USER GUIDE FOR APMT MUMBAI CUSTOMER SERVICE PORTAL

Create New Password or Forgot Password

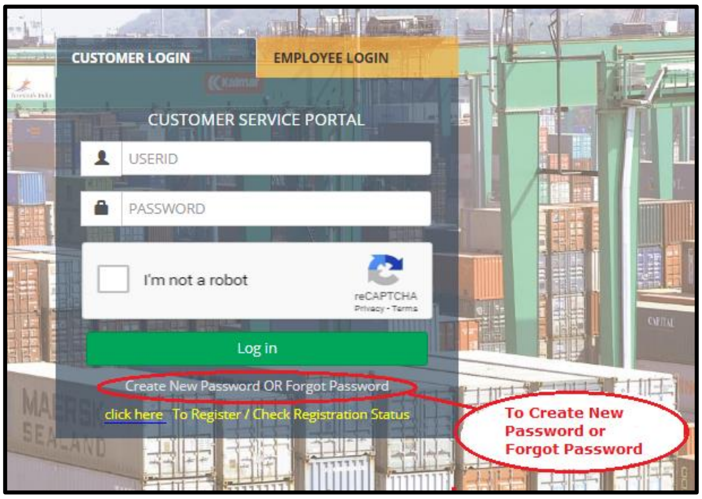

Fig. Create New Password or Forgot Password

1. Go to : http://apmtportal.apmtmumbai.com
2. Click on "Create New Password OR Forgot Password".
3. Enter User ID shared by APMT Mumbai or registered email ID and click on Send Request.

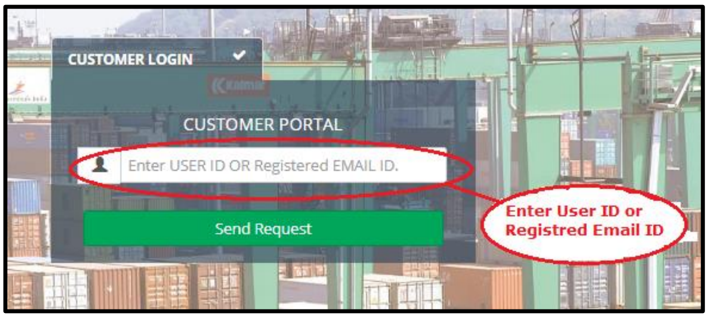

Fig. Send Request to Change Password

4. The link to create or reset the password will be shared on customer's registered email id.
5. The password has to meet the conditions mentioned in the link. (Conditions are 1 uppercase letter, 1 lowercase letter, 1 special character, 1 digit & 8 character length).

Log In

1. Go to : http://apmtportal.apmtmumbai.com
2. Select "Customer Login".
3. Enter the User ID and Password & click on Login Tab.

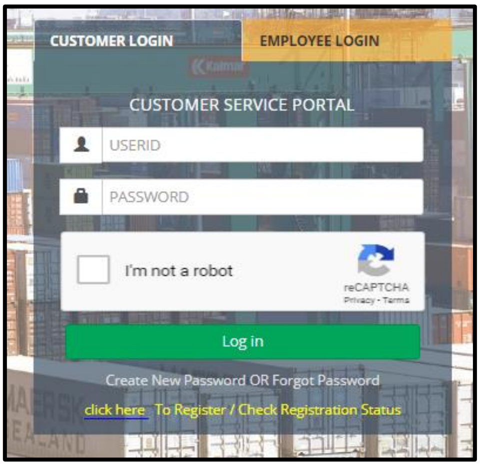

Fig. Customer Portal Login

Dashboard

There are 4 main tabs on Dashboard 'Containers in Yard', 'Invoice Raised', 'Payment O/S', 'My Profile'.

