

Customer Access Portal

Customer Access Portal User Guide



- Introduction
- Login Page
- Navigation Menu
- Home Page
- Reports
- My Account

Customer Access Portal

Introduction

The screenshot shows the North Carolina Ports Customer Access Portal. The header includes the North Carolina Ports logo and the text 'Customer Access Portal'. On the right, it displays 'User: NCSPA Super' and a dropdown menu for 'TERMINAL: North Carolina Ports'. The smart-Tecs logo is also present. A navigation bar contains links for Home, Reports, Trucking Company, Tools, My Account, Payment, and Admin. On the right side of the navigation bar, there are links for MultiTrack and Log Off. Below the navigation bar, there is a 'Priority Daily Message' link and a 'Welcome to CAP' message. At the bottom right, there are links for Terminal Info and Trucker Instruction.

- Customer Access Portal (CAP) was developed to allow the terminal to communicate with the shipping community; Steamship Companies/Lines, Trucking Companies and BCO parties
- CAP provides users valuable information related to vessel schedules, import and export cargo status, gate activities, event notifications and terminal daily message updates
- The recommended browser for CAP is Internet Explorer 10 (IE 10) or above
 - Users can use other browsers like Chrome, Firefox and Safari
- The website URL is <https://customeraccessportal.ncports.com>

(This URL will be active Monday, June 14, 2021 at 0800)

Customer Access Portal

Login Page – Sign Up

Login

User Name :

Password :

[Having trouble signing in?](#)

Don't have an account yet? [Sign Up](#) [Contact Us](#)

- All users are required to have a User Name and Password to access CAP system
- Users can create a new user account by clicking on the Sign Up link on the Login page

Request a New Account

Select Site*

Login Name*

Contact Info.

First Name *	<input type="text"/>	Country *	United States <input type="text"/>
Last Name *	<input type="text"/>	Address *	<input type="text"/>
Email *	<input type="text"/>	City *	<input type="text"/>
Day Phone *†	<input type="text"/> Ext. No. <input type="text"/>	State/Province *	Select One <input type="text"/>
Mobile †	<input type="text"/>	Zip/Postal Code *	<input type="text"/>

*Phone and mobile number should be 1 + area + number without hyphens or spaces. For example, 18001234567


Company Info.

Nature of company's business *

Company Name *

Password

Password length must be in the range of 8 to 25 characters (including alpha-numeric and @#%*()_+!&). Passwords are case-sensitive.

Web Site Password *	<input type="password" value="....."/>	<input type="checkbox"/> I'm not a robot 
Confirm Web Site Password *	<input type="password"/>	

* Required

Customer Access Portal

New User Account page

The screenshot shows a web form for creating a new user account. The form is divided into several sections:

- Company Info:** A red-bordered box containing two required fields: "Nature of company's business *" and "Company Name *".
- Password:** A section with a "Password" label and a text input field. Below it, a note states: "Password length must be in the range of 8 to 25 characters".
- Web Site Password:** Two required fields: "Web Site Password *" and "Confirm Web Site Password *".
- Company Business Type:** A dropdown menu is open, showing a list of options: "Select One", "Shipping Line/SSCO", "Consignee", "Agency", "Broker", "Freight Forwarder", "Shipper", "Trucking Company", "Independent Trucker(Has No SCAC)", and "Other".

- New users must enter required fields as indicated by * including:
Login Name, Contact Info, Company Info (specifying nature and business) and Password
*Note: Company Business Types includes Independent Trucker – SCAC code is not required.
- After entering all required fields, the system will enable the Register button allowing user to submit request for new account
- Note all phone and mobile numbers should be in 1+area+number without hyphens or spaces (Example: 18001234567)
- All new account requests must be confirmed by the terminal before users can access the website

Customer Access Portal

Login Page – Logging In

Once the user's account has been confirmed they will receive an email confirmation

- After navigating to <https://customeraccessportal.ncports.com> to the Login page, enter User Name and Password and select Log On button
- First time users logging in will be prompted to accept smart-Tecs' Terms and Conditions of Use for TOS Web Portal

Terms and Conditions - End-User License Agreement

- If user declines the Terms and Conditions the user will be returned to Log In page
- If user accepts the Terms and Conditions the user can go to Home page

Customer Access Portal

Terms and Conditions - End-User License Agreement

Terms and Conditions ✕

smart-Tecs - Terms and Conditions of Use

THESE TERMS AND CONDITIONS (THE "TERMS") ARE A LEGAL CONTRACT BETWEEN YOU AND SMART-TECS ("SMART-TECS", "WE" OR "US"). THESE TERMS EXPLAIN HOW YOU ARE PERMITTED TO USE THE WEBSITE LOCATED AT www.smart-tecs.com, AS WELL AS ALL ASSOCIATED SITES LINKED TO THESE SITES BY SMART-TECS, ITS SUBSIDIARIES AND AFFILIATED COMPANIES (COLLECTIVELY, THE "SITES"). By using the sites or creating an account for any site, you are agreeing to all the terms; if you do not agree with any of these terms, do not access or otherwise use the sites or any information contained on the sites.

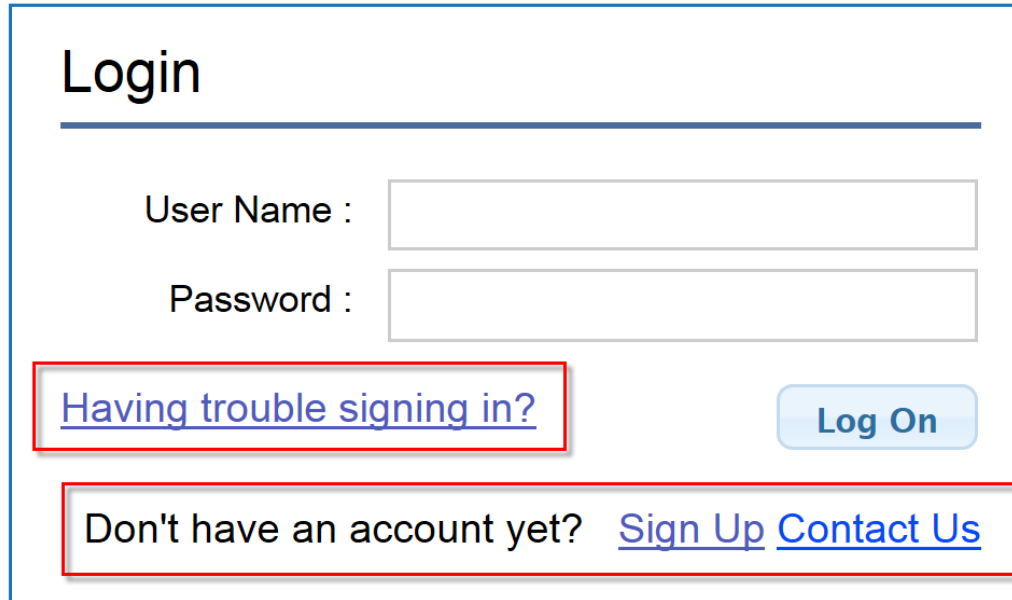
NOTE: THESE TERMS CONTAIN A DISPUTE RESOLUTION AND ARBITRATION PROVISION, INCLUDING CLASS ACTION WAIVER THAT AFFECTS YOUR RIGHTS UNDER THESE TERMS AND WITH RESPECT TO DISPUTES YOU MAY HAVE WITH SMART-TECS. YOU MAY OPT OUT OF THE BINDING INDIVIDUAL ARBITRATION AND CLASS ACTION WAIVER AS PROVIDED BELOW.

