



CUSTOMER AREA USER MANUAL

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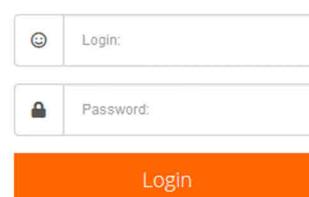
HELP 12

INTRODUCTION


PCC Intermodal's Customer Zone is a tool that presents a real-time collection of information on operations ordered by the Contractor. The portal is prepared for both computers and mobile devices.

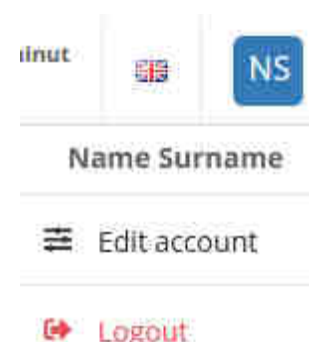
1. Access and login



In order to receive access to the Customer Area, please contact Customer Service or the Sales Department of PCC Intermodal. Access to the service is possible by using a unique login and password through the site: <https://customer.pccintermodal.pl/>.



2. Edit account details

Each Contractor receives a unique predefined login and password. It is possible to change the password to your own, via Edit Account. To change the password, go to the form  Edit account, which is located under the avatar / icon in the upper right corner.

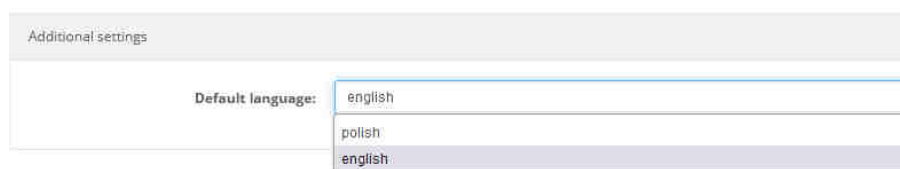


At the bottom of the page there is a form to change the password. After entering the password you are interested in, click . The password can also be generated automatically when you click .

Note: The new password must meet the following requirements:

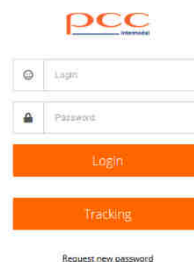
- min. one digit 0-9;
- min. one capital letter A-Z;
- min. five characters;
- min. one special character e.g. `~!@#\$%;
- the new password must be different from the previous one.

In the "Additional settings" section there is an option to change the default language version of the portal.



3. Quick tracking of the container

By entering Tracking from the login screen, it is possible to quickly view the current status or check the last operations of a container.

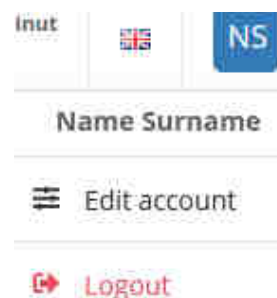


4. Contact

A view showing the contact persons of the Contractor on the PCC Intermodal side - a person responsible for handling orders from the Customer Service Department and a salesman. To view this information, click on the [Contact](#) button in the page header.

5. Logout

When you are finished, log out of the portal by pressing [Logout](#) (which is located under the avatar / icon in the upper right corner).



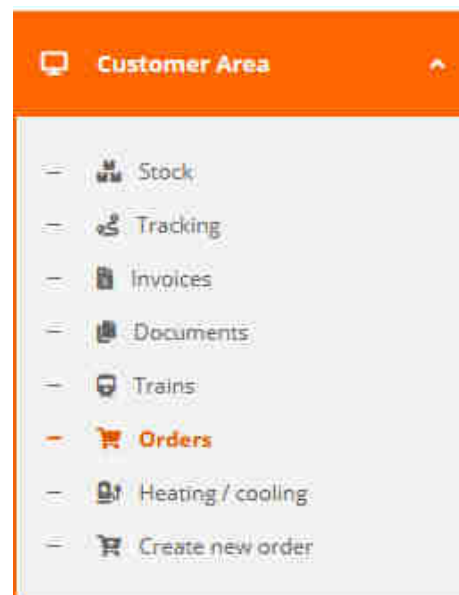
MENU

1. Modules

Each user, after logging in, has access to specific modules of the system.

