Dubai Trade

CargoWaves Services: BCO's eToken Management Manual

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CargoWaves Services Manual

Table of Contents

Document version 3

Introduction 3

- Key Benefits for Users 3
- List of Services 3
  - BCO / Shipper / Importer / Freezone Licensee 4
  - C & F Agent / Shipping Agent 4
  - Haulier 4
  - Driver 4
- Step1: - Accessing the Platform: 5
- Step2: - Logging In: 5
- Step 4: - Selecting Service: 6
- Step 5: - Choosing Customer: 6
- Step 6: -CargoWaves Services Main Page: 7

How to create eToken, for already accepted order or Nominated containers. 7

- Step 7 : Navigate to Accepted Order Tabs. 7
  - Step 7.1 Selecting Movement Type: 7
  - Step7.2 Document / Order Status Options: 8
  - Step7.3 Search and selecting Document for etoken creation under Accepted States: 10
- Step 8: eToken Scheduling page 11
- Step 9: Payment Page 14
- Step 10: Token Created 14

BCO User Journey: Trucking Management 15

- Step 1: Navigating to Service Selection: 15
- Step 2: - Selecting Service: 15
- Step 3: - Choosing Customer: 16
- Step 4: -Main Screen: 16
  - Trucking management: main page 17
  - View Details 18

Summary 18

Document version.

Date	Version Number	Author	Document Changes
19th August 2024	1.0		1st Version

Introduction

CargoWaves services aim to streamline containerized transportation coordination by offering stakeholders end-to-end process execution from a single platform. With our CargoWaves services, BCOs (**Beneficiary Cargo Owners**), Shippers, Importers, Clearing & Forwarding Agents, and Shipping Agents gain valuable insights into the execution of containerized movements by their nominated Hauliers.

Key Benefits for Users

1. **Elimination of Offline Coordination:** Say goodbye to the hassle of offline coordination. Our platform centralizes the transportation process, reducing coordination efforts for all stakeholders.
2. **Automation and Transparency:** Achieve automation, transparency, and accuracy in the Haulier nomination process. Users gain visibility into available Preferred Slots and can assign transportation transactions to chosen Hauliers or manage them in-house.
3. **Efficient Asset Management:** For Hauliers, our platform offers efficient asset management and task allocation through a single window. Make informed decisions and enhance communication with stakeholders like Drivers, Port Operations Authorities, and Cargo Owners.
4. **Operational Efficiency:** Improve operational efficiency and reduce costs by consolidating multiple containers moves under a single E-token Preferred Slot. Our system assists in decision-making and highlights opportunities for consolidation.
5. **Flexibility and Adaptability:** Enjoy flexibility in managing assets allocated to E-token movements. Our platform allows for amendments and updates as needed, ensuring adaptability to changing requirements.

CargoWaves services are designed to revolutionize the containerized transportation industry, offering efficiency, transparency, and ease of communication for all stakeholders involved.

List of Services

1. **Orders:** Our Orders service merges Haulier Nomination and E-token functionalities, catering to Cargo Owners, Agents, and Hauliers. This service streamlines offline activities and incorporates efficiency enhancements for seamless digitalization. The Service also provides Spot Booking service, offering express container transportation to BCOs, Shippers, Importers, Clearing & Forwarding Agents, and Shipping Agents, providing competitive transportation rates from the market.
2. **Trucking Management:** Trucking Management services facilitate the scheduling and execution of E-Token for containerized movements by Cargo Owners, Agents, and Hauliers.

3. **Driver Communication:** Driver Communication services establish real-time communication between Drivers and stakeholders involved in E-Token execution. Utilizing WhatsApp, Mobile App, and SMS communication channels, it ensures efficient coordination throughout the transportation process.
4. **Rate Management:** Haulier can manage their rate for Multiple Lane for containerized transportation and can provide visibility to BCOs via the "Market Recommendations" feature to proceed with Spot booking.
5. **Spot Procurement:** Spot Procurement service enables the procurement of containerized movement rates from the market and integrates them into the system for easy access.
6. **Trucking Invoicing:** Trucking Invoicing services cover basic invoicing needs, including generating invoices for completed Orders through Spot Booking and adding any additional charges as needed.

These services collectively enhance efficiency, transparency, and communication within the containerized transportation process, benefiting all stakeholders involved.

Product User Information

BCO / Shipper / Importer / Freezone Licensee

- Access to Orders, Trucking Management, and Trucking Invoicing services.
- Executes CargoWaves movements of Import/Export to/from the port.
- Treated as the Owner of Containerized Cargo.

C & F Agent / Shipping Agent

- Access to Orders, Trucking Management, and Trucking Invoicing Services.
- Executes CargoWaves movements of Import/Export to/from the port on behalf of Cargo owners.
- Utilizes CargoWaves Services for container transportation.

