

## USER GUIDE FOR APMT MUMBAI CUSTOMER SERVICE PORTAL

### Create New Password or Forgot Password

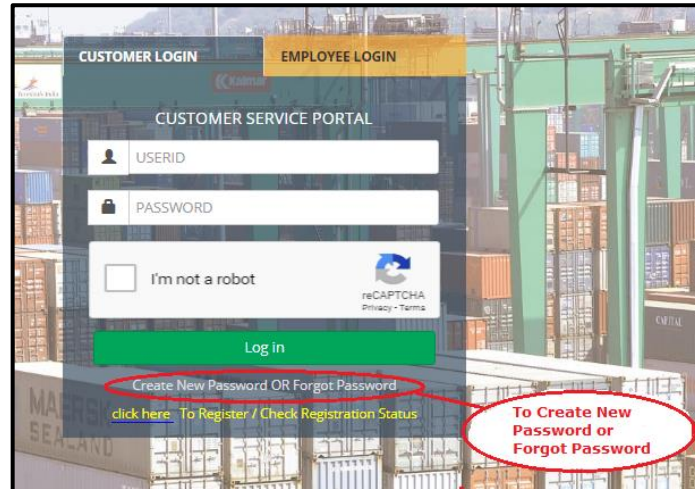


Fig. Create New Password or Forgot Password

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.

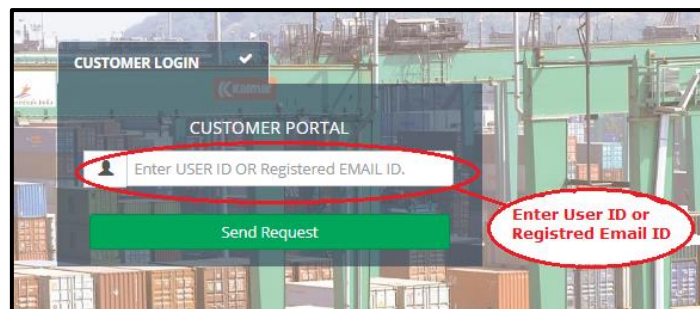


Fig. Send Request to Change Password

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.