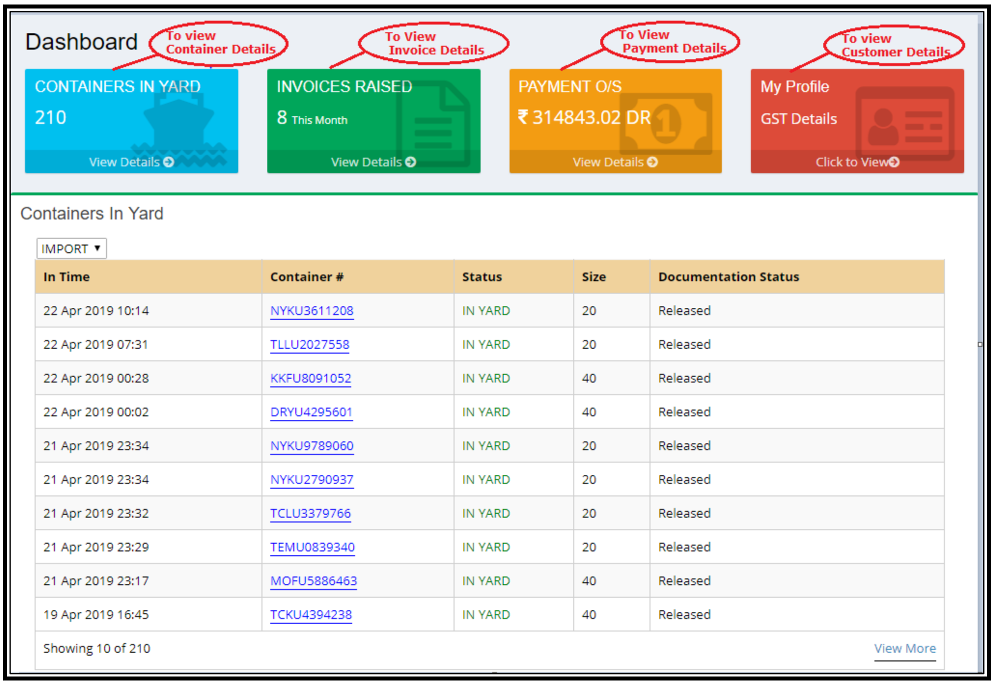

Fig. Dashboard of Customer Service Portal

Containers in Yard

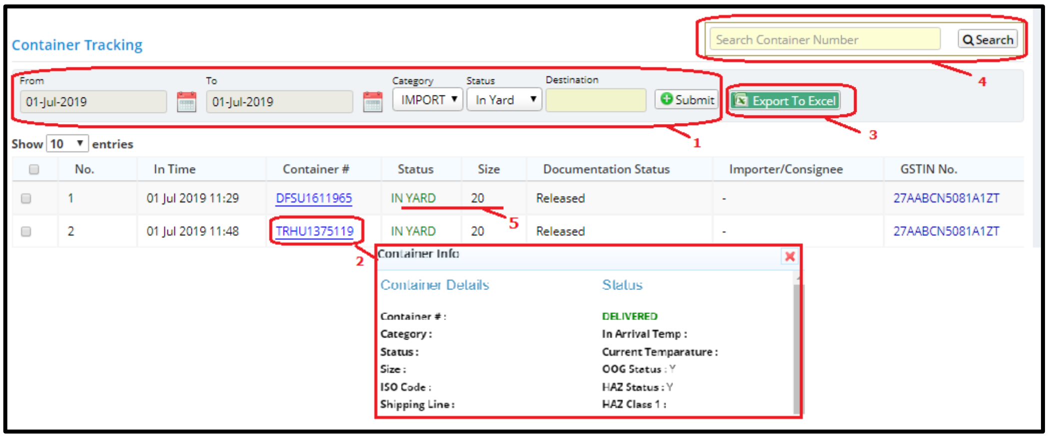

Fig. Containers in Yard

- Under this section you can view details of Containers lying in APMT Mumbai Yard.

1. Click on "**Containers in Yard"** Tab.

Select From Date & To Date, Category (i.e. import/export), Container's Status and click on **Submit** Button.

Table will show the specific details of containers which include In Time / Out Time, Container No., Status (i.e. container is in yard or Yard out), Size, Documentation status which shows that your container is hold or released, Importer/Consignee for a selected time period.

2. To view more details about any container click on container number in table.

3. To download Container Details in excel format click on "Export to Excel".

4. To check details of particular container enter Container Number in "Search" option.

5. To change GSTN for a Single container in Yard:

Please note GSTN no can be change before taking delivery of container from terminal.

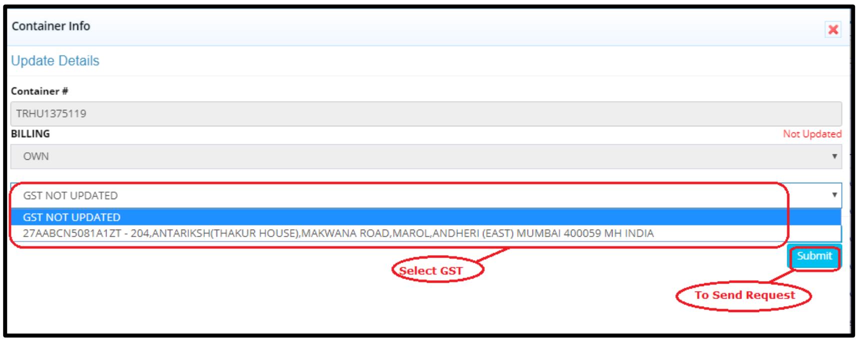

Fig. To Change GSTN for Single Container in Yard

Click on row of container number.