Haulier

- Access to Orders, Trucking Management, Rate Management, Spot Procurement, and Trucking Invoicing.
- Provides transportation service to BCOs, Shippers, Importers, C & F Agents, and Shipping Agents.
- Receives Haulier Nomination, schedules E-Token Preferred Slots, procures rates from the market, and provides invoicing for trucking services.

Driver

- Utilizes driver communication services for performing trucking services.
- Communicates with Hauliers and Port Operations team.
- Accesses communication channels for efficient coordination.

***Note:** Users have access to sub-services specific to their Persona type. Users with access to multiple Personas can switch between views accordingly.*

CargoWaves Services Manual

Comprehensive Guide: How to Utilize CargoWaves Services Effectively As a BCO for eToken

BCO (Beneficiary Cargo Owner)

The BCO is the owner of containerized cargo with access to Orders, Trucking Management, and Trucking Invoicing services. They execute CargoWaves movements of import/export to/from the port, creating container orders from the containerized shipment.

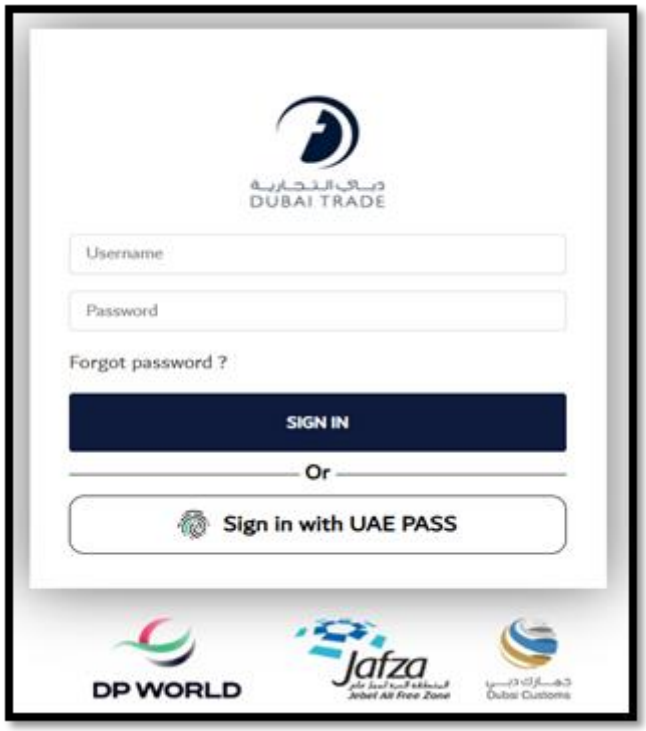
BCO User Journey: Creating Transportation Orders

Step1: - Accessing the Platform:

- User navigates to www.dubaitrade.ae

Step2: - Logging In:

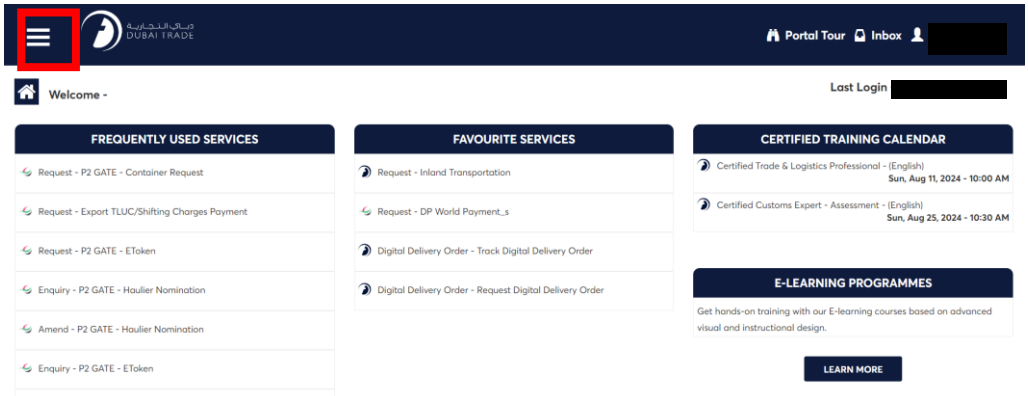
- BCO user logs in with **their BCO credentials**.
- Upon successful login, the user lands on the **main page**.