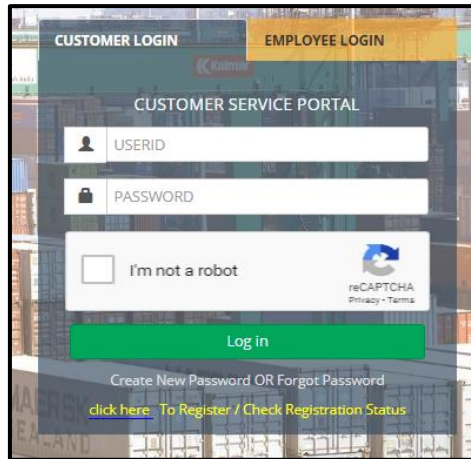


Fig. Customer Portal Login

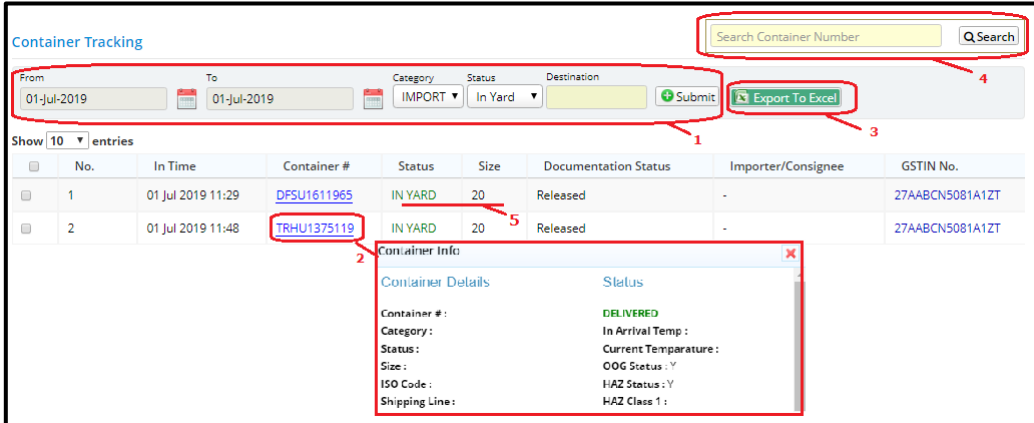
## Dashboard

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

In Time	Container #	Status	Size	Documentation Status
22 Apr 2019 10:14	<a href="#">NYKU3611208</a>	IN YARD	20	Released
22 Apr 2019 07:31	<a href="#">TLLU2027558</a>	IN YARD	20	Released
22 Apr 2019 00:28	<a href="#">KKFU8091052</a>	IN YARD	40	Released
22 Apr 2019 00:02	<a href="#">DRYU4295601</a>	IN YARD	40	Released
21 Apr 2019 23:34	<a href="#">NYKU9789060</a>	IN YARD	20	Released
21 Apr 2019 23:34	<a href="#">NYKU2790937</a>	IN YARD	20	Released
21 Apr 2019 23:32	<a href="#">TCLU3379766</a>	IN YARD	20	Released
21 Apr 2019 23:29	<a href="#">TEMU0839340</a>	IN YARD	20	Released
21 Apr 2019 23:17	<a href="#">MOFU5886463</a>	IN YARD	40	Released
19 Apr 2019 16:45	<a href="#">TCKU4394238</a>	IN YARD	40	Released

Fig. Dashboard of Customer Service Portal

## Containers in Yard



The screenshot shows the 'Container Tracking' interface. At the top right is a search bar labeled 'Search Container Number' with a 'Q Search' button. Below it are filter fields for 'From' (01-Jul-2019), 'To' (01-Jul-2019), 'Category' (IMPORT), 'Status' (In Yard), and 'Destination'. A 'Submit' button and an 'Export To Excel' button are also present. A table below shows two container entries:

No.	In Time	Container #	Status	Size	Documentation Status	Importer/Consignee	GSTIN No.
1	01 Jul 2019 11:29	DFSU1611965	IN YARD	20	Released	-	27AABCN5081A1ZT
2	01 Jul 2019 11:48	TRHU1375119	IN YARD	20	Released	-	27AABCN5081A1ZT

A 'Container Info' popup window is open for container TRHU1375119, showing details:

Container Details	Status
Container #:	DELIVERED
Category:	In Arrival Temp :
Status:	Current Temperature :
Size:	OOG Status : V
ISO Code:	HAZ Status : Y
Shipping Line:	HAZ Class 1 :

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.

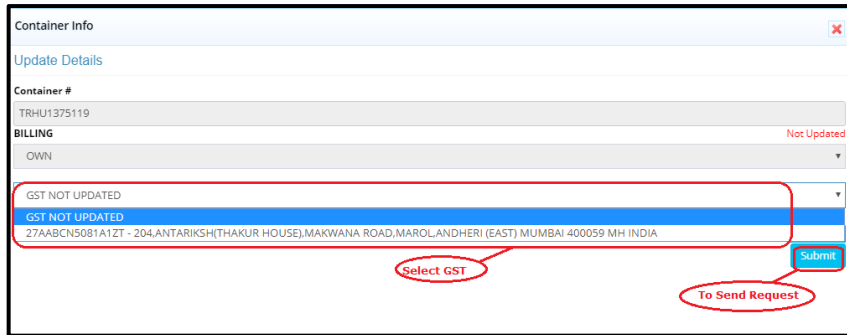


Fig. To Change GSTN for Single Container in Yard

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.

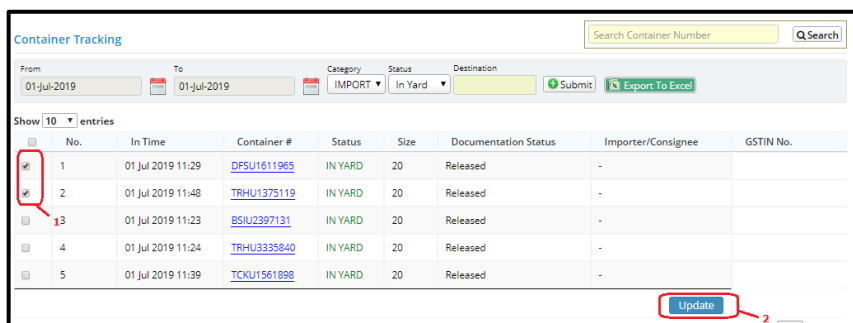


Fig. To Change GSTN of Multiple Containers in Yard

Select Address from Drop down as shown in fig.