Changes.
smart-Tecs may make changes to the content offered on the Sites at any time. smart-Tecs can change, update, add or remove provisions of these Terms at any time by posting the updated Terms on the Sites and/or by notifying you via e-mail or by having you agree to a new version of these Terms. By clicking that you agree to the Terms or, if you are not a registered user, by using the Sites after smart-Tecs has updated the Terms, you are agreeing to all the updated Terms; if you do not agree with any of the updated Terms, you must stop using the Sites.

Eligibility.
By using the Sites, you represent that you are 18 years of age or older. If you are using the Sites on behalf of an entity, you represent that you are authorized to legally bind the entity to these Terms. If smart-Tecs believes that you do not meet any of these requirements, smart-Tecs may immediately terminate your use of the Sites and/or your Account, as defined below.

Customer Access Portal

Login Page – Functional Hyperlinks



The screenshot shows a login page with the following elements:

- Login** (Section Header)
- User Name :** [Text Input Field]
- Password :** [Text Input Field]
- [Having trouble signing in?](#) (Hyperlink, highlighted with a red box)
- Log On** (Button)
- Don't have an account yet?** (Text) followed by [Sign Up](#) and [Contact Us](#) (Hyperlinks, both highlighted with a red box)

- From the Login Page the user will see the following:
 - Having trouble signing in?
 - Don't have an account yet?
 - Sign Up
 - Contact Us

Customer Access Portal

Login Page – Having Trouble Signing In?



Forgot username or password?

I forgot my password

To reset your password, enter your user name and email address used when you sign up the account

User Name *

Email *

I forgot my username

Continue

Cancel

- **I forgot my password** will reset the user's password to a temporary password:
 - User will receive a temporary password to their registered email
 - When user logs in with temporary password, they will be prompted to make a new password

- **I forgot my username** will retrieve the user's username:
 - User will receive an email with their username to their registered email

Customer Access Portal

Login Page – Don't Have An Account Yet?

Contact Us

Both registered customers and unregistered users may use this page to send messages to the system administrator. You can send requests, suggestions, or inquiries, or, if you're a registered user, you can inform us about changes to your user profile such as your fax number or email address. Thank you for your communication.

Please use the form below to send us your message, and indicate whether you would like us to reply. If so, we'll reply as soon as possible.

Your name *

Your phone number * Ext. No

Your email address

Do you require reply

Type your message here *

- **Sign Up** will take users to the New User Account page
- **Contact Us** (shown above) will allow both registered and unregistered users to send messages to the Terminal Administrator

Customer Access Portal

Home Page

The screenshot shows the Customer Access Portal (CAP) home page. At the top left is the North Carolina Ports logo. The main header area contains the text 'Customer Access Portal' and a user information box (1) showing 'User: TEST CAP' and 'TERMINAL: North Carolina Ports'. To the right is the 'smart-Tecs' logo with the tagline 'Bringing smart Technology to Ports'. Below the header is a navigation bar (2) with links for 'Home', 'Reports', and 'My Account'. On the right side of the navigation bar are 'MultiTrack' and 'Log Off' links (3). Below the navigation bar is a 'Priority Daily Message' box (5). In the center of the page is the text 'Welcome to CAP'. On the right side, there are links for 'Terminal Info' and 'Trucker Instruction' (4). At the bottom right, there is an 'Important Links' section (6) containing links for 'Berth Application' and 'Sailing Schedule'.

■ From the Home page user will see:

1. User and Terminal name information
2. Navigation bar with menu options:
 - Home, Reports, My Account
3. Links to
 - Log Off, MultiTrack Inquiries
4. Terminal Info and Trucker Instructions
5. Priority Message of the Day
6. Various individualized Message(s)

The screenshot shows the 'Important Links' section of the Customer Access Portal. It contains two links: 'Berth Application' with the URL <https://berthapplication.ncports.com> and 'Sailing Schedule' with the URL <https://berthapplication.ncports.com/sailing-schedule>. A red circle with the number 6 is positioned to the left of the links.

Customer Access Portal

Home Page – Priority and Daily Messages



Home Reports My Account

User: TEST CAP
TERMINAL: North Carolina Ports

MultiTrack Log Off

Priority Daily Message

[Terminal Info](#) [Trucker Instruction](#)

Welcome to CAP

Welcome to smart-Tecs Customer Access Portal

Welcome to North Carolina Ports.

Our Commitment is Our Mission. North Carolina Ports is committed to providing each and every customer with consistent, professional and seamless service by utilizing quality equipment, the latest technology and providing quality labor and management skills while handling your consignment. The staff and management of the North Carolina Ports listen to the demands and requirements of our customers.

[North Carolina Ports](#)

Visitor Information

All visitors to the North Carolina Ports must have an appointment to enter the terminal grounds. You can only gain direct access to the terminal with a valid TWIC security card. Confirmed visitors will be escorted to the N.O.T. office building located in the Gate House.

North Carolina Ports is located at: 1 Shipyard Blvd, Wilmington, NC 28412

- The Priority Daily Message and other individualized Messages are created by terminal administrators
- They provide users with terminal-related updates or instructions
- The messages will appear on the Home page below the navigation bar on all pages
- Log in is not required to view the Daily Messages or Priority Message on the Home Page

Customer Access Portal

Home Page – Functional Links

The screenshot shows the top navigation bar of the Customer Access Portal. On the left is the 'NORTH CAROLINA PORTS' logo. In the center, the text 'Customer Access Portal' is displayed. On the right, the user is identified as 'User: TEST CAP' and the terminal is set to 'Terminal: North Carolina Ports'. The 'smart-Tecs' logo is also present. Below the main header is a secondary navigation bar with links for 'Home', 'Reports', and 'My Account'. On the far right of this bar are 'MultiTrack' and 'Log Off' links, both highlighted with red boxes.

Priority Daily Message ▾

[Terminal Info](#) [Trucker Instruction](#)

Welcome to CAP

- The Log Off link exits the system and returns the user to Login page
- The MultiTrack link provides access to general inquiries by Import Container(s), Bill of Lading(s), Booking(s), EDO(s), and or notification(s). It can be used in place of the Report menu.

The screenshot shows a web form titled 'MultiTrack' with a subtitle 'Terminal: North Carolina Ports'. The form is divided into two main sections: 'Inquiry' and 'Notification'. Under 'Inquiry', there are three radio button options: 'Import Container' (which is selected), 'Bill of Lading', and 'Booking/EDO'. Under 'Notification', there are three radio button options: 'Availability Notification', 'Enter Gate Notification', and 'Exit Gate Notification'. To the right of these options is a large text input field labeled 'Enter Container #'. At the bottom of the form are three buttons: 'Submit', 'Clear', and 'Close'.

