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USER MANUAL
FOR
SSLIM CRM (CUSTOMER RELATIONSHIP
MANAGEMENT)

CONTENTS

1. INTRODUCTION

SSLIMCRM is a web application for the customers of pan Asia Logistic Ind. Private Limited, engaged in a multitude of shipping activities related to ocean transportation of containerized traffic within ASIA. The company is primarily engaged in Ocean transportation services including exports and imports, between ports in India and those in South East, Far East Asia, and Middle Eastern Region.

The application was set up with the objective of providing an online customer relationship management package for valuable customers of SSLIM. The application has been developed in such a way to learn about the customer needs and behaviors in order to develop stronger relationships with them and to provide them with better service.

2. KEY FEATURES

The Key features of SSLIM CRM include:

- Provide better customer service
- Anytime anywhere access
- Get to know with the latest updates
- View Reports
- Secure Access to information

3. SSLIM CRM SERVICES

SSLIM CRM acts as an online Customer Relationship Management package to the customers of SSLIM. The customers can register through this site and they can confirm booking and manifest through it.

- Customer registration
- Both employees and customers can login to the website to view the details.
- Online Booking
- Tracking of Containers
- Download Invoices
- Report viewing
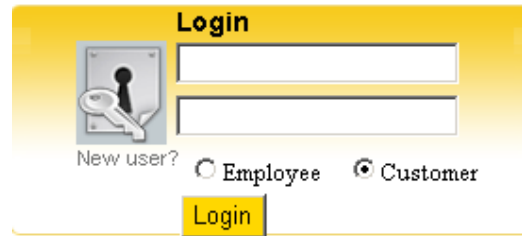- Change Destination Online
- Automatic mailing to customers

4. LOGIN FORM

User can avail the services offered by logging in to the application. User can be of two types who may be either the employees or the customers. Registered Users alone can access the application.

 If the user is an unregistered customer, the user has to register first and then login to the application.

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Steps To Be Followed:

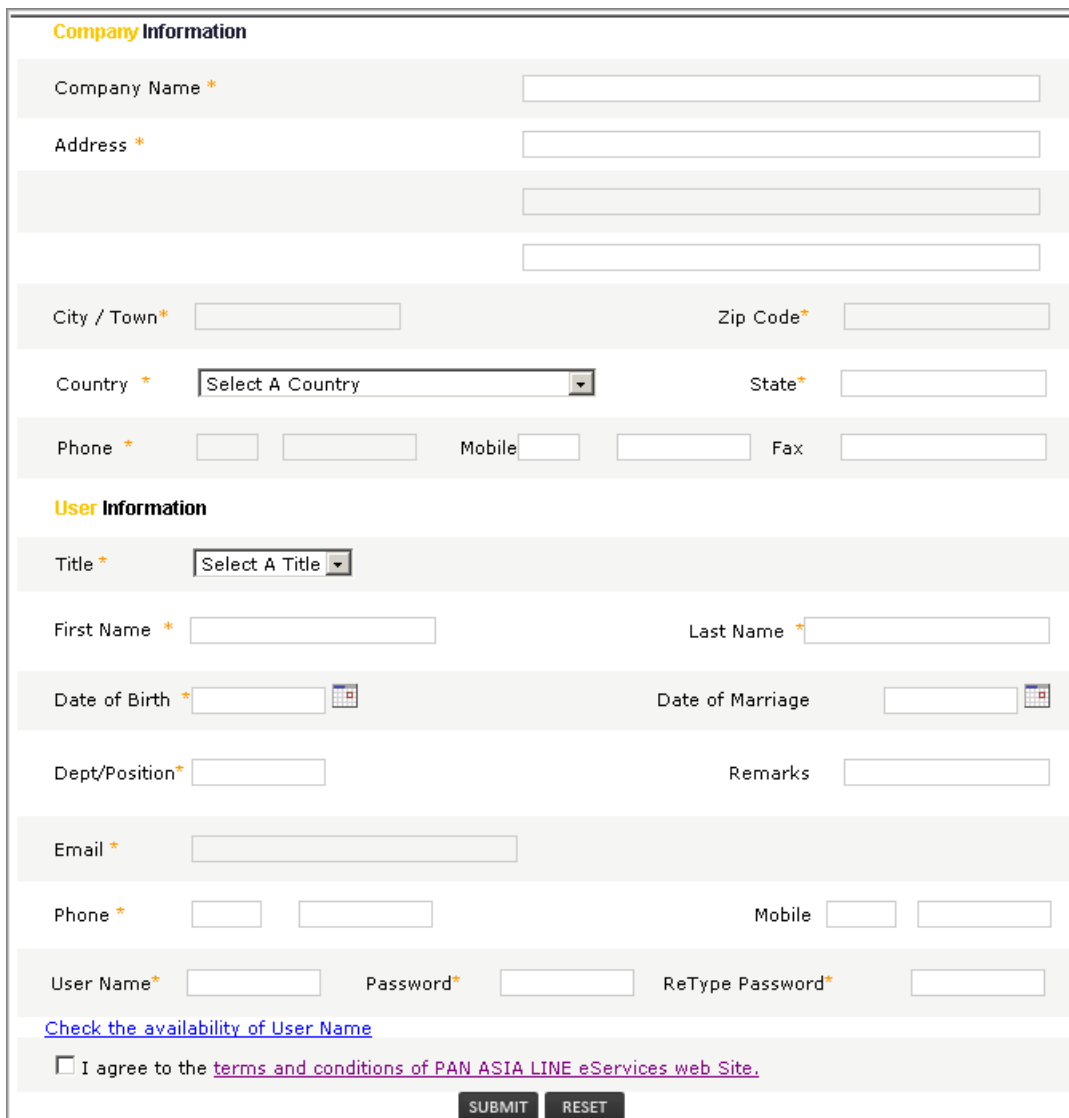Enter the user name and password correctly and click on Login button.