Click on Submit button to send a request.

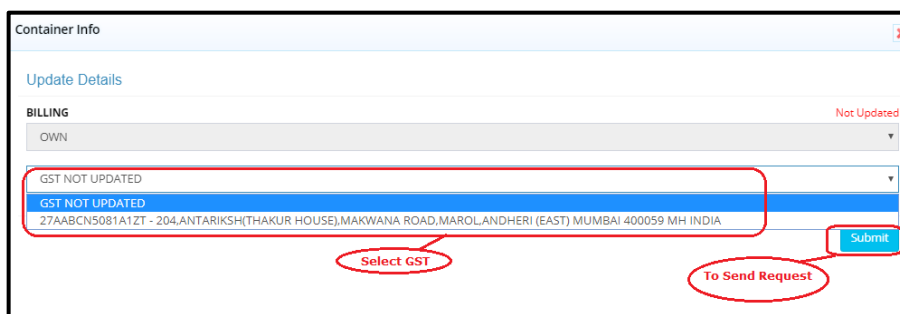


Fig. To change GSTN of multiple containers in Yard

4. Another method to go to “Containers in Yard” is

1. Click on Operations.
2. Container tracking as shown in fig.

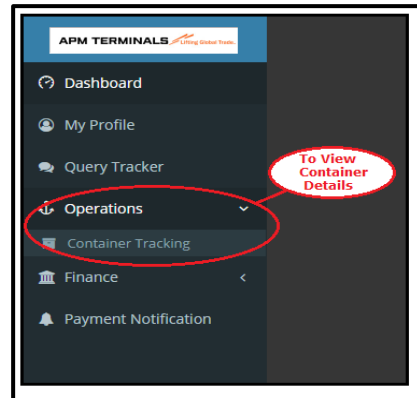


Fig. Container Tracking

## Invoices Raised

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

Current Balance Statement							
Current PDA balance ₹ 150544568.12 DR <span style="float: right;">SYNC</span>							
Unbilled Amount ₹ 18146736.53 DR.							
Ledger Amount ₹ 132397831.59 DR.							
Last Updated: 03 May 2019 3:04 PM							
Account Ledger <span style="float: right;">Available Till : 25-Apr-2019</span>							
From		To		Type			
24-Apr-2019		03-May-2019		All		<span>Submit</span> <span>Export To Excel</span>	
Current Security Deposit ₹ 129199946.88							
Total Credit ₹ 6,63,366.40							
Total Debit ₹ 216,55,909.87							
Opening Balance ₹ 984,15,861.06 Dr.							
Closing Balance ₹ 1194,08,404.53							
Show 10 entries							
No.	Date	Transaction Type	Document Reference Type	Debit.Amt	Credit.Amt	Balance	
1	24-Apr-2019	CI1408--24/04/19	PAY	160,21,721.00	0.00	1144,37,582.06	
2	24-Apr-2019	CUPAY132949--24/04/19	PAY	0.00	2,68,420.90	1141,69,161.16	

Fig. Ledger Details

## Current Balance Statement:

Current Balance Statement	
Current PDA balance ₹ 150544568.12 DR	<span>SYNC</span>
Unbilled Amount ₹ 18146736.53 DR.	
Ledger Amount ₹ 132397831.59 DR.	
Last Updated: 03 May 2019 3:04 PM	

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.

