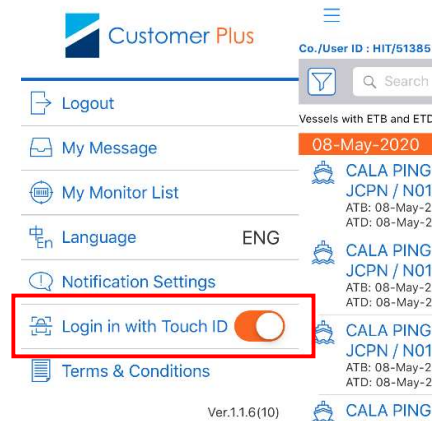
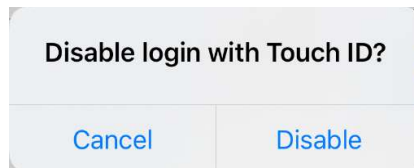
For Android

- 1) Check the ☒ Use fingerprint for future login to enable the Fingerprint / Face ID authentication for future login.




1.5.3. Disable the Fingerprint (Touch ID) / Face ID login.

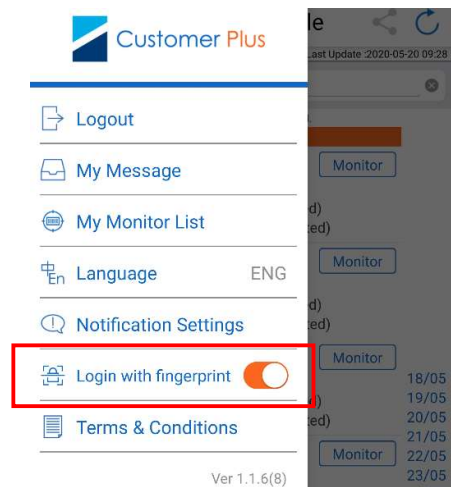
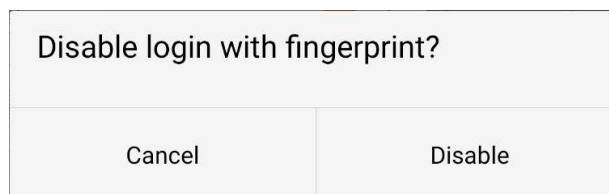
For iOS

- 1) Tap  at the top left of the Main Screen to bring up the Left Menu.
- 2) Then un-select  Login in with Touch ID  from the Left Menu.
- 3) Tap "Disable" to disable the Touch ID / Face ID login.





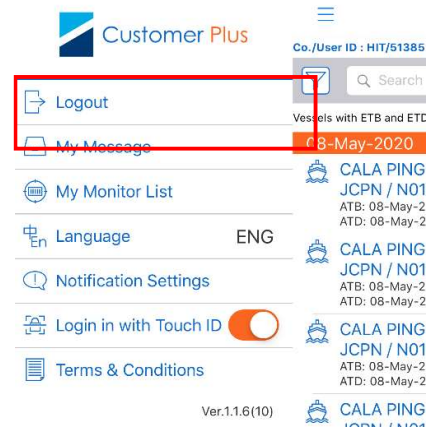
For Android

- 1) Tap  at the top left of the Main Screen to bring up the Left Menu.
- 2) Then un-select  Login with fingerprint  from the Left Menu.
- 3) Tap "Disable" to disable the Fingerprint / Face ID login.



1.5.4.Exit Full Function Mode.

- 1) Tap  at the top left of the Main Screen to bring up the Left Menu.
- 2) Tap  Logout .



