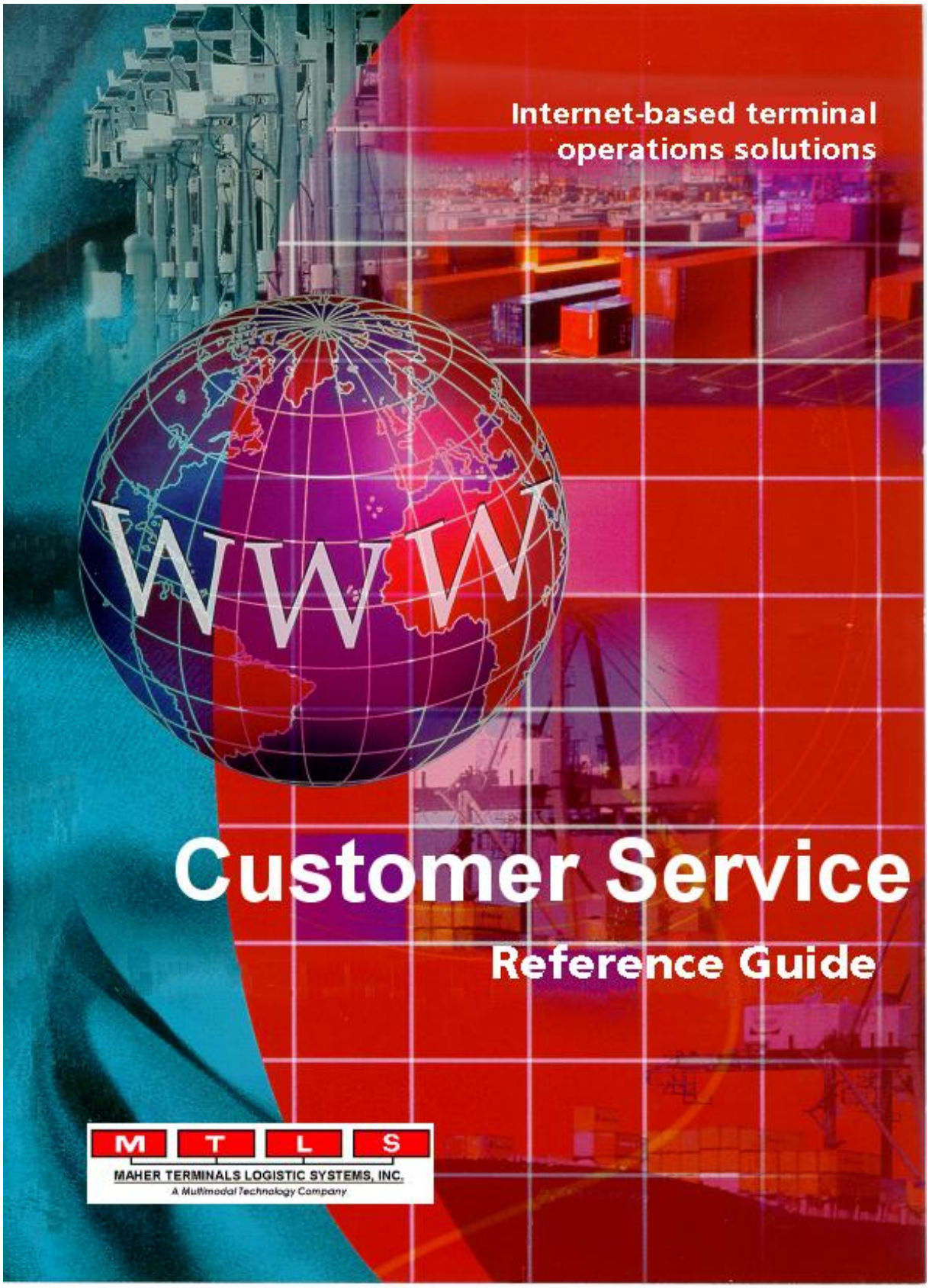
Internet-based terminal
operations solutions
WWW
Customer Service
Reference Guide
M T L S
MAHER TERMINALS LOGISTIC SYSTEMS, INC.
A Multimodal Technology Company