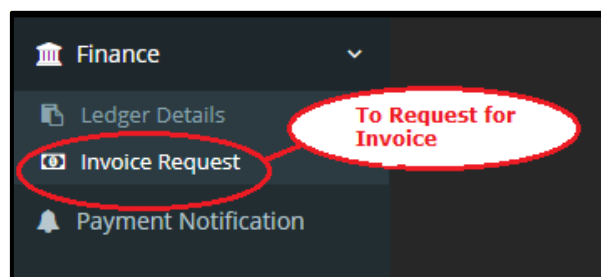


Fig. Invoice Request

- To Request for a single Invoice:

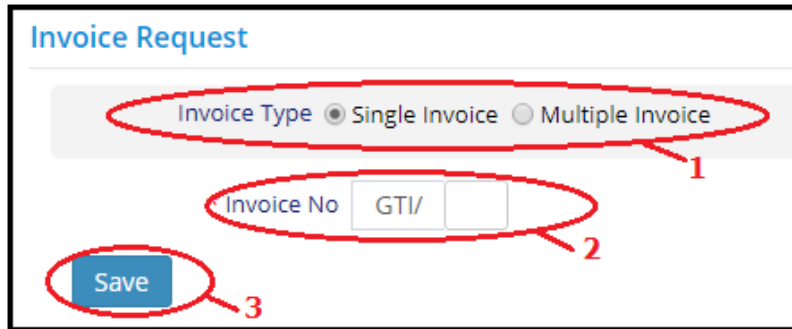
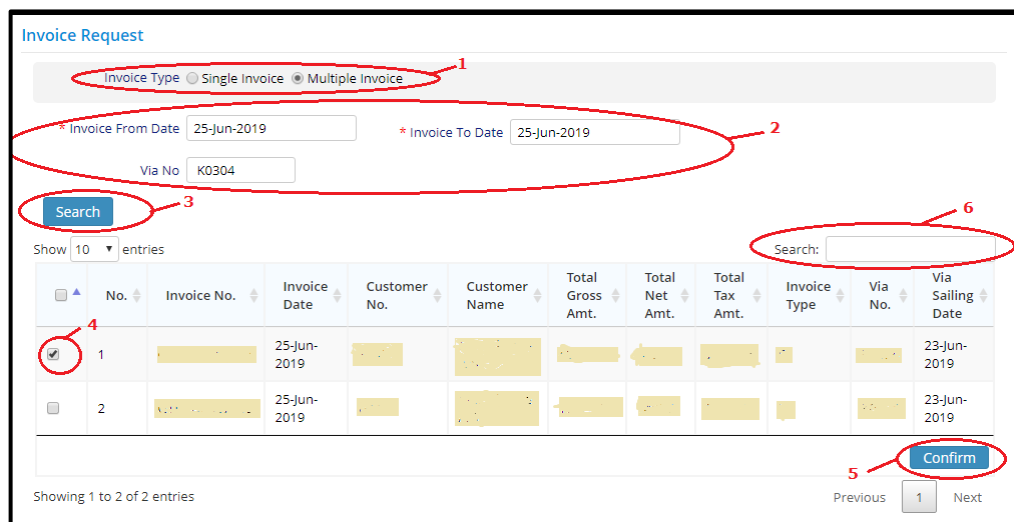


Fig. Single Invoice Request

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:




No.	Invoice No.	Invoice Date	Customer No.	Customer Name	Total Gross Amt.	Total Net Amt.	Total Tax Amt.	Invoice Type	Via No.	Via Sailing Date
1		25-Jun-2019								23-Jun-2019
2		25-Jun-2019								23-Jun-2019

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.

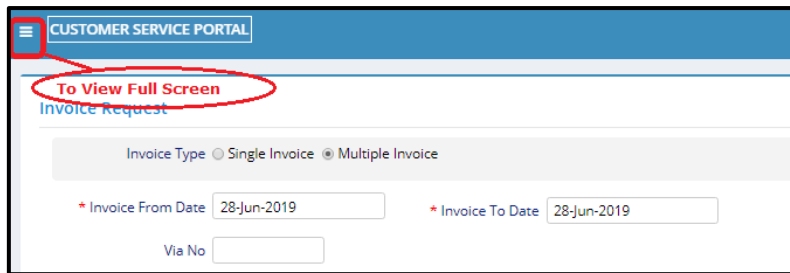


Fig. Full Screen View

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.