Step3: -Navigating to Service Selection:

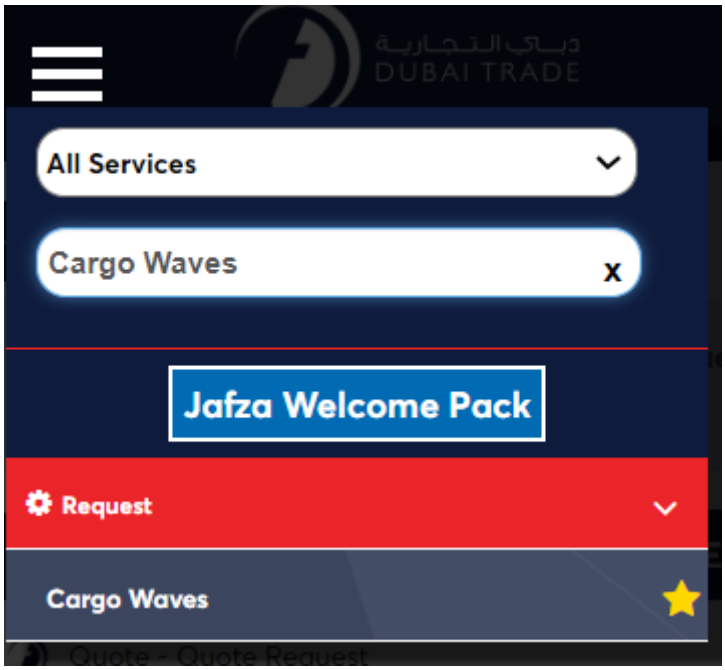
- User **clicks** on the **menu icon** to reveal the menu screen.

CargoWaves Services Manual



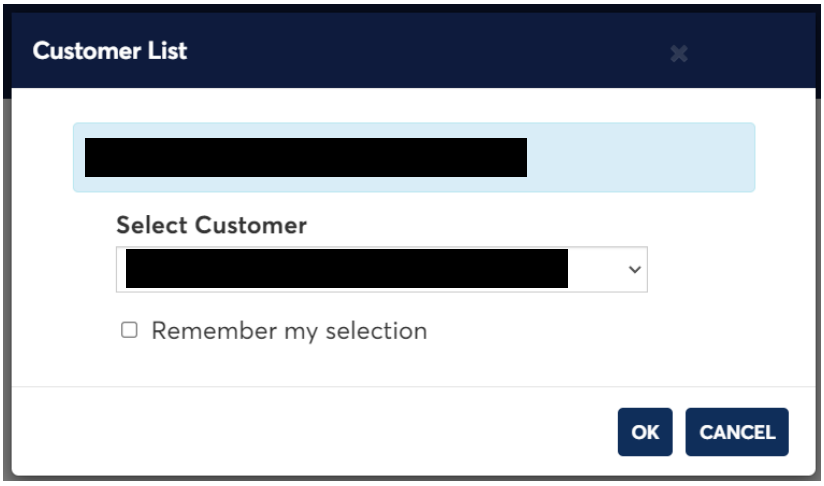
Step 4: - Selecting Service:

- On the menu screen, the user **selects the Service** name **CargoWaves**.
- **Click on search bar and type "CargoWaves" select it by clicking on it.**



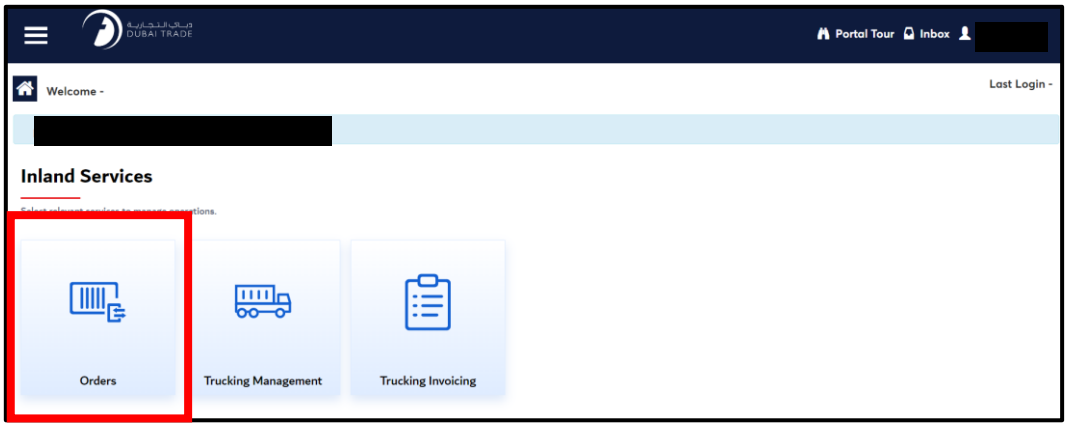
Step 5: - Choosing Customer:

- After selecting the service type, a screen displaying the **customer list** appears.
- User selects the right customer from the list and clicks on the "**OK**" option.



Step 6: -CargoWaves Services Main Page:

- Upon selecting the customer, the main screen appears with three main options: **Orders, Trucking Management, and Trucking Invoice.**
- Users need to click on **Orders** option.