PUBLISHED BY

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Version 2.0

Table of Contents

1 Introduction 5

2 Software Navigation 7

2.1 Overview 7
2.2 The Main Links 8

3 Starting the Customer Service Package 11

3.1 Logging On 11

4 Routines 13

4.1 Booking Entry 14
4.1.1 Creating or Modifying Authorizations 15
4.1.2 Creating or Modifying Hazards 18
4.2 Booking Inquiry 20
4.2.1 Viewing Authorizations 21
4.2.2 Viewing Hazards 21
4.3 Chassis History Inquiry 22
4.4 Chassis Inquiry 23
4.5 Container History Inquiry 24
4.6 Container Inquiry 25
4.7 ERS Designation 26
4.8 Export Re-Delivery 27
4.9 Freight Release by Bill of Lading 28
4.10 Freight Release by Container 29
4.11 Genset History Inquiry 30
4.12 Genset Inquiry 31
4.13 Import Status Inquiry by Bill of Lading 32
4.14 Import Status Inquiry by Container 33
4.15 Manifest Header Entry 34
4.16 Manifest Entry 35
4.16.1 Defining Containers for the Manifest 36
4.17 Manifest Inquiry by Bill of Lading 38
4.18 Manifest Inquiry by Container 39
4.19 Pre-trip / Unpre-trip Empty 40
4.20 UTCS Entry 41
4.20.1 Using the Calendar 42
4.21 UTCS Inquiry 43

5 Reports 45

5.1 Report Format Options 46
5.2 Booking 47
5.3 Booking Number Inquiry 47
5.4 Chassis Daily Activity 48
5.5 Chassis Inventory By Filter 48
5.6 Chassis Inventory Summary 48

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5.7 Container Daily Activity 48
5.8 Container Inventory By Area 49
5.9 Container Inventory Over N Days 49
5.10 Container Inventory Summary 49
5.11 Container Inventory by Filter 50
5.12 Container Manifest 50
5.13 Customer Batch EIR 51
5.14 Delivered Containers 51
5.15 Export Load Report 51
5.16 Manifest BOL Inquiry 52
5.17 Port Exit 52
5.18 UTCS Single Company 52
5.19 Undelivered Containers 52

6 Index 53

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1 Introduction

Welcome to Maher Terminals Logistics Systems, Inc. and to the *Customer Service Package.*

Using an internet browser-style interface, the *Customer Service Package* provides intuitive tools to enter bookings and manifests, as well as locate important information concerning bookings, containers, manifests, and trucker contracts. A variety of reports and routines are available to help you find the information that you need.

Information entered into the database using the *S.M.A.R.T. Series* is accessible to you using the *Customer Service Package.*

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2 Software Navigation

This chapter introduces the layout of the main *Customer Service* page, and describes the menus, commands, and tools used to navigate throughout the application.

2.1 Overview

From the *Customer Service* page you can access routines and reports by clicking links displayed on the page. Routines allow you to enter and view information for bookings and manifests. Inquiries are provided so that you can view information. Reports are also available for viewing and printing.