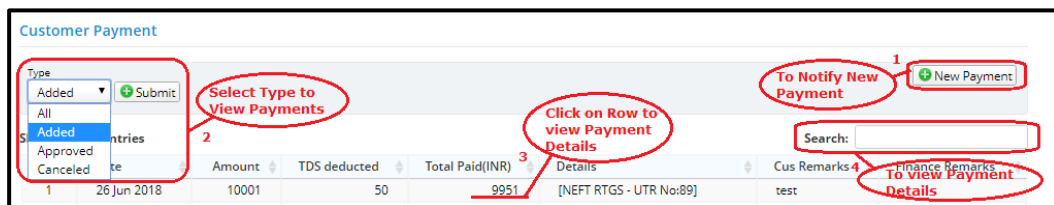


Fig.

### Payment Notification

- To send notification of payment click on ‘New Payment’.

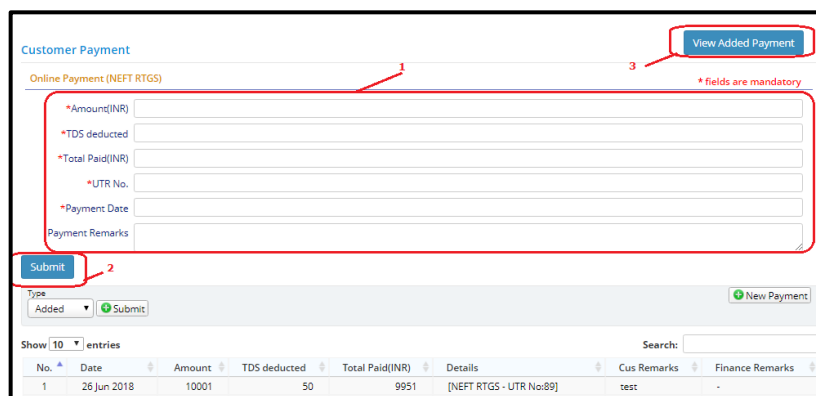
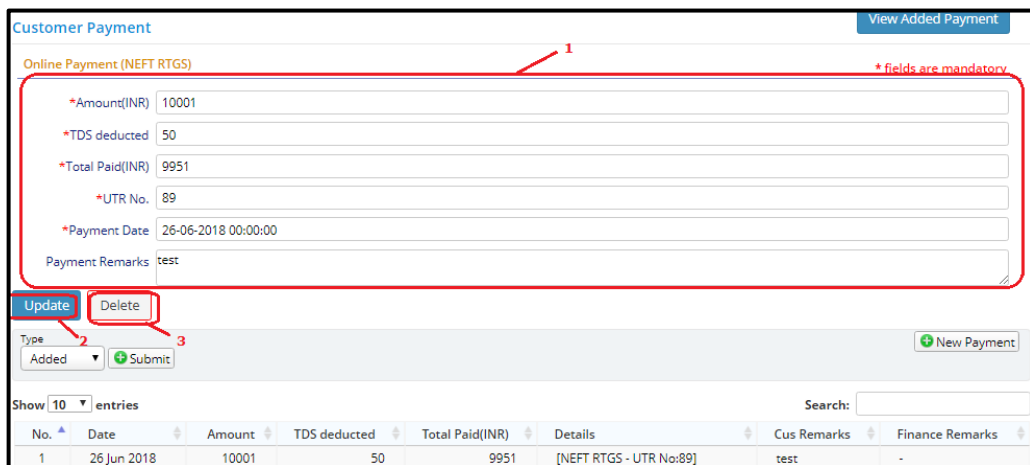


Fig. New Payment



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.



The screenshot shows the 'Customer Payment' interface. At the top right, there is a 'View Added Payment' button. The main form is titled 'Online Payment (NEFT RTGS)' and contains several input fields: '\*Amount(INR)' (10001), '\*TDS deducted' (50), '\*Total Paid(INR)' (9951), '\*UTR No.' (89), and '\*Payment Date' (26-06-2018 00:00:00). A 'Payment Remarks' field contains the text 'test'. Below the form are 'Update' and 'Delete' buttons. A 'Type' dropdown menu is set to 'Added', and a 'Submit' button is visible. At the bottom, there is a table with columns: No., Date, Amount, TDS deducted, Total Paid(INR), Details, Cus Remarks, and Finance Remarks. The table contains one entry: No. 1, Date 26 Jun 2018, Amount 10001, TDS deducted 50, Total Paid(INR) 9951, Details [NEFT RTGS - UTR No:89], Cus Remarks test, and Finance Remarks -.