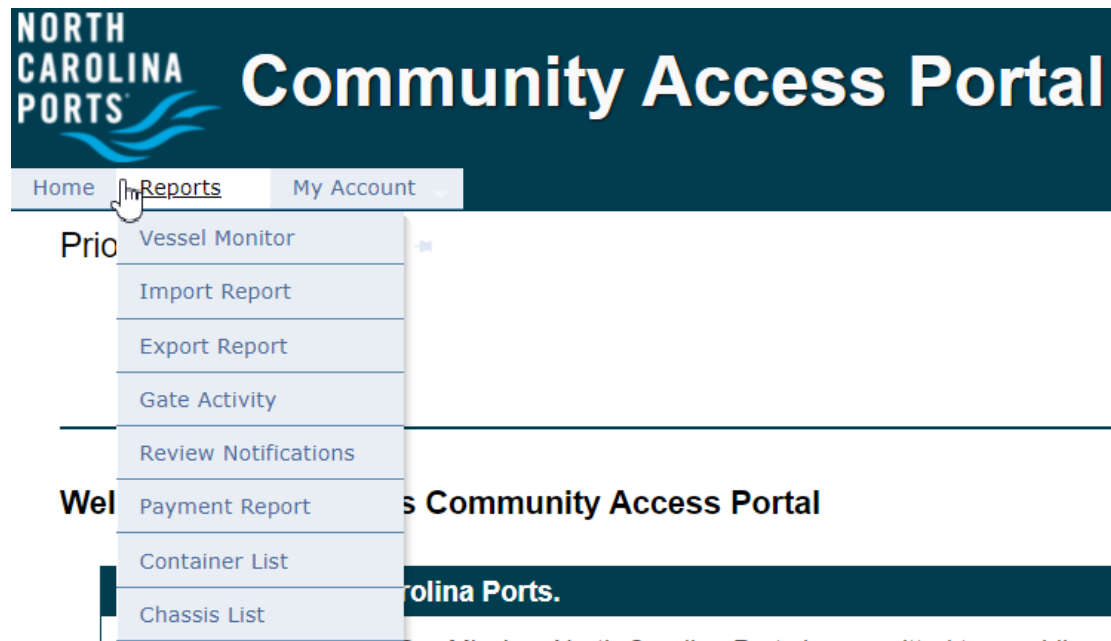
- The Terminal Info link provides general terminal site information
- The Trucker Instruction link lists terminal rules and guidelines

Customer Access Portal

Navigation Bar – Main Menu Features

- CAP allows users to make inquiries for container and chassis moves being returned to and/or picked up from the terminal
- Each tab link has a drop down list that provides a sub menu of available features

Reports Tab



- Trucking company users by default have access to all CAP reports for the purpose of monitoring vessel, equipment and container/equipment statuses

Customer Access Portal

- The Reports menu tab list is as follows:
 - Vessel Monitor
 - Import Report
 - Export Report
 - Gate Activity
 - Review Notifications
 - Review Notifications
 - Payment Report
 - Container List
 - Chassis List

Reports – Vessel Monitor

- The Vessel Monitor Report is used to view vessel schedules
- To generate vessel schedules, users can select from the following search criteria:
 - Select 'All in List' (default selection)
 - CAP will display all vessels scheduled
 - Select a specific Steamship Company
 - CAP will display vessels for the specific Steamship Company
 - Date Range by inserting the 'Starting From' and 'Ending On' dates
 - CAP will display the vessels scheduled during the date range requested
- Upon pressing 'Go' button, it will display terminal vessel schedule information

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Reports > Vessel Monitoring Report

Steamship Lines

All In List
 400881 - COTTRELL CONST
 9583029 - NORD SEAL
 9AMN - AM NOMIKOS TRANS

Starting From 5/17/2021
 Ending On 6/14/2021

Go Clear

Steamship Lines: COTTRELL CONSTRUCTION COMPANY, NORD SEAL, AM NOMIKOS TRANSWORLD MARITIME, SEA STALLION POOL INC., ATLANTIC BULK CARRIERS MGMT, ABO SHOTEN LTD, AMASUS SHIPPING BV, APEX BULK CARRIERS LLC, Atlantic (Hellas) Maritime Company, ALFA SHIP MANAGERS PTE LTD, ALLOCEANS SHIPPING CO LTD, ALPHA VESSELCO LLC, AMIN A, AMERICAN PETROLEUM & TRANSPORT, INC, AMERICAN ROLL ON ROLL OFF CARRIER, ALBATROSS MARINE SA, ASIA MARITIME PACIFIC

Export to Excel

30 records found

Records: 10 per page Page: 1 of 3

Vessel Name	Arriving Voyage No.	Departing Voyage No.	Vessel SSCO	Estimated Arrival	Actual Arrival	Estimated Departure	Actual Departure	Service
HYUNDAI SPEED	028E	028W	HDMU	5/18/2021 8:00:00 AM	5/17/2021 12:54:00 PM	5/19/2021 7:00:00 AM	5/18/2021 12:00:00 PM	EC2
PEGASUS J	N1054	1060S	CLAM	5/18/2021 8:00:00 AM	5/18/2021 9:00:00 PM	5/19/2021 12:10:00 AM	5/19/2021 8:34:00 AM	NZ
TUCANA J	123S	123S	CLAM	5/19/2021 5:00:00 AM	5/19/2021 8:00:00 AM	5/19/2021 7:00:00 PM		NZ
CAPE AKRITAS	8E	8W	ZIMU	5/19/2021 7:00:00 AM	5/20/2021 3:12:00 AM	5/20/2021 6:00:00 AM	5/21/2021 12:45:00 AM	ZCP
GALANI	119S	119S	SEAU	5/19/2021 7:00:00 PM	5/19/2021 5:36:00 PM	5/19/2021 11:30:00 PM	5/20/2021 1:30:00 AM	SAES
SAN ALBERTO	119N	119N	SEAU	5/20/2021 1:00:00 PM	5/20/2021 6:48:00 PM	5/20/2021 9:00:00 PM	5/21/2021 12:10:00 AM	SAEN
INDEPENDENT HORIZON	790WB	790EB	IILU	5/21/2021 7:00:00 AM	5/21/2021 6:18:00 PM	5/21/2021 10:00:00 PM	5/22/2021 9:14:00 AM	ICL
SANTA LORETTA	11E	11W	ZIMU	5/24/2021 7:00:00 PM	5/25/2021 7:12:00 PM	5/25/2021 12:00:00 PM	5/26/2021 7:05:00 PM	ZCP
ANDROMEDA J	N1057	1063S	CLAM	5/25/2021 8:00:00 AM	5/25/2021 6:25:00 AM	5/26/2021 12:10:00 AM		NZ
HYUNDAI VICTORY	041E	041W	HDMU	5/25/2021 7:00:00 PM	5/27/2021 3:59:00 AM	5/26/2021 1:00:00 PM		EC2

- Upon pressing 'Export to Excel' button, the report will display Vessel Monitoring Report as follows

