

**USER MANUAL  
FOR  
SSLIM CRM (CUSTOMER RELATIONSHIP  
MANAGEMENT)**

**CONTENTS**

<b>1. INTRODUCTION.....</b>	<b>3</b>
<b>2. KEY FEATURES .....</b>	<b>3</b>
<b>3. SSLIMCRM SERVICES .....</b>	<b>3</b>
<b>4. LOGIN FORM .....</b>	<b>3</b>
<b>5. GETTING STARTED .....</b>	<b>5</b>
5.1 E-PROCESSING.....	5
5.1.1 Booking.....	5
5.1.2 Manifest Details .....	7
5.1.3 Change Destination.....	9
5.2 E-REPORTS .....	10
5.2.1 CRO Report.....	10
5.2.2 BL Print.....	11
5.2.3 Freight Invoice .....	13
5.2.4 Provisional Bill.....	15
5.2.5 Container Tracking .....	16
5.2.6 BL Tracking.....	17
5.3 E-PROFILES.....	17
5.3.1 Edit Profile .....	18
5.3.2 Change Password.....	18
<b>6. INDEX.....</b>	<b>19</b>

## Geojit Technologies

### 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

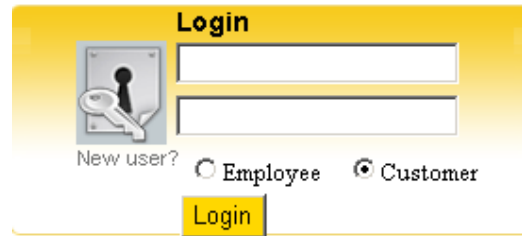
### 4. LOGIN FORM

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.

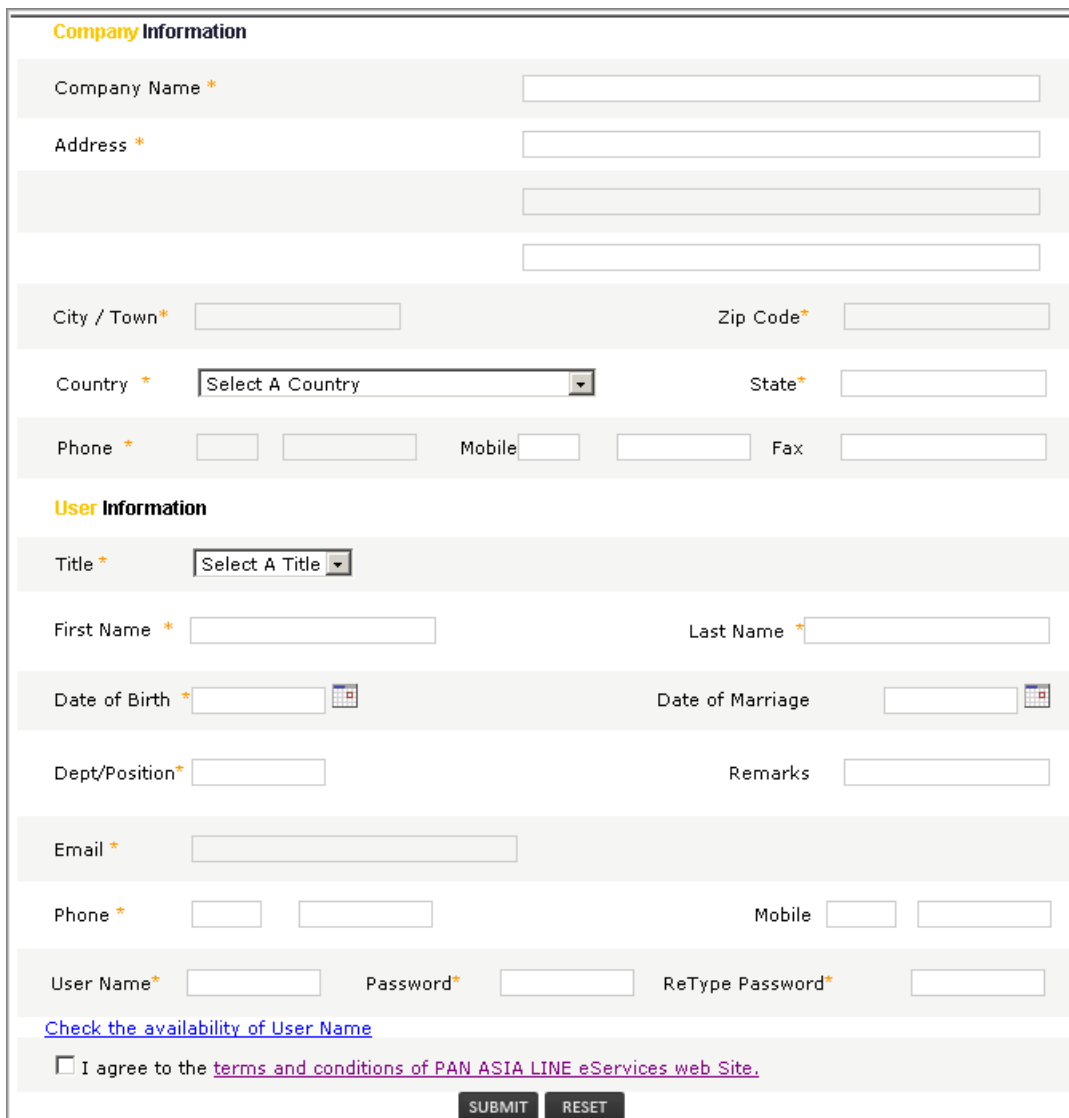


The login form is titled "Login" and features a key icon. It contains two input fields for username and password. Below these fields, there is a "New user?" label with two radio buttons: "Employee" (unselected) and "Customer" (selected). A yellow "Login" button is positioned at the bottom center of the 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:** Includes fields for Company Name \*, Address \*, City / Town \*, Zip Code \*, Country \* (dropdown menu with "Select A Country"), State \*, Phone \*, Mobile, and Fax.

**User Information:** Includes fields for Title \* (dropdown menu with "Select A Title"), First Name \*, Last Name \*, Date of Birth \* (calendar icon), Date of Marriage (calendar icon), Dept/Position \*, Remarks, Email \*, Phone \*, Mobile, User Name \*, Password \*, and ReType Password \*.

At the bottom, there is a link: [Check the availability of User Name](#). Below the link is a checkbox:  I agree to the [terms and conditions of PAN ASIA LINE eServices web Site.](#) At the very bottom are two buttons: "SUBMIT" and "RESET".

**Figure 2: User Registration**

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### 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.

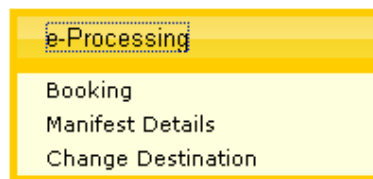
## 5. GETTING STARTED

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.

**Booking Details**

[Search Previous Bookings](#)

Quotation No *	<input type="text" value="6500373"/>	Booking Date	<input type="text" value="21.11.2008"/>
Agent	<input type="text" value="KANDLA"/>	Sales Executive	<input type="text"/>
Vessel	<input type="text"/>	Voyage	<input type="text"/>
Line	<input type="text" value="PAL"/> <input type="text" value="PAN ASIA LINE"/>	Freight Type	<input type="text" value="Pre paid"/>
Agreement Party *	<input type="text" value="PEARL SHIPPING"/>		
Shipper Company Name	<input type="text" value="EMPTY CONTR. TO BE RETURNED AT JEBEL ALI PORT INTO"/>		
Consignee Company Name	<input line"="" type="text" value="K"/>		
Freight Forwarder	<input type="text" value="TO ORDER"/>		
Commodity	<input type="text" value="2, 4 DICHLORO 5 FLUORO ACETOPHENONE"/>		
Routing			
Origin	<input type="text"/>	Destination	<input type="text"/>
Load Port *	<input type="text" value="KANDLA"/>	Discharge Port *	<input type="text" value="KUWAIT (SHUWAIKH)"/>
Transshipment Port 1	<input type="text"/>	Transshipment Port 2	<input type="text"/>
Transshipment Port 3	<input type="text"/>	Transshipment Port 4	<input type="text"/>
<input type="button" value="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
  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.

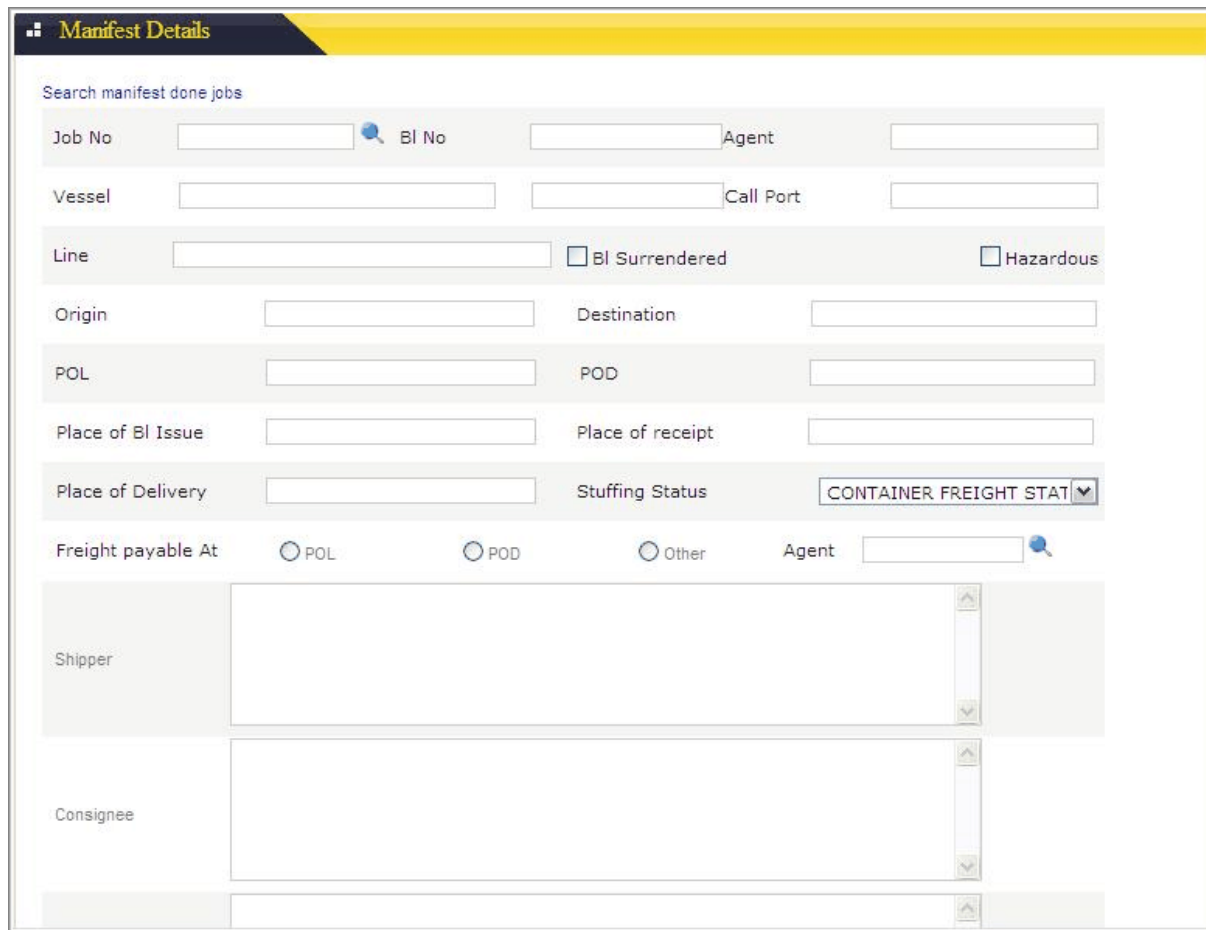
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- Two types of Ports are there: Sea Port & Inland Container Deport

### 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.

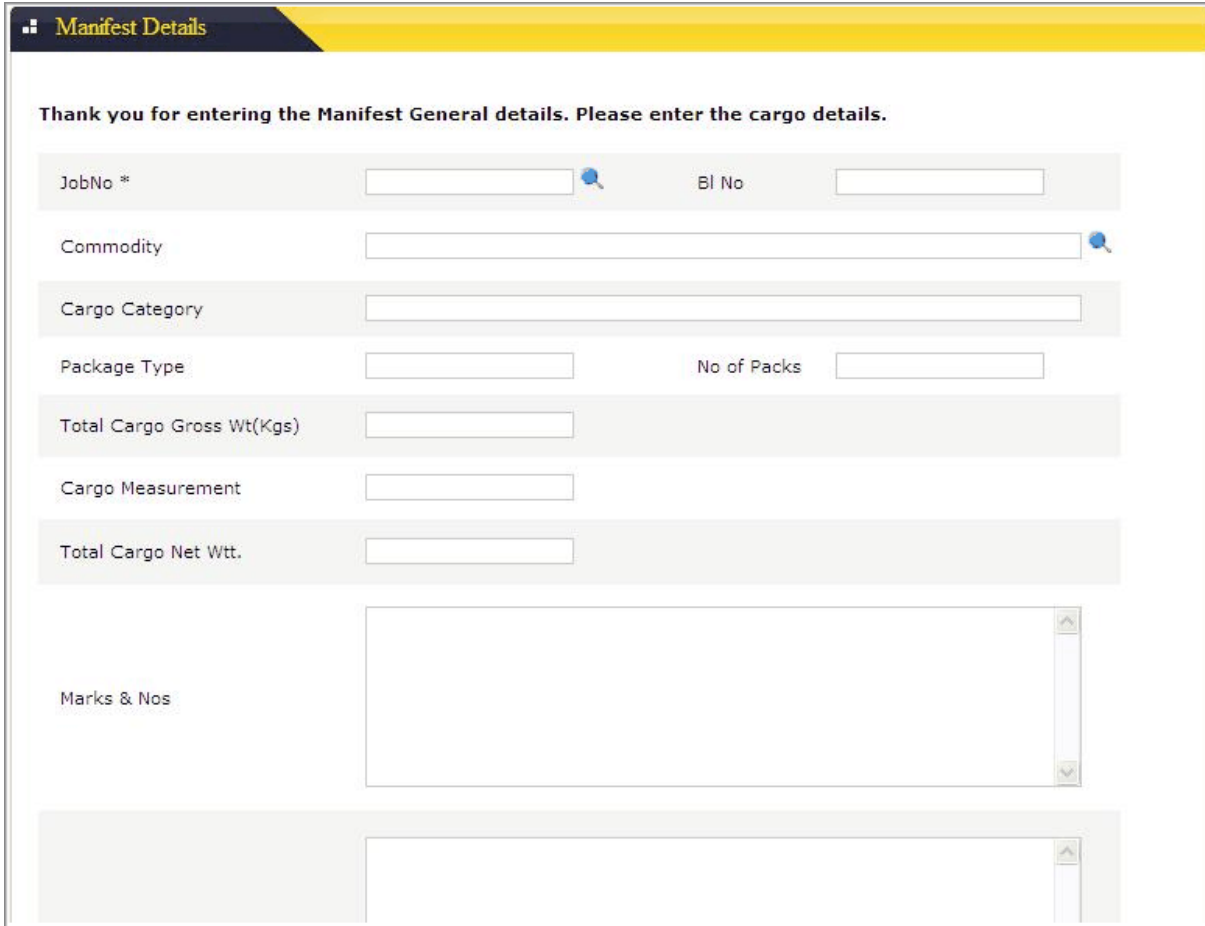
The details will get saved and the control will move to the next page.

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.


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- 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.



**Manifest Details**

Thank you for entering the Manifest General details. Please enter the cargo details.

JobNo \*   Bl No

Commodity  

Cargo Category

Package Type  No of Packs

Total Cargo Gross Wt(Kgs)

Cargo Measurement

Total Cargo Net Wtt.

Marks & Nos

**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.



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Manifest Details

JobNo

BLNo

Container No	Type	Seal No	Cargo Measr	Cntr Wt.	Pack Type	Commodity	Packs	Tare Wt	Temp	Units
CLHU2534603	20DV	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:**

- 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.

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Change Destination

[Search Previous Requests](#)

JobNo*	<input type="text" value="500114"/>	
Status	<input type="checkbox"/> Pending	
BL No*	<input type="text" value="SDJJA0507155"/>	
POL	<input type="text" value="SHANGHAI"/>	POD <input type="text" value="CHENNAI"/>
Origin	<input type="text" value="SHANGHAI"/>	Destination <input type="text" value="CHENNAI"/>
Agent	<input type="text" value="MAA"/>	
Remarks	<input type="text"/>	

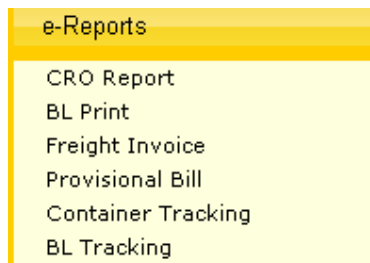
**Figure 7: Change Destination**

### 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.

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CRO Report


  

Booking Reference No*	7530268	
Line	PAN ASIA LINE	
Agent	COCHIN	
Yard*	BAY CONTAINER TERMINAL PVT LTD	
POL	CCH	POD AUH
Booking Date	18-12-2008	Berth# Q5

DOWNLOAD
RESET

**Figure 8: CRO Report**

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


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LIBERTY TOWERS MANAPATTYAPARMBU ROAD COCHIN 682 003 685517 TEL.: 04842402707 FAX : 04842402397

CONTAINER RELEASE ORDER

To  
The Manager  
BAY CONTAINER TERMINAL PVT LTD  
ICD YARD  
BRISTOW ROAD, W ISLAND  
COCHIN, PO BOX 682003  
TEL : 2668456 & 7  
FAX : 0484-2668252

Dear Sir,

Vsl Name SAGARIKA Voyage No. 20

Kindly deliver 1 X 20 ' DV & 0 X 40 ' HC Container to the  
Shipper / CHA ' M/s. A & B EXPORTERS 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.**

Your's faithfully,  
for Pan Asia Logistics India Pvt. Ltd.

Date : 22/04/2009

Ref. No. : 7530268

POL : COCHIN


POD : ABU DHABI

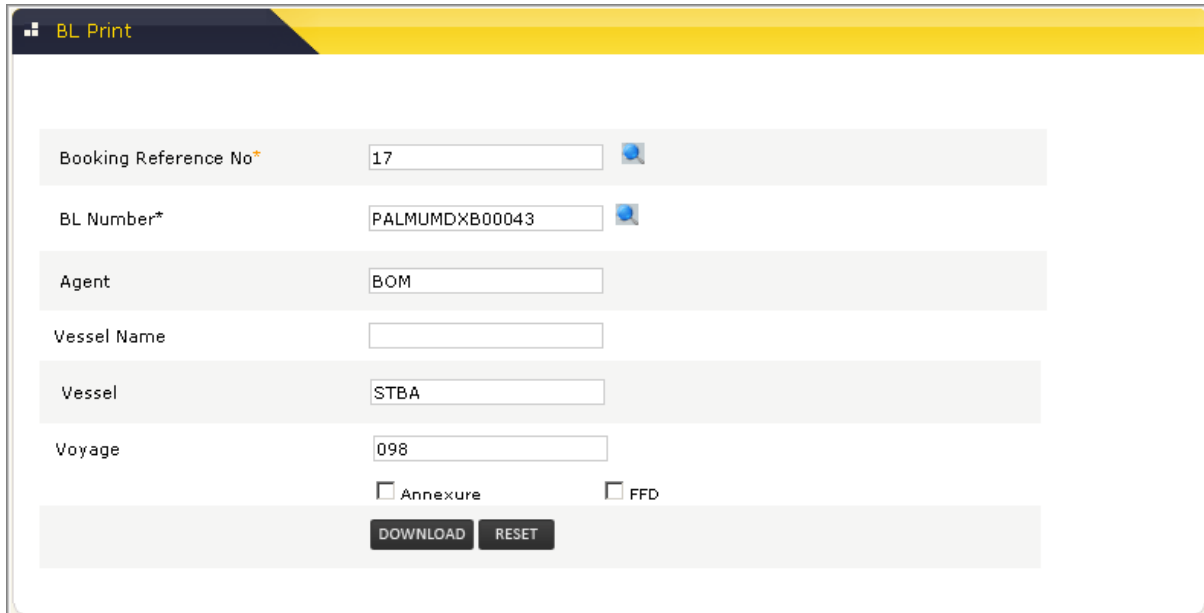
**Container Nos.**  
NOT ALLOCATED1

### 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.



The screenshot shows a web form titled "BL Print" with a yellow header. The form contains the following fields and controls:

- Booking Reference No\*: Input field with "17" and a blue magnifying glass icon.
- BL Number\*: Input field with "PALMUMDXB00043" and a blue magnifying glass icon.
- Agent: Input field with "BOM".
- Vessel Name: Empty input field.
- Vessel: Input field with "STBA".
- Voyage: Input field with "098".
- Annexure:  checkbox.
- FFD:  checkbox.
- DOWNLOAD: Button.
- RESET: Button.

**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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<b>Shipper</b> 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		<b>B/L No.</b> PALMUMDXB00043	
<b>Consignee</b> 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			
<b>Notify</b> SAME AS CONSIGNEE ...			
<b>Feeder VSL / VOY No.</b> SIMA TOUBA / 098	<b>Place of Receipt</b> NHAVASHEVA		
	<b>Port of Loading</b> NHAVA SHEVA		
	<b>Port of Discharge</b> DUBAI, U.A.E		
	<b>Place of Delivery</b> DUBAI,U.A.E.		
<b>Owner's Mark / Container No. / Goods Packages Identification Marks and Nos.</b>		<b>Weight</b>	<b>Type of Container</b>
200 CTNS ABDUL KARIM DUBAI 1 TO 200 ARTICLE MADE OF HDPE PIECES STRAINER SET FLOUR SIEVE.		2,131.200 (Nt. Wt in Kgs)	1 X 20DV
		2,640.000 (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:

- 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.

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**Freight Invoice**

Job No \*  

Bill No

AgentRef

Bill Date

Party Name

Total

**DOWNLOAD**

**Figure 10: Freight Invoice**

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


<b>PAN ASIA LINE</b>		<b>PAN ASIA LOGISTICS INDIA PVT. LTD.</b>	
DEV REGENCY, 111/9, 3RD FLOOR, DR.RADHAKRISHNAN SALAI, MYLAPORE, CHENNAI 600004 TEL.: +91 44 42088501/+91 44 42088502, 503 FAX : +91 44 42088504			
<b><u>INVOICE</u></b>			
Shipper	MCEES LOGISTICS	Bill No.	: 7500012
B/ L	PALMAAJEA00012	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		
Booking	: 3 X 20DV		
<b>CONTAINER NO</b>	<b>TYPE</b>		
CRXU1655320	20DV		
CRXU2318447	20DV		
CRXU2414179	20DV		
<b>Description</b>		<b>Amount</b>	
BL Charges			
BILL OF LADING CHARGES		300.00	

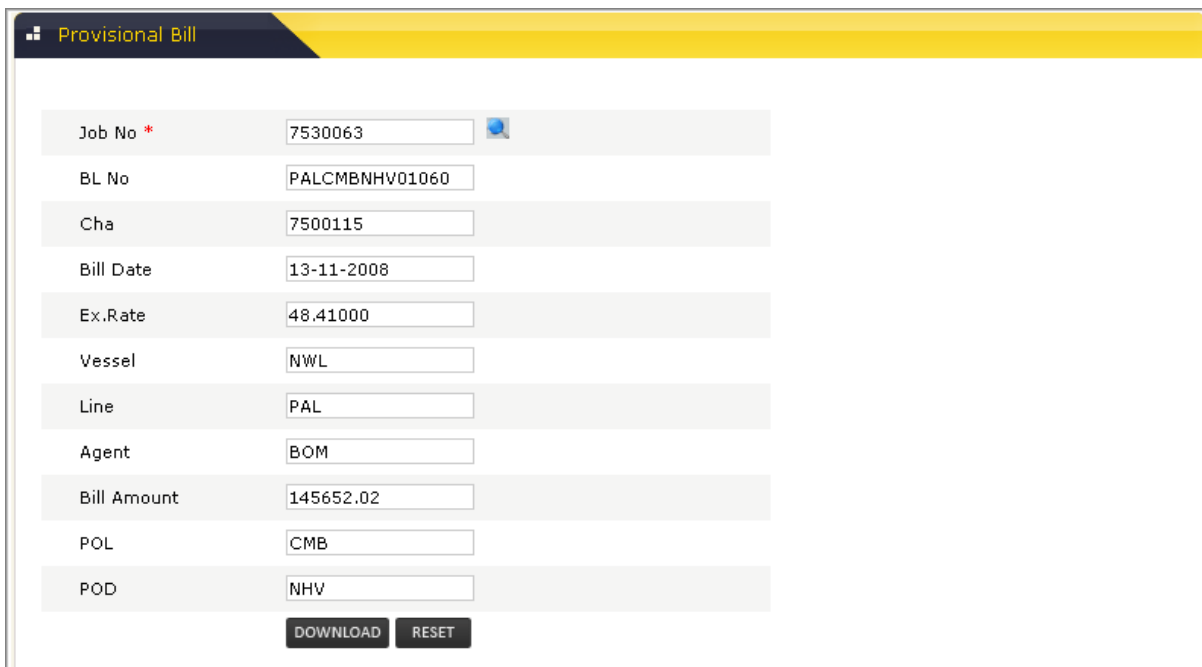
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### 5.2.4 Provisional Bill

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.



The screenshot shows a web form titled "Provisional Bill" with a yellow header. The form contains several input fields with the following values: Job No \* (7530063), BL No (PALCMBNHV01060), Cha (7500115), Bill Date (13-11-2008), Ex.Rate (48.41000), Vessel (NWL), Line (PAL), Agent (BOM), Bill Amount (145652.02), POL (CMB), and POD (NHV). At the bottom of the form are two buttons: "DOWNLOAD" and "RESET".

Field	Value
Job No *	7530063
BL No	PALCMBNHV01060
Cha	7500115
Bill Date	13-11-2008
Ex.Rate	48.41000
Vessel	NWL
Line	PAL
Agent	BOM
Bill Amount	145652.02
POL	CMB
POD	NHV

Figure 11: Provisional Bill

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

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  
BillNo : 7521728

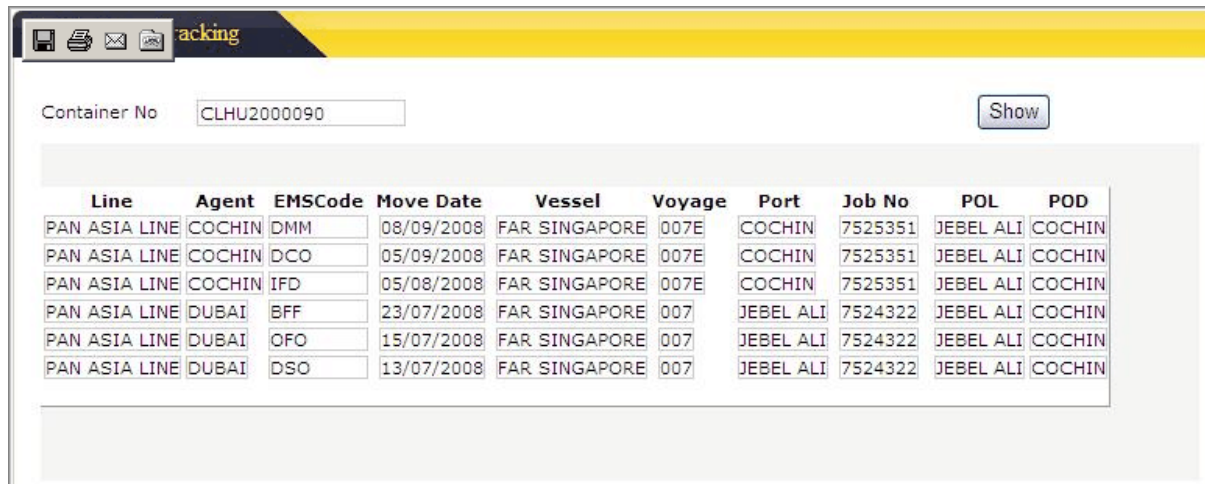
Vessel / Voyage : NWL/009  
CHA : 7500115

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

Description	Amount
<b>BL Charges</b>	
DELIVERY ORDER CHARGES	2,500.00
<b>Container Charges</b>	
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.



The screenshot shows a web application interface for container tracking. At the top, there is a navigation bar with icons for home, print, email, and a 'tracking' label. Below the navigation bar, there is a search area with a text input field containing 'CLHU2000090' and a 'Show' button. The main content area displays a table with the following columns: Line, Agent, EMSCode, Move Date, Vessel, Voyage, Port, Job No, POL, and POD. The table contains six rows of tracking data for various container movements.

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



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### Various Statuses are:

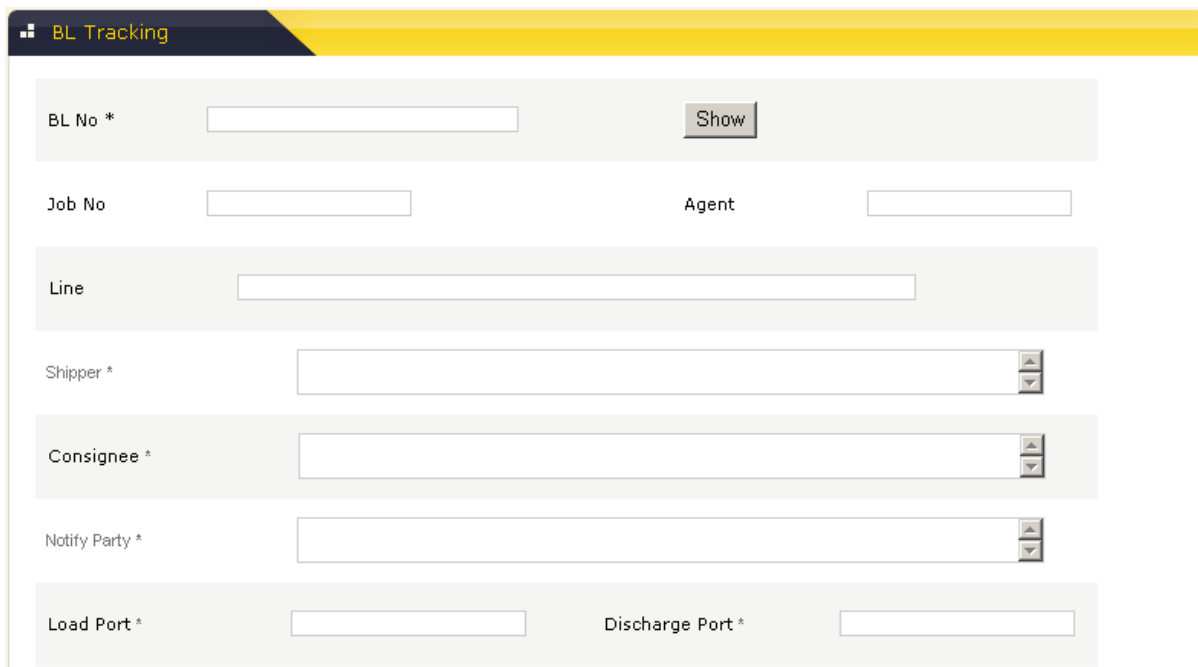
- EMM: EMPTY ARRIVED AT DEPOT / TERMINAL YARD
- DSO: DESPATCH TO SHIPPER FOR STUFFING
- OFO: OUT BOUND CONTAINER ARRIVED AT TERMINAL
- BFF: ON BOARD FULL
- IFD: INBOUND FULL DISCHARGE OR ARRIVED AT DESTINATION PORT
- DCO: DESPATCH TO CONSIGNEE
- DMM: EMPTY DAMAGE UNIT ARRIVED AT TERMINAL/DEPOT
- TSF: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



The screenshot shows a web application interface for BL Tracking. At the top, there is a yellow header with the text 'BL Tracking'. Below the header, there is a search bar with the label 'BL No \*' and a 'Show' button. Below the search bar, there are several input fields with dropdown arrows: 'Job No', 'Agent', 'Line', 'Shipper \*', 'Consignee \*', 'Notify Party \*', 'Load Port \*', and 'Discharge Port \*'.

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.

e-Profile
Edit Profile
Change Password

### 5.3.1 Edit Profile

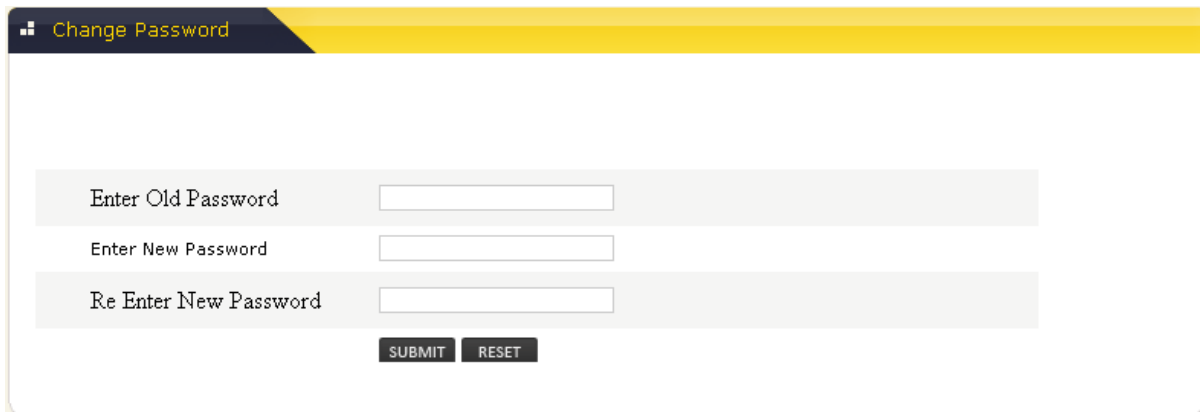
Customer can edit the entered details through the edit profile option. [Click Here](#) for more information.

### 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.



Change Password	
Enter Old Password	<input type="text"/>
Enter New Password	<input type="text"/>
Re Enter New Password	<input type="text"/>
<input type="button" value="SUBMIT"/> <input type="button" value="RESET"/>	

Figure 14: Change Password

## Geojit Technologies

### 6. INDEX

#### B

BL Print, 12

BL Tracking, 18

Booking, 6

#### C

Change Destination, 10

Change Password, 19

Container Tracking, 17

CRO Report, 11

#### E

Edit Profile, 19

e-Processing, 6

e-Profiles, 18

e-Reports, 11

#### F

Freight Invoice, 14

#### G

gETTING sTARTED, 6

#### I

Introduction, 4

#### K

KEY FEATURES, 4

#### L

LOGIN FORM, 4

#### M

Manifest Details, 8

#### P

Password Policy, 5

Provisional Bill, 16

#### R

Registering New User, 5

#### S

SSLIM CRM SERVICES, 4