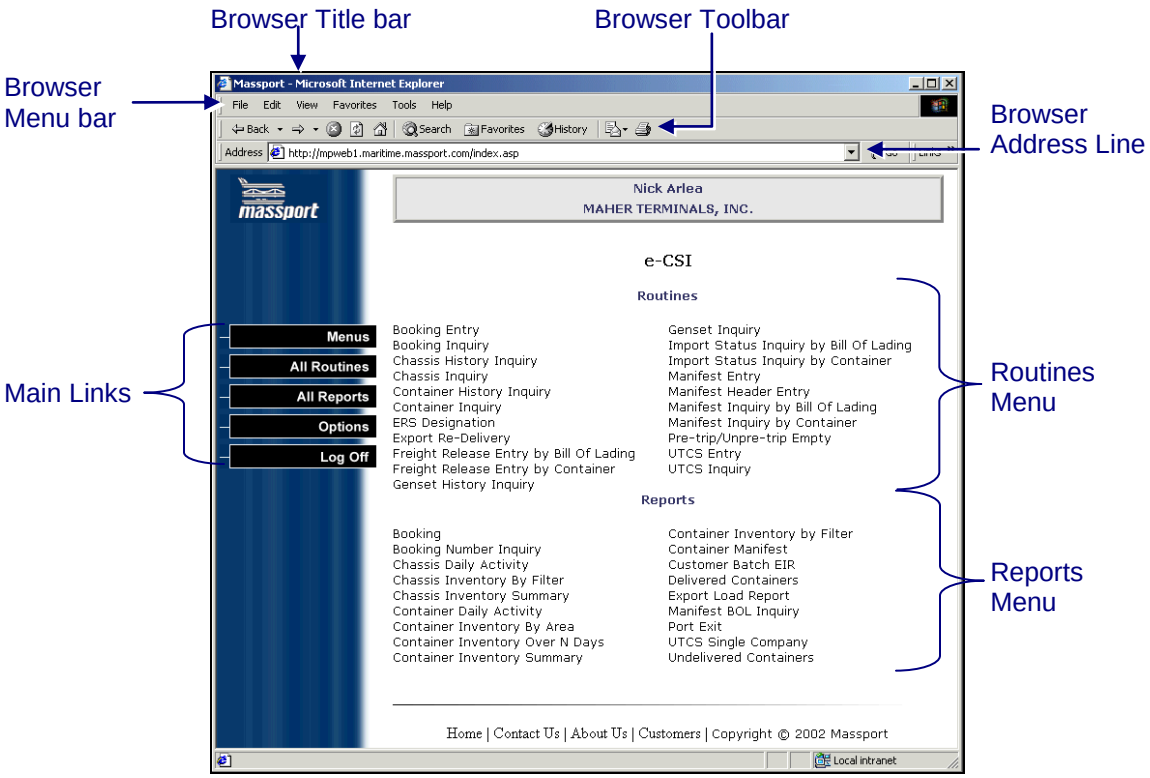

Figure 2-1 Customer Service e-CSI Menu Page

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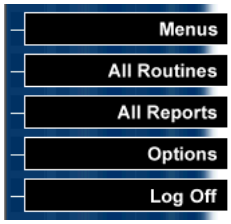
2.2 The Main Links

The *Customer Service* page contains links for use in navigating the system.

Main Links	***Description***
	*Menus* displays for you a list of the available menus (see Figure 2-2.) Currently only *e-CSI* is available. When you select a menu, the routines and reports for that menu are displayed (see Figure 2-3.) *All Routines* displays for you all available routines. See Figure 2-4. *All Reports* displays for you all available reports. See Figure 2-5. *Options* displays for you format options for the reports. You have the choice to view reports in PDF or HTML format. See Figure 2-6. *Log Off* lets you log out of the *Customer Service Package*.

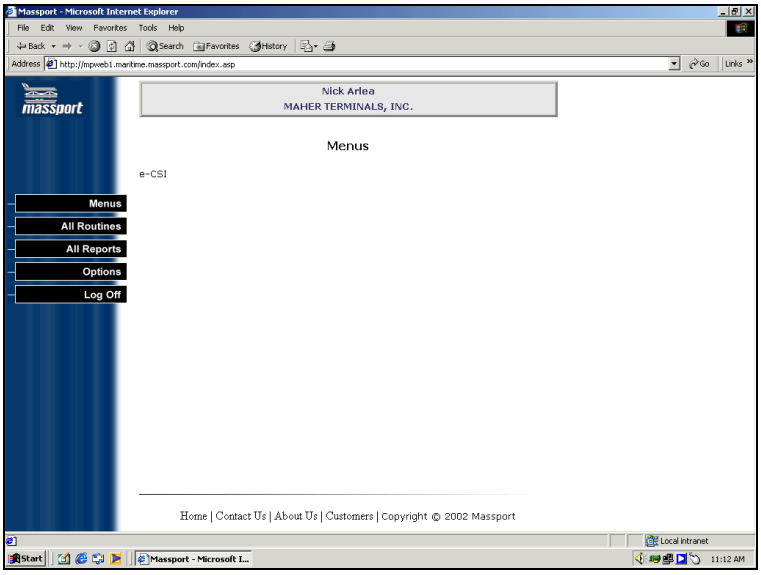


Figure 2-2 Menus Page

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4 Routines

The *Customer Service Package* gives you access to routines that allow entry of bookings and manifests and lets you perform inquiries to review information about bookings, containers, chassis, freight, gensets, manifests and UTCS. With the *Routine* menu displayed, select a routine by clicking on the link for the desired routine. A new page is then displayed for you to perform the routine.

> ***Note**: Asterisks (*) are displayed next to fields that require information for you to continue. A warning message is issued if you do not enter information into a required field.*

Buttons on routine pages are displayed in dark blue when enabled. Light blue buttons indicate that those options are currently unavailable. For example, the **Temps** button is dark blue only when the selected container is a reefer. The following table defines the most common buttons found in the routine pages.