	A	B	C	D	E	F	G	H	I
1	Vessel Name	Arriving Voyage No.	Departing Voyage No.	Vessel SSCO	Estimated Arrival	Actual Arrival	Estimated Departure	Actual Departure	Service
2	HYUNDAI SPEED	028E	028W	HDMU	5/18/2021 8:00:00 AM	5/17/2021 12:54:00 PM	5/19/2021 7:00:00 AM	5/18/2021 12:00:00 PM	EC2
3	PEGASUS J	N1054	1060S	CLAM	5/18/2021 8:00:00 AM	5/18/2021 9:00:00 PM	5/19/2021 12:10:00 AM	5/19/2021 8:34:00 AM	NZ
4	TUCANA J	123S	123S	CLAM	5/19/2021 5:00:00 AM	5/19/2021 8:00:00 AM	5/19/2021 7:00:00 PM		NZ
5	CAPE AKRITAS	8E	8W	ZIMU	5/19/2021 7:00:00 AM	5/20/2021 3:12:00 AM	5/20/2021 6:00:00 AM	5/21/2021 12:45:00 AM	ZCP
6	GALANI	119S	119S	SEAU	5/19/2021 7:00:00 PM	5/19/2021 5:36:00 PM	5/19/2021 11:30:00 PM	5/20/2021 1:30:00 AM	SAES
7	SAN ALBERTO	119N	119N	SEAU	5/20/2021 1:00:00 PM	5/20/2021 6:48:00 PM	5/20/2021 9:00:00 PM	5/21/2021 12:10:00 AM	SAEN
8	INDEPENDENT HORIZON	790WB	790EB	IILU	5/21/2021 7:00:00 AM	5/21/2021 6:18:00 PM	5/21/2021 10:00:00 PM	5/22/2021 9:14:00 AM	ICL
9	SANTA LORETTA	11E	11W	ZIMU	5/24/2021 7:00:00 PM	5/25/2021 7:12:00 PM	5/25/2021 12:00:00 PM	5/26/2021 7:05:00 PM	ZCP
10	ANDROMEDA J	N1057	1063S	CLAM	5/25/2021 8:00:00 AM	5/25/2021 6:25:00 AM	5/26/2021 12:10:00 AM		NZ
11	HYUNDAI VICTORY	041E	041W	HDMU	5/25/2021 7:00:00 PM	5/27/2021 3:59:00 AM	5/26/2021 1:00:00 PM		EC2

Customer Access Portal

Reports – Import Report

- Import Report is used to inquire about an import container’s availability (Customs Status, Freight Status, Terminal Holds)
- Users can search by single or multiple container or bill of lading number(s)
 - CAP will return the availability status and Hold Information Details
 - **Green** Font indicating available for pick up
 - **Red** Font indicating not available for pick up
 - The **Holds** link will provide details of hold type and contact information for assistance

Report > Import Report

Inquiry By Container Number Bill of Lading

Container Number:

Go
Clear

Hold Information Details

Container Number: MRKU2349398

Holds:

Group	Message
PAYMENT HOLD - VACIS	Need to pay
CBP HOLD	Please contact Broker/Ocean Carrier for more information

Import - Container Information

Use below links to pay multiple containers
[Pay-Multiple](#)

▶ Request Notification

5 records found

Container Notification	Container Number	Available	Customs Status	Freight Status	Holds	Amount Due	Amount	SSCO	Type	Length	Height	Location ^S	Vessel Name	Voyage Number	Vessel Arrival	Departure	Facility
<input type="checkbox"/>	GLDU738905-0	No	HOLD	RELEASED	Holds	No		MSCU	VH	40	9'6"	Yard	SANTA LORETTA	11E	5/25/2021 7:12:00 PM	5/26/2021 7:05:00 PM	USILM
<input type="checkbox"/>	TRHU725460-2	No	HOLD	RELEASED	Holds	No		MSCU	GP	40	9'6"	Yard	SANTA LORETTA	11E	5/25/2021 7:12:00 PM	5/26/2021 7:05:00 PM	USILM
<input type="checkbox"/>	MRKU234939-8	No	HOLD	RELEASED	Holds	Yes, Pay	\$50.00	SEAU	GP	40	9'6"	Yard	GALANI	118N	5/14/2021 7:06:00 AM	5/14/2021 12:15:00 PM	USILM
<input type="checkbox"/>	MEDU676606-4	Yes	RELEASED	RELEASED	None	No		MSCU	VH	20	8'6"	Yard	CAPE TAINARO	10E	4/28/2021 9:42:00 PM	4/29/2021 8:05:00 PM	USILM
<input type="checkbox"/>	ICUU960476-3	Yes	RELEASED	RELEASED	None	No		IILU	GP	40	9'6"	Yard	INDEPENDENT QUEST	789WB	5/14/2021 6:24:00 AM	5/14/2021 11:30:00 PM	USILM

5 records found

Records: 100 per page | Page: 1 of 1

Customer Access Portal

- Users can also make payments for fees due from the Import Report by clicking on the **Pay** link below or using the **Pay-Multiple** link
 - To pay for multiple containers at one time the user will use the **Pay-Multiple** link
 - Select the containers to pay fee(s)
 - Select **Pay** or **Pay-Multiple** link to Pay

Import - Container Information

Request Notification

2 records found

Records: 100 per page

Page: 1 of 1

Use below links to pay multiple containers [Pay-Multiple](#)

Container Notification	Container Number	Available	Customs Status	Freight Status	Holds	Amount Due	Amount	SSCO	Type	Length	Height	Location [§]	Vessel Name	Voyage Number	Vessel Arrival	Departure	Facility
<input checked="" type="checkbox"/>	MRKU234939-8	No	HOLD	RELEASED	Holds	Yes, Pay	\$50.00	SEAU	GP	40	9'6"	Yard	GALANI	118N	5/14/2021 7:06:00 AM	5/14/2021 12:15:00 PM	USILM
<input checked="" type="checkbox"/>	MEDU676606-4	No	RELEASED	RELEASED	Holds	Yes, Pay	\$50.00	MSCU	VH	20	8'6"	Yard	CAPE TAINARO	10E	4/28/2021 9:42:00 PM	4/29/2021 8:05:00 PM	USILM

2 records found

Records: 100 per page

Page: 1 of 1

- The link(s) will take the user to the payment screen to confirm container(s) for payment. Note: payment status in Red

Terminal: North Carolina Ports

Step 1 of 2: Container And Tariff Information

✓	Container #	Tariff Description	Amount	Payment Status
<input checked="" type="checkbox"/>	MRKU2349398	VACIS. Payment hold	\$50.00	\$50.00 (Pending / Attempted)
Total:			\$50.00	

Selected total pay amount: \$50.00

Submit Close

Terminal: North Carolina Ports

Step 1 of 2: Container And Tariff Information

✓	Container #	Tariff Description	Amount	Payment Status
<input checked="" type="checkbox"/>	MRKU2349398	VACIS. Payment hold	\$50.00	
<input checked="" type="checkbox"/>	MEDU6766064	VACIS. Payment hold	\$50.00	
Total:			\$100.00	

Selected total pay amount: \$100.00

Submit Close

Customer Access Portal

- The link(s) will take the user to the payment screen and will need to accept the Credit Card Terms and Conditions Once accepted the user will be directed to enter the payment information
- Users will receive confirmation once the payment is authorized

Terminal: North Carolina Ports

Tuesday, June 01, 2021 12:19 PM
Thank you for authorizing your payment

Here is your tracking ID - **30**. Please keep this for your reference.

