中远海运集装箱运输有限公司

COSCO SHIPPING LINES CO., LTD

User Guide- Shipment Plan
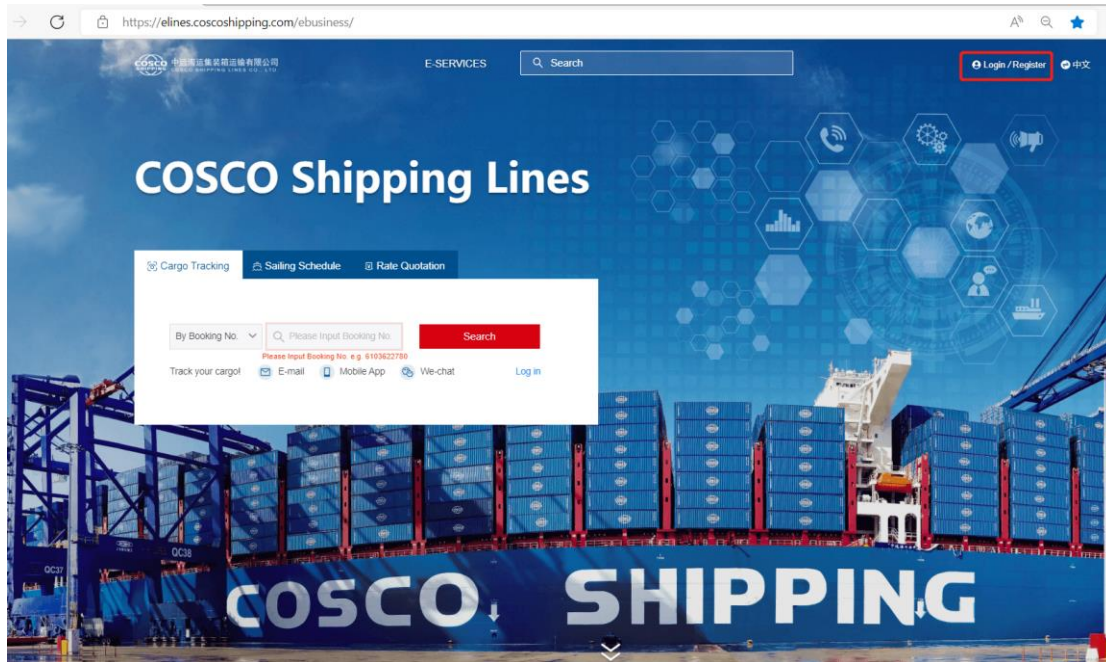
Content

1. **What is shipment plan?**

   • Users can predefine shipment monitoring templates according to their own business requirements in shipment plan function.

   • The system will collect and process the relevant carrier data and inform timely the customer that the concerned business is completed on time, delayed, or changed, thus helping the user to realize the control of the shipment management (especially exceptions).

   • Users can define the milestones and the expected time that need to be monitored in the shipment plan template, as well as screening the shipment range and specifying the notify party. For example, the user defines the ETA Change at Last POD template to monitor any change in the expected time of arrival at Last POD, and when the business scenario occurs, the notify party specified will receive the following e-mail notification.
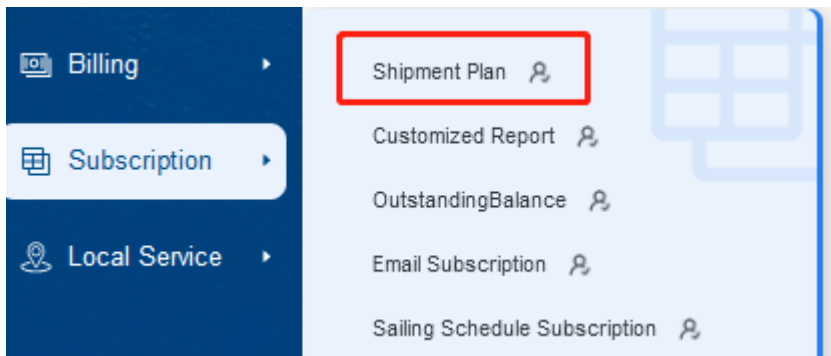

2. **How to access Shipment Plan**
   A. **Entry**

   COSCO SHIPPING Lines Website: **https://elines.coscoshipping.com**

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(Please input your user ID and password to login)