The drop-down main menu is located under the header [Customer Area](#)

Modules provide the ability to view orders, track containers, verify invoices, depot stock, supervise attached documents, create transport and terminal orders, view recorded temperatures for heating or cooling, and information on departures and arrivals of trains carrying ordered containers. Access to individual modules can be varied depending on the needs of the Contractor and the specifics of the transports.



2. Depots

The header presents the terminals [Kutno PCC \(28\)](#) along with the number of containers standing at each of them. After selecting a terminal, you are taken to a preview of the particular depot. The number next to the terminal name shows how many containers there are at a specific terminal.

Clicking  expands the search parameters for a container on a particular terminal.

Container no: Container size: Container type: Container condition: Hold: Rail: Truck: Status: Reservation:
 Owner:

Using the information in the Comment column, you can see how a container got to the terminal.



Reservation/hold



Rail arrival



Truck arrival

Depending on the characteristics of the Contractor, the content of the available information may vary.

3. Tracking









Search for container information - presents operations already performed and those that are yet to happen. The view also shows operations arranged on previous orders.

23/I /LMUR				
Booking	Full/Empty	Description	Time	Location
		Gate out	asap	Gliwice PCC
	Full	Train arrival	2023-06-10 23:07	Gliwice PCC
	Full	Train departure	2023-06-10 09:54	KVT
	Full	Train arrival	2023-06-08 01:32	KVT
	Full	Train departure	2023-06-07 03:20	CTT
	Full	Truck unload	2023-06-06 16:28	CTT

23/ /HKLI				
Booking	Full/Empty	Description	Time	Location
	Full	Truck load	2023-01-27 18:28	Kutno PCC
	Full	Truck unload	2023-01-27 18:11	Kutno PCC

4. Invoices

The view presents a list of unpaid invoices. It is possible to search by invoice number and bookings. The list presents all documents with overdue invoices highlighted in red. The top of the list presents the oldest invoices (with the closest due date). The button on the right under the PDF column, allows you to preview/download the document.

No	Invoice number	Booking	Amount	Currency	Issue date	Due date	Overdue in days	Person	Attachments	PDF
26			775.00	EUR	2023-06-05	2023-07-05	1	Justyna		
27			180.00	EUR	2023-06-05	2023-07-05	1	Justyna		
28			965.75	EUR	2023-06-05	2023-07-05	1	Justyna		
29			695.00	EUR	2023-06-05	2023-07-05	1	Justyna		
30			595.00	EUR	2023-06-05	2023-07-05	1	Justyna		
31			655.00	EUR	2023-06-05	2023-07-05	1	Justyna		
32			595.00	EUR	2023-06-06	2023-07-06		Justyna		
33			180.00	EUR	2023-06-06	2023-07-06		Justyna		

If additional documents are attached to the invoices, they will be listed in the Attachments column.

5. Documents

The page allows you to preview/download documents that have been added to the container. To download documents, click on the button in the Documents column.

Documents

MRN

MRN CMR

Searching is possible by container number, PCC order number and booking.

Documents							
Search: <input type="text"/>							
<div>Filter ?</div> <div>Find Reset</div>							
<div>1 2 3 4 5 6 7 8 ... 18 » 25 on page records: 431</div>							
No	Customer	PCC order	Container	Loading/unloading ref	Booking	Destination	Documents
1		23/07/	5			CTT	MRN
2		23/06	7			KTH	MRN CMR
3		23/06	9			CTT	MRN
4		23/06	5			CTT	MRN

6. Trains

On this page, the User can check the departures and arrivals of trains carrying the ordered containers by individual terminals.