Fig. Update Details of Added Payment

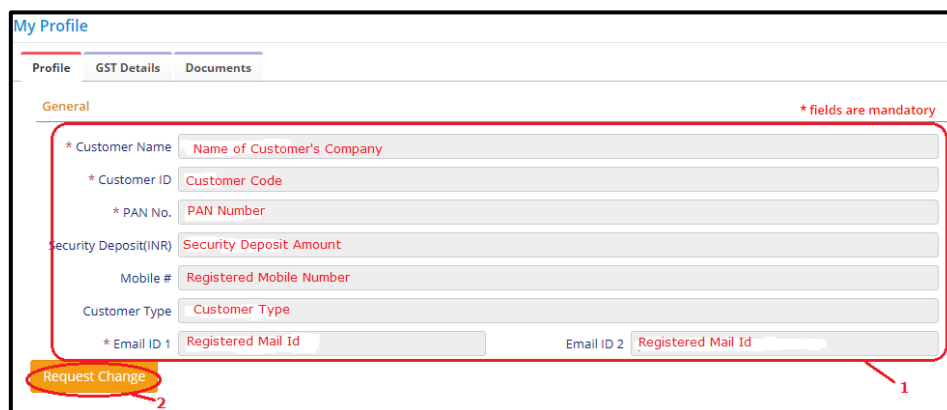
- To Search a particular payment notification enter amount in 'Search' option.

## MY PROFILE

### Profile:

1. To view customer's details:

Go to MY Profile → Profile.



The screenshot shows the 'My Profile' page with tabs for 'Profile', 'GST Details', and 'Documents'. The 'Profile' tab is active, showing a 'General' section with several input fields: '\* Customer Name' (Name of Customer's Company), '\* Customer ID' (Customer Code), '\* PAN No.' (PAN Number), Security Deposit(INR) (Security Deposit Amount), Mobile # (Registered Mobile Number), Customer Type (Customer Type), and \* Email ID 1 (Registered Mail Id) and Email ID 2 (Registered Mail Id). A 'Request Change' button is located at the bottom left. A red box highlights the form fields, and a red arrow points to the 'Request Change' button.

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.

The screenshot shows the 'My Profile' form with the following fields: \* Customer Name, \* Customer ID, \* PAN No., Security Deposit(INR), Mobile #, Customer Type, \* Email ID 1, Email ID 2, Remarks, and Attach Documents? (Yes/No). The 'Update' button is highlighted with a red circle.

Fig. Request to Change Profile Details

GST Details:

The screenshot shows the 'GST Details' section of the 'My Profile' form. It includes fields for \* GSTIN, Address, \* State (dropdown), Remarks, Relevant Document (Choose File, No file chosen, Reset), and Default GST? (checkbox). A 'Submit' button is present. Below the form is a table showing existing GST details:

No.	GSTIN	Default GST	Address
1	244AAACB8621LIZ0	<input checked="" type="checkbox"/>	BANGLORE

Red annotations include: 'To Request to Add New GST Address' pointing to the 'Submit' button, and 'To View Added GST Details' pointing to the table.

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.

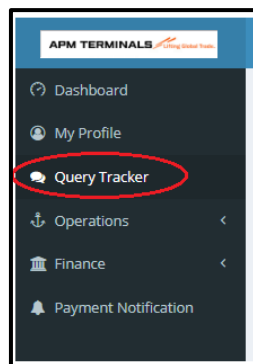


Fig. Query Tracker

To Raise Query to the respective department click on “New Query”.