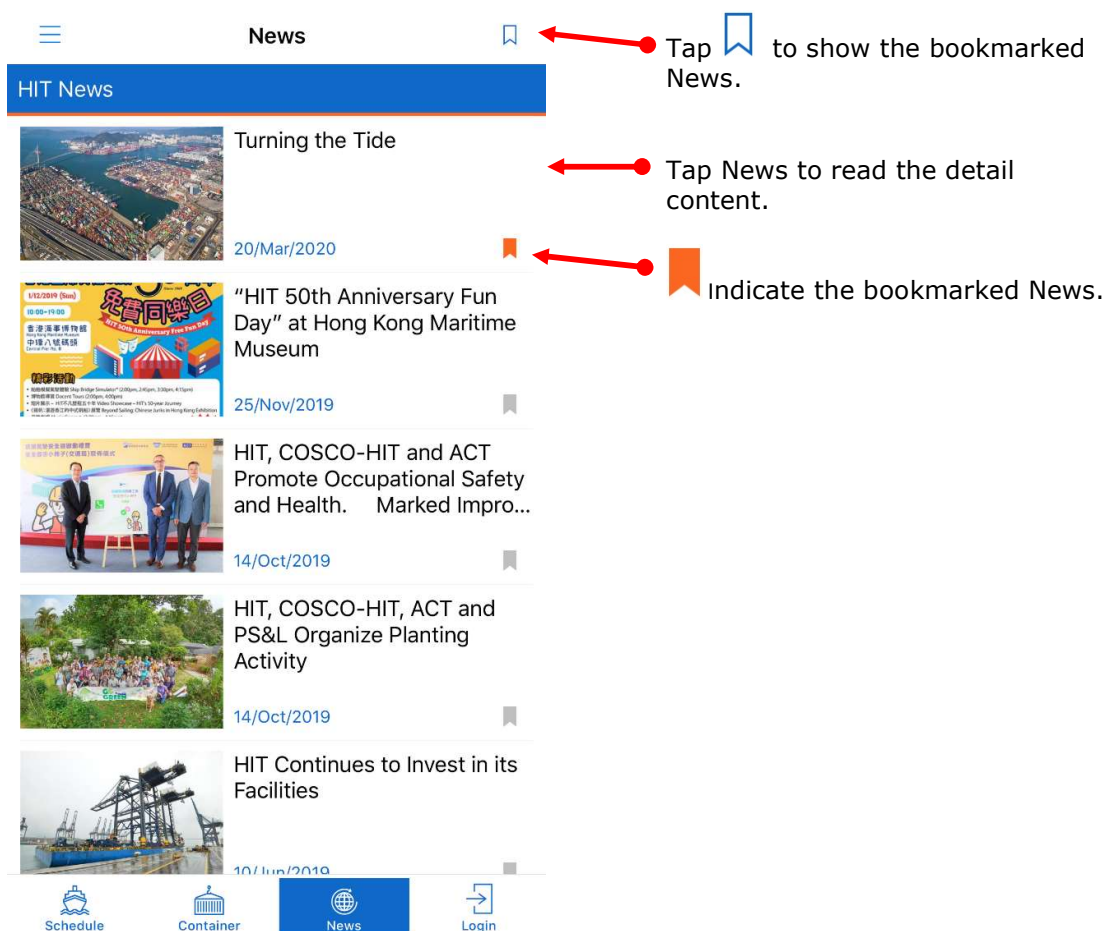
1.6. News – Latest Update from the Terminal

1.6.1. Read the news




Latest news from the Terminal will be pushed to the Users' devices in the form of notifications once released. Such News will also be stored for later viewing. To view them:

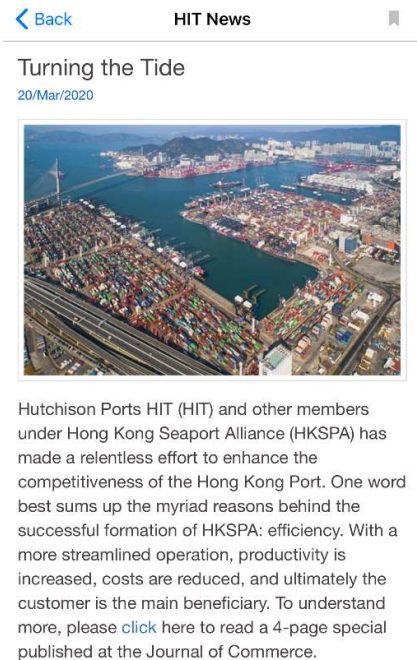


Tap **News** at the bottom menu of the Main Screen.



1.6.2. Bookmark the news

- 1) In the news content, tap  to bookmark the news.
- 2)  will be changed to  once bookmarked.