Buttons	***Description***
Retrieve	*Retrieve* lets you retrieve data for an existing entry. If an entry does not already exist, this button enables the information fields so that you can create a new entry. ***Note**: The fields above the line dividing the page into the retrieval and information sections (see Figure 4-1) must contain data before you can retrieve.*
Save	*Save* lets you save the currently displayed data.
Delete	*Delete* lets you delete the current entry.
Reset	*Reset* lets you clear the fields so that you can create or retrieve another entry.
Exit	*Exit* lets you close the current page and return to the previous page.

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4.1 Booking Entry

The Booking Entry page lets you assign a number to authorize the dispatch of empty equipment and receive an export.

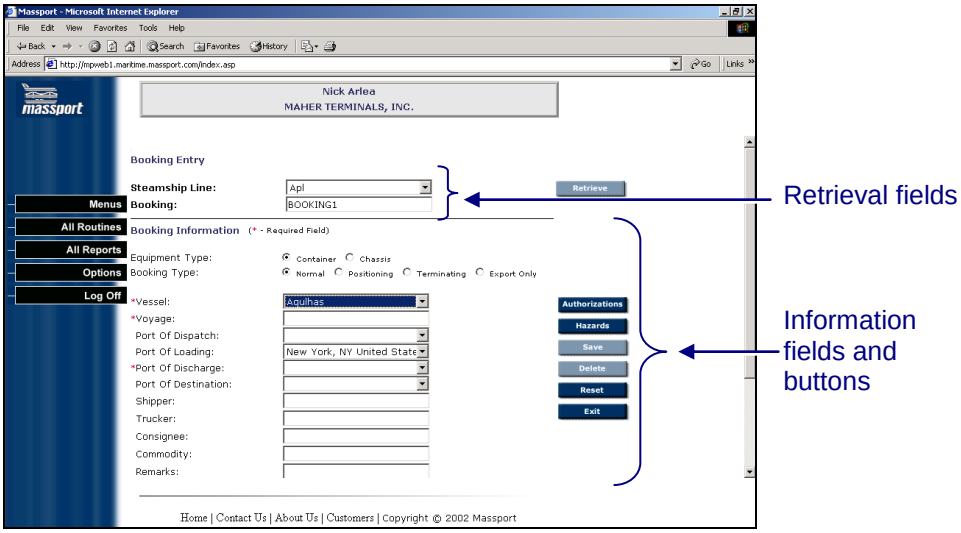

Figure 4-1 Booking Entry Page

1. Click the arrow in the *Steamship Line* field, then select the steamship line from the drop-down list.

2. Enter a booking number in the *Booking* field.

3. Click **Retrieve.**

4. Select an *Equipment Type*. The default is *Container*.

5. Select a *Booking Type*.

Booking Type	***Description***
Normal (default)	An empty container or chassis is dispatched and expected to return ready for export.
Positioning	An empty container or chassis is dispatched, but may or may not return for export.
Terminating	An empty container or chassis is dispatched and is not expected to return to the terminal.
Export Only	Equipment that did not originate at the terminal is arriving for export.

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6. Enter the remaining information as necessary. The selections made for *Equipment Type* and *Booking Type* determine the information required for the booking entry. For *Normal* and *Export Only Container* bookings, the vessel and voyage information must be provided.

   Note: The Port of Dispatch and Port of Loading will default to Mass Port. The Port of Destination is optional.

7. Create equipment **Authorizations** against this booking (refer to section 4.1.1.). At least one authorization is required for a booking.

8. If an empty container is returning with hazardous cargo, enter **Hazard** information (refer to section 4.1.2.).

9. Click **Save**.

10. Click **Exit**.

4.1.1 Creating or Modifying Authorizations

1. Click **Authorizations**. The *Booking Authorizations* pop-up window is displayed. The Booking Authorizations pop-up window displays the list of equipment dispatched with the displayed booking.