By clicking on the button with the number of containers, the list of these containers is expanded.

By clicking on the order number, we have the ability to view the order in detail.

Trains									
Departures					Arrivals				
<div>Antwerpia Brzeg Dolny Duisburg Gliwice Kutno Poznań Rotterdam</div>					<div>Brzeg Dolny Duisburg Gliwice Hamburg Kutno Poznań Rotterdam</div>				
Planned date	Train no	Actual date	Quantity		Planned date	Train no	Actual date	Quantity	
2023-07-01 15:00:00	GL-K 2689	2023-07-01 14:05:00	2		2023-07-02 07:00:00	K-GL 2662	2023-07-02 06:47:00	1	
No	Container	Type	Booking	Order	No	Container	Type	Booking	Order
1		24 TK		23/06/	1		24 TK		23/06
2		24 TK		23/06/					
2023-07-03 15:00:00	GL-K 2717	2023-07-03 15:00:00	2		2023-07-02 08:00:00	F-GL 2642	2023-07-02 04:23:00	8	
2023-07-04 15:00:00	GL-K 2731	2023-07-04 13:50:00	1		2023-07-04 22:00:00	F-GL 2732	2023-07-04 18:35:00	1	
2023-07-05 15:00:00	GL-K 2745	2023-07-05 15:45:00	2		2023-07-07 22:00:00	F-GL 2740		2	
2023-07-06 15:00:00	GL-K 2761		1		2023-07-09 02:00:00	K-GL 2762		1	
2023-07-08 15:00:00	GL-K 2789		1		2023-07-11 02:00:00	K-GL 2788		1	

7. Orders

A list showing all current orders of the Contractor. We can filter/search the list by PCC order number.

After clicking [Details](#), a window will be presented with details of a given order (dates, container numbers, cargo, weight, etc.).

By clicking on T&T in the order details, you will see information from the Tracking tab.

On the list of orders, next to the "Details" button, there is an "Upload doc" button, which allows you to add documents to containers (regardless of the progress of the order).

Orders						
No	Details		Status	Customer	PCC order	Customer ref
1	Details	Upload doc	OK	H5 Foodtrans	23/06/06573/W/JUSO	1145292
2	Details	Upload doc	OK	H5 Foodtrans	23/06/07241/W/JUSO	1145288
3	Details	Upload doc	OK	H5 Foodtrans	23/06/09389/W/JUSO	1145592
4	Details	Upload doc	OK	H5 Foodtrans	23/06/09411/W/JUSO	1146089


When clicked, the form for adding a document will appear:


23/06/

Select all




Add files to selected containers

	No	Container	Type	Owner	Weight	Cargo	Seal
	<input type="checkbox"/>	1	15	20 TK	H&S Foodtrans		

With the button  you add to the selected container, the option [Dodaj pliki do zaznaczonych kontenerów](#) allows you to add the same documents to multiple containers (batch documents) after marking the containers to which the document is to be added (the selection of containers is made in the ☐ field by clicking and marking them in this way ☒).

The next step specifies the TYPE of the document and specifies the file to be attached. You can add more than 1 file at a time with the  button

DOCUMENTS UPLOAD:



Type:	MRN	File:	<input type="button" value="Browse..."/>	
Type:	MRN	File:	<input type="button" value="Browse..."/>	
Type:	MRN	File:	<input type="button" value="Browse..."/>	

After specifying the types and selecting the files, click  which will add the files to the containers.

It is very important that the TYPE of the document is correctly specified. Only such added documents will be able to be processed correctly.