Payment Details

Container #	Tariff Description	Amount
MRSU3029940	VACIS. Payment hold	\$50.00
Total:		\$50.00

[Print](#) [Close](#)

- Users can view payment(s)/transaction(s) history on the Payment Report (details below)

Customer Access Portal

Reports – Import Report: Notifications

- While inquiring on import container status, the user can also register to receive various email notifications regarding the container’s cargo status
- The following notifications are available by subscription:
 - Availability (Customs, Freight, Terminal Holds)
 - Exit Gate
 - Enter Gate
 - Customize by Customer Reference
- The system will allow users to check the status of notifications, update reference numbers or cancel notification requests

Import - Container Information

Request Notification

Request Notifications : select notification destination Email To NEWUSER@GMAIL.COM Request

Request Availability notification when container is ready for pickup
 Request all notifications including Availability, Exit Gate, Enter Gate
 Customize (pick and choose) notifications for each container and enter your own reference field

You have requested our courtesy Container Notification service. This notification will provide the latest status/information as requested (Availability etc.). This notification does not guarantee delivery of cargo.

9 records found Records: 10 per page Page: 1 of 1

Container Notification	Container Number	Available	Customs Status	Freight Status	Holds	Non Demurrage Due	Non Demurrage Amount	SSCO	Type	Length	Height	Location ^S	Vessel Name	Voyage Number	Vessel Arrival	Departure	Facility
<input checked="" type="checkbox"/>	ICUU915001-7	No	HOLD	RELEASED	Holds	No		IILU	GP	40	9'6"	Yard	INDEPENDENT QUEST	789WB	5/14/2021 6:24:00 AM	5/14/2021 11:30:00 PM	USILM
<input checked="" type="checkbox"/>	CAIU420464-2	No	HOLD	RELEASED	Holds	No		IILU	GP	40	9'6"	Yard	INDEPENDENT QUEST	789WB	5/14/2021 6:24:00 AM	5/14/2021 11:30:00 PM	USILM

Customer Access Portal

Reports – Export Report

- Export Report is used to inquire about the status of bookings or releases (EDOs)
- Users can inquire by single or multiple booking or release (EDO) numbers
- Export Report provides users with booking information status, including the vessel, start and cutoff dates, a container summary and each container details
- If a booking number is not found, the system will return Booking or EDO is not found error message

Report > Export Report

Inquiry By

Booking Number
 Release/EDO Number

Booking Number : TESTBKN

Go Clear

Click on a booking number to see the details for that booking

Export to Excel

Booking Number	SSCO	Vessel Name	Hazardous	OOG
TESTBKN	ICL	INDEPENDENT QUEST	No	No

View All

Booking #: TESTBKN

Vessel Information

SSCO	Vessel Name	Voyage Number	Begin Receive	Empty Pick up	Dry Cutoff	Reefer Cutoff	Hazardous Cut off	Loading At	Estimated Arrival	Estimated Departure
IILU	INDEPENDENT QUEST	793EB						USILM	6/11/2021 7:00:00 AM	6/11/2021 10:00:00 PM

Booking Information

Length	Type	Height	Total	Received	Delivered
40	GP	96	20	0	9
20	GP	86	20	14	13

Container Detail

Displaying first 7 records.

Records: 30 per page Page: 1 of 1

Container Number	Seal Number	Gross Weight	Length	Type	Height	Date In	Date Out	Location	Facility	Category
BMOU2885974	15423	43312	20	GP	86	6/8/2021 10:04:26 AM		Yard	USILM	Export
BMOU2919225	12354	43747	20	GP	86	6/8/2021 10:06:05 AM		Yard	USILM	Export
BMOU2926420	7778	42901	20	GP	86	6/8/2021 9:47:56 AM		Yard	USILM	Export
BMOU2929856	98798	23151	20	GP	86	6/8/2021 9:48:03 AM		Yard	USILM	Export
BMOU2947192	456465	26450	20	GP	86	6/8/2021 9:48:09 AM		Yard	USILM	Export
BMOU2948202	79878	53578	20	GP	86	6/8/2021 10:04:44 AM		Yard	USILM	Export
BSIU3227490	79870	53700	20	GP	86	6/8/2021 9:47:11 AM		Yard	USILM	Export

Customer Access Portal

Reports – Export Report: Booking Information

- The Export Booking Information is listed as follows:
 - Vessel Information – Steamship Company (SSCO), Vessel/Voyage, Start/Cutoff dates, Loading At, ETA and ETD information
 - Booking Information – the booking’s container size/type, Quantity, number of containers received/delivered
 - Container Details – each container’s specifics, include seal number, weight, size/type, date in, the container’s location, facility and category
- This information can also be exported to excel

Export - Booking Information										
Status for Booking # TESTBKN										
Vessel Visit Information										
SSCO	Vessel Name	Voyage Number	Begin Receive	Empty Pickup	Dry Cutoff	Reefer Cutoff	Hazardous Cutoff	Loading At	Estimated Arrival	Estimated Departure
ILLU	INDEPENDENT	793EB						USILM	6/11/2021 7:00:00 AM	6/11/2021 10:00:00 PM
Booking Information										
Length	Type	Height	Total	Received	Delivered					
40	GP	96	20	0	9					
20	GP	86	20	14	13					
Container Detail										
Container Number	Seal Number	Gross Weight	Length	Type	Height	Date In	Date Out	Location	Facility	Category
BMOU2885974	15423	43312	20	GP	86	6/8/2021 10:04:26 AM		Yard	USILM	Export
BMOU2919225	12354	43747	20	GP	86	6/8/2021 10:06:05 AM		Yard	USILM	Export
BMOU2926420	7778	42901	20	GP	86	6/8/2021 9:47:56 AM		Yard	USILM	Export
BMOU2929856	98798	23151	20	GP	86	6/8/2021 9:48:03 AM		Yard	USILM	Export
BMOU2947192	456465	26450	20	GP	86	6/8/2021 9:48:09 AM		Yard	USILM	Export
BMOU2948202	79878	53578	20	GP	86	6/8/2021 10:04:44 AM		Yard	USILM	Export
BSTU3227490	79870	53700	20	GP	86	6/8/2021 9:47:11 AM		Yard	USILM	Export

Customer Access Portal

Reports – Gate Activity

- Gate Activity Report provides users with a summary of their gate transactions associated to their SCAC code:
 - Summary report by container size types and move types
 - Detail report by completed and in progress moves
- Gate Activity report is generated using multiple filters and defining sort functions
- Following are the filter and sort options:
 - Move Type (By Containers: Full In, Full Out, Empty In, Empty Out and/or By Chassis: Chassis In, Chassis Out)
 - Transaction Status (All, Completed, In Progress or Aborted)
 - Report Type (Summary and/or Details)
 - Move Time (Start Date/Time and End Date/Time) (Defaults to current date)
 - Trucking Company (default to user's associated trucking company)
 - Steamship Lines (default to All Steamship Line)
 - Container/Chassis (when searching for a specific Container or Chassis number)

Customer Access Portal

Reports – Gate Activity

Reports > Gate Activity

Gate Activity Selection Summary

Go Clear

Hide Search Options

Note: The "In Progress" and "Aborted" transactions as well as the "Trouble" issues will be displayed only for the current date.

