
OnePort Limited

**Empty Collection Appointment (ECA) Service
Online System User Guide**

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1. Empty Collection Appointment (ECA) Service

1.1. Service Concept

ECA service allows trucking companies, forwarders and shippers to obtain a container number and a seal number prior to physical pickup of an empty container. A user can make an ECA appointment online or by phone; the physical pickup must be completed within three days upon submission of booking request to the terminal. More than helping users to comply with the 24-hour rule imposed by US and Europe, ECA service is extremely useful during peak seasons or in times when trucking drivers are fully occupied with jobs.

Users can make an appointment online or by phone. This user guide only demonstrates how to use the online system.

2. System Login

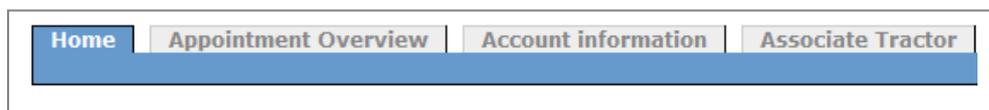
2.1. Login

- Step 1: Visit <http://www.oneport.com>.
- Step 2: Click the **ECA** link on the top left.
- Step 3: Enter your **Company ID**, **User ID** and **Password**; click **Submit** button.
- Step 4: Click **Click Here to Enter the OnePort System** button.

2.2. Interface

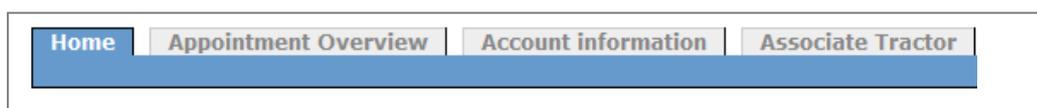
After login, the following tabs will be shown:

- ◆ Home
- ◆ Appointment Overview
- ◆ Account Information
- ◆ Associate Tractor



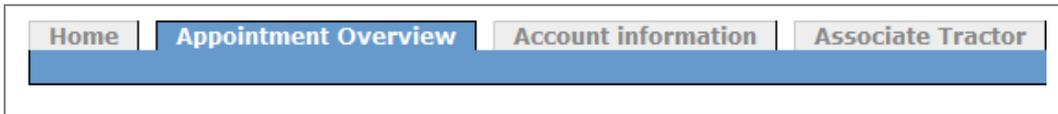
3. Home

Home tab displays important customer communications from OnePort Limited.



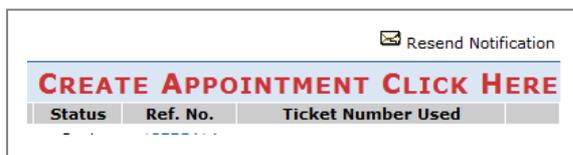
4. Appointment Overview

This function allows you to create, look up and manage your empty collection appointments. Click **Appointment Overview** tab after login.

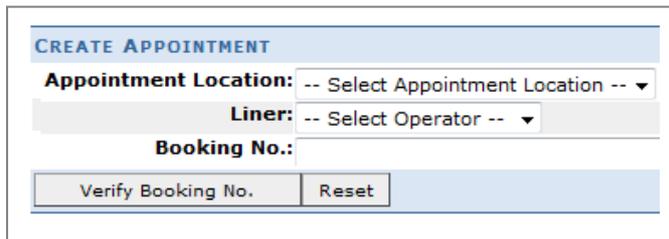


4.1. Create Appointment

Step 1: Click **Create Appointment Click Here** on the right.



Step 2: Select **Apt. Location** and **Liner**. Enter **Booking No.** (partial entry allowed). Click **Verify Booking No.**



A form titled 'CREATE APPOINTMENT' with the following fields and buttons:

- Appointment Location:** -- Select Appointment Location -- (dropdown menu)
- Liner:** -- Select Operator -- (dropdown menu)
- Booking No.:** (text input field)
- Verify Booking No.** (button)
- Reset** (button)

Step 3: Under **Looking Booking Numbers** heading, look up the relevant booking number and click on it.



A table titled 'LOOKING BOOKING NUMBERS' with the following content:

Booking No.
SZHPGE099
SZHPWMG99
SZHPAC099
SZHPIR099
SZHPNW099

Below the table is a 'Return' button.

Step 4: Select **Container Size**, **Appointment Request Date**, **Appointment Request Time** and **Time to Send ECA Request to Appointment Location**. Select **Means** and enter **Fax/ Email/ SMS**. Click **Submit** button.

Remarks: **Appointment Request Date** must not exceed 23:00 of the third day from the **Time to send ECA booking request to Appointment Location** (inclusive).