8. Heating/cooling

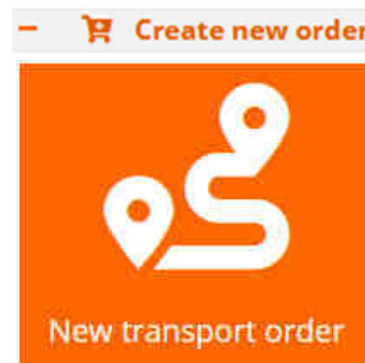
Allows you to view recorded temperature readings of containers that are/were heated or cooled. Clicking on the order number gives you an overview of the order details. After clicking on the number in the Entries column, the history of temperature updates will be presented. Containers highlighted in red show the currently heated/cooled containers.

Heating													
No	PCC order	Container	Type	Booking	Cargo	Drop off	Pick up	First record	Last record	Recent	Records	Depot	
1	23/06/	191	24TK		ERES 30	2023-06-20 14:53		2023-06-20 14:53	2023-07-07 07:34	40.00	10	Glinvice PCC	
2	23/06/	310	24TK		ERES80	2023-06-12 11:44		2023-06-12 11:44	2023-07-07 07:34	40.00	10	Glinvice PCC	
3	23/06/	092	24TK		ERES80	2023-06-08 18:49		2023-06-08 18:49	2023-06-08 18:49	45.00	2	Glinvice PCC	
4	23/06/	351	24TK		ERES80	2023-06-08 18:50		2023-06-08 18:50	2023-06-08 18:50	52.00	2	Glinvice PCC	
5	23/05/	627	24TK		ERES80	2023-06-10 23:07		2023-06-10 23:06	2023-06-10 23:07	37.00	2	Glinvice PCC	
6	23/06/	540	24TK		ERES80	2023-06-10 23:07		2023-06-10 23:07	2023-06-10 23:07	38.00	2	Glinvice PCC	

9. Create new order

I. New transport order

Any user with Customer Area permissions can access the New transport order. Orders are created using a wizard, which, step by step, guides you through the process of creating an order. The data required to send an order is mandatory, the system will not allow you to move on, without providing the required data.



1. Region

The step in which the route is determined. Pick a start/end region for the order. Select the starting payload (starting payload, it means whether the transport starts for an empty or full container), for example, ordering the loading of a container, its starting payload will be empty: take up

empty, go to the loading - then transport full. Further specify whether you order unloading / loading with delivery to the door (truck loading / unloading is the responsibility of the PCC or not).

The parameters available for selection at this stage, are based on the currently available offers. If a specific route is not available for selection, the User is asked to contact PCC Intermodal Customer Service.

2. Offers

Available offers are presented, on the basis of which it is possible to realize the order. Select the offer that matches the route and parameters by pressing the My choice button.

3. Dates

Specify the required data: dates, exact terminal for pick up and drop off, etc.

Ready for pick up/ drop off until: cut-off dates for order processing.

Ready for pick up - from this date the container(s) should be available to the PCC to initiate the transport organization (available at the terminal of pick-up, cleared, released/validated).

Drop off until - information for the PCC by what date is required to complete the order, make the last move - deposit the container at the desired location.

Pick up place/ drop off place- terminal of pick-up/drop off of containers.

Pick up type/drop off type:

- **pick up from shipowner stock** - pick up of container from shipowner's/gestor's depot at given terminal, requires consent of equipment owner;

- **I will deliver to terminal** - the container(s) will be delivered at the charge of the ordering party to the PCC terminal for further transport
- **drop off to shipowner stock** - the container(s) should be deposited at the depot of the shipowner, requires the approval of the of the equipment owner;
- **pick up from terminal** - the container(s) will be picked up from the terminal of deposit by the Contractor.

Customs: information on customs issues, if any, type and place of clearance related to transport.

T1 issue by PCC: the possibility of ordering the PCC to issue a T1 document for the container(s). Additional service.

VGM: determination of the location of container weighing in export.

Pick up/drop off notice at marine terminal by PCC: an additional service provided by the PCC to announce the container in the port system.

Vessel: vessel/voyage data, required for shipments ending their journey at a marine terminal, destined for a vessel. Shipowner of the ship in this section, means the maritime transport gestation.