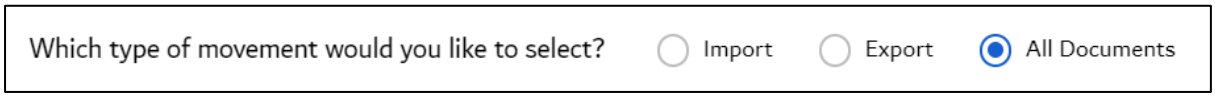


How to create eToken, for already accepted order or Nominated containers.

Step 7 : Navigate to Accepted Order Tabs.

Step 7.1 Selecting Movement Type:

- On the order page, the user needs to select the movement type **(Import or Export or All Document)** by clicking on the check circle option.



All Document:

In the system, "All Document" signifies and show both import & export bookings you have received, and allow you to View document, Create booking, Amend booking and Cancel booking as mentioned below:

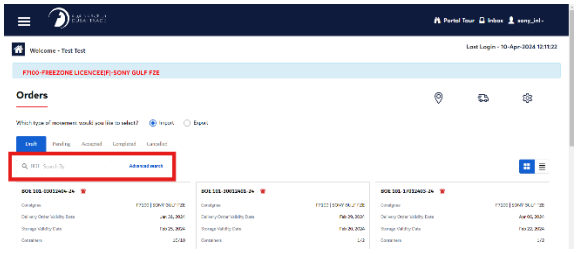
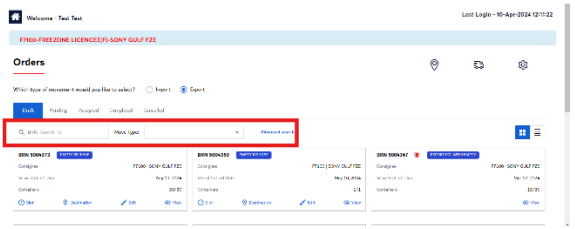
IMPORT:

In the system, "import" signifies the process of bringing containers from external locations into the port to Mainland. This involves the arrival of containers from outside sources, which are then received and processed within the port's facilities for various purposes such as storage, distribution, or further transportation to warehouses, etc.

EXPORT:

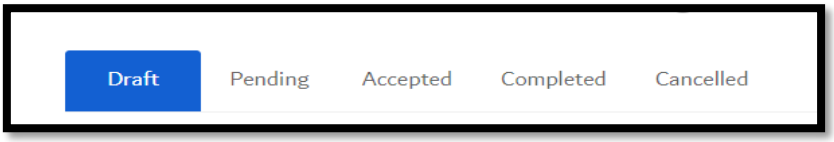
On the other hand, "export" in the system denotes the movement of containers from the mainland/port to different destinations, external to the port's vicinity. This involves the transfer of containers from the port's premises to other locations, whether they are intended for shipment overseas, distribution to other regions, or for any other specific purposes.

Difference Between Import and Export Screen

Import Option	Export Option
• **Only includes the BOE search bar option.** • **Handy when creating only Import Movement Specific booking.**	• **Let us you search for BRN documents and choose the type of movement.** • **Handy when creating only Export Movement Specific booking.**
	

Step7.2 Document / Order Status Options:

- On the order page, there are five status options: **Draft, Pending, Accepted, Completed, and Cancelled.**
- These options show the status of the orders.



Draft State:

- All containers in the Documents of FCL Import and Export movement types of default to this state if:
- DPW Payment for Orders has been received.
- Order for the Container(s) under a Document is yet to be placed.

Pending State:

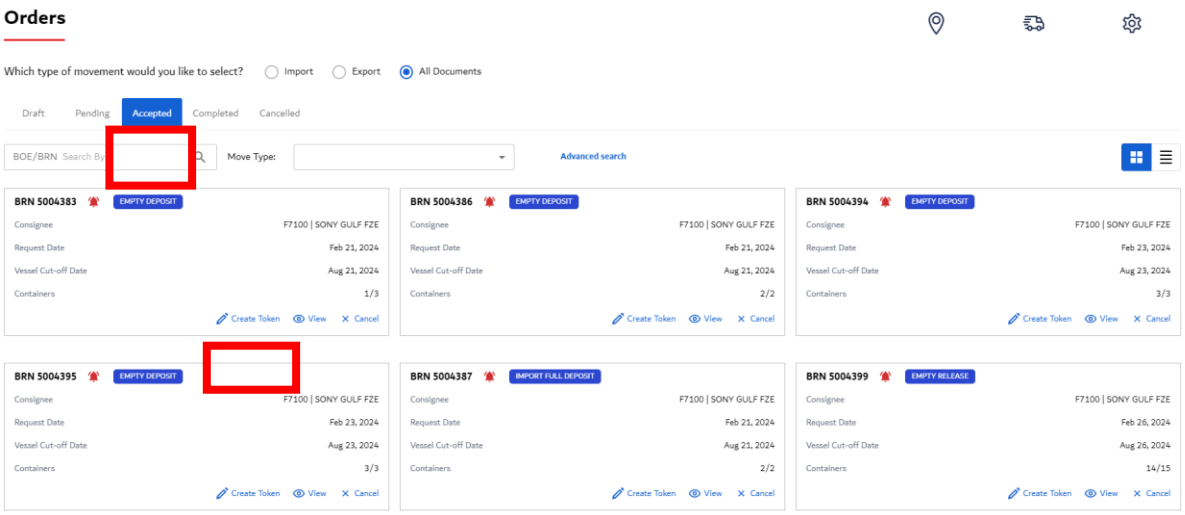
Containers remain in this state if:

- DPW Payment for Orders has been received for a specific Haulier Nomination.
- Order is placed, but Haulier acceptance is pending or rejected against the order acceptance request.