Figure 1: Login Form

Incase of the user being a new customer click on "New User" button to register.

Registering New User

Figure 2: User Registration

Steps To Be Followed:

- User should specify the company information's such as Company name, Address, City/Town, Country, State, Phone Number and Zip Code and User Information such as Title, First Name, Last Name, Date of birth, Dept / Position, E-mail and Phone number.

- Specify the required User Name in the field User Name and can check the availability of that user name. Mark entries in the fields password and Retype Password.

- Check the option "I agree to the terms and conditions applied" and click on submit button to save the entries made. Reset option clear the entries made.
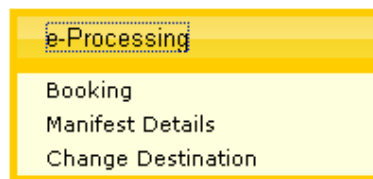
5. GETTING STARTED

There exist three main modules in SSLIM CRM application which are

- e-Processing
- e-Reports
- e-Profile

5.1 e-Processing

The e-Processing module provides option for Booking, Manifest Details and Change Destination.

5.1.1 Booking

The Registered customer only can avail this facility. The customer can perform online booking through this option.

Steps To Be Followed

1. Specify the Reference Number provided by the sales executive in the field Quotation Number. User can either select the appropriate Reference number from the list provided by searching or can enter the number.

2. Specify the Booking Date in the corresponding field. By default the current date will get displayed on the corresponding field.

3. The agent name, Sales Executive's name will get displayed automatically.

4. Specify the vessel name either by selecting the appropriate one from the list provided or by entering the appropriate name in the corresponding field.

5. The details such as Voyage, Liner Name and Freight type will get displayed in the corresponding fields.

6. Specify the Agreement Party Name, Shipper Company Name, Consignee Company Name, Freight Forwarder and Commodity by either selecting the appropriate one from the list provided or by entering the appropriate name in the corresponding field.

Figure 3: Booking

7. The Routing details such as Origin, Destination, Load Port, Discharge Port and Transshipment port will get displayed in the corresponding fields as default.

8. Submit button enables the user to submit the entered details

Note:

- Shipper person/Company: The one who sends the commodity

- Consignee person/company: The one who receives the commodity

- Freights are of three types

    1. Prepaid: Shipper will be paying the amount

    2. Collect: Consignee will be paying the amount

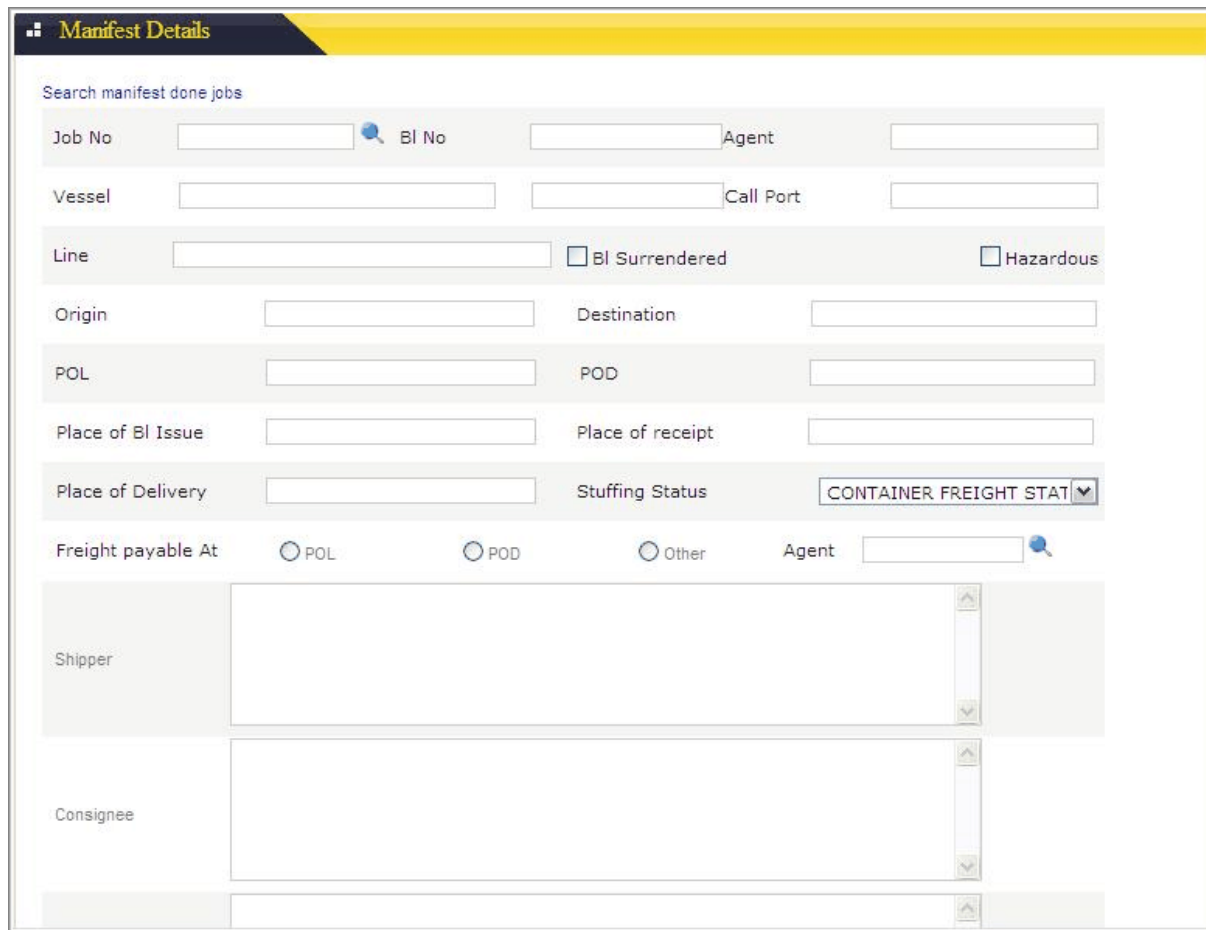   3. Else where: Some one other than shipper and Consignee will be paying the amount.

• Two types of Ports are there: Sea Port & Inland Container Deport

5.1.2 Manifest Details

Steps To be Followed:

• Click 🔍 icon and select the appropriate job number from the list provided in popup window. User has the provision to directly enter the job number in the corresponding field.

• The details such as BL No:, Vessel, Call Port, Line, Origin, Destination, POL and POD will get displayed automatically in the corresponding fields.

• The details such as Place of Issue, Place of Receipt, Place of Delivery, Shipper, Consignee and Notify party should be specified appropriately.

Figure 4: Manifest Details 1
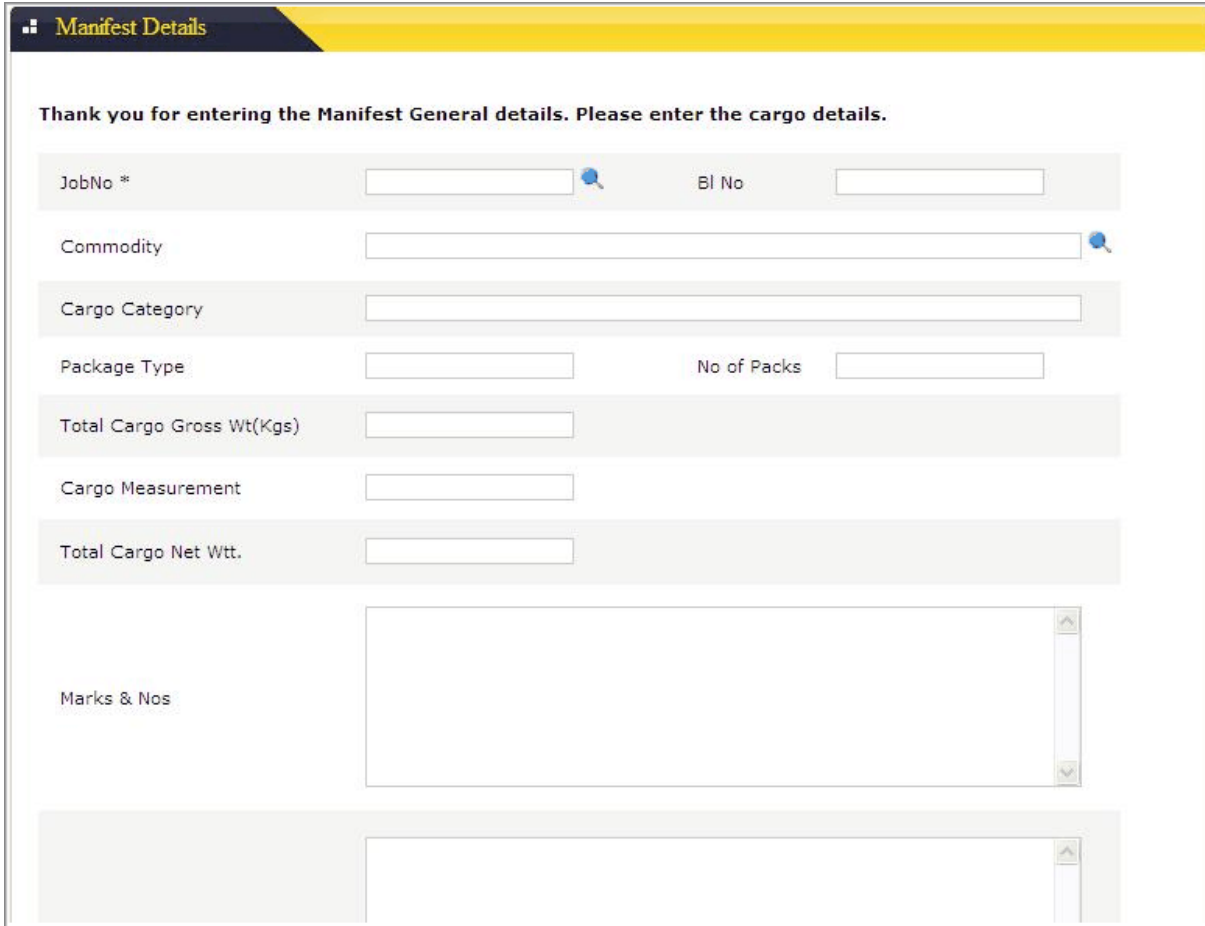
• Click on Submit button.

The details will get saved and the control will move to the next page.

User has to enter the cargo details here

• The details such as Job no, BL No will get displayed in the corresponding fields as default.

- Click icon and select the appropriate commodity from the list provided in popup window.

- Specify the details such as Cargo Category, Package Type, Number of Packs, Total Cargo Gross Wt, Cargo Measurement and all in the corresponding fields.

Figure 5: Manifest Details 2

- Click on Submit button.

The details will get saved and the control will move to the next page.

- The details such as Job no, BL No will get displayed in the corresponding fields as default.

- Click on show button

- The details such as Container Number, Type and Seal Number will get generated and displayed in the corresponding fields.

- Specify the details such as Cargo Message, Container Weight, Pack Type, Commodity, Packs and Units in the corresponding fields.

- Click on submit button and the details will get saved.

Figure 6: Manifest Details 3

Note:

The Link "Search Manifest Done Jobs" enables the user to view the manifest done jobs details.

5.1.3 Change Destination

Change Designation option enables the customer to change the destination point of a confirmed Booking.

Steps To Be Followed:

- Click 🔍 icon and select the appropriate job number from the list provided in popup window. User has the provision to directly enter the job number in the corresponding field.
- The details such as BL number, POL, POD, Origin, Destination and agent name will get displayed in the corresponding fields.
- In the field Destination Specify the Changed destination name and fill the remarks field.
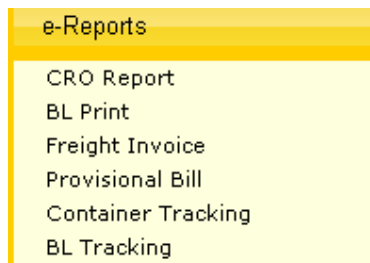- Click on submit button to save the entry.

Figure 7: Change Destination

Note:

- BL No: Bill of Lading Number
- POL: Port of Loading
- POD: Port of Destination

5.2 e-Reports

e-Reports option enables the user to generate and display various reports such as CRO Report, BL Print Report and Freight Invoice Report.

5.2.1 CRO Report

CRO Report option enables the user to generate report of Container Release Order.

- Click 🔍 icon and select the appropriate Booking Reference number from the list provided in popup window. User has the provision to directly enter the Booking Reference number in the corresponding field.

- The Details like Line, Agent, POL, POD and Booking Date will get generated and displayed in the corresponding fields.

- Click 🔍 icon and select the appropriate Yard Name from the list provided in popup window. User has the provision to directly enter the Yard Name in the corresponding field.

- Click 🔍 icon and select the appropriate Berth from the list provided in popup window. User has the provision to directly enter the Berth in the corresponding field.