- Click [Subscription]→[Shipment Plan]

- System will open a new tab and direct to Shipment Plan relevant modules page

Shipment Plan Template

| Shipment Plan Template | Shipment Plan Search | Shipment Plan Report |

| Template Subscription | Customized Milestone Names | Consolidated E-mail Notifications |

Carrier Recommended Template List   Carrier Milestone Matrix

Template	Template Description
Cargo Remaining at Destination	Notification about container picked up or not within 7(editable) days after container arrival at final destination
Cargo Remaining at First Port of Loading	Notification about container departure or not within 7(editable) days after container arrival at first port of loading
Cargo Remaining at Transhipment Port	Notification about container departure or not from transshipment port within 7(editable) days after container discharged at transshipment port
ETA Change at Final Destination	Notification about ETA at final destination change over 48(editable) hours
Shipment Route Change	Notification about any shipment route detail change, including place of receipt, place of delivery, port of loading, port of discharging, port of transshipment and vessel voyage

Subscribe

3. **Shipment Plan Template**
   Users can subscribe or create shipment plan templates according to their own shipment requirements and business processes, and set up mail notification that the milestones are completed on time, delayed, or changed

3.1） **Template Subscription**

3.1.1) UI Specification

- **Carrier Milestone Matrix:** The milestones provided by carrier and the milestone description
- **Carrier Recommended Template List:** the template list recommended by carrier. the user can subscribe the templates to "My Subscribed Template List" to use
- **"My Subscribed Template List":** The user own template list. The system will monitor the template list and send the mail notification to the user according to the template settings
- **"Subscribe"** button: subscribe the templates recommended by carrier to "My Subscribed Template List"
- **"Add Template"** button: create a template to "My Subscribed Template List"
- **"Delete Template"** button: tick the checkbox of the templates in "My Subscribed Template List", then click "Delete Milestone" button to remove template
- ⬚ : copy one template setting to another one
- ➕ : add a shipment criteria of the template
- 📝 : modify a shipment criteria of the template
- 🗑 : delete a shipment criteria of the template

3.1.2) Subscribe "Carrier Recommended Template List"

- " Carrier Recommended Template List" provides the five carrier recommended templates of key business nodes the users cares for users to subscribe and use, the user can click the Subscribe button ,then only make a small amount of configuration and save the template to" My Subscribed Template List" to use. Five template list as follows:

  (一) **Cargo Remaining at Destination**---Container not picked up within（) days after container arrival at final destination, default 7 days

  (二) **Cargo Remaining at First Port of Loading---** Container not departure within ( ) days after container arrival at first port of loading, default 7 days

（三）**Cargo Remaining at Transshipment Port---**Container not departure from transshipment port within ( ) days after container discharged at transshipment port, default 7 days

（四）**ETA Change at Final Destination---**ETA at final destination delay over ( ) hours, default 48 hours

（五）**Shipment Route Change---**Any shipment route detail is changed, including place of receipt, place of delivery, port of loading, port of discharging and vessel voyage

- Select a template and tick the check box, click the Subscribe button, the system will go to Milestone Template Details page

- The user can modify the shipment criteria, Expected Time, Monitoring criteria.

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☑ Complete

☑ Subscription
To receive e-mail notifications, specify the recipients below.
Monitoring Parties: ☑ Booking Party ☑ Shipper ☑ Consignee ☑ Forwarder ☑ Notify Party ☑ Also Notify Party ☑ Cargo Control Party
Recipients: *Tip*
Available Users:
christytest Liang (christytest)
aczsap0201 aczsap0201 (aczsap0201)
3 aczsap0101 (aczsap0101)
Outer Test User (otstuser)
Selected Users:
aczsap0102 aczsap0102 (aczsap0102)
Other Recipients:
(Separate e-mail addresses with a semicolon ";".)

☑ Overdue *Tip*

☑ Subscription
To receive e-mail notifications, specify the tolerance and recipients below. The Repeat Interval and Maximum Alerts will not be applied if notifications are consolidated.
Overdue Tolerance: *Tip* 0 Day(s) ▼
Notification Repeat Interval: 1 Day(s) ▼
Maximum Alert: 3 times
Monitoring Parties: ☑ Booking Party ☑ Shipper ☑ Consignee ☑ Forwarder ☑ Notify Party ☑ Also Notify Party ☑ Cargo Control Party
Recipients: *Tip*
Available Users:
christytest Liang (christytest)
aczsap0201 aczsap0201 (aczsap0201)
3 aczsap0101 (aczsap0101)
Outer Test User (otstuser)
Selected Users:
aczsap0102 aczsap0102 (aczsap0102)
Other Recipients:
(Separate e-mail addresses with a semicolon ";".)