Select Address from Drop down as shown in fig.

Click on Submit button to send a request.

6. To change GSTN of multiple containers in yard select containers:

Select containers by selecting Check Box.

Click on Update Button appears below the container list.

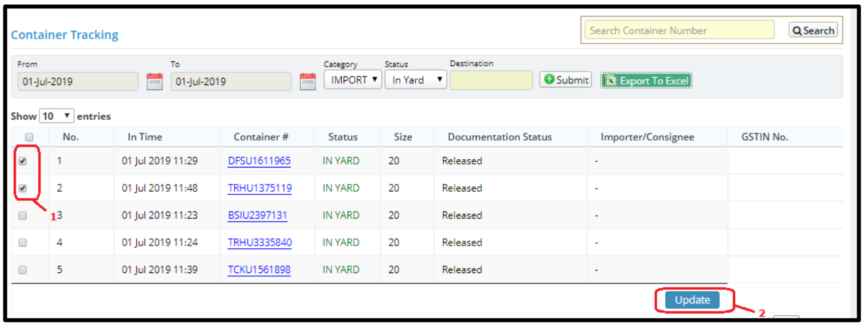

Fig. To Change GSTN of Multiple Containers in Yard

Select Address from Drop down as shown in fig.

Click on Submit button to send a request.

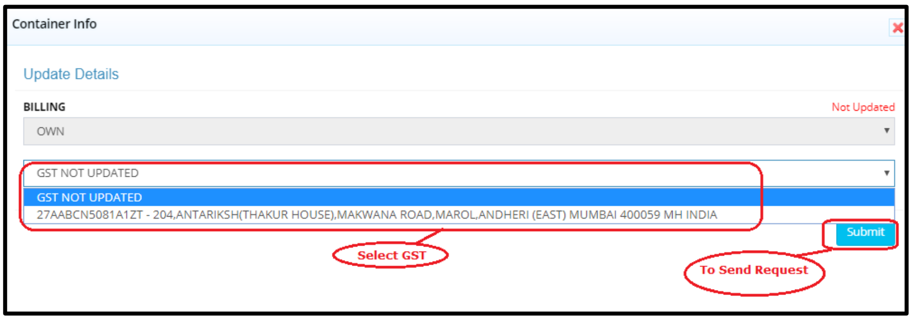

Fig. To change GSTN of multiple containers in Yard

4. Another method to go to "**Containers in Yard"** is

1. Click on Operations.

2. Container tracking as shown in fig.

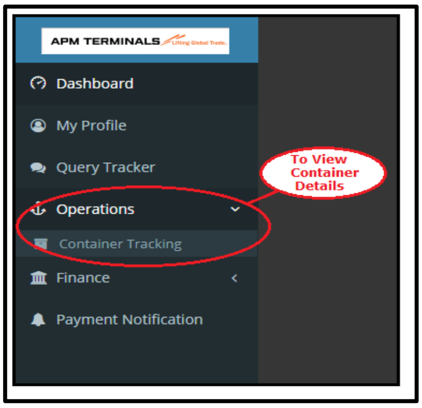

Fig. Container Tracking

Invoices Raised

Under this section Financial Transaction's Details can be viewed.

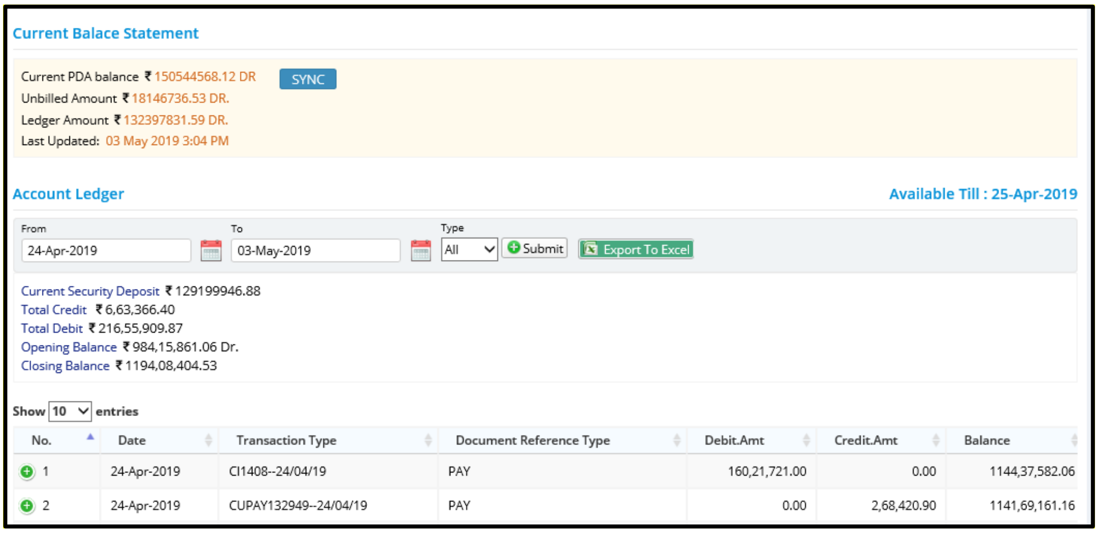

Fig. Ledger Details

Current Balance Statement:

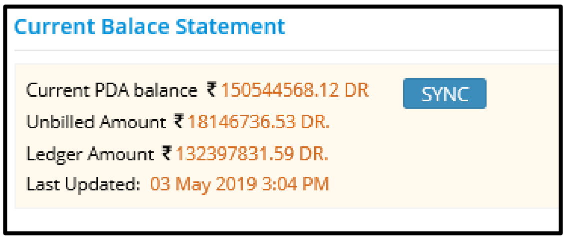

Fig. Current Balance Statement

This section gives details as below:

1. Current PDA Balance: Shows the current amount in customer's PD account.

DR stands for Debit

CR stands for Credit

2. Unbilled Amount: The amount against unbilled containers (includes approximate charges of containers in yard or gated out before 24 Hrs. or pending invoices).

3. Ledger Amount: The amount currently present in customer's PD account.

4. Last Updated: Latest date of PD Account updates by Accounts Team.

SYNC Button is provided to get latest updated balance details.

Account Ledger:

This section gives Ledger Amount Details for selected period.

1. Select From Date & To Date, Type (i.e. Credit, Debit or All) and click on **Submit** Button.
2. Table will show the specific details of ledger which include Date, Transaction Type, Document Reference Type (INV for Invoice & PAY for Payment), Debit Amount, Credit Amount and Balance amount for a selected time period.
3. Following Details are shown in this section.
    - Current Security Deposit
    - Total Credit
    - Total Debit
    - Opening Balance
    - Closing Balance

Invoice Request:

To send request for Invoice go to

Finance➔ Invoice Request.

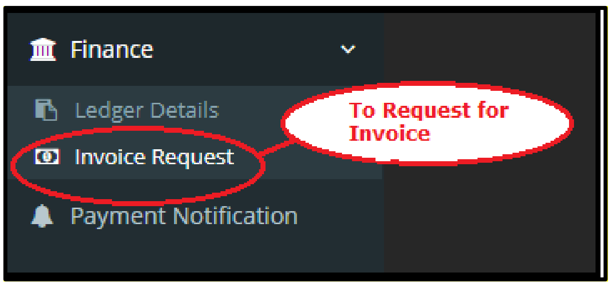

Fig. Invoice Request

- To Request for a single Invoice:

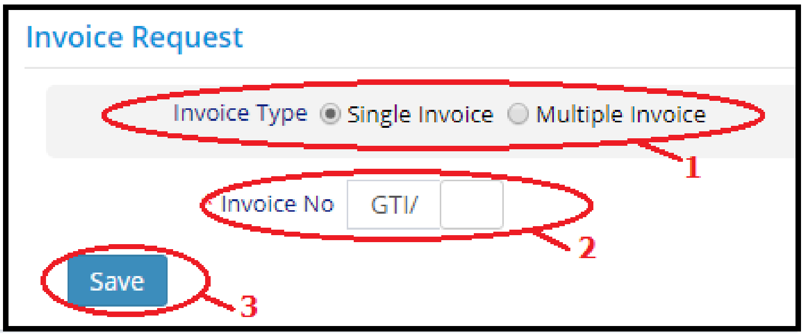

Fig. Single Invoice Request

1. Select Invoice Type ➔ Single
2. Enter Invoice Number.
3. Click on Save Button.

Invoice will be shared to Customer's registered email id within 4 Hrs. of request.