Figure 8: CRO Report

- While clicking reset button the entered fields will get cleared.
- Click on Download button and the report will get generated.
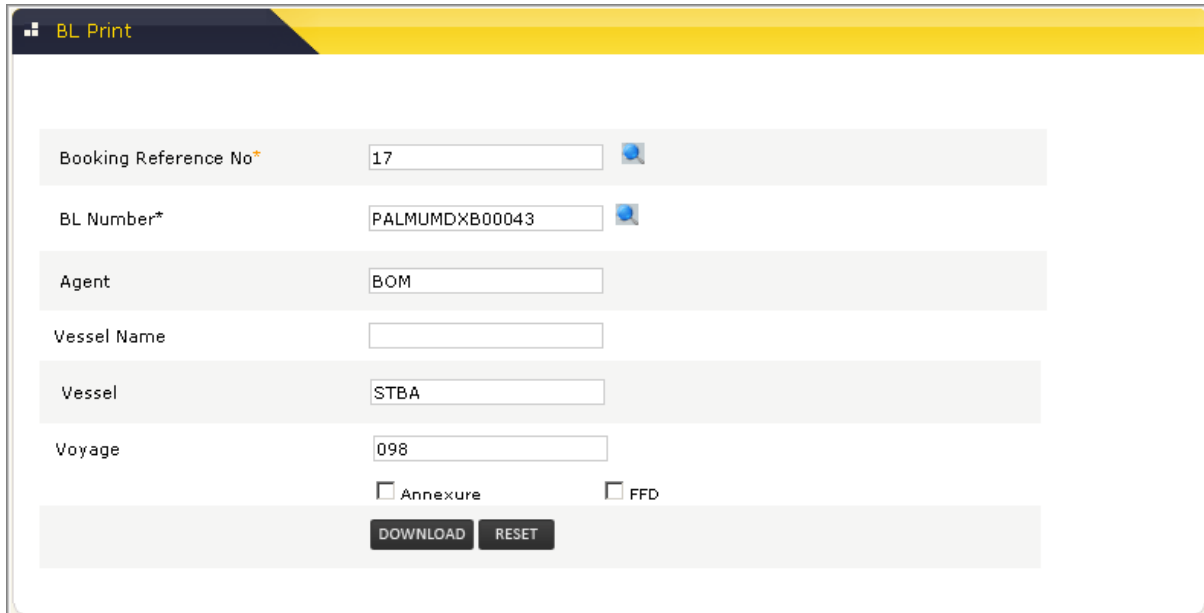

5.2.2 BL Print

Bill of Lading number is generated only if container allocation is done. The BL Number is in a unique format and sequence. BL Number cannot be duplicated.

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Steps To Be Followed:

- Click icon and select the appropriate Booking Reference number from the list provided in popup window. User has the provision to directly enter the Booking Reference number in the corresponding field.

- The details such as BL Number, Agent, Vessel and Voyage will get displayed automatically.

Figure 9: BL Print

- While clicking reset button the entered fields will get cleared.

- Click on Download button and the report will get generated.

Note:

- Annexure

This option is used when there are a number of containers and their details to be entered in a BL. Every page of the BL has a common data that has to be repeated hence the container details must be limited to the space provided for the same. When this provided space is not sufficient to mention all the details of the containers the annexure option must be used. Once this option is selected, the details of the containers that were not accommodated in the first page will automatically move to the next page along with the common details that should appear in the BL page.

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Shipper		B/L No.	PALMUMDXB00043

Shipper
FIVE OCEANS SHIPPING & LOGISTICS PVT. LTD. EUCHARISTIC
CONGRESS BUILDING NO.3, 10TH FLOOR, 5-CONVENT STREET, NEXT
TO HOLY MAKE HIGH SCHOOL, COLABA, MUMBAI 400039
TEL:56513701 FAX:56513712 MUMBAI 400039 TEL:56513701

Consignee
AL SHAMALI INTERNATIONAL FREIGHT SERVICES LLC POST
BOX:116228,JABEEL BUSINESS CENTRE, SUITE 202-2, 2ND FLR, AL
KANDA BLDG-WING B, BEHIND KARAMA POST OFFICE, KARAMA
DUBAI, UAE.TEL:9714 3354504 KARAMA DUBAI, UAE.TEL:9714

Notify
SAME AS CONSIGNEE ...

Feeder VSL / VOY No.	Place of Receipt	NHAVASHEVA
SIMA TOUBA / 098	Port of Loading	NHAVA SHEVA
	Port of Discharge	DUBAI, U.A.E
	Place of Delivery	DUBAI,U.A.E.