4. Containers

Required additional information on ordered containers. To specify parameters like type of container, cargo, weight, quantity.

SENT - if the goods are subject to sensitive cargo monitoring (local regulations), this parameter should be selected YES. At a further step, it is possible to specify the SENT number and the key of the carrier(s) or send it to the PCC Intermodal Customer Service Department at a later date.

Shipowner - specify the owner of the containers. It may differ from the shipowner from vessel info.

5. Containers details

Details of containers need to be completed. The data completed at earlier stages remains completed, the possibility to complete additional information such as seals, container numbers (if known), numbers for drop off/pick up. It is possible to import data with excel from the provided file.

To do this, download the template, complete and use the Excel import functionality. Brief instructions on how to complete the template can be found in the file header.

Download xls template
Excel import

Selected offer

Container 1

Container number: test1234567

Gross weight (kg): 22000

Unloading / loading ref:

Booking:

Pick up reference:

Ready for pick up: 2023-07-07 00:00

Shipowner: ACB

Type: 20 BL - 22B1 - 2000 kg

Cargo: Auto accessory,

Seal:

Order number:

Drop off reference:

Drop off until: 2023-07-11 23:59

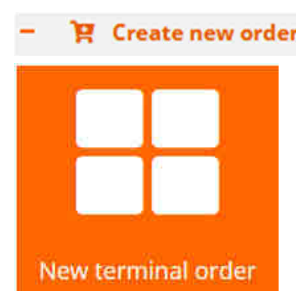
Tare: 2000

6. Summary

The last stage is the summary, where we have the opportunity to check the entered data. Here the rate per container / total for basic services is also visible. After verification, before sending the order to PCC Intermodal, it is necessary to confirm acceptance of the General Terms and Conditions of Organization of Intermodal Transport. Once the terms and conditions are accepted, the order will be sent to PCC Intermodal (to the person dedicated to serving the customer) pending to be scheduled. As confirmation that the order has been sent, an email will be sent to the address assigned to the User's account. At each stage of order entry, it is possible to go back to previous stages using the [Back](#) button.

II. New terminal order

Any user who has Customer Area permissions can access the New terminal order. Orders are created using a wizard that takes you step by step, guiding you through the process of creating an order. The data necessary to send an order is mandatory, the system will not allow you to move on without providing the required data.



Terminal orders can be handled only for empty containers, containing no hazardous material remains. For containers full or with hazardous material remains, contact PCC Customer Service.

The purpose of terminal orders is to enable the processing of stand-alone deposits, pickups at PCC Intermodal terminals and trailer swaps (i.e. those that do not involve following transport orders). Terminal orders can be sent after completing a simple form with basic data:

TERMINAL: place where handling operations are carried out

OPERATIONS TYPE/DATE: type and date of planned handling(s)

SHIPOWNER: Container owner - it is possible to send orders for drop off/ pick up of containers for the Customer's own containers.

Containers with other ownership, can be accepted or released under the Shippers Own management (without placing in the shipowner's/owner's stock).

Before sending **ANY** order, it is necessary to accept the General Conditions of Organization of Intermodal Transport. After being sent by the Customer, the order goes to PCC Intermodal (the person dedicated to serving the Customer) and is ready for processing according to the planned dates. The order is waiting to be scheduled. As a confirmation of sending the order, an email will be sent to the address assigned to the User's account.

10. Truck arrival notice

You can find here the table of planned truck unloading/loading operations with dedicated drivers and their details. Data are presented starting from yesterday until 3 days forward. To change the day, choose date from the header.

20.08	21.08	22.08	23.08	24.08
Truck arrival notice				

It is also possible to export data to excel file from this page.

HELP

On the each module, there is a help icon in the upper right corner. 

When this button is pressed, a brief information about the page the User is currently on is displayed.

In case of problems with the functioning of the Customer Area or questions about the content, please contact the Customer Service Department or the Sales Department.

v. 21.08.2023