- To Request for Multiple Invoices:

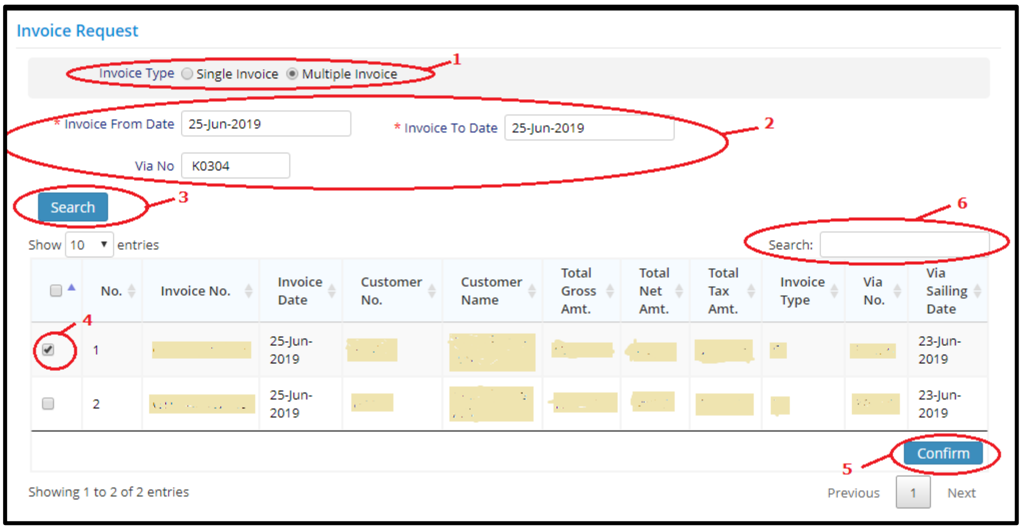

Fig. Multiple Invoices Request

1. Select Invoice Type➔ Multiple
2. Select Invoice From Date and Invoice To Date and Enter VIA NO (Note: VIA NO is optional).
3. Click on Search. Table shows the list of Invoices with specific details.

4. To Request for a specific invoices select Check box in first column.

5. Click on Confirm button to send the request.

Invoices will be shared to Customer's registered email id within 4 Hrs. after request. If Confirm button does not appear at the end of the page, then click on Icon ≡ at the left corner to view full screen as shown below.

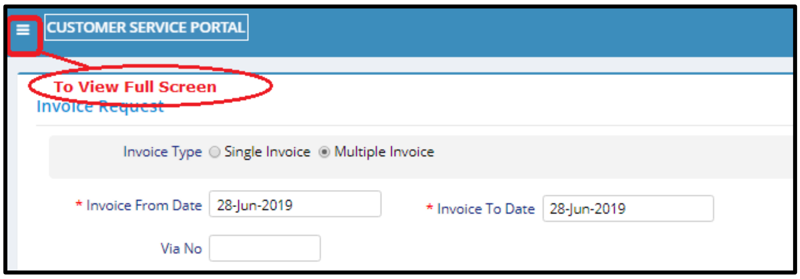

Fig. Full Screen View

6. To search particular Invoice enter invoice number into "Search" option.

Payment O/S or Payment Notification

It shows current balance amount of Customer's Account.

Click on Payment O/S to add or view Payment Notification Details.

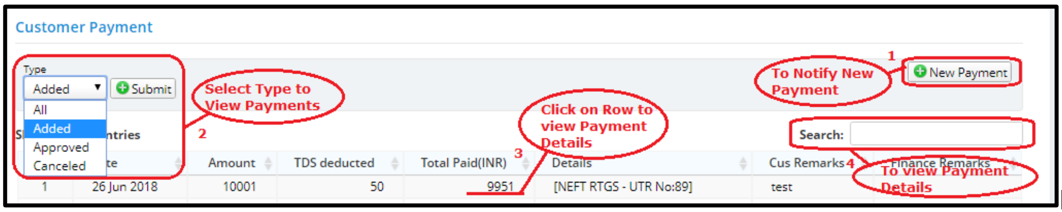

Fig. Payment Notification

- To send notification of payment click on 'New Payment'.

Fig. New Payment

1. Enter Details of Payment.
2. Click on Submit Button to send notification.
3. To view added payment history click on 'View Added Payment'.

- To view or change payment details of Added payment:
  1. Select Type from drop down and click Submit.
  2. Click on Row of particular payment.
  3. To update details enter new details and click on Update Button.
  4. To Delete Notification click on Delete Button.