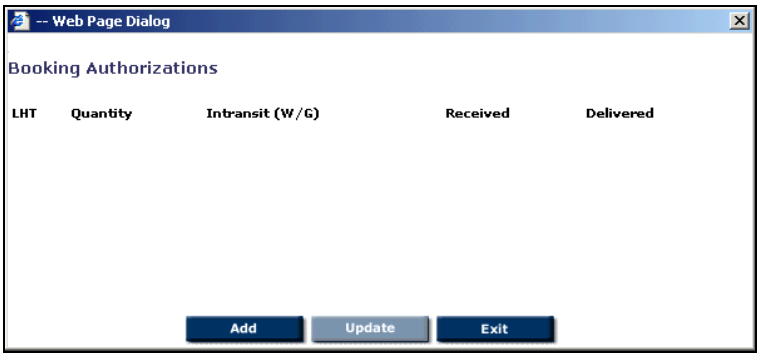

Figure 4-2 Booking Authorizations Pop-up Window

2. Click **Add** to add enter equipment.

   OR …

   Highlight an existing authorization, then click **Update** to modify that authorization.

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The *Booking LHTs* pop-up window is displayed.

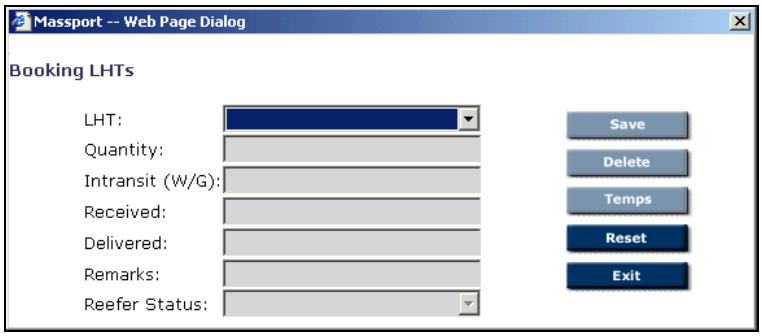

Figure 4-3 Booking LHTs Pop-up Window

3. Fill in the appropriate information for the equipment being added or modified.

Fields	***Description***
LHT	The LHT (length, height and type) of container or chassis for this authorization. The value is selected from a drop-down list.
Quantity	Total number of containers or chassis for this authorization.
Intransit (W/G)	Waiting to be picked up. W: wheeled, on a chassis G: grounded
Received	Equipment received in the terminal.
Delivered	Empties dispatched out of the terminal.
Remarks	Text field.
Reefer Status	Drop-down list options: • None • Pick up Pre-Trip – container must be inspected before it can be used as a reefer. • Drop off running – container is currently a running reefer.

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4. Click **Temps** to set temperature information for reefers. The *Temperatures* pop-up window is displayed. Enter the necessary information and then click **Exit** to close the pop-up window.

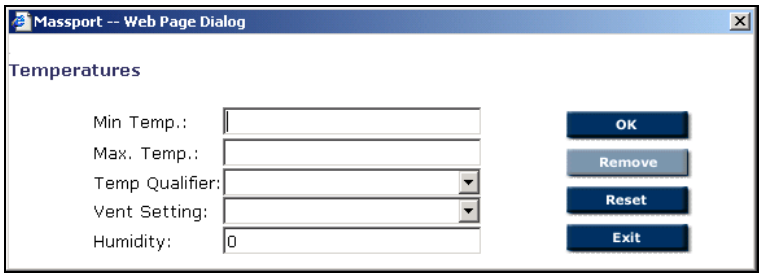

Figure 4-4 Temperatures Pop-up Window

Fields	***Description***
Min Temp	The minimum allowed temperature for the container.
Max Temp	The maximum allowed temperature for the container.
Temp Qualifier	Drop-down list options: • Celsius • Fahrenheit
Vent Setting	Amount of fresh air vented in the container. Information is sent or received through EDI. Drop-down list options: • 25% Open • 75% Open • Vent Half • 100% Open • Closed
Humidity	The % humidity setting for the container.

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5. Click **Exit** on the *Booking LHTs* pop-up window. The new equipment entry is listed on the *Booking Authorizations* pop-up window.