Can set up the monitoring status and subscribe email notification

- Click "save" button, the carrier recommended template subscribed will be listed in My Subscribed Template List

Carrier Recommended Template List   Carrier Milestone Matrix

Template	Template Description
Cargo Remaining at Destination	Container not picked up within 7 days after container arrival at final destination
Cargo Remaining at First Port of Loading	Container not departure within 7 days after container arrival at first port of loading
Cargo Remaining at Transshipment Port	Container not departure from transshipment port within 7 days after container discharged at transshipment port
ETA Change at Final Destination	ETA at final destination delay over 48 hours
Shipment Route Change	Any shipment route detail is changed, including place of receipt, place of delivery, port of loading, port of discharging and vessel voyage

Subscribe

My Subscribed Template List

All

☐ Vessel Departure from First Port of Load
☐ Cargo Remaining at First Port of Loading

	Shipment Criteria				Expected Time	Monitoring	Actions
Cargo Nature	From	To		Reference Number			
All	Origin: Asia POL: All	Destination: Europe POD: All		All	Container Arrival at First Port of Load Plus 6 Day(s)	Complete, Overdue, Late, Missing	📝 ❌

The detailed explanation of the interface fields, please refer to the manual "3.1.4"

3.1.3) Load templates from "Load From Template"

- "Load From Template" provides multiple templates of key business nodes the users cares for, including the five carrier recommended templates and multiple key business information change templates. The user can load the template from the pull-down list, then only make a small amount of configuration and save the template to" My Subscribed Template List" to use
- Click "Add Template" button to open Milestone Template Details page, "Load From Template" is on the right top of the page. Select a template to load, the subsequent operation steps are the same as Subscribe "Carrier Recommended Template List"

3.1.4) Create template by "Add Template" button

The user can also create the template by clicking "Add Template" button

- Click "Add Template" button, system will open Milestone Template Details page
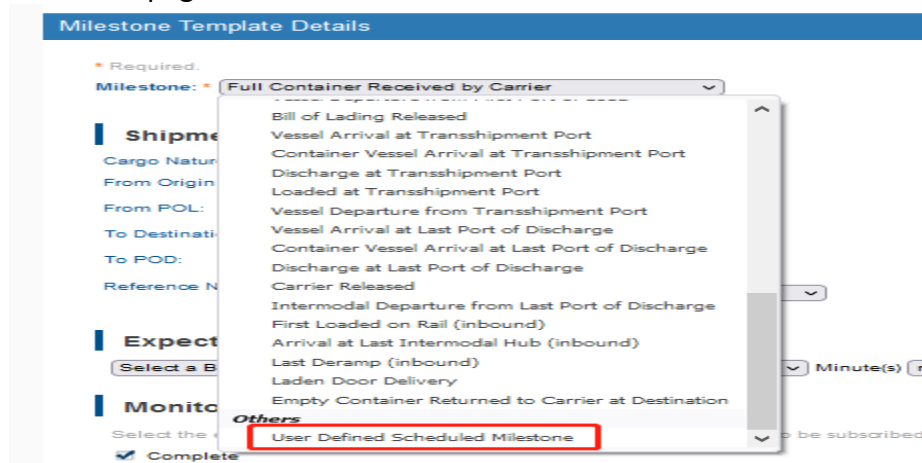

A. The carrier provided milestones template settings

- Milestones – list the milestone list provided by carrier, user select the milestone to be monitored from the list.
- Shipment Criteria – select and input the criteria under which user would like to keep monitor for this template. In case real shipment happens, the template will be planned according to the expected time setup. If user keeps all as default "All" option, it means below setup apply to all real shipments.
- Expected Time – some templates can setup expected time, as they can be forecasted to be happen prior to or after some events, for example, Booking with Confirmed Status. But some cannot, for example, Booking Requested. To setup the expected time, select the base events, then input how long it will happen base on it.
- Monitoring
  - ○ Complete – in case milestone happens, and its actual time is not later than the expected time.
    If email notification is required, set it up by clicking "Subscription" checkbox, and input the recipients. It's possible to set the email notification to be delivered only when the subscriber is the specified shipment party.
  - ○ Overdue – This setup is available to those templates able to set expected time. By clicking this checkbox, user would receive this alert in real shipment, that the template defined milestone is not yet happen, while the expected time is expired.
    If email notification is required, set it up by clicking "Subscription" checkbox, and input the recipients. It's possible to set the email notification to be delivered only when the subscriber is the specified shipment party.
    Setup below:

- Overdue Tolerance – when expected time is expired, how long user can tolerate with until email is triggered.
- Notification Repeat Interval, Maximum Alert – In case the template is not realized, and it requires system to keep sending alerts, then setup the interval for each email trigger, and the maximum alerts required.

- Delay - This setup is available to those templates able to set expected time. By clicking this checkbox, user would receive this alert in real shipment, that the template happened but the actual time is later than the expected time.
  If email notification is required, set it up by clicking "Subscription "checkbox, and input the recipients. It's possible to set the email notification to be delivered only when the subscriber is the specified shipment party.
- Missing – in real shipment, when system is not receiving the template defined milestone, but its subsequent milestone already has actual time in system. Such event will be defined as "Missing" alert.
  If email notification is required, set it up by clicking "Subscription "checkbox, and input the recipients. It's possible to set the email notification to be delivered only when the subscriber is the specified shipment party.

- Click the "Save" button, the first shipment criteria of the template is created. The template will be displayed in the Subscribed Standard Template list.

B. User defined milestones template settings

- Select "User Defined Scheduled milestone" under other to open Add User-Defined Milestone page

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- Milestone – input the self-defined milestone name to indicate the step or activity user would like to setup
- Shipment Criteria – select and input the shipment criteria that user would like to keep monitoring for this milestone. Selecting the default "All" option means this milestone setup will be applied to all real shipments
- Expected Time – select the base date event and setup the time according to the base date event
- Assigned Update Party – setup the party who should provide the actual time for this milestone. It can be Booking Party, Shipper, and Consignee, Forwarder or others. If "Other" is selected, corresponding email address is required. Once this user-defined milestone is generated, system will send an email to the defined party, to notify the party to complete the milestone. In case this party cannot be identified, the email will be sending to your own company.

- Monitoring
  - o Complete – in case milestone happens, and its actual time is not later than the expected time.

If email notification is required, set it up by clicking "Subscription "checkbox, and input the recipients. It's possible to set the email notification to be delivered only when the subscriber is the specified shipment party.

- o Overdue – by clicking this checkbox, user would receive this alert in real shipment that the milestone is not yet happen, while the expected time is expired.

   If email notification is required, set it up by clicking "Subscription "checkbox, and input the recipients. It's possible to set the email notification to be delivered only when the subscriber is the specified shipment party.
   Setup below:
   - Overdue Tolerance – when expected time is expired, how long user can tolerate with until email is triggered.
   - Notification Repeat Interval, Maximum Alert – In case the milestone is not realized, and it requires system to keep sending alerts, then setup the interval for each email trigger, and the maximum alerts required.

- o Delay - by clicking this checkbox, user would receive this alert in real shipment, that the milestone happened but the actual time is later than the expected time.

   If email notification is required, set it up by clicking "Subscription "checkbox, and input the recipients. It's possible to set the email notification to be delivered only when the subscriber is the specified shipment party.

- Click the "Save" button, the user-defined milestone is created with 1st shipment criteria

3.1.5) Unsubscribe email notification

If the user doesn't want to receive the mail notification any more, the user is able to unsubscribe the email notification by clicking the hyperlink in the mail

A. Certified registration user email unsubscription

- The certified registration user click the hyperlink "here"

   If you don't want to receive this email in the future, you can click Here to unsubscribe, if you are not system user, please click non-system user unsubscribe link.

- If the user does not login to our EB website, the system will prompt the user to input the user name, password and verification code

Please login with the EB account

User ID: _____
Password: _____
Verification: _____ 3 9 2 9

LOGIN

- If the user already login to our EB website , the system will direct to Shipment Plan Email Unsubscriptions page

- The system lists all the templates which recipients include the email linked the account. The template to be unsubscribed is highlighted in yellow and ticked automatically, the user can unsubscribe the template by clicking Unsubscribe button.
  If the user wants to unsubscribe the other templates, tick the checkbox and click Unsubscribe button

B. Non-registration user email unsubscription

- Non-registration user click the hyperlink "link"

- System will direct to the following page.