Accepted State: (*eTokens Can be created under this State*)

Containers transition to this state if:

- Haulier accepts the Orders for container(s), and DPW payment is received.
- Haulier Nomination is executed through the "Haulier Nomination Service" from Classic Service.



Completed State:

Containers reach this state upon:

- Execution of transportation by the Haulier for nominated containers.

Cancelled State:

Containers enter this state if:

- Order/Haulier Nomination is cancelled either through Orders service or any classic Service by BCO(s).

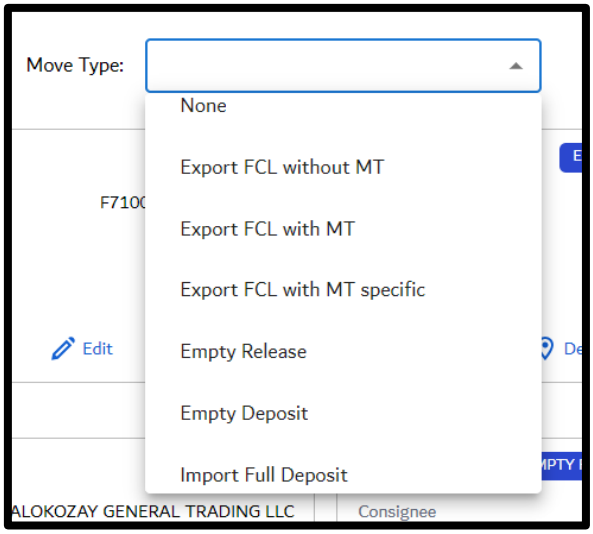
This categorization clarifies the stages through which containers pass within the system, providing a clear understanding of their status and associated actions.

Step7.3 Search and selecting Document for etoken creation under Accepted States:

BRN/BOE Search Bar:

- Utilize the search bar option to locate **BRN/BOE documents/cards** by entering the **BRN number/DPW Reference Number/BOE Number.**
- The search bar enables quick access to specific **BRN documents**, streamlining the order creation process.

Movement Type Functionality:



- Select the proper movement type for the export order being created:
- **Export FCL without MT – Export Booking without Empty containers.**
- **Export FCL with MT: - Export Booking with Empty containers to be received from PORT.**
- **Export FCL with MT specific: - Export Booking with Empty containers with specific container number, to be received from PORT.**
- **Empty Release: - Empty Container Booking for receiving from PORT.**
- **Empty Deposit: - Empty Container Booking for Depositing to PORT.**
- **Import Full Deposit: - Import Booking for delivery IMPORT container to PORT.**

Note: In the system, **MT** refers to "**Empty**" containers. Keep this in mind when navigating the platform and selecting movement types.

Movement type specifies the nature of the Document whose order being initiated, ensuring accurate processing and handling of container movements.

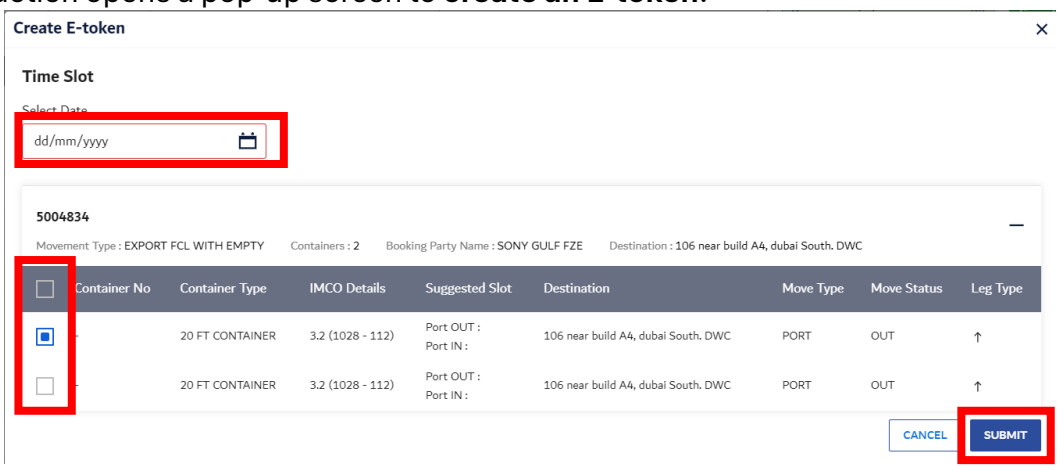
- If the user selects the **"Accepted" option**, they can create orders from the BRN/BOE number Document.

- The consignee card has the **BRN/BOE number**, which is used to start the **eToken creation process.**

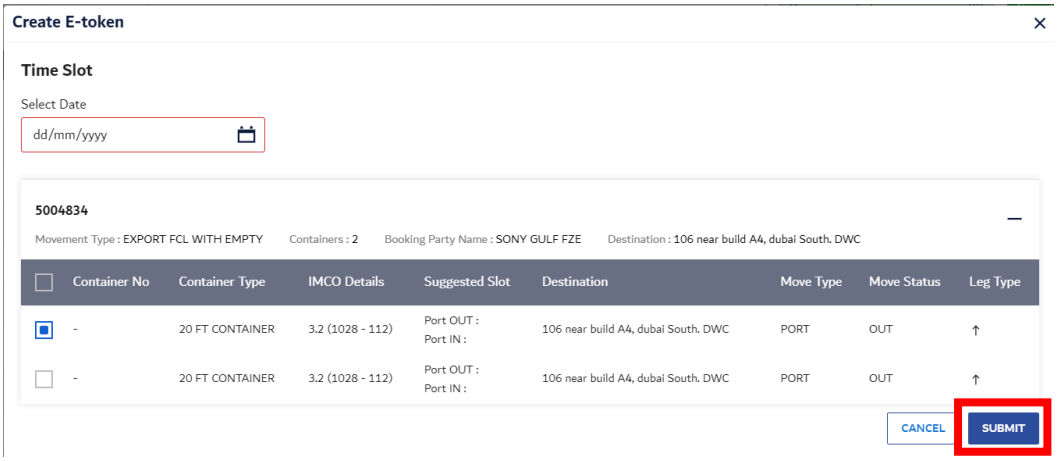
Note: ***The BRN/BOE document originates from the integration of Multiple systems and is not generated within CargoWaves services by users.***

Step 8: eToken Scheduling page

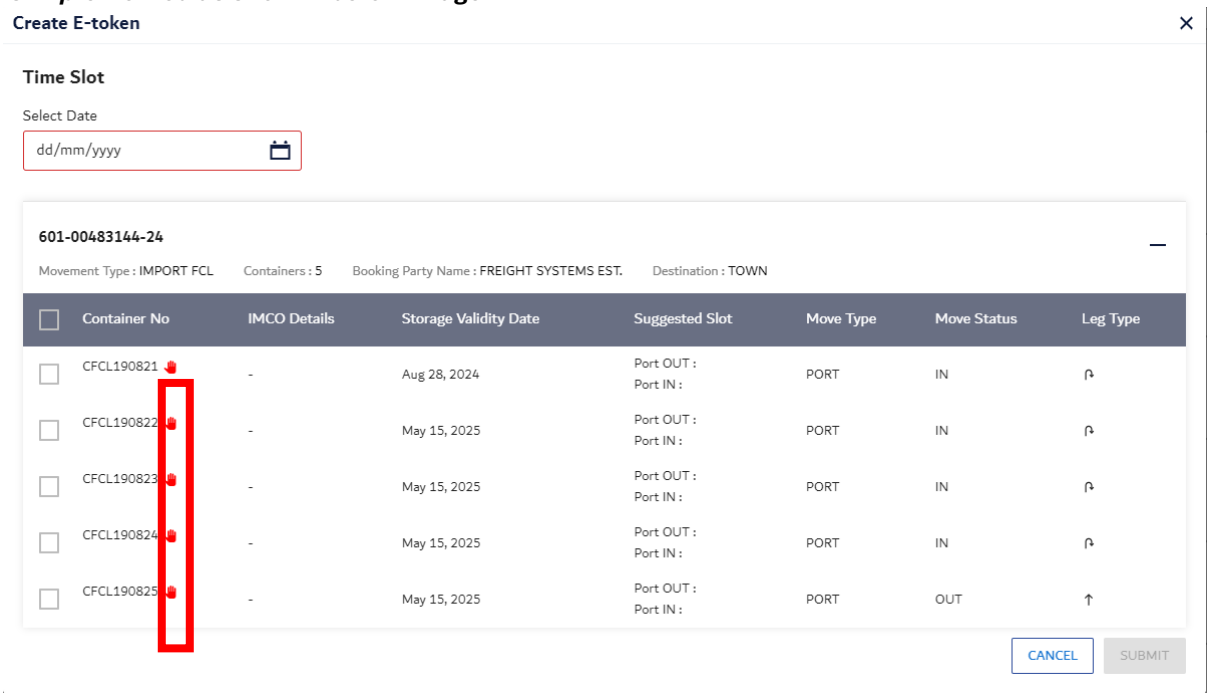
This action opens a pop-up screen to **create an E-token**.



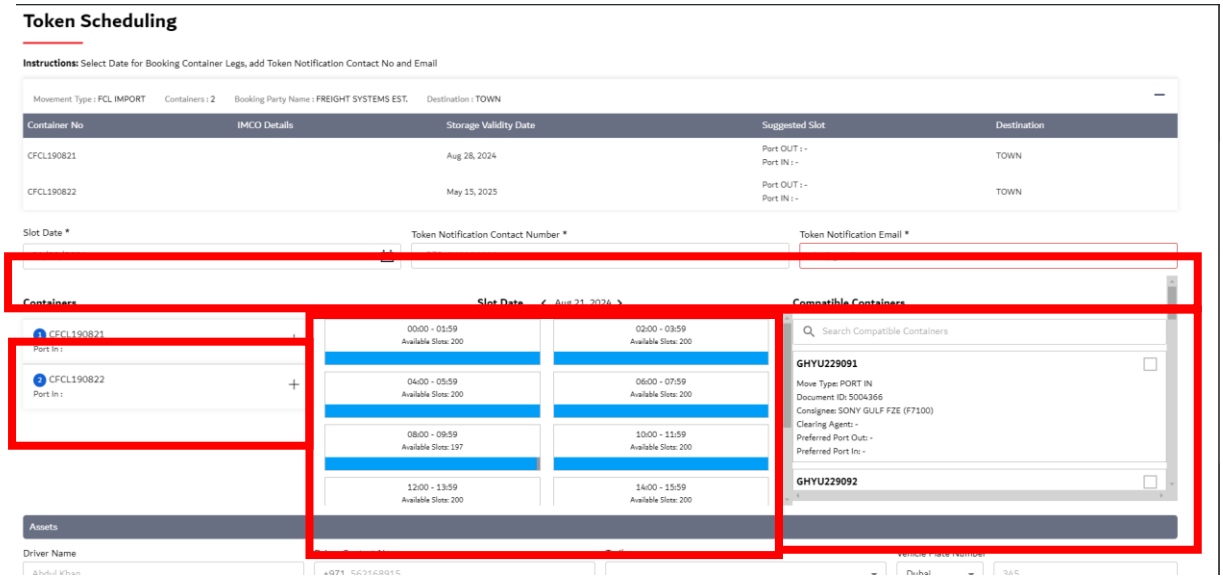
- On the E-token page, the user must create a time slot for **E-token booking by selecting the date field.**
- Next, select the containers by **clicking on the checkbox fields**.
- Once the necessary selections are made, click **"Submit"** to confirm the token creation .



NOTE: if the Document has custom's inspection, while creating eToken you'll be able to see the symbol of hold, and once you hover your mouse's cursor you'll be able to see which authority's hold is implemented as show in below image



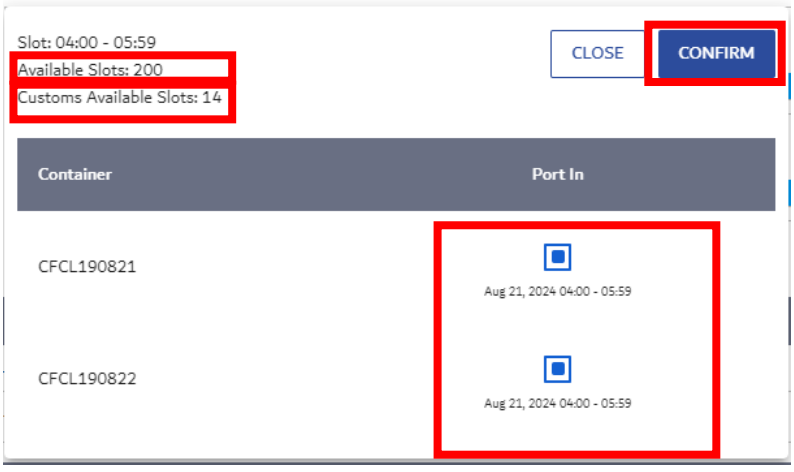
- After creating and submitting the E-token, the user lands on **the Token Scheduling page**.
- The user can modify the slot date, if necessary, by selecting a new date.
- Provide **a WhatsApp-enabled phone number** to receive token detail notifications.
- Enter **an email ID** for additional notifications and correspondence.
- If scheduling etoken for Export FCL PORT IN container, the user needs to enter the **weight and seal number**.



