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USER MANUAL FOR SLIM CRM (CUSTOMER RELATIONSHIP MANAGEMENT)

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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 SSLIMCRM include:

1. Provide better customer service
2. Anytime anywhere access
3. Get to know with the latest updates
4. View Reports
5. Secure Access to information

3 SSLIMCRM SERVICES

SSLIMCRM 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.

Steps To Be Followed:

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

The login form is titled "Login" and features a key icon. It contains two input fields for username and password. Below these fields, there is a "New user?" label followed by two radio buttons: "Employee" and "Customer". The "Customer" radio button is selected. A yellow "Login" button is positioned at the bottom center of the form.

Figure 1: Login Form

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

Registering New User

The registration form is divided into two main sections: "Company Information" and "User Information".

Company Information:

- Company Name *
- Address ** (multiple lines)
- City / Town * and Zip Code *
- Country * (dropdown menu: Select A Country) and State *
- Phone * (two input fields), Mobile (two input fields), and Fax (one input field)

User Information:

- Title * (dropdown menu: Select A Title)
- First Name * and Last Name *
- Date of Birth * (calendar icon) and Date of Marriage (calendar icon)
- Dept/Postion * and Remarks
- Email *
- Phone * (two input fields) and Mobile (two input fields)
- User Name * and Password * (with ReType Password * field)

Additional features include a link to "Check the availability of User Name" and a checkbox for "I agree to the terms and conditions of PAN ASIA LINE eServices web Site." At the bottom, there are "SUBMIT" and "RESET" buttons.

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.

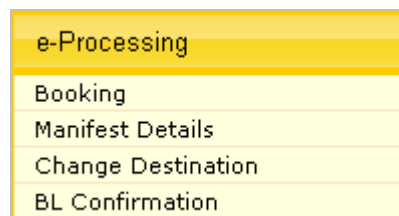
5 GETTING STARTED

There exist three main modules in SSLIM CRM application which are

1. e-Processing
2. e-Reports
3. 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.

Book no Details

[Search Previous Bookings](#)

Quotation No *	6500973	Booking Date	21.11.2000
Agent	KANOLA	Sales Executive	
Vessel		Voyage	
Line	PAL PAN ASIA LINE	Freight Type	Fre paid
Agreement Party *	PEARL SHIPPING		
Shipper Company Name	"EMPTY CONT. TO BE RETURNED AT LEBEL ALI PORT INTO		
Consignee Company Name	"K" LINE		
Freight Forwarder	"TO ORDER"		
Commodity	2,4 DICHLORO 5 FLUORO ACETOPHENONE		

Routing

Origin		Destination	
Load Port *	LAKEILA	Discharge Port *	KUWAIT (SHUWAIBH)
Transshipment Port 1		Transshipment Port 2	
Transshipment Port 3		Transshipment Port 4	

SUBMIT

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:

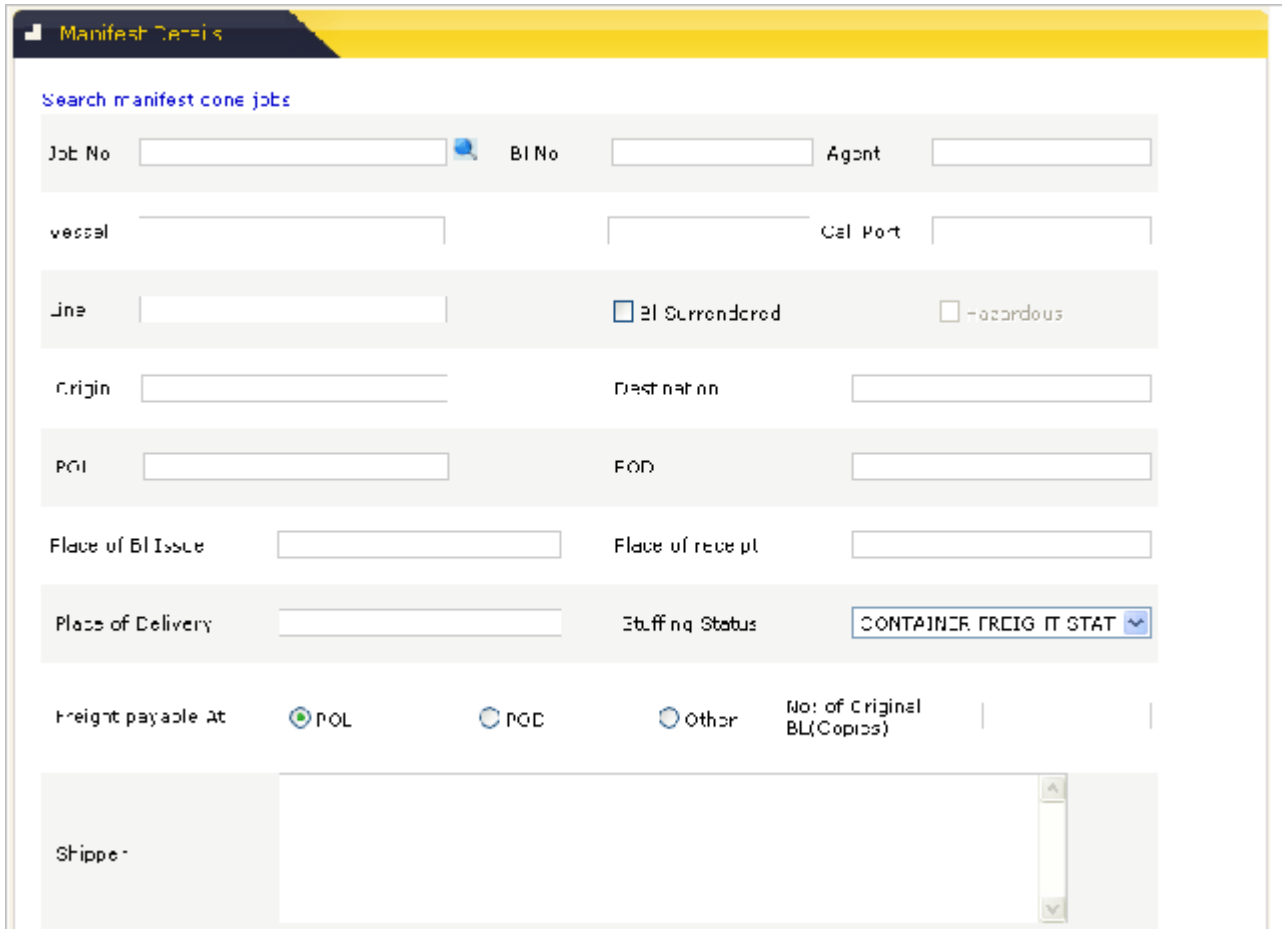
- ◆ Shipper person/Company: The one who sends the commodity
- ◆ Consignee person/company: The one who receives the commodity
- ◆ Freights are of three types
 - Prepaid: Shipper will be paying the amount
 - Collect: Consignee will be paying the amount
 - Else where: Some one other than shipper and Consignee will be paying the amount.

1. Two types of Ports are there: Sea Port & Inland Container Depot

5.1.2 MANIFEST DETAILS

Steps To be Followed:

1. 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.
2. The details such as BL No., Vessel, Call Port, Line, Origin, Destination, POL and POD will get displayed automatically in the corresponding fields.
3. The details such as Place of Issue, Place of Receipt, Place of Delivery, Shipper, Consignee and Notify party should be specified appropriately.




The screenshot shows a web form titled "Manifest Details" with a search bar and various input fields. The search bar is labeled "Search manifest cone jobs" and contains a magnifying glass icon. Below the search bar are several rows of input fields: "Job No" with a magnifying glass icon, "BL No", "Agent", "vessel", "Call Port", "Line", "BL Surrendered" (checkbox), "Incidental" (checkbox), "Origin", "Destination", "POL", "POD", "Place of Issue", "Place of receipt", "Place of Delivery", "Stuffing Status" (dropdown menu showing "CONTAINER FREIGHT STAT"), "Freight payable At" (radio buttons for POL, POD, Other), and "No. of Original BL(Copies)". At the bottom, there is a "Shipper" field with a scrollable list.

Figure 4: Manifest Details 1

4. Click on Submit button.
5. The details will get saved and the control will move to the next page.

User have to enter the cargo details here

6. The details such as Job no, BL No will get displayed in the corresponding fields as default.
7. Click  icon and select the appropriate commodity from the list provided in popup window.
8. Specify the details such as Cargo Category, Package Type, Number of Packs, Total Cargo Gross Wt, Cargo Measurement and all in the corresponding fields.
9. Click on Submit button

The screenshot shows a web form titled "Manifest Details" with a yellow header. Below the header, a message reads: "Thank you for entering the Manifest General details. Please enter the cargo details." The form contains several input fields:

- JobNo * (with a search icon)
- BL No (with a search icon)
- Commodity (with a search icon)
- Cargo Category
- Package Type
- No of Packs
- Total Cargo Gross Wt(Kgs)
- Cargo Measurement
- Total Cargo Net Wt.
- Marks & Nos (with a scrollable text area)

Figure 5: Manifest Details 2

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

10. The details such as Job no, BL No will get displayed in the corresponding fields as default.
11. Click on show button
12. The details such as Container Number, Type and Seal Number will get generated and displayed in the corresponding fields.
13. Specify the details such as Cargo Message, Container Weight, Pack Type, Commodity, Packs and Units in the corresponding fields.
14. Click on submit button and the details will get saved.

Manifest Details

JobNo DNo

Container No	Type	Seal No	Cargo Measr	Cntr WL	Pack Type	Commodity	Packs	Tare WL	Temp	Units
LLHU2534603	20JLV	123								

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:

1. 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.
2. The details such as BL number, POL, POD, Origin, Destination and agent name will get displayed in the corresponding fields.
3. In the field Destination Specify the Changed destination name and fill the remarks field.
4. Click on submit button to save the entry.

Change Destination

[Search Previous Requests](#)

Job No* 500114

Status Pending

BL No* SIIIA0507155

POL SHANGHAI FOD CHENAI

Origin SHANGHAI Destination CHENAI

Agent MPA

Remarks

SUBMIT

Figure 7: Change Destination

Note:

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

5.1.4 BL CONFIRMATION

The option enables the customer to Confirm the Bill Of Lading Details.

Steps To Be Followed:

1. Click icon and select the appropriate Booking number from the list provided in popup window.
2. The BL number will get displayed in the corresponding field.
3. Click on confirm button to confirm the BL details. Cancel button enables the user to cancel the entered details.
4. Click on submit button to save the entry.

BL Confirmation

Booking No * 7537264 BL No FAJHJVJEA10214 Confirmed Cancel

Comments

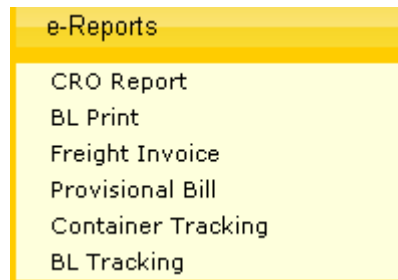
Please Note: You can not modify Manifest after confirming the DL

SUBMIT

Figure 8: BL Confirmation

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.

1. 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.
2. The Details like Line, Agent, POL, POD and Booking Date will get generated and displayed in the corresponding fields.
3. 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.
4. 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, which is mandatory for singapore Bookings alone.

Figure 9: CRO Report


5. While clicking reset button the entered fields will get cleared.
6. Click on download button and the report will get generated.

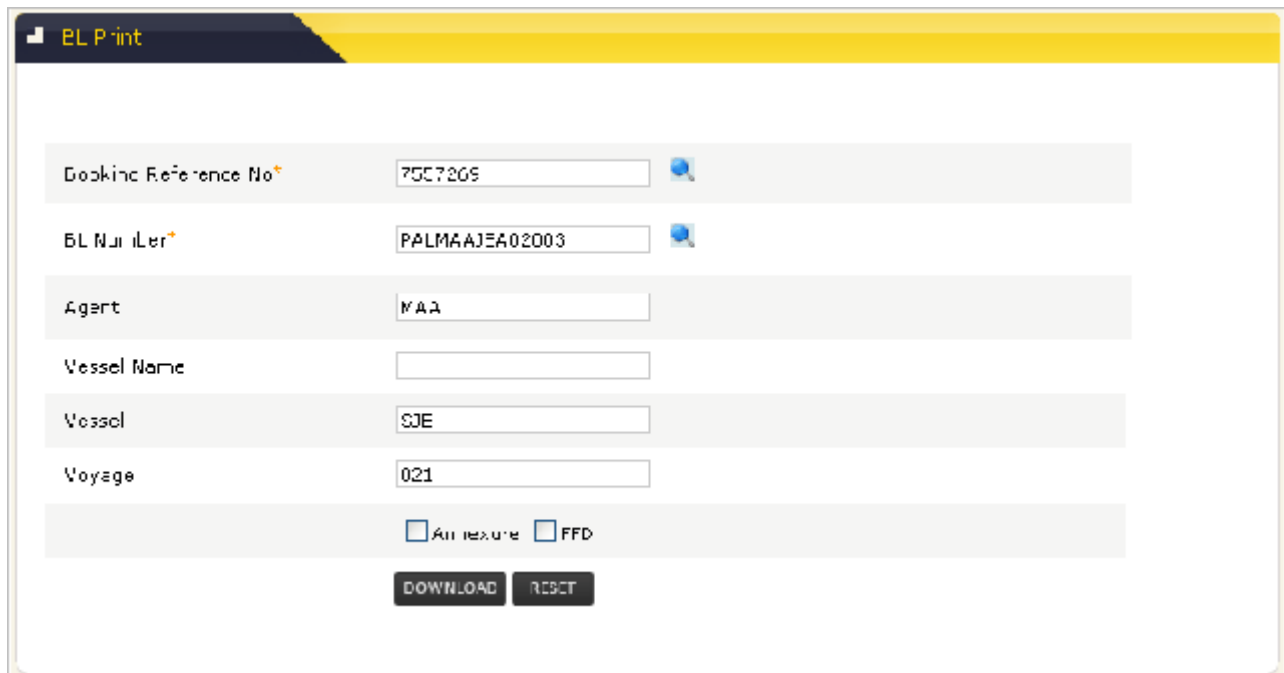
		GEOJIT TECHNOLOGIES	
<small>LIBERTY TOWERS MANAPATI YAPAKMBU ROAD COCHIN 682 003 INDIA TEL : 04842402707 FAX : 04842402357</small>			
		Date : 22/04/2019	
<u>CONTAINER RELEASE ORDER</u>			
To The Manager BAY CONTAINER TERMINAL PVT LTD ICD YARD BRISTOW ROAD, WISLAND COCHIN, PIN BOX 682003 TEL : 2688456 & 7 FAX : 0404-2660252		Ref No : 2530268 POL : COCHIN POD : ABU DHABI	
Dear Sir,			
Vsl Name <u>SAGARIKA</u>		Voyage No. <u>201</u>	
Kindly deliver <u>1</u> X 20' DV & <u>0</u> X 40' HC Container to the			
Shipper / CHA'N'S. <u>A & B EXPORTERS</u>		for Factory	
Stuffing and advise us details of units delivered.			
This Container release order is valid only for 3 days from the date of issuance.			
Yours faithfully, for Pan Asia Logistics India Pvt Ltd.		Container Nos. NOT ALLOCATED	

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.

Steps To Be Followed:

1. 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.
2. The details such as BL Number, Agent, Vessel and Voyage will get displayed automatically.



BL Print

Booking Reference No* 7557208

BL Number* PALMAAJEA02003

Agent MAA

Vessel Name

Vessel SJE

Voyage 021

Annexure FFD

DOWNLOAD RESET

Figure 10: BL Print

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

Note:

1. 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.

Shipper FIVE OCEANS SHIPPING & LOGISTICS PVT. LTD. EUCHARISTIC CONGRESS BUILDING NO.3, 10TH FLOOR, S-CONVENT STREET, NEXT TO HOLY MAKE HIGH SCHOOL, COLABA, MUMBAI 400039 TEL:56513701 FAX:56513712 MUMBAI 400039 TEL:56513701		BL No. PALMUMDXB00043	
Consignee AL SHAMALI INTERNATIONAL FREIGHT SERVICES LLC POST BOX:116220,JADEEL 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 SAMH AS CONSIGNEE			
Feeder VSL / VOY No. SIMA TOUNA / 090	Place of Receipt NIIAVASIIYVA		
	Port of Loading NIIAVA SHIYVA		
	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 ABDUL KARIM DUBAI 1 TO 200 ARTICLE MADE OF HDPE PIECES STRAINER SET FLOUR SIEVE.		2,131.200 (Net Wt in Kgs)	1 X 20DV
		2,040.000 (Gr. Wt in Kgs)	0.000 (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:

1. 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.
2. The details such as Party Name, Vessel, Location, Bill Number, Bill Date, Voyage and Total will get generated and displayed on the corresponding fields.

Freight Invoice

Jobno : 

CarrierName :

Vessel :

Locater :

Bill No :

Bill Date :


Voyage :

Total :

[DOWNLOAD](#)

Figure 11: Freight Invoice

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



PAN ASIA LOGISTICS INDIA PVT. LTD.

DEV REGENCY, 11/1/3, 3RD FLOOR, DR. RADHAKRISHNAN SALAI, MYLAPORE, CHENNAI 600004 TEL: +91 44 42088501/+91 44 42088502, 503
FAX: +91 44 42080204

INVOICE

Shipper	MCEES LOGISTICS	Bill No. : 7500012
<u>B/L</u>	PAI MAA/FA00012	Job No. : 500017
		Date : 17-09-2005

Vessel/Voyage No	DAFA / 035	
Port of Loading	CHENNAI	
Port of Discharge	JEBEL ALI	
Place of Delivery	JEBEL ALI, U.A.E	
Exchange Rate	44.0000	
Sail Date	03.07.2005	
Routing	3X 20DV	

CONTAINER NO	TYPE
CRXU165320	20DV
CRXU2318447	20DV
CRXU2414179	20DV

Description	Amount
BL Charges	
BILL OF LADING CHARGES	300.00

PAN ASIA LOGISTICS INDIA PVT. LTD.

HEAD OFFICE: SAHAB BUILDING (105, K.D. ROAD), DE CONANT AREA, GOWANDEE AREA, SEKTION MUMBAI-400 001 TEL: +91 22 62017000 FAX: +91 22 62017098

PROVISIONAL BILL

<p>To,</p> <p>SAFFWATER LINES (I) PVT. LTD. 196, SAHEB BUILDING, 4TH FLR, D.N.ROAD, PORT, MUMBAI-1.</p> <p>Vessel / Voyage : NWL009 CIA : 7500115</p>	<p>Date : 13-11-2008 Job Ref : 7530063 Line : PAL Lx Rate : 48.41000 Destuffing : FACTORY DLSUTTING BL No : PALCMBNHV01060 Bill No : 7521728</p>
---	--

CONTAINER NO	TYPT	LANDED ON	MOVED OUT	RELEASED ON	RETURNED ON
ESCU9528805	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	5,170.00
DET @ 40.410	102,040.20
POS @ 48.410	30,837.17

5.2.4 CONTAINER TRACKING

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

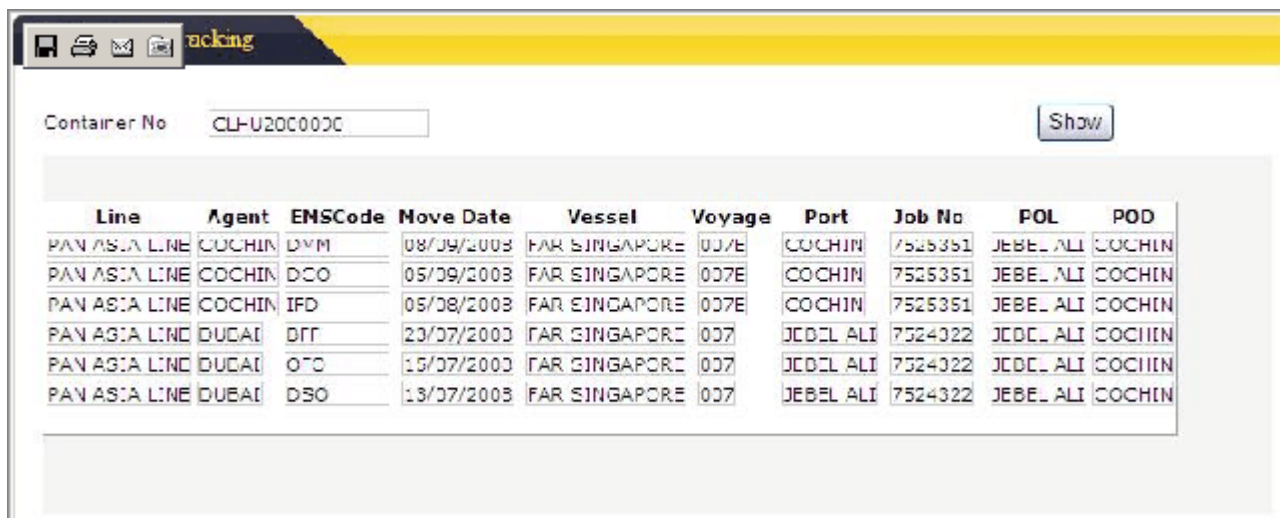


Figure 12: Container Tracking

Various Statuses are:

- A. EMM: EMPTY ARRIVED AT DEPOT / TERMINAL YARD
- B. DSO: DESPATCH TO SHIPPER FOR STUFFING
- C. OFO: OUT BOUND CONTAINER ARRIVED AT TERMINAL
- D. BFF: ON BOARD FULL
- E. IFD: INBOUND FULL DISCHARGE OR ARRIVED AT DESTINATION PORT
- F. DCO: DESPATCH TO CONSIGNEE
- G. DMM: EMPTY DAMAGE UNIT ARRIVED AT TERMINAL/DEPOT
- H. TSF: TRANSHIPMENT FULL DISCHARGED
- I. TFF: TRANSHIPMENT - ON BOARD FULL

5.2.5 BL TRACKING

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

Steps To Be Followed:

1. Specify the BL Number in the corresponding field and click on Preview button.
2. The details such as Specify the Bill Number, Job Number, Load Port, Discharge Port, Vessel, Voyage, Line, Shipper, Consignee and Notify party will get displayed automatically in the corresponding fields.

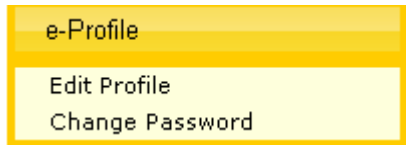
The screenshot shows a web interface for BL Tracking. At the top, there is a yellow header with the text "BL Tracking". Below the header, there are several input fields and a "PREVIEW" button. The fields are: EL No (FALYA4JEA02C03), Job No (75E7255), Load Port (CHENNAI), Vessel (BT JGIIIN GRACE), Line (PAN ASIA LINE), Shipper (7ELEVEN SHIPPING PVT LTD : 3rd FLOOR, NO. 60), Consignee (7ELEVEN SHIPPING PVT LTD : 3rd FLOOR, NO. 60), and Notify Party (SAME AS CONSIGNEE). A "PREVIEW" button is located next to the EL No field. Below the input fields, there is a table with the following data:

Container No	EMS Code	Description	Move Date
PALU5C053E3	OFC	OUT BOUND CONTAINER ARRIVED AT TERMINAL	23/10/2009

Figure 13: BL Tracking

5.3e-Profiles

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



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.

A screenshot of a web form titled 'Change Password'. The form has a yellow header with a dark blue tab labeled 'Change Password'. Below the header, there are three input fields with labels: 'Enter Old Password', 'Enter New Password', and 'Re Enter New Password'. At the bottom of the form, there are two buttons: 'SUBMIT' and 'RESET'.

Figure 14: Change Password