Owner's Mark / Container No. / Goods Packages Identification Marks and Nos.	Weight	Type of Container
200 CTNS	2,131.200	1 X 20DV
ABDUL KARIM DUBAI	(Nt. Wt in Kgs)	
1 TO 200 ARTICLE MADE OF HDPE PIECES STRAINER SET FLOUR SIEVE.		
	2,640.000	0.000
	(Gr. Wt in Kgs)	(Measurement)

FREIGHT PREPAID ALL
DESTINATION CHARGES
PAYABLE AS PER LINE TARIFF
FCL/FCL CY/CY SAID TO

5.2.3 Freight Invoice

This form is to take freight invoice for export bookings. The freight amounts for a job can be e documentation related, job related and container related.

Steps To Be Followed:

- Click 🔍 icon and select the appropriate job number from the list provided in popup window. User has the provision to directly enter the job number in the corresponding field.

- The details such as Bill Number, Agent Ref, Bill Date, Party Name and Total will get generated and displayed on the corresponding fields.

Figure 10: Freight Invoice

- Download button enables the user to download the report generated.

5.2.4 Provisional Bill

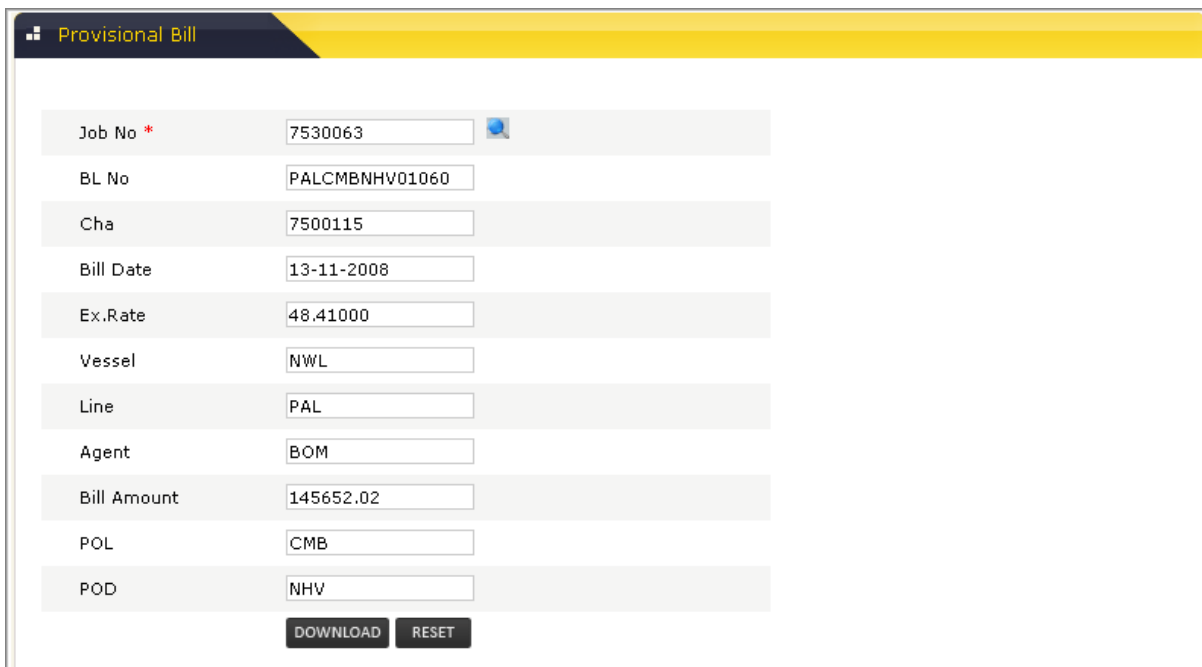Provisional bill is the first bill in the import cycle. This is to be issued before giving delivery order. This is only a rough bill. Final bill is issued after the container is returned by consignee.

Steps To Be Followed

- Click 🔍 icon and select the appropriate job number from the list provided in popup window. User has the provision to directly enter the job number in the corresponding field.

- The details such as Bill Number, cha, Bill Date, Ex.Rate, Vessel, Line, Agent, Bill Amount, POL & POD will get generated and displayed on the corresponding fields.

Figure 11: Provisional Bill

- While clicking reset button the entered fields will get cleared.
- Click on Download button and the report will get generated.

PAN ASIA LINE

PAN ASIA LOGISTICS INDIA PVT. LTD.

702 , RAIKAR CHAMBERS, K.D.ROAD, DEONAR EAST,NEAR GOVANDI EAST STATION MUMBAI -400 088 TEL.: +91 22 67331700 FAX : + 91 22 67331799

PROVISIONAL BILL

To,

SAFEWATER LINES (I) PVT. LTD.
196, SAHEB BUILDING, 4TH FLR, D.N.ROAD,
PORT, MUMBAI -1.

Date	:	13-11-2008
Job Ref	:	7530063
Line	:	PAL
Ex Rate	:	48.41000
Destuffing	:	FACTORY DESTUFFING
BL No	:	PALCMBNHV01060
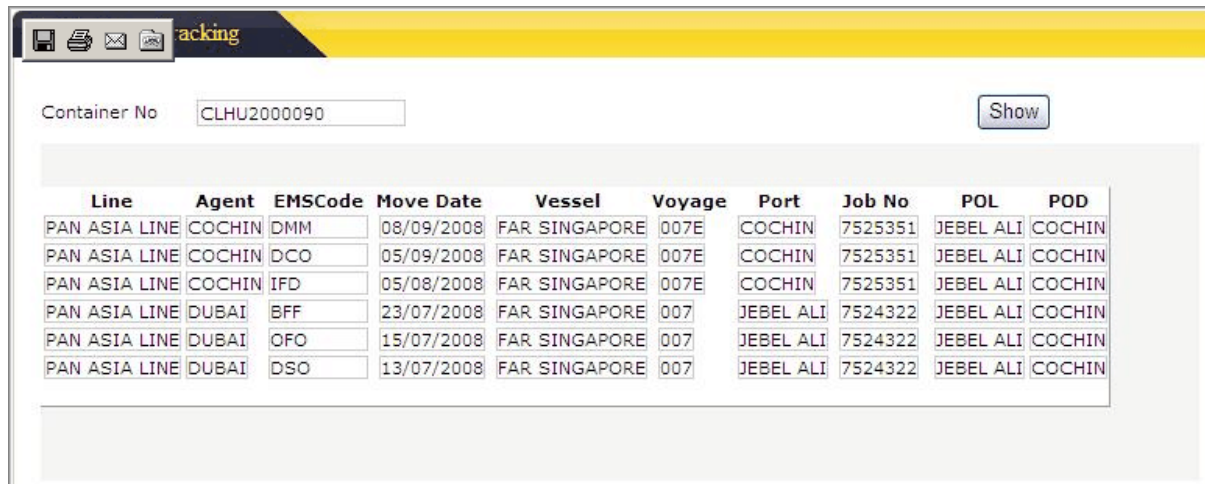
Vessel / Voyage : NWL/009

CHA : 7500115

BillNo : 7521728

CONTAINER NO	TYPE	LANDED ON	MOVED OUT	RELEASED ON	RETURNED ON
FSCU9528805	40HC	01.10.2008		13.11.2008	13.11.2008

Description	Amount
BL Charges	
DELIVERY ORDER CHARGES	2,500.00
Container Charges	
DISCHARGE PORT OF TERMINAL HANDLING CHARGE	5,470.00
DET @ 48.410	102,048.28
POS @ 48.410	30,837.17

5.2.5 Container Tracking

The container tracking option facilitates the user to track the current status.

Line	Agent	EMSCode	Move Date	Vessel	Voyage	Port	Job No	POL	POD
PAN ASIA LINE	COCHIN	DMM	08/09/2008	FAR SINGAPORE	007E	COCHIN	7525351	JEBEL ALI	COCHIN
PAN ASIA LINE	COCHIN	DCO	05/09/2008	FAR SINGAPORE	007E	COCHIN	7525351	JEBEL ALI	COCHIN
PAN ASIA LINE	COCHIN	IFD	05/08/2008	FAR SINGAPORE	007E	COCHIN	7525351	JEBEL ALI	COCHIN
PAN ASIA LINE	DUBAI	BFF	23/07/2008	FAR SINGAPORE	007	JEBEL ALI	7524322	JEBEL ALI	COCHIN
PAN ASIA LINE	DUBAI	OFO	15/07/2008	FAR SINGAPORE	007	JEBEL ALI	7524322	JEBEL ALI	COCHIN
PAN ASIA LINE	DUBAI	DSO	13/07/2008	FAR SINGAPORE	007	JEBEL ALI	7524322	JEBEL ALI	COCHIN

Figure 12: Container Tracking
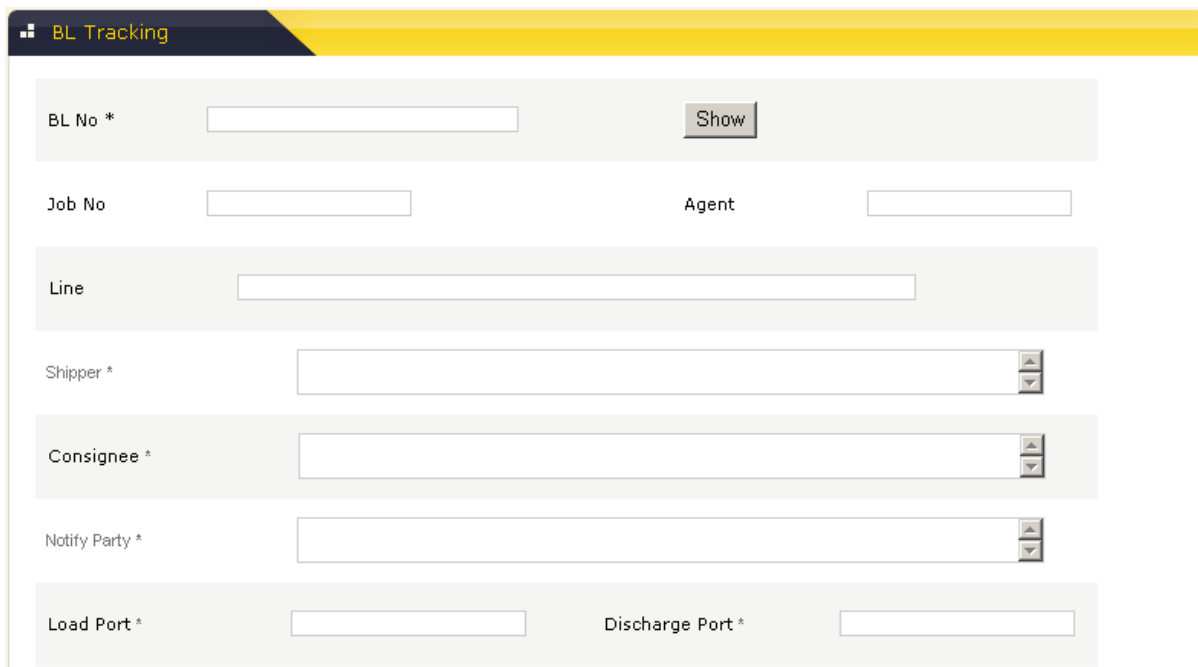
Various Statuses are:

- EMM: EMPTY ARRIVED AT DEPOT / TERMINAL YARD
- DSO: DESPATCH TO SHIPPER FOR STUFFING
- OFO: OUT BOUND CONTAINER ARRIVED AT TERMINAL
- BFF: ON BOARD FULL
- IFD: INBOUND FULL DISCHARGE OR ARRIVED AT DESTINATION PORT
- DCO: DESPATCH TO CONSIGNEE
- DMM: EMPTY DAMAGE UNIT ARRIVED AT TERMINAL/DEPOT
- TSF: TRANSHIPMENT FULL DISCHARGED
- TFF: TRANSHIPMENT - ON BOARD FULL

5.2.6 BL Tracking

Bill Of Lading Details can be tracked and viewed by enabling this option

Steps To Be Followed:

- Specify the BL Number in the corresponding field and click on show button.

- The details such as Job Number, Agent, Line, Shipper, Consignee, Notify party, Load Port and Discharge Port will get displayed automatically in the corresponding fields.

Figure 13: BL Tracking

5.3 e-Profiles

The e-Profile option enables the user to edit the profile and to change the existing password.
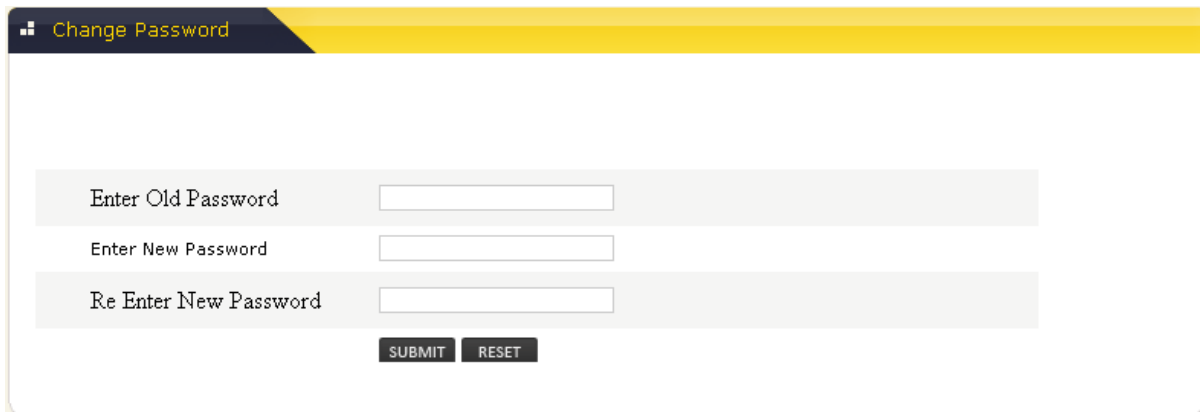
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5.3.1 Edit Profile

Customer can edit the entered details through the edit profile option. [Click Here](#) for more information.

5.3.2 Change Password

Customer can change the existing password by enabling the option "Change Password".

Steps To Be Followed:

1. Specify the existing password in the "Old Password" field.
2. Specify the required password in the "New Password" field.
3. Retype the new password in the "Re enter new password" field.
4. Submit button enables the user to save the newly entered password
5. Reset button enables the user to reset the password.

Figure 14: Change Password

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