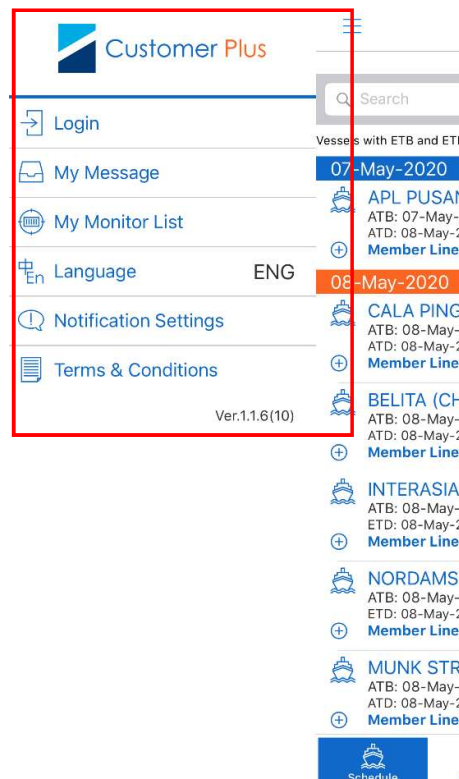


2.Public Mode for public user







2.1. Overview

Public Mode is a simplified version for public user using.

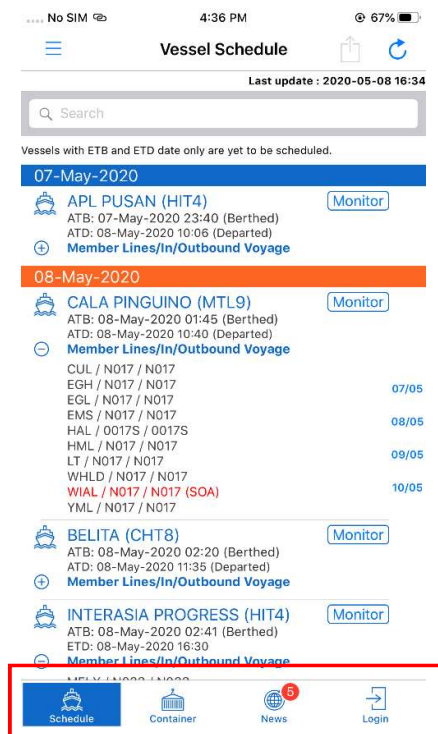
2.1.1. Left Menu



Six functions are at the left menu:

-  - Login the Full function mode
-  - My Message  - My Monitor List
-  - Language
-  - Notification Settings
-  - Terms & Conditions

2.1.2. Bottom Menu



Four functions are at the bottom :



Schedule – Vessel Schedule Enquiry



Container – Container Enquiry



News – Latest News from the Terminal



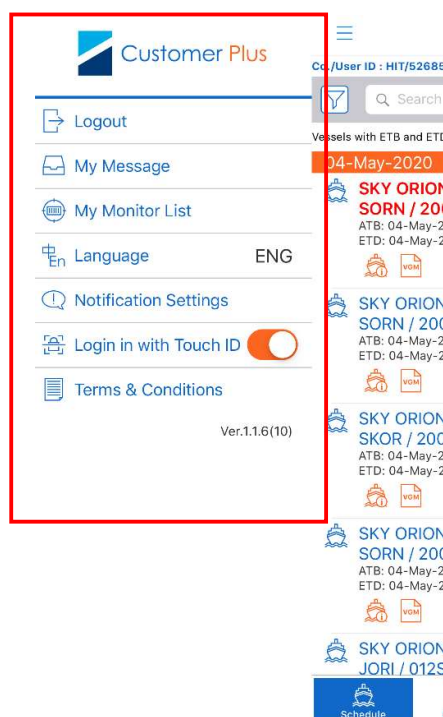
Login – Login the Full Function Mode

3.Full Function Mode for Authorized Users








3.1. Overview

After Login your account to use full function mode, you can access more functions and information. (how to login, please refer to 1.5.1)