CREATE APPOINTMENT	
Booking Info	
Booking No.: SZHPGE099	
Liner: MKL - MAERSK LINE (MKL)	
Appointment Request Location: MTL - Modern Terminals	
Premium User	
Ticket Number: <input type="text"/>	
Appointment Info	
Container Size, Type:	20'x8'6"x8' General purpose (20 GP)
Appointment Request Date:	<input type="text"/>
Appointment Request Time:	00:00 ▼ TO 03:59
Time to send ECA request to Appointment Location:	18:26 (Next Transmission Time) ▼
Notification Info	
Means	Fax/Email/SMS
Email ▼	samuel.li@oneport.com
-- ▼	<input type="text"/>
-- ▼	<input type="text"/>
<input type="button" value="Submit"/> <input type="button" value="Cancel"/>	

Step 5: Upon verifying the details, click **OK**. A **Reference No.** will be provided for your record. You may choose to continue for the same booking no., create a new appointment or return to the main page.

RESULT	
New Appointment has been created successfully. Reference No.: 13775425	
<input type="button" value="Continue for Same Booking No."/>	<input type="button" value="Create New Appointment"/>

4.2. Appointment Status

Appointment status can be identified as:

- **Pending** where a request has been submitted and is pending for transmission to terminal
- **Sent** where a request has been sent to terminal
- **Confirmed** where terminal has confirmed the request
- **Cancelled** where an appointment is cancelled
- **Rejected** where terminal has rejected the appointment request
- **Reinstated** where an appointment has changed

4.3. Review Appointment

On the **Appointment Overview** tab, a list of ECA appointments is shown under **Review Appointment** heading. Information displayed includes **Apt. Loc.**, **Liner**, **BKG #**, **CNTR #**, **Seal #**, **Size Type**, **Apt. Date**, **Notification**, **Status**, **Ref. No.** and **Ticket Number Used**.

REVIEW APPOINTMENT								
Apt. Loc.	Liner	BKG #	CNTR #	Seal #	Status	Ref. No.	Ticket Number Used	
1	MTL	MAEU	SZHPGE099		Pending	13775425		 CHANGE  CANCEL
2	MTL	MAEU	SZHPPM099		Sent	13775414		
3	MTL	MAEU	SZHPWMH99		Sent	13775403		
4	MTL	MAEU	SZHPWMH99		Sent	13775392		
5	MTL	MAEU	ONEPORT9999		Sent	13775381		
6	MTL	MAEU	ONEPORT9999		Sent	13775370		

4.4. Search

On the **Appointment Overview** tab, a search function is made available for users to conduct advanced search. **Searching Criteria** include **Apt. Location**, **Liner**, **Create Date**, **Booking No.**, **Ref. No.**, **Container No.**, **Create Time**, **Apt. Date**, **Status** and **Seal No.**

SEARCHING CRITERIA									
Apt. Location:	-- All --	Booking No.:	-- All --	Apt. Date:	-- All --	to	-- All --		
Liner:	-- All --	Ref. No.:	-- All --	Status:	-- All --				
Company ID:	109537	Container No.:	-- All --	Seal No.:	-- All --				
Create Date:	08/03/2011	to	21/03/2011	Create Time:	-- All --		-- All --	Items Per Page:	10
<input type="button" value="Search"/> <input type="button" value="Reset"/>									

4.5. Change or Cancel Appointment

To change or cancel an appointment, click **Change** or **Cancel** button.

REVIEW APPOINTMENT								
Apt. Loc.	Liner	BKG #	CNTR #	Seal #	Status	Ref. No.	Ticket Number Used	
1	MTL	MAEU	SZHPGE099		Pending	13775425		 CHANGE  CANCEL
2	MTL	MAEU	SZHPPM099		Sent	13775414		
3	MTL	MAEU	SZHPWMH99		Sent	13775403		
4	MTL	MAEU	SZHPWMH99		Sent	13775392		
5	MTL	MAEU	ONEPORT9999		Sent	13775381		
6	MTL	MAEU	ONEPORT9999		Sent	13775370		

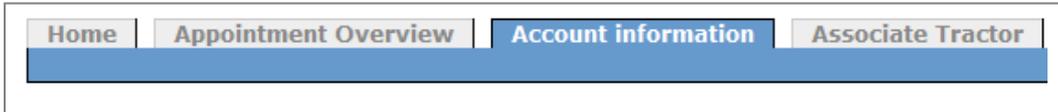
4.6. Resend Notification

Look up the relevant appointment in the **Review Appointment** list. Click  to resend notification.

5. Account Information

The function allows you to retrieve and print the latest and some past billing statements.

After login, click **Account Information**.