Move Type	<input checked="" type="checkbox"/> Containers	<input checked="" type="checkbox"/> Export In	<input checked="" type="checkbox"/> Import Out
	<input checked="" type="checkbox"/> Chassis	<input checked="" type="checkbox"/> Dray In (Import)	<input checked="" type="checkbox"/> Dray Off (Export)
		<input checked="" type="checkbox"/> Empty In	<input checked="" type="checkbox"/> Empty Out
		<input checked="" type="checkbox"/> Chassis In	<input checked="" type="checkbox"/> Chassis Out
Transaction Status	<input checked="" type="checkbox"/> All <input type="checkbox"/> Completed <input type="checkbox"/> In Progress		
Report Type	<input checked="" type="checkbox"/> Summary <input checked="" type="checkbox"/> Details		
Move Time	Note: Move Data is available from 9/5/2018 Start Date\Time: 5/31/2021 07:00 AM End Date\Time: 5/31/2021 05:00 PM		

Trucking Company	MCOP - MCOP
Steamship Lines	<input type="text" value="Search Steamship Lines"/> All Steamship Lines
Search Type	Container #: <input type="text"/> Chassis #: <input type="text"/> Booking/EDO #: <input type="text"/> Bill of Lading #: <input type="text"/>

Hide Field Selection and Sorting (Default)

Available Fields	Displayed Fields Order: ↓ ↑	Sort Order Order: ↓ ↑
Driver's License Gate Pass No License Plate No Trouble Start Trouble End	Move Type * In Time * Container Number ** Container Length Container Type Container Height Steamship Line * Chassis Number ** Chassis Length Trucking Company BOL/Booking/Release/EDO No. Facility	In Time (ASC) <input type="button" value="ASC"/> <input type="button" value="DESC"/>

Profiles: Default

New Save Delete

Customer Access Portal

Reports – Gate Activity: Summary Report

- The Summary report display totals by container size types and move types

▼ Completed Moves - Summary Report

Moves from 5/1/2021 07:00 AM - 5/31/2021 05:00 PM

Containers	Full Ins	Full Outs	Dray Ins	Dray Offs	Empty Ins	Empty Outs	Total
40' / GP / 8'6"	2	0	0	0	0	1	3
40' / VH / 9'6"	0	1	0	1	0	0	2
40' / GP / 9'6"	5	0	0	0	1	3	9
20' / GP / 8'6"	1	2	0	0	0	1	4
40' / RT / 9'6"	1	0	0	0	0	0	1
Total	9	3	0	1	1	5	19

Bare Chassis	Ins	Outs	Total
40' / CH / NA	0	2	2
40' / GP / NA	1	0	1
	4	0	4
Total	5	2	7

Customer Access Portal

Reports – Gate Activity: Detail Report

- The Detail report displays detailed container data for completed, in progress and aborted moves
 - **Red** and **Green** indicate the Trouble status of the transaction(s)
- Both container and chassis number fields display as links that allows user to be redirected to the EIR page

Completed Moves - Detail Report

Moves from 5/1/2021 07:00 AM - 5/31/2021 05:00 PM
Your search returned 26 record(s)

*- Release No indicated by "(R)" [Export to Excel](#)

Move Type	In Time	Container Number	Container Length	Container Type	Container Height	Steamship Line	Chassis Number	Chassis Length	Trucking Company	BOL/Booking/Release/EDO No.	Facility
Empty Out	5/3/2021 5:39 PM		40'	GP	9'6"	IILU	OWN		MCOP	TCSTEST	USILM
Chassis In	5/5/2021 5:58 PM						IMCZ6234723		MCOP		USILM
Import Out	5/5/2021 6:11 PM		40'	VH	9'6"	MSCU			MCOP	HG518580	USILM
Empty In	5/5/2021 10:00 PM	CAIU8425338	40'	GP	9'6"	ONEY	IMCD		MCOP		USILM
Chassis In	5/6/2021 1:23 PM						CHAZ6257236		MCOP		USILM
Chassis In	5/15/2021 10:30 AM						OWNZ		MCOP		USILM
Chassis In	5/16/2021 7:24 AM						OWN		MCOP		USILM
Chassis Out	5/23/2021 5:19 PM					YMLU	YMLZ453453	40'	MCOP		USILM
Import Out	5/26/2021 9:47 PM	BSIU3227464	20'	GP	8'6"	IILU	CHAZ3575375		MCOP		USILM
Import Out	5/26/2021 9:47 PM	ICUU2140336	20'	GP	8'6"	IILU	CHAZ3575375		MCOP		USILM

26 records found

Records: 10 per page Page: 1 of 3

In-Progress Moves

Moves For Current Date: 5/31/2021 7:35 PM
Your search returned 15 record(s)

*- Release No indicated by "(R)" [Export to Excel](#)

Move Type	In Time	Container Number	Container Length	Container Type	Container Height	Steamship Line	Chassis Number	Chassis Length	Trucking Company	BOL/Booking/Release/EDO No.	Facility
Import Out	5/6/2021 3:33 PM	MEDU4686289	40'	VH	9'6"	MSCU	OWN		MCOP	FU397453	USILM
Empty Out	5/12/2021 6:07 PM	BEAU2053199	20'	GP	8'6"	YMLU			MCOP	YHU708765	USILM
Empty Out	5/19/2021 9:42 PM	FDCU0496056	40'	GP	9'6"	ONEY			MCOP	RICBP8816900	USILM
Empty In	5/24/2021 7:09 AM	TEMU0764391	20'	GP	8'6"	ONEY			MCOP		USILM
Chassis Out	5/26/2021 11:33 AM					ZIMU	IMCZ1001001	20'	MCOP		USILM
Export In	5/27/2021 4:22 PM	MAEU8317130	40'	GP	9'6"	SEAU			MCOP		USILM
Empty Out	5/28/2021 2:25 PM	ICUU4151140	40'	GP	8'6"	IILU			MCOP	CFBW787B	USILM
Empty Out	5/28/2021 2:30 PM	ICUU4151453	40'	GP	8'6"	IILU	CJSKA		MCOP	CFBW787B	USILM
Empty Out	5/28/2021 2:38 PM	ICUU4151772	40'	GP	8'6"	IILU			MCOP	CFBW787B	USILM
Empty Out	5/28/2021 9:18 PM	ICUU4140253	40'		8'6"	IILU		20'	MCOP	CFBW787B	USILM

15 records found

Records: 10 per page Page: 1 of 2

Customer Access Portal

Reports – Gate Activity: EIR page

- Both container and chassis EIR's are available from the Gate Activity report by clicking on the hyperlink displayed above