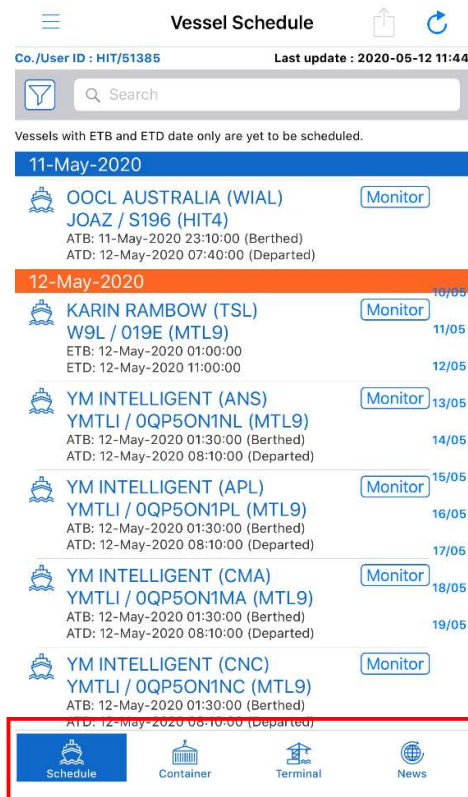
3.1.1.Left Menu



Six functions at the left menu :

-  - Logout
-  - My Message
-  - My Monitor List
-  - Language
-  - Notification Settings
-  - Login with Touch ID
-  - Terms & Conditions

3.1.2. Bottom Menu



Vessel Schedule

Co./User ID : HIT/51385 Last update : 2020-05-12 11:44

Search

Vessels with ETB and ETD date only are yet to be scheduled.

11-May-2020

OOCL AUSTRALIA (WIAL)
JOAZ / S196 (HIT4)
ATB: 11-May-2020 23:10:00 (Berthed)
ATD: 12-May-2020 07:40:00 (Departed)

12-May-2020

KARIN RAMBOW (TSL)
W9L / 019E (MTL9)
ETB: 12-May-2020 01:00:00
ETD: 12-May-2020 11:00:00

YM INTELLIGENT (ANS)
YMTLI / OQP5ON1NL (MTL9)
ATB: 12-May-2020 01:30:00 (Berthed)
ATD: 12-May-2020 08:10:00 (Departed)


YM INTELLIGENT (APL)
YMTLI / OQP5ON1PL (MTL9)
ATB: 12-May-2020 01:30:00 (Berthed)
ATD: 12-May-2020 08:10:00 (Departed)

YM INTELLIGENT (CMA)
YMTLI / OQP5ON1MA (MTL9)
ATB: 12-May-2020 01:30:00 (Berthed)
ATD: 12-May-2020 08:10:00 (Departed)


YM INTELLIGENT (CNC)
YMTLI / OQP5ON1NC (MTL9)
ATB: 12-May-2020 01:30:00 (Berthed)
ATD: 12-May-2020 08:10:00 (Departed)

Bottom Menu:

- Schedule
- Container
- Terminal
- News




Schedule - Vessel Schedule Enquiry
(Full function mode)



Container - Container Enquiry (Full
function mode)



Terminal - Terminal View




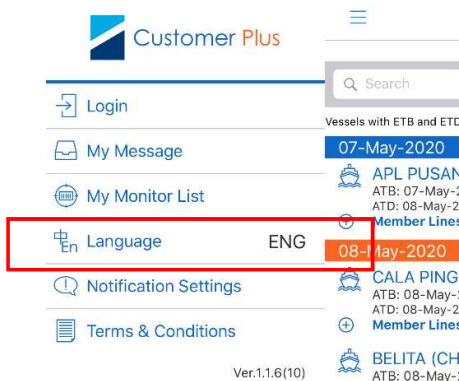
News - Latest News from the
Terminal


4. User Preference

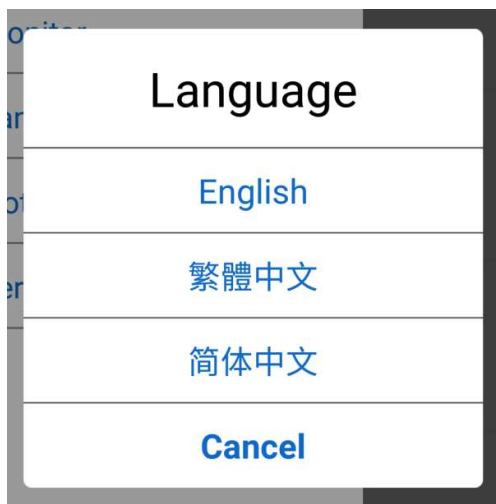
4.1. Language

- 1) Tap  at the top left of the Main Screen to bring up the Left Menu.