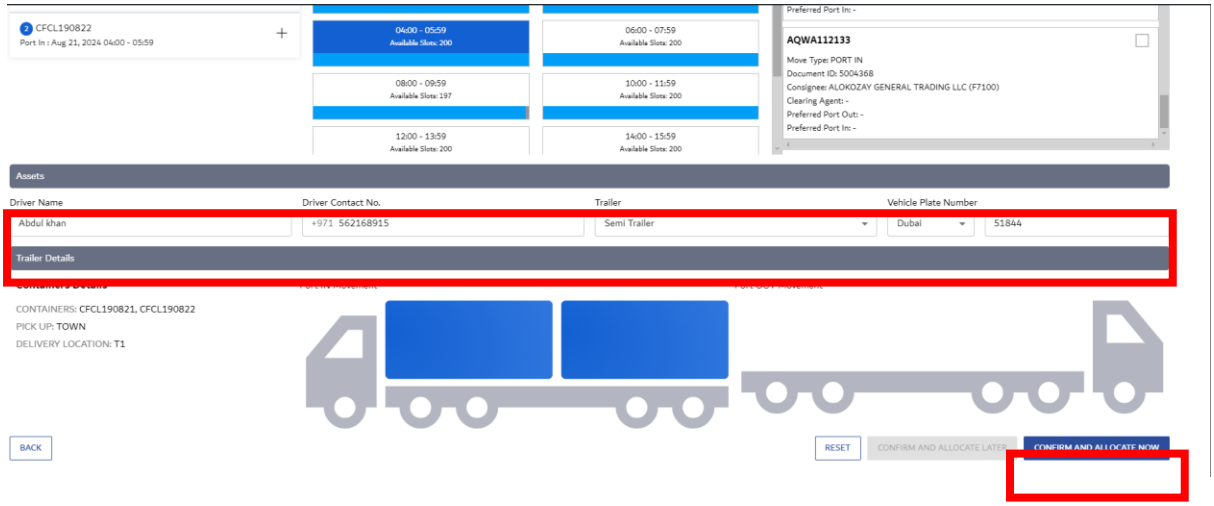
- After filling in the fields such as weight, seal number, date, phone number, and email address, the user needs to add.
- Click on the slot time window that best suits their operation needs, to confirm the slot for etoken creation

*NOTE: if the booking party has provided, "**preferred slot**" against the container(s) under an order, then those slot(s) will be highlighted for the haulier to confirm the booking party's provided preferred slot.*

- Once the user clicks on their selected slot, **a pop-up screen** appears.
- The user is prompted to select the containers available for that time window.
- Containers can be selected by clicking on the **checkbox icon** next to each container and then click confirm.
- *If Customs inspection container(s) are select, you'll be able to view slot having customs inspection.*

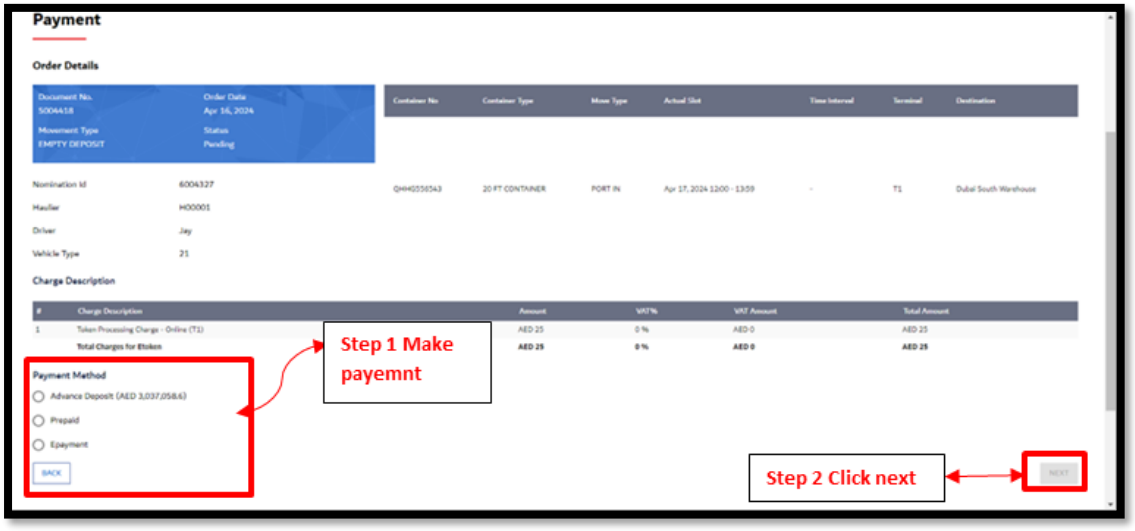


- Then, in the Asset Allocation section, you need to:
  - Enter the **driver's name and their contact number**.
  - Choose the **trailer type** from the dropdown menu in the trailer field.
  - Select the **vehicle plate and vehicle number**.
- Once you have made your selections, click **Confirm and Allocate Now**.



Step 9: Payment Page