- Input email address in E-mail Address column and click "Get" button，system will send a email notification with authentication code to the mailbox
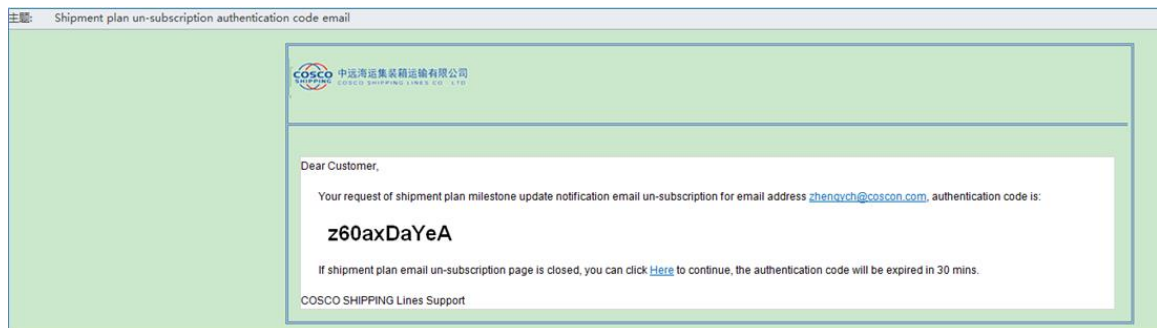
- Input the authentication code and click search button

- System will direct to the following page

- The page lists all the templates which recipients include the email inputted in E-mail Address column. The template to be unsubscribed is highlighted in yellow and ticked automatically, the user can unsubscribe the template by clicking Unsubscribe button.

  If the user wants to unsubscribe the other templates, tick the checkbox and click Unsubscribe button

3.2) Customized Milestone Names

- This customization only for standard milestones. After customized milestone name is defined, it will be used in all other shipment plan relevant modules and reports, replacing the standard milestone name.
- Click the "Customized Milestone Name" tab, system will list all defined milestone names.

3.2.1) Add Customized Milestone Name

- Click "Add" button, system will add a blank row.

- Select the standard milestone, input the customized name, and click "Save" button.

Customized Milestone Name Saved
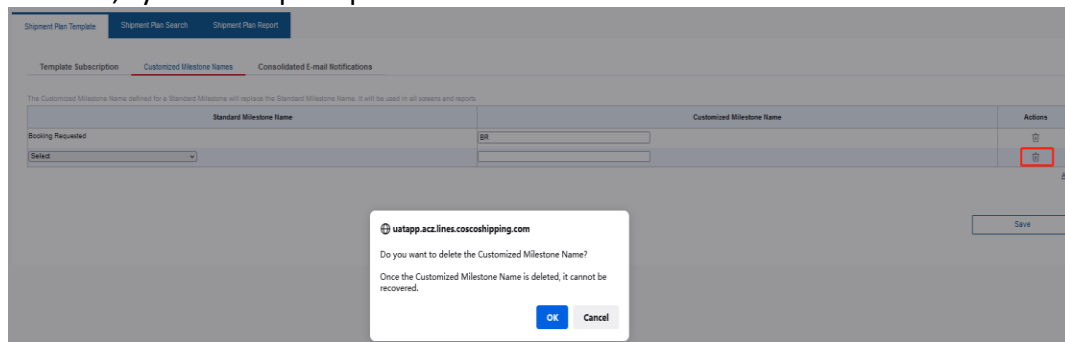
The Customized Milestone Name has been successfully saved.

Done

- Click "Done" button, system will back to Customized Milestone Names list

3.2.2) Delete Customized Milestone Name
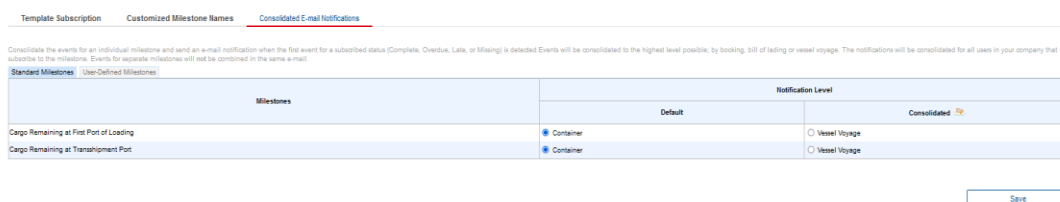
- Click 🗑, system will prompt a confirmation box.

- Click "Confirm" button, system will delete the customized milestone name, and show customized milestone name list.

3.3) Consolidated E-mail Notifications
3.3.1) Standard Milestone

- In case the user subscribed milestones base on container, and too many notifications are received, user can select to consolidate the emails to a booking. Thus the same milestones base on container in the same booking will be consolidated in one email notification.
- In case the user subscribed milestones base on booking or bill of Lading, and too many notifications are received, user can select to consolidate the emails to a vessel voyage. Thus the same milestones base on booking or bill of Lading in the same vessel voyage will be consolidated in one email notification.
- Not all standard milestones can be consolidated. Only some standard milestones with high chance to happen together for different container of one shipment, or different booking for one vessel voyage will be listed here.

- Select those milestones to be consolidated in "Consolidated" column, and click "Save" button.

- System displays the result page.

- Click "Done" to return "Consolidated E-mail Notifications" tab.

3.3.2) User-Defined Milestone

- In user-defined milestone tab, system only offer consolidation for those milestone selected below two type of "Unscheduled Milestone":
    - ETA at Last POD Change
    - ETD at First POL Change

- User can select to consolidate the email notification for this user-defined milestone for real shipments into the same vessel voyage, then click "Save".

- System displays the result page.

Consolidated E-mail Notifications Saved

The Consolidated E-mail Notifications setting has been saved.

Done

- Click "Done" to return "Consolidated E-mail Notifications" tab.

4. Shipment Plan Search

After shipment plan template setup, in case shipment event occurs, system will generate shipment plan, and send email notification according to the template settings. User can search shipment plan by relevant shipment numbers.

4.1) Shipment Plan Search

- The system supports single and Batch Search. If batch Search, the user need click 📋 to view the shipment plan details

- In Subscribed Milestone tab, shows all the milestones subscribed in shipment plan template with either expected time or actual time.
- In case some milestones are set with overdue, late or overdue monitoring, and it is detected in individual shipment plan, such icon will be displayed in front of the milestone name.

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- User can view all actual happened milestones, though some of them might not be subscribed in shipment plan template, and those panned milestones.

4.2) Input Milestone Actual Time

After shipment plan is searched, user can input actual time for those overdue standard milestone or user-defined milestones.

- Click the "Input Actual Time" link; input the time and time zone in the popup window, then click "Save".

- Or click the "Update" link to modify the actual time.

⊟ Milestones for Booking 6119862820

Milestone	Location	Update Party	Expected Time	Actual Time	Vessel Voyage	Actions
Booking Requested				04 Feb 2016, 15:44 HKT		
BC		COSCON		23 Feb 2016, 12:19 BDT		
* Confirm customs filing 🛈			23 Feb 2016, 14:30 CCT	23 Feb 2016, 14:40 CCT Update		
			23 Feb 2016		OEL MALAYSIA 001	

4.3) Switch to Shipment Plan Graphical View

- At the right hand side of the shipment plan, click the dropdown box to select "Graphical View", and click "Go" button. System will show all milestones in a more direct way. Details will be displayed when mouse over the milestone.

4.4) Save Remarks

- During the shipment process, if there is some important information to be marked down, but such information is not being reflected in the shipment plan. Such information can be kept in the Remarks.
- Input the item in the Remarks and click "Save Remarks" button.

5. Shipment Plan Report

Shipment Plan Report is an excel file displaying all milestones and key information for active shipments, helping user for further analysis.

- In Shipment Plan Report tab, user can subscribe temple, click "Add Template" and select the filtering criteria , subscription frequency and recipients to receive the excel file via email, and then click "Submit" button.

- System will show the acknowledgement message, then generate the report at the backend and send to defined email address.

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Shipment Plan Report Requested

COSCO SHIPPING Lines is sorting through all your shipment plans and the report you requested may take a few minutes to run. The response time is also dependent on Internet traffic volume and your network connection.

If you do not receive your report within 30 minutes, please contact COSCO SHIPPING Lines support. It is not necessary to resubmit you request.

Done

- User will receive the shipment report

*** End of the Shipment Plan User Guide ***