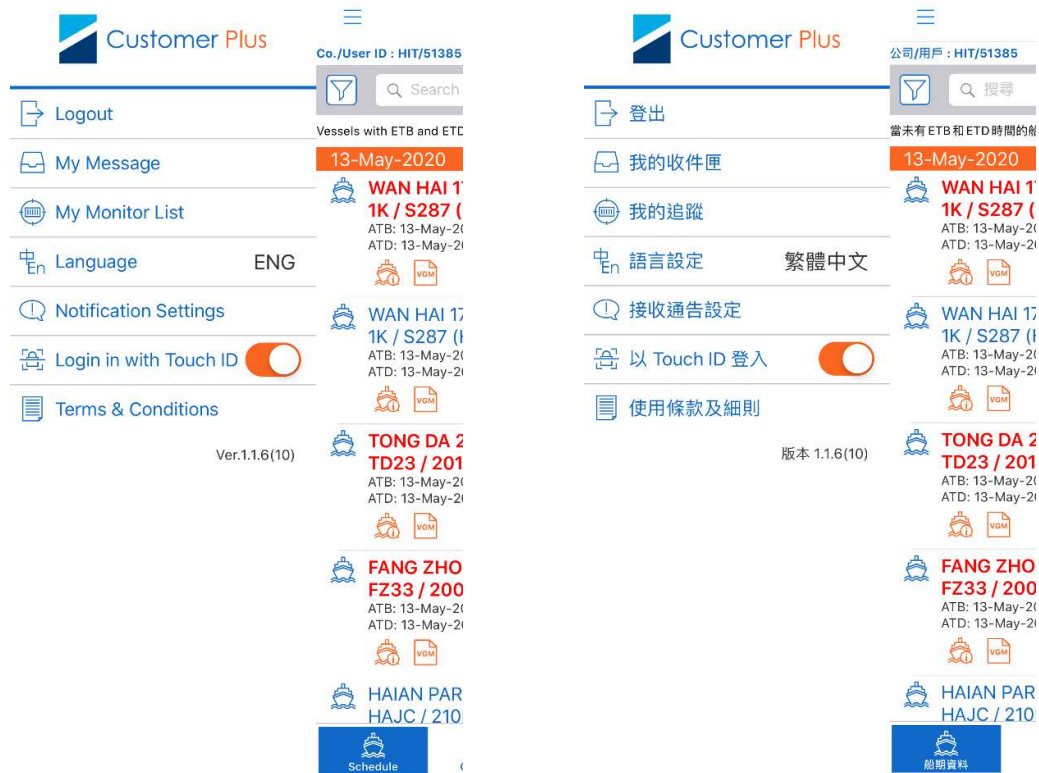
The current language is shown on the right of  Language .




- 2) Tap  Language and choose the desired language

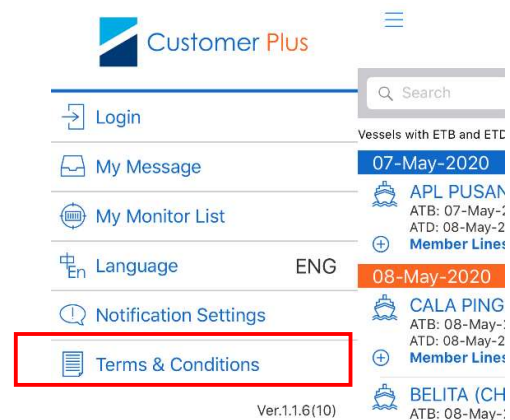


3) The interface will be switched to the selected language.



5. Terms & Conditions

- 1) Tap  at the top left of the Main Screen to bring up the Left Menu.



- 2) Tap  **Terms & Conditions** to view the contents.