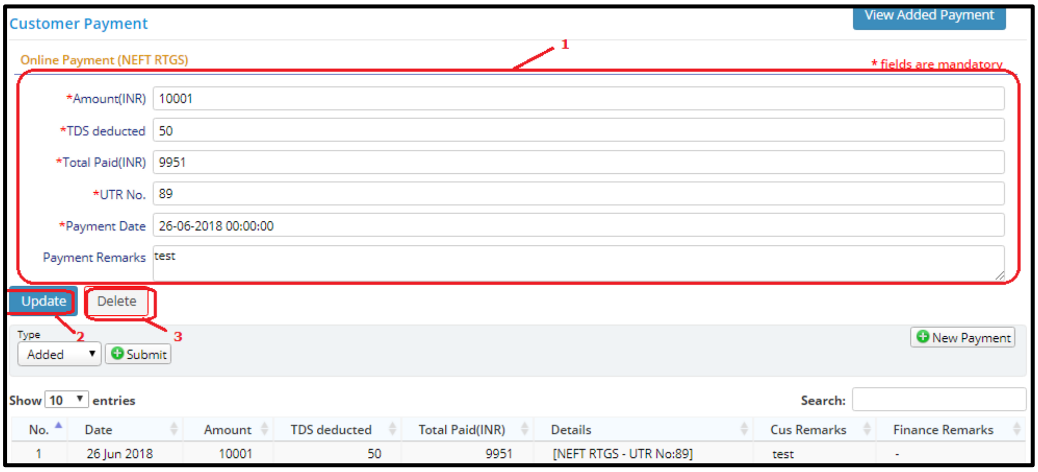

Fig. Update Details of Added Payment

- To Search a particular payment notification ender amount in 'Search' option.

MY PROFILE

Profile:

1. To view customer's details:

Go to MY Profile➔ Profile.

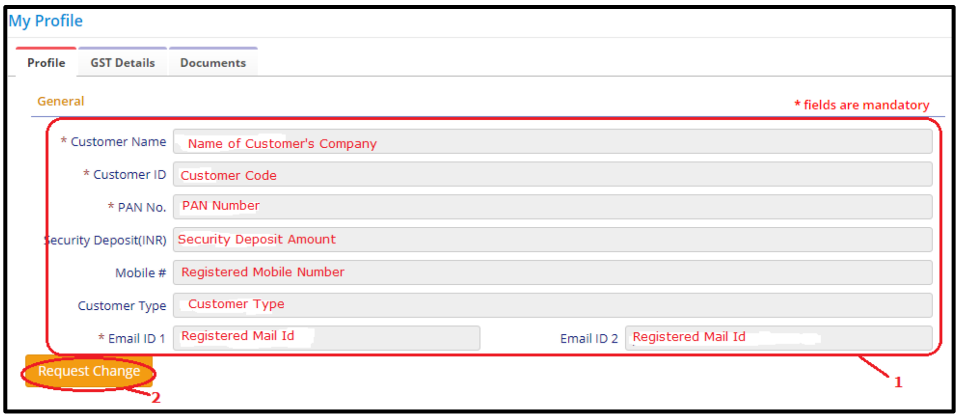

Fig. Profile

2. To request to update the details like Customer Name, Mobile number or registered Email Ids:

Click on Request Change Button.

Enter new details and click on Update to send a request.

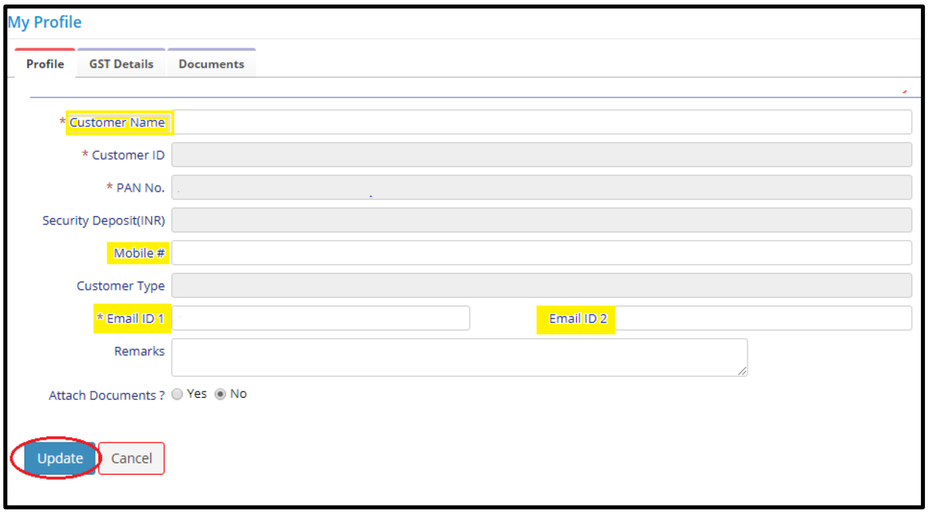

Fig. Request to Change Profile Details

GST Details:

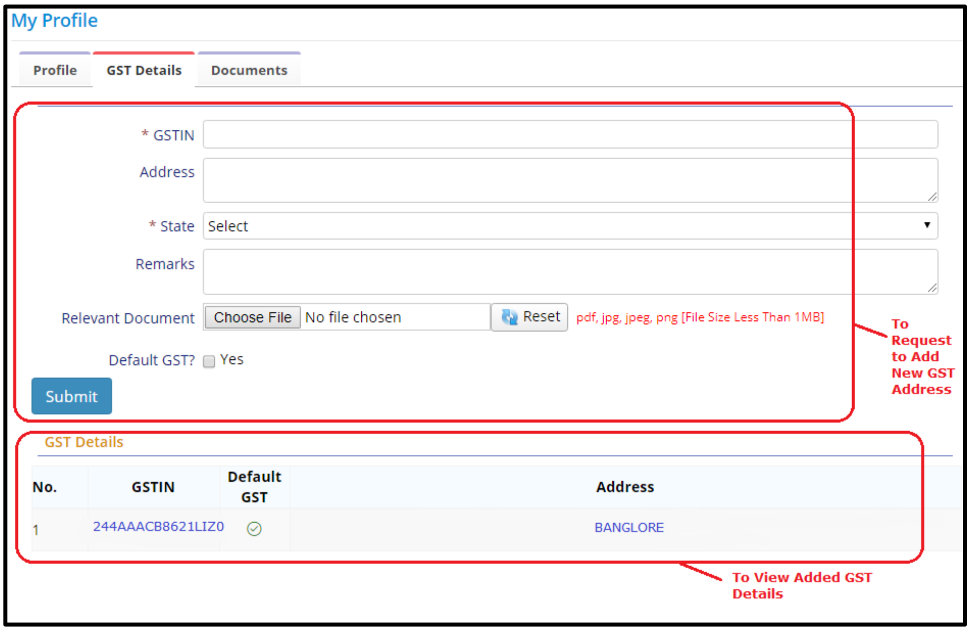

Fig. GST Details

1. To request to add new GST address and to view added GST details:

Go to MY Profile ➔ GST Details.

2. Table shows added GST Details.

3. To Request to add new GST address:

Enter GST Details.

Upload relevant document if required.

To Upload Document: Click on Choose file. Select file to upload and click on Open.

Reset Button is provided to delete uploaded file.

Format of file can be pdf, jpg, jpeg, png & file size should be less than 1 MB.

To mark GST as Default GST tick check box in Default GST? Option.

Click on Submit button to send request.

Query Tracker

To Raise Query or to view the progress status of query:

Go to Query Tracker.

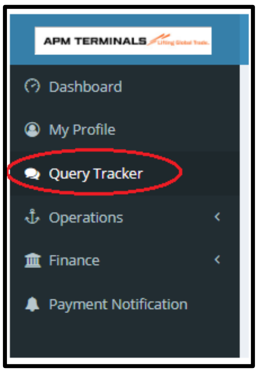

Fig. Query Tracker

To Raise Query to the respective department click on "New Query".

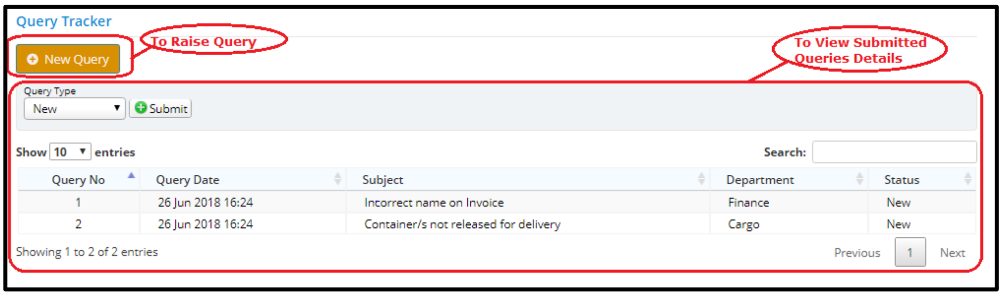

Fig. Query Tracker

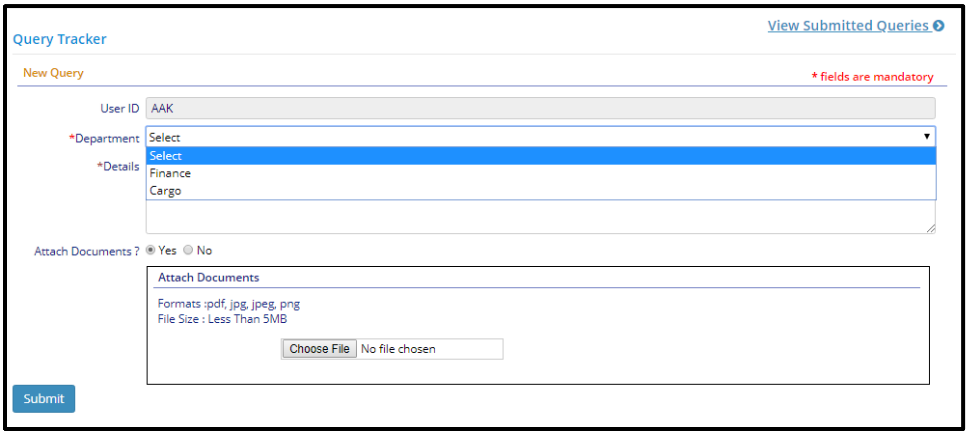

Fig. To Raise Query

1. Select respective department.
2. Enter Details of Query.
3. Attach a document if required.
4. Click on Submit.

- To View Submitted Queries:

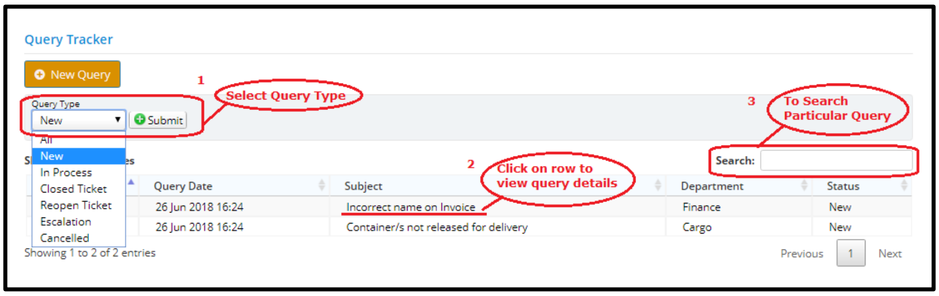

Fig. Query List

1. Select Query Type and Click on Submit.

   Table will shows details of submitted queries like Query No, Query Date, Subject of Query, Respective Department and Status of Query.
2. To view details or reply click on the particular query row.

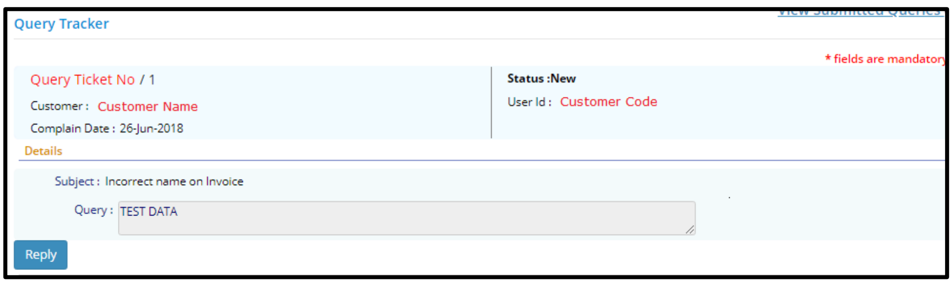

Fig. Details of Submitted Query

To reply on query click on "Reply" button.

Select Status, Enter Details of query and attach document if required and Click on Submit button.

To go back to list of query click on "view Submitted Queries".

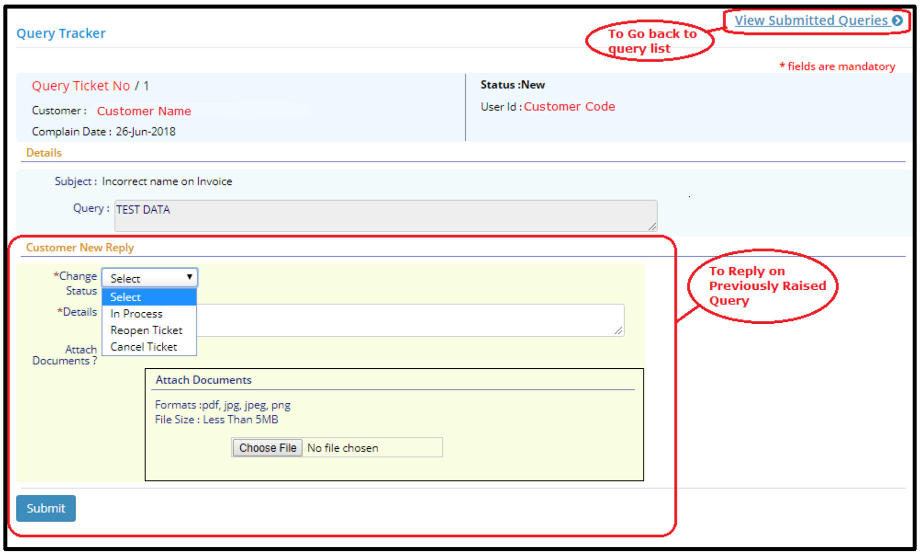

Fig. Reply to Submitted Query

3. To Search particular query enter subject of query or department in "Search" option.