UECC

‘MY UECC’ User Guide

[User Instructions on all ‘MY UECC’ features on the UECC website]

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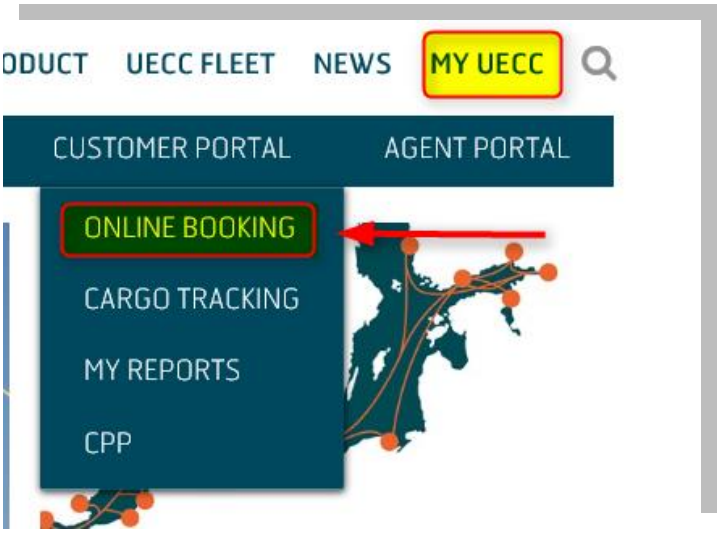
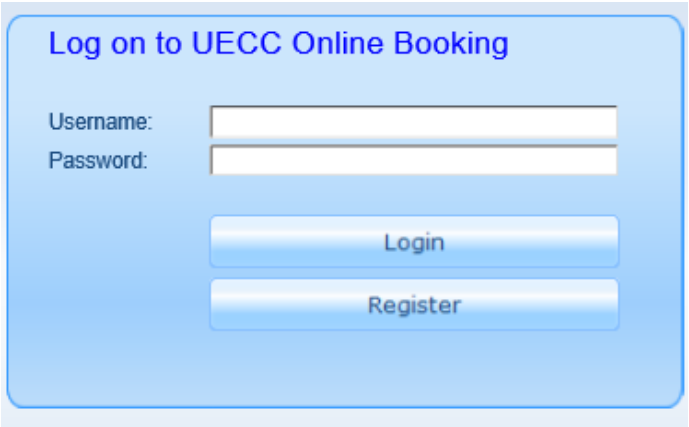
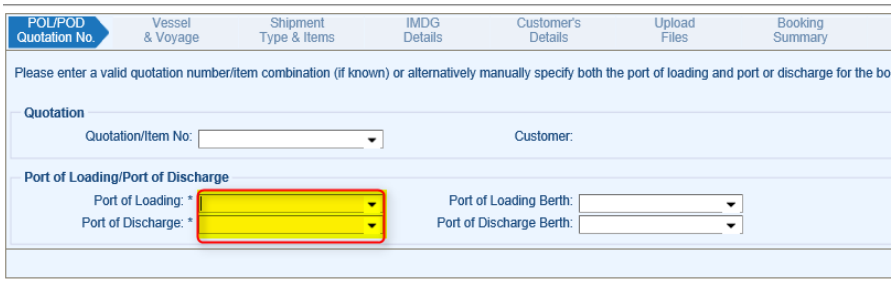
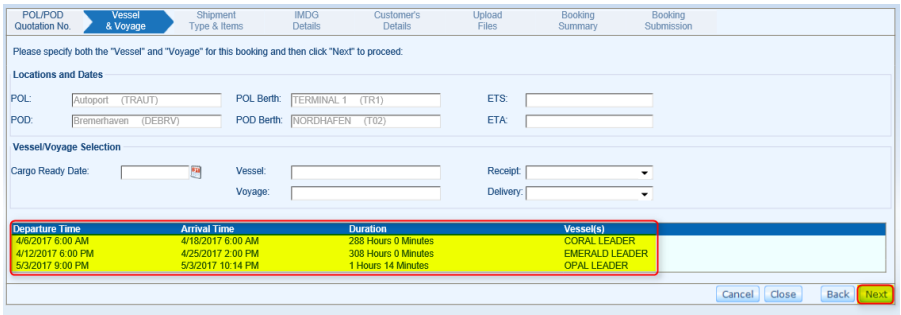
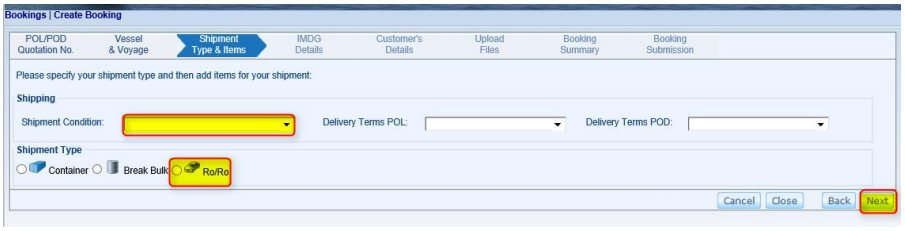
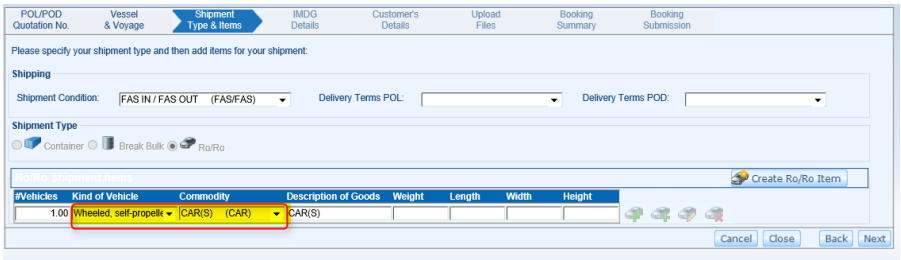
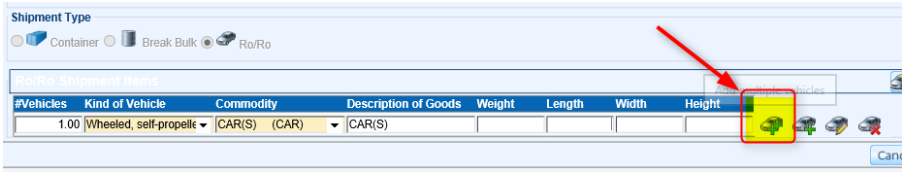
1 Online Booking User Guide

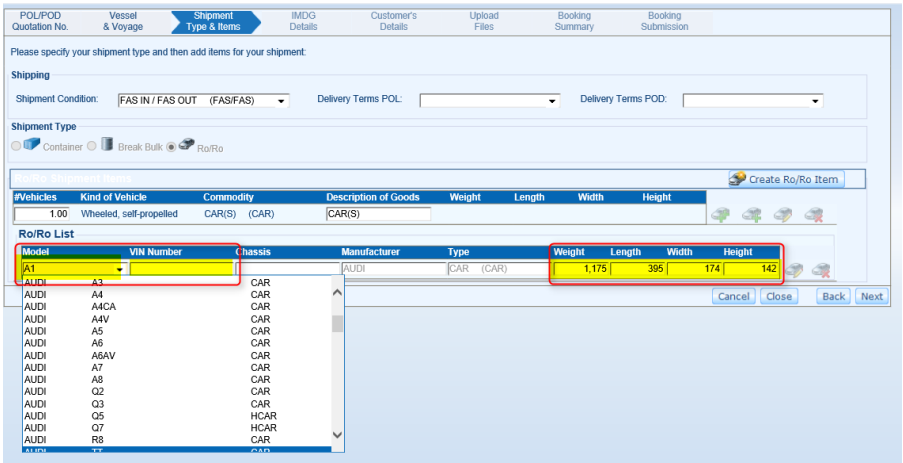
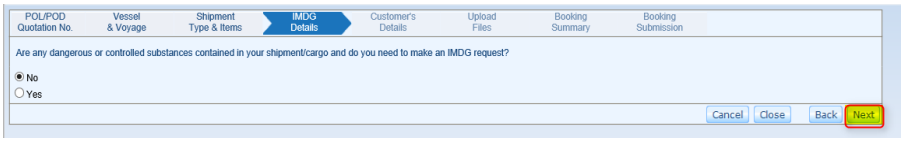
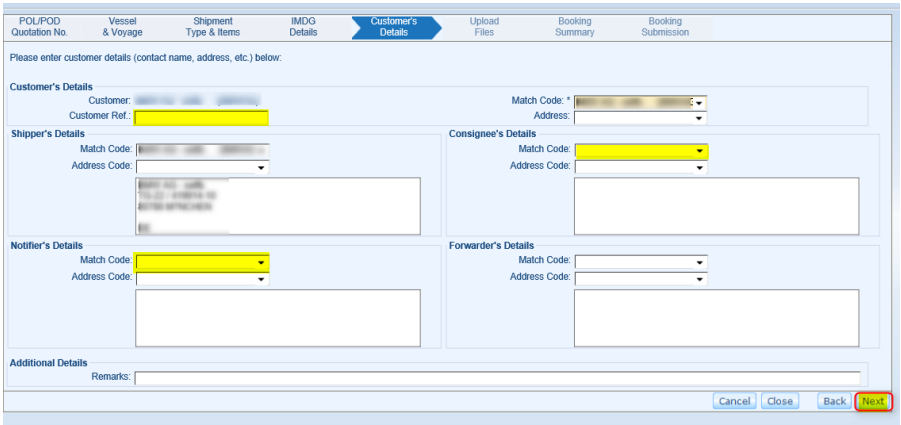
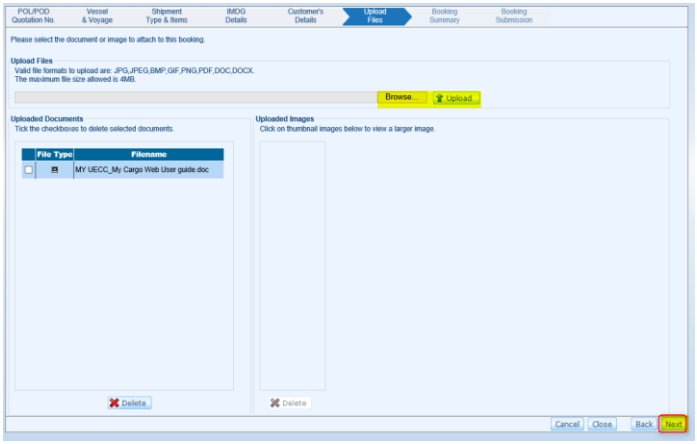
Version: 1	Activity UECC Online Booking User Guide	Ref. 1.1	Date: 01/01/2017	Author: SBE

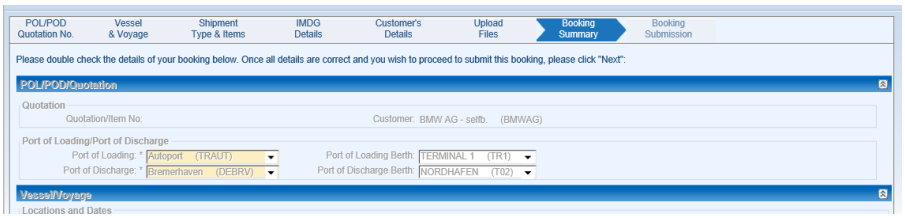
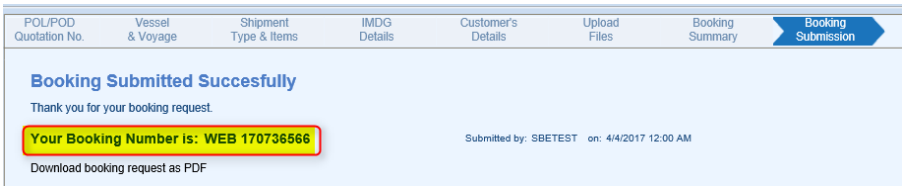
Purpose of the Activity	User Instructions on how to book using Online Booking
Primary Responsible	Customers
Pre-requisites to activity	Username and login required
Primary Outputs	Booking Created
Horizon Module(s)	Web Booking
Activity timeline/deadlines	Ongoing basis/ as per need

Activity Steps:

Step	Description	Screenshots
1	Log into www.uecc.com > My UECC > Online Booking	
2	Username and Password will be provided by UECC Helpdesk: servicedesk@uecc.com	
3	Click on the '**Bookings**' button:	

4	Click on the '**Create Booking**' button:	
5	Fill out the desired: • Port of Loading • Port of Discharge Click the '**Next**' Button:	
6	List of all available voyages will display. Select the voyage and press the '**Next**' button:	
7	Select the correct '**Shipment Condition**' from the drop-down list and select shipment type 'RoRo' Click the '**Next**' Button:	
8	Using the drop-down lists select '**Kind of Vehicle**' and '**Commodity**' type:	
9	Click on the '**Add multiple vehicles**' button:	

10	Using the '**Model**' drop-down list select the correct Manufacturer/ Model of your cargo. Adjust the length/ width/ height as needed. Add in Cargo VIN number in the 'VIN Number' field Click the '**Next**' Button:	 NB! If required Manufacturer does not exist, please contact businesssystems@uecc.com who will add into the system database.
11	Confirm **Y/N** if Cargo is **Dangerous Goods**: Click the '**Next**' Button:	
12	Using the drop-down select from the pre-defined list of customer specific **Consignee**/ **Notify** parties Customer Ref can also be added into the '**Customer Ref**' field as needed Click the '**Next**' Button:	
13	**Upload** any files as needed and click on the '**Next**' button:	

14	A **Booking Summary** will display. Click on the '**Next**' button:	
15	Your UECC Booking Number will be displayed. A UECC representative will contact you shortly to confirm the Booking and rate.	

How to validate results:

FAQ/Troubleshooting guide

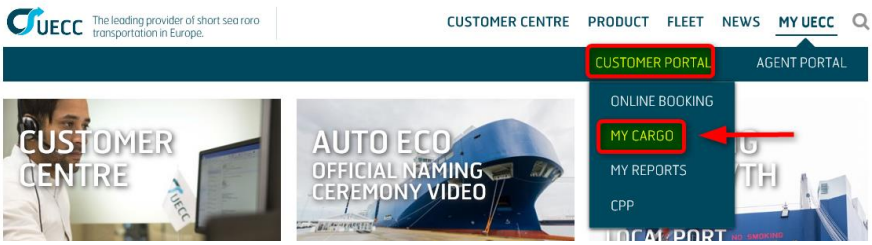
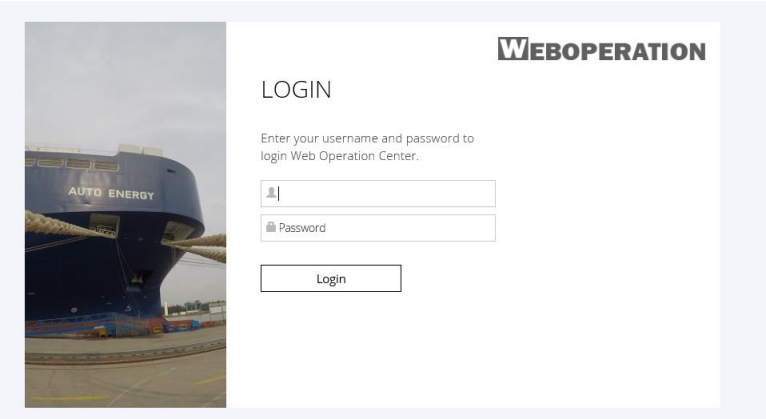
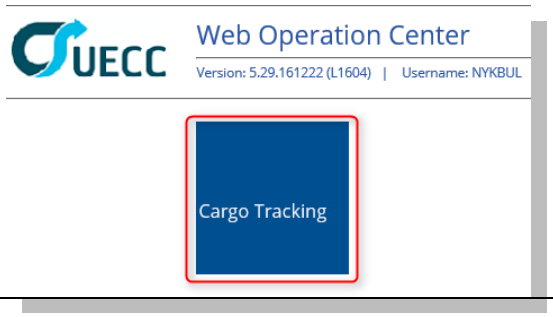
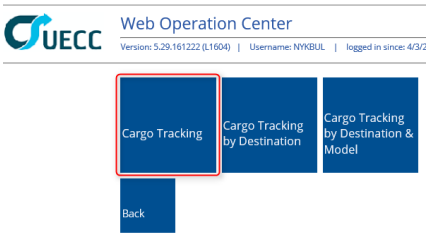
Question/ Error messages:	Answer
I am still stuck!	Please contact businesssystems@uecc.com
My password has expired	Please contact servicedesk@uecc.com
Required Manufacturer does not exist in drop-down menus	Please contact businesssystems@uecc.com

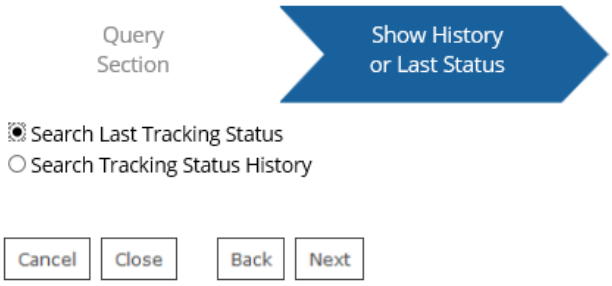
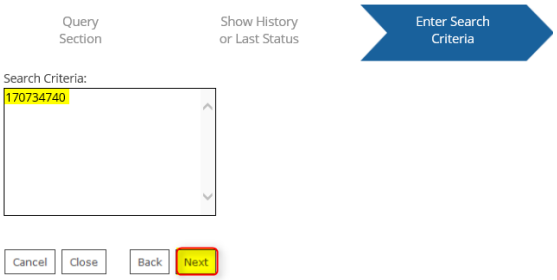
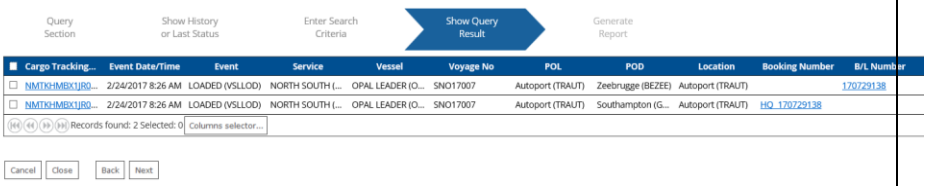
2 My Cargo User Guide

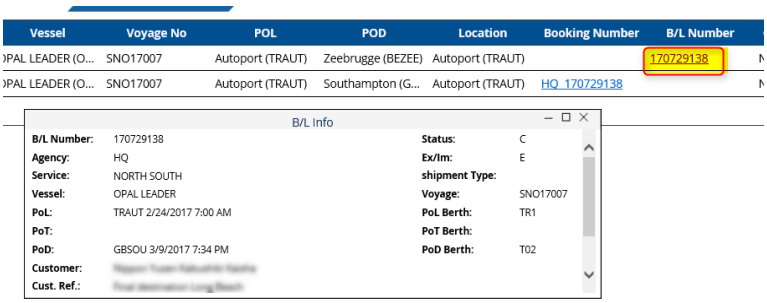
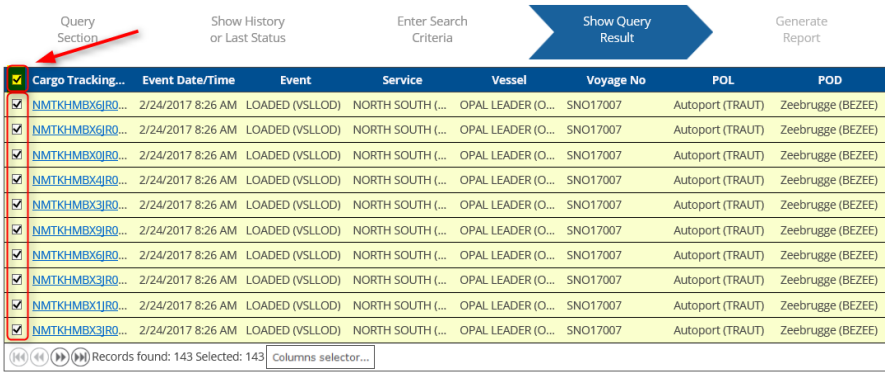
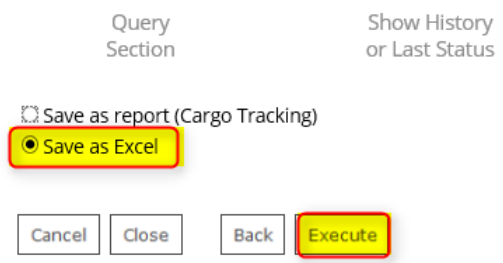
Version: 1	Activity MY UECC > MY Cargo User Guide	Ref. 1.1	Date: 01/01/2017	Author: SBE

Purpose of the Activity	User Instructions on how to access 'My Cargo' function
Primary Responsible	Customers
Pre-requisites to activity	Customer login details required
Primary Outputs	
Horizon Module(s)	WEB Operation Centre
Activity timeline/deadlines	Ongoing basis/ as per need

Activity Steps:

Step	Description	Screenshots
1	Enter www.uecc.com > MY UECC > CUSTOMER PORTAL > MY CARGO	
2	Enter in provided username and password. NB! Login details provided by contacting servicedesk@uecc.com	
3	Click on the '**Cargo Tracking**' button:	
4	Click on the '**Cargo Tracking**' button:	

5	Select search method: • Booking Number • BL Number • VIN Number Click the '**Next**' Button:	
6	It is possible to search either by **Last** tracking status (displays only last status) or complete status **history**:	
7	Enter in search criteria. Example: BL Number / Vin(s) Click Next	
8	Details displayed: Please note future events will not be displayed.	

	Click on the BL number for further detailed information:	
9	If you would like to export records to Excel, then select either all records or individual ones and press the '**Next**' button Select '**Save as Excel**' and press the '**Execute**' button Open file and send/ distribute as required.	 

How to validate results:

FAQ/Troubleshooting guide

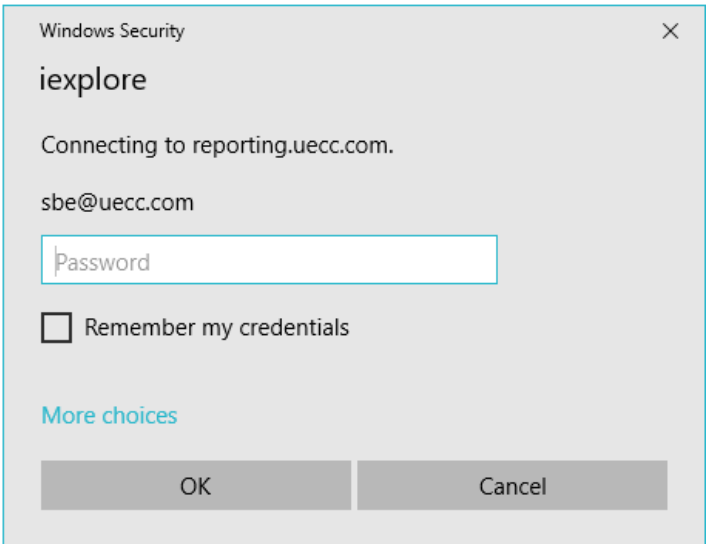
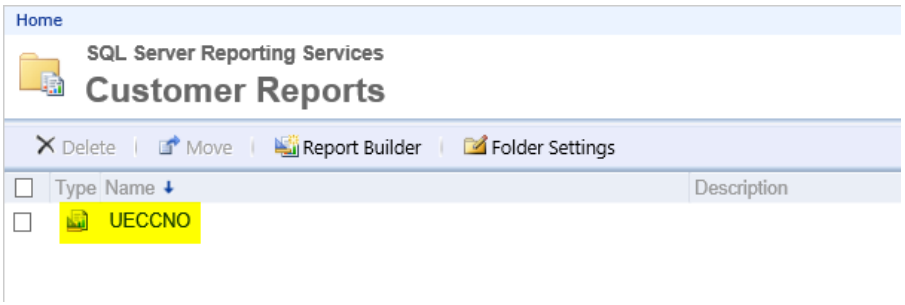
Question/ Error messages:	Answer
I am still stuck/ require extra help	Please contact businesssystems@uecc.com
My password has expired	Please contact servicedesk@uecc.com

3 My Reports User Guide

Version: 1	Activity MY UECC > MY Reports User Guide	Ref. 1.1	Date: 01/01/2017	Author: SBE

Purpose of the Activity	User Instructions on how to access 'My Reports' function
Primary Responsible	Customers
Pre-requisites to activity	Customer login details required
Primary Outputs	
Horizon Module(s)	n/a
Activity timeline/deadlines	Ongoing basis/ as per need

Activity Steps:

Step	Description	Screenshots
1	Enter www.uecc.com > MY UECC > CUSTOMER PORTAL > MY REPORTS	
2	Enter in provided username and password and press 'OK' NB! Login details provided by contacting servicedesk@uecc.com	
3	The opened '**Customer Reports**' folder will display all Customer personalized reports which can be generated as per need. If **you** would like a personalized customer specific report please contact businesssystem@uecc.com