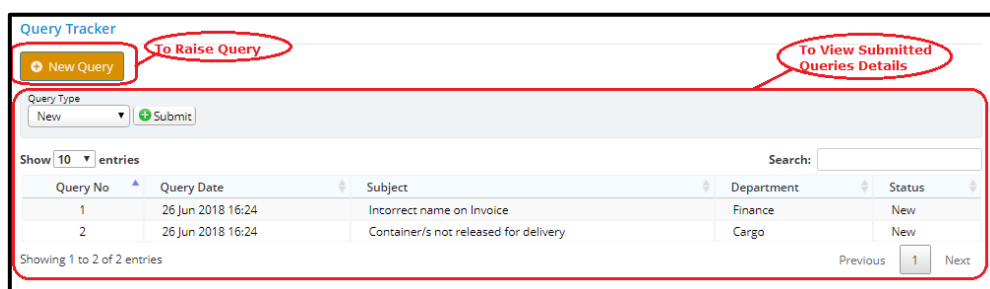


Fig. Query Tracker

**Query Tracker** [View Submitted Queries](#)

**New Query** \* fields are mandatory

User ID: AAK

\*Department: Select

\*Details: Finance, Cargo

Attach Documents?  Yes  No

Attach Documents

Formats :pdf, jpg, jpeg, png  
File Size : Less Than 5MB

Choose File | No file chosen

Submit

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:

**Query Tracker**

[New Query](#)

Query Type: New  3 To Search Particular Query

Query No	Query Date	Subject	Department	Status
1	26 Jun 2018 16:24	Incorrect name on Invoice	Finance	New
2	26 Jun 2018 16:24	Container/s not released for delivery	Cargo	New

Showing 1 to 2 of 2 entries Previous 1 Next

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.

**Query Tracker** [View Submitted Queries](#)

**Query Ticket No / 1** \* fields are mandatory

Customer: Customer Name Status: New

Complain Date: 26-Jun-2018 User Id: Customer Code

**Details**

Subject: Incorrect name on Invoice

Query: TEST DATA

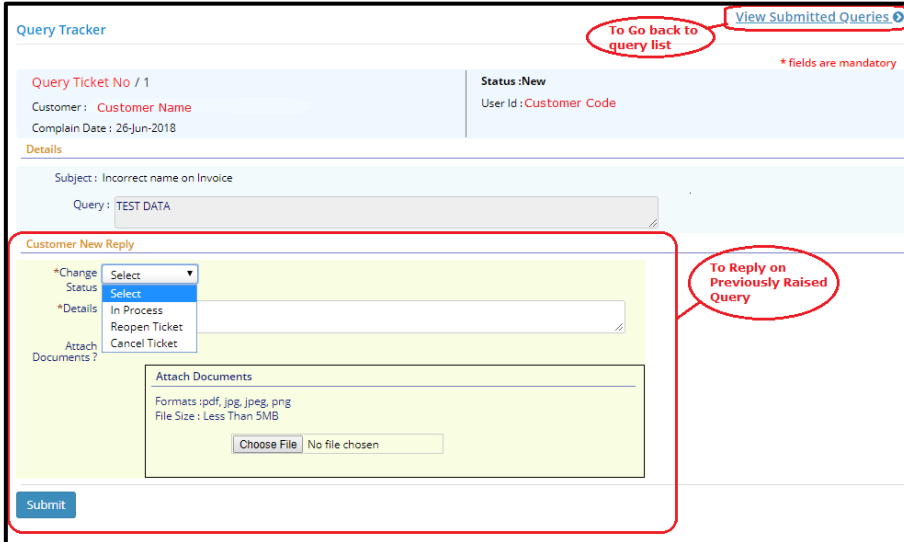
Reply

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”.



The screenshot shows the 'Query Tracker' interface. At the top right, there is a link 'View Submitted Queries' with a dropdown arrow, circled in red with the annotation 'To Go back to query list'. Below this, the form displays 'Query Ticket No / 1' and 'Status: New'. The 'Customer' field is labeled 'Customer Name' and 'User Id' is 'Customer Code'. The 'Complain Date' is '26-Jun-2018'. The 'Details' section shows 'Subject: Incorrect name on Invoice' and 'Query: TEST DATA'. The 'Customer New Reply' section has a '\*Change Status' dropdown menu with options 'Select', 'In Process', 'Reopen Ticket', and 'Cancel Ticket'. The '\*Details' field is empty. The 'Attach Documents' section specifies 'Formats: pdf, jpg, jpeg, png' and 'File Size: Less Than 5MB', with a 'Choose File' button and 'No file chosen' text. A 'Submit' button is at the bottom left. A red box highlights the 'Customer New Reply' section with the annotation 'To Reply on Previously Raised Query'.

Fig. Reply to Submitted Query

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