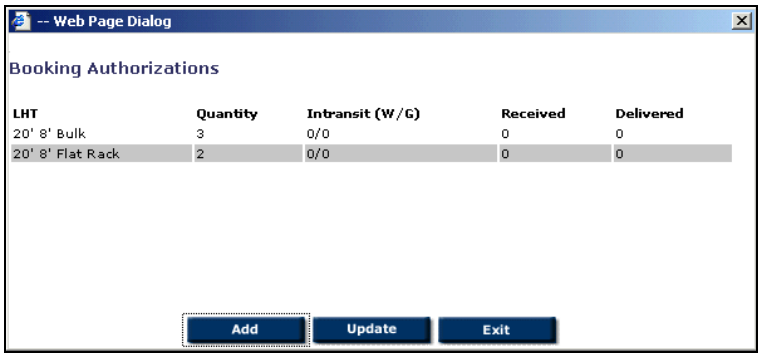

Figure 4-5 Booking Authorizations Pop-up Window

4.1.2 Creating or Modifying Hazards

1. Click **Hazards** to enter dangerous goods information. The *Primary Hazards* pop-up window is displayed.

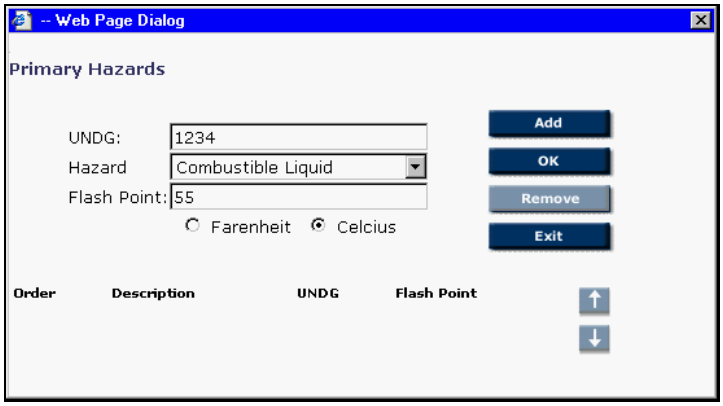

Figure 4-6 Primary Hazards Pop-up Window

2. Enter appropriate information.

Fields	***Description***
UNDG	A four-digit numeric code describing a particular hazard class. UNDG: United Nations Dangerous Goods
Hazard	Selectable from the drop-down list. The list shows IMO class codes and descriptions that have been entered in the *Terminal System*.
Flash Point	The actual flash point in degrees. If entered, click the radio button to indicate Fahrenheit or Celsius.

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3. Click **Add**. The hazard for the booking is displayed at the bottom of the pop-up window.

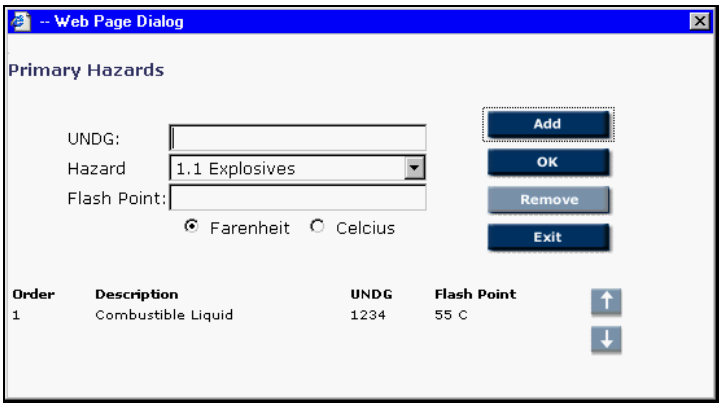

Figure 4-7 Hazard Added

4. Repeat step 3 until all primary hazards for the booking have been added.

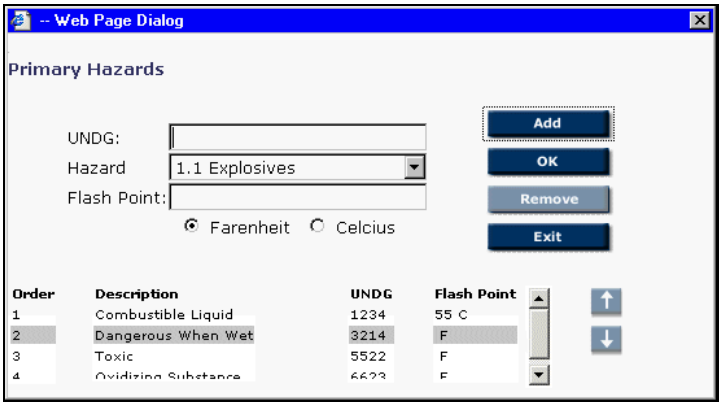

Figure 4-8 Several Hazards Added

5. To reorder the hazards, select a primary hazard from the list at the bottom of the pop-up window, then click the arrows (or) as necessary until the hazard is in the correct location.

6. To remove a hazard, highlight that hazard in the list at the bottom of the window, then click **Remove**.

7. Click **Exit** to close the *Primary Hazard* pop-up window.

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