WIL-NCSPA
05May2021 17:58

G. PASS 38231

INBARECHASSIS

CNTR#:	SZTP:	SEAL/GENSET	LOCATION	EIR IN (1 OF 1)		
CHAS#: IMCZ6234723	40CZ	// WE				
VSL :	BK/BL:	BK CNT:				
SSC :	CARGO:					
POR/POD:						
UN# HAZARD	LABEL	TEMP SET	SCALE WT		GRS WT	NET WT
N						
DAMAGE DESC:						
REMARK:						
CARRIER: MCOP				SH/CG:		
TRUCK LICENSE: ST01				M.C.O. TRANSPORT,		
				INC.		
Bundle Eqpt:		Bundle Eqpt:				
Bundle Eqpt:		Bundle Eqpt:				

Customer Access Portal

Reports – Review Notifications

- Review Notifications is used to review all event notifications and modify/delete existing notifications
- Users can inquire notifications by container number, a customer assigned reference number or by status
 - Inquiry By Container Number can only be done on per single container basis
 - Inquiry By Reference Number is based on a unique reference value created and assigned by the customer
 - Inquiry By Status is allows you to inquire on active or sent/expired notifications

Customer Access Portal

Reports – Review Notifications: Active Notifications

Report > Review Notifications

Inquiry By

Container Number
 Reference Number
 Status

Active
 Others from

Go Clear

Review Active Notifications

Select All For Cancel Notification

Cancel Notifications Update Customer Reference

Availability

<input type="checkbox"/> Cancel	Request Date	Delivery Type	Customer Reference	Container Number	Available?	Location	Customs Status	Freight Status	Misc. Holds	SSCO	Length	Type	Height
<input type="checkbox"/>	5/31/2021	Mail	<input type="text"/>	BSIU9926181	Yes	Yard	RELEASED	RELEASED	None	IILU	40	GP	9'6"
<input type="checkbox"/>	5/31/2021	Mail	<input type="text"/>	CAIU4204642	No	Yard	HOLD	RELEASED	Multiple	IILU	40	GP	9'6"
<input type="checkbox"/>	5/31/2021	Mail	<input type="text"/>	ICUU4151896	Yes	Yard	RELEASED	RELEASED	None	IILU	40	GP	8'6"
<input type="checkbox"/>	5/31/2021	Mail	<input type="text"/>	ICUU4152526	Yes	Yard	RELEASED	RELEASED	None	IILU	40	GP	8'6"
<input type="checkbox"/>	5/31/2021	Mail	<input type="text"/>	ICUU4154088	Yes	Yard	RELEASED	RELEASED	None	IILU	40	GP	8'6"
<input type="checkbox"/>	5/31/2021	Mail	<input type="text"/>	ICUU9150017	No	Yard	HOLD	RELEASED	Multiple	IILU	40	GP	9'6"
<input type="checkbox"/>	5/31/2021	Mail	<input type="text"/>	ICUU9604763	Yes	Yard	RELEASED	RELEASED	None	IILU	40	GP	9'6"
<input type="checkbox"/>	5/31/2021	Mail	<input type="text"/>	TLNU4103525	Yes	Yard	RELEASED	RELEASED	None	IILU	40	GP	8'6"

8 records found

Records: 10 per page Page: 1 of 1

Exit Gate

<input type="checkbox"/> Cancel	Request Date	Delivery Type	Customer Reference	Container Number	Available?	Location	Customs Status	Freight Status	Misc. Holds	SSCO	Length	Type	Height
---------------------------------	--------------	---------------	--------------------	------------------	------------	----------	----------------	----------------	-------------	------	--------	------	--------

Currently there are no active notifications that satisfy your criteria.

Enter Gate

<input type="checkbox"/> Cancel	Request Date	Expiry Date	Delivery Type	Customer Reference	Container Number	Available?	Location	Customs Status	Freight Status	Misc. Holds	SSCO	Length	Type	Height
---------------------------------	--------------	-------------	---------------	--------------------	------------------	------------	----------	----------------	----------------	-------------	------	--------	------	--------

Currently there are no active notifications that satisfy your criteria.

Select All For Cancel Notification

Cancel Notifications Update Customer Reference

- When viewing active notifications, users are able to 'Select All' or individual notifications should they wish to cancel notifications
- Customer Reference numbers can be added or updated

Customer Access Portal

Reports – Payment Report:

The screenshot displays the Customer Access Portal (CAP) interface. At the top, there is a navigation bar with the North Carolina Ports logo and the text "Customer Access Portal". The user is logged in as "User: TEST CAP" and the terminal is set to "North Carolina Ports". The interface includes a "Priority Daily Message" section and a "Welcome to CAP" message. The main content area is titled "Reports > Payment Report" and contains a form for generating a payment report. The form has two main sections: "Inquiry By" and "Filter By".

Inquiry By: Radio buttons for "All", "Tracking ID", and "Container Number". A text input field for "Reference Number" is present.

Filter By: Radio buttons for "Summary with Details" (selected) and "Details Only". A "Charge Type" dropdown menu is available, with a note "\$ Available only for Details report". The dropdown menu options are: "PAYMENT HOLD - FLIP (\$100.0)", "PAYMENT HOLD - INTRATERM", "PAYMENT HOLD - MISC (\$25.0)", and "PAYMENT HOLD - STEAM CLE". There are also input fields for "Starting From" and "Ending On" under the "Authorization Date" section.

Buttons for "Go" and "Clear" are located at the bottom right of the form.

- Payment Report is used to review all payments made by the user.
- Users can inquire by container number, a booking or bill of lading number or by Tracking Id number.
 - Inquiry By All payments
 - Inquiry By Reference Number: container number(s), booking number(s) or bill of lading(s)
- Users can filter by Authorization Date, Payment Type and or Charge Type.
 - Summary with Details is available
 - Details Only is available

Customer Access Portal

Payment Report screen shots go here

Reports > Payment Report

Inquiry By

All Tracking ID Container Number

Reference Number

Filter By

Report Type: Summary with Details Details Only \$ Available only for Details report

Authorization Date

Starting From

Ending On

Payment Type

Charge Type \$

Customer Access Portal

Reports – Container List

- The Container List report is used to inquire on equipment (import, export, empty)
- Users can search by single or multiple containers, Bill of Lading or Booking Number

Reports > Container List

Inquiry By

- Container Number
- Bill of Lading
- Booking Number

Container Number :