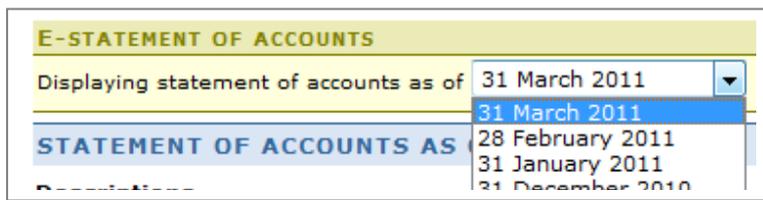


5.1. Display Latest Billing Statement

After login, click **Account Information** tab to view the latest billing statement.

5.2. Enquire Past Billing Statements

Under **E-STATEMENT OF ACCOUNTS** heading, select the appropriate date.



5.3. Print Billing Statements

Click **Print This Statement** button.

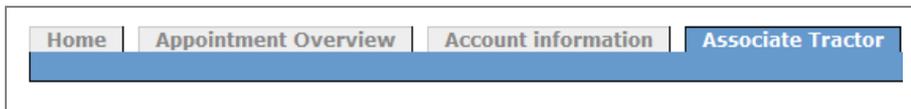


6. Associate Tractor

This function allows you to authorize your associate tractor to change your ECA appointments. Once permission is granted, both your associate tractor and its drivers will be able to modify your appointment date/ time through phone system (Tel: 3102-9003). They are not able to book a new ECA appointment; they could only modify the time of existing appointments.

First and foremost, a one-off permission must be granted to your associate tractor. After that, whenever an empty pick-up is required, you should start with creating an ECA appointment as usual and advise your associate tractor of the ECA reference number. Your associate tractor and its driver should take up the task from there and change the appointment date/ time based on their actual work schedule. To change an appointment date/ time, they should call 3102-9003 and provide the relevant reference number. Once an appointment date/ time is changed, OnePort Limited will send a confirmation SMS to your associate tractor. In parallel, you will receive a notification email/ fax/ SMS from OnePort Limited.

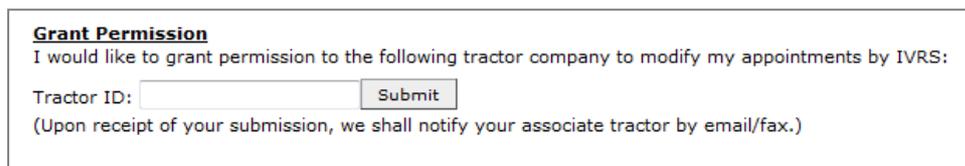
After login, click **Associate Tractor**.



6.1. Operating Procedure

6.1.1. Grant permission to your associate tractor (one-off action)

After login, click **Associate Tractor** tab. Under the **Grant Permission** heading, enter **Tractor ID** and click **Submit** button. Upon receipt of your instruction, OnePort Limited will send your associate tractor an email/ a fax notifying the concerned authorization and outlining details of future operating procedures.

A screenshot of a web form titled 'Grant Permission'. The text reads: 'I would like to grant permission to the following tractor company to modify my appointments by IVRS:'. Below this is a text input field labeled 'Tractor ID:' followed by a 'Submit' button. A note at the bottom says: '(Upon receipt of your submission, we shall notify your associate tractor by email/fax.)'

To withdraw permission previously granted, you can click the **Delete** button.

A screenshot of a web form titled 'Withdraw permission previously granted'. The text reads: 'To withdraw permission previously granted, click the "Delete" button next to the company below:'. Below this is a table with one row. The table has a header 'Permission granted:' and a cell containing 'xxxx - XXX Transportation Co'. To the right of this cell is a 'Delete' button, which is circled in red.

6.1.2. Start with creating appointment whenever an empty pickup is required.

Whenever an empty pickup is required, start with creating an appointment request through ECA system. For details of the making an appointment request, please refer to **Section 4.1 Create Appointment** on **Page 4**.

Important : Generally, an empty pickup must occur on or before 23:00 of the third day from the **Time to send ECA booking request to Appointment Location** (inclusive). We strongly advise you to set your **Appointment Request Date/ Time** to 23:00 of the third day* and remind your associate tractor of the deadline.

* please be aware of your own CY closing time

6.1.3. Advise your associate tractor of your ECA reference number

Advise your associate tractor of your ECA reference number and the confirmed pickup time. Remind your associate tractor of the followings:

1) if the associate tractor is unable to adhere to the confirmed pickup time, the associate tractor is required to call 3102-9003 and change the pickup time;

2) the associate tractor must adhere to the confirmed pickup time and must pick up the container before the general deadline (i.e. 23:00 of the third day from the **Time to send ECA booking request to Appointment Location** (inclusive)).