Container Detail

Container No	BL No	Hold Agency	Hold Agency Remark	Booking No	Base Sts	COA	VIA No	F/E Ind	ISO Cd	Ctr Size	Ctr Ht	Ctr Type	Ctr Wt	VGM	POD	FPOD	POL	CurLoc	Entry Dttm	Exit Dttm	Entry Mode	Exit Mode	Facility
BSIU9926181	104150400				Import	IILU	IQUE-789EB	FCL	45G1	40'	9'6"	GP	52183.4	Y	USILM		IEORK	Y-USILM-F8-14-D-1	5/14/2021 7:06:52 AM		VESSEL	TRUCK	USILM
BTIU2020				BOKE0221	Export	BKET	SUBD-0221	FCL	22G1	20'	8'6"	GP	11320.7	Y	GNKMR		USILM	Y-USILM-E1-25-G-2	5/18/2021 10:55:18 AM		TRUCK	VESSEL	USILM
BTIU2209				BOKE0221	Export	BKET	SUBD-0221	FCL	22G1	20'	8'6"	GP	17279.8	Y	GNKMR		USILM	Y-USILM-E1-27-J-2	5/25/2021 10:37:44 AM		TRUCK	VESSEL	USILM
BTIU2687				BOKE0221	Export	BKET	SUBD-0221	FCL	22G1	20'	8'6"	GP	19720.3	Y	GNKMR		USILM	Y-USILM-E1-25-G-1	5/18/2021 9:36:06 AM		TRUCK	VESSEL	USILM
CAIU4204642	104265500	CBP HOLD	Please contact Broker/Ocean Carrier for more information		Import	IILU	IQUE-789EB	FCL	45G1	40'	9'6"	GP	52741.2	Y	USILM		IEORK	Y-USILM-F8-26-B-2	5/14/2021 7:06:52 AM		VESSEL	TRUCK	USILM
HLBU3183620					Storage	HLCU		MTY	45G1	40'	9'6"	GP	9193.3	N			USILM	Y-USILM-J8-06-D-3	3/17/2021 11:30:26 AM		TRUCK	TRUCK	USILM
ICUU4152233					Storage	IILU		MTY	42G1	40'	8'6"	GP	8752.4	N			USILM	Y-USILM-D1-14-F-4	5/21/2021 1:07:59 PM		TRUCK	TRUCK	USILM
ICUU9150017	104265500	CBP HOLD	Please contact Broker/Ocean Carrier for more information		Import	IILU	IQUE-789EB	FCL	45G1	40'	9'6"	GP	25714.7	Y	USILM		IEORK	Y-USILM-F8-14-C-1	5/14/2021 7:06:52 AM		VESSEL	TRUCK	USILM
ICUU9604763	104150400				Import	IILU	IQUE-789EB	FCL	45G1	40'	9'6"	GP	51433.8	Y	USILM		IEORK	Y-USILM-F8-18-C-2	5/14/2021 7:06:52 AM		VESSEL	TRUCK	USILM
RFCU5061220					Storage	HLCU		MTY	45G1	40'	9'6"	GP	9193.3	N			USILM	Y-USILM-F9-34-C-3	3/25/2021 1:48:51 PM		TRUCK	TRUCK	USILM
TCKU4782790					Storage	YMLU		MTY	42G1	40'	8'6"	GP	8752.4	N			USILM	Y-USILM-D1-30-B-3	5/24/2021 5:04:31 PM		TRUCK	TRUCK	USILM

- The Container List Report provides users with the following summary of information:

- Container Number
- Booking number if associated
- B/L if associated
- Category (Import, Export, Storage)
- Hold Agency
- Vessel /Voyage associated to Container
- ISO Size Type

Customer Access Portal

- Container Size
- Container Height
- Container Type
- Weight
- VGM Indicator
- Full or Empty Indicator
- Hold Agency Remark
- POD
- FPOD
- POL
- Current Yard Location
- Entry Date and Time
- Exit Date and Time
- Entry Mode
- Exit Mode
- Facility

Customer Access Portal

Reports – Chassis Lists

- The Chassis List Report is used to inquire on Chassis equipment
- Users can search by single or multiple chassis number(s), Group Code and Release Number
 - Search can be filtered:
 - In Time
 - Exit Time
 - In yard
 - Hold
 - Delivered
 - Chassis Damage

Customer Access Portal

Reports – Chassis Lists

- Chassis List Report provides users with a summary of information for the chassis, Group Code or Release Number inquired on:

Reports > Chassis List

Chassis Number

Chassis Length

Chassis Type

Group Code

Release Number

In Time 00:00 01:00

Exit Time 00:00 01:00

In Yard Delivered Chassis Damage

Hold

Chassis Detail

Chassis No	Chassis Optr	Chassis Type	Chassis Size	Entry Dttm	Exit Dttm	Entry Mode	Exit Mode	Damage Severity	Terminal Code	Accessory No	Hold Agency	Hold Agency Remark
CMCZ150514	CLAM	CH	40'	5/19/2021 8:32:53 AM		TRUCK	TRUCK	NONE	USILM			
COZZ24652	SACP	SZ	20'	5/25/2021 2:53:24 PM		TRUCK	TRUCK	NONE	USILM			
DCSZ795724	SACP	CH	40'	5/28/2021 3:33:05 PM		TRUCK	TRUCK	NONE	USILM			
FLGZ443322	SACP	CH	40'	5/20/2021 7:04:09 AM		TRUCK	TRUCK	NONE	USILM			
MSCZ422265	SACP	CH	40'	5/6/2021 7:25:17 AM		TRUCK	TRUCK	NONE	USILM			

- Chassis Number
- Chassis Operator
- Chassis Type
- Chassis Size
- Entry Date and Time
- Exit Date and Time
- Entry Mode
- Exit Mode
- Damage Severity
- Terminal code
- Accessory Number
- Hold Agency
- Hold Agency Remark

Customer Access Portal

My Account – Account Info

[My Account > Account Info](#)

Account Information and Company Associations for selected Terminal

Account Info	Associated Shipping Line/SSCO	Associated Truckers
Login Name: TESTCAP	None	MCOP
First Name: NEWUSER		
Last Name: NEWUSER		
Company Name: MCOP		
Business Type: Trucking Company		
Street: 2001 John S. Gibson		
City: San Pedro		
State/Province: CA		
ZIP code: 90731		
Country: United States		
Day Phone: 13105192327		
Evening Phone:		
Mobile: 18008888888		
Mobile Carrier:		
Email: NEWUSER@GMAIL.COM		

- My Account Info is used to view the user's account information
- Users are allowed to edit the Account Info section (address, phone number, e-mail)
- However, a user's Login Name, Business Type and Associated Trucking Companies cannot be edited. Users have to contact the Terminal administrator or Truck Line Manager

Customer Access Portal

My Account – User Preferences

[My Account > User Preferences](#)

Select Personal Preferences

Options for Graphic User Interface

Select number of rows per report page in grid

Number of Rows:

10 ▼

Select number of rows per edit page in grid

Number of Rows:

10 ▼

- User Preferences is used to select personal preferences
- Users can change the number of rows displayed per page

Customer Access Portal

My Account – Change Password

- Change Password page is available for users if they wish to change their password:

My Account > Change Password

Change Password Change Password Cancel

Old Password * †	<input type="password"/>
New Password * ‡	<input type="password"/>
Confirm New Password *	<input type="password"/>

† If you've stored your current password in your browser and no longer remember it, log out and click on the "Forgot username or password?" link to get a temporary password link sent to your email. Please note that we cannot provide you with your password as passwords are encrypted.

‡ Password length must be in the range of 8 to 25 characters (including alpha-numeric and @\$%*()_+^!&). Passwords are case-sensitive.

- Password length must be in the range of 8 to 25 characters. It can include alpha-numeric as well as special characters @\$%*()_+^!&
- Note that passwords are case-sensitive
- As an added security measure, **every 180 days users** will be required to change their password

Customer Access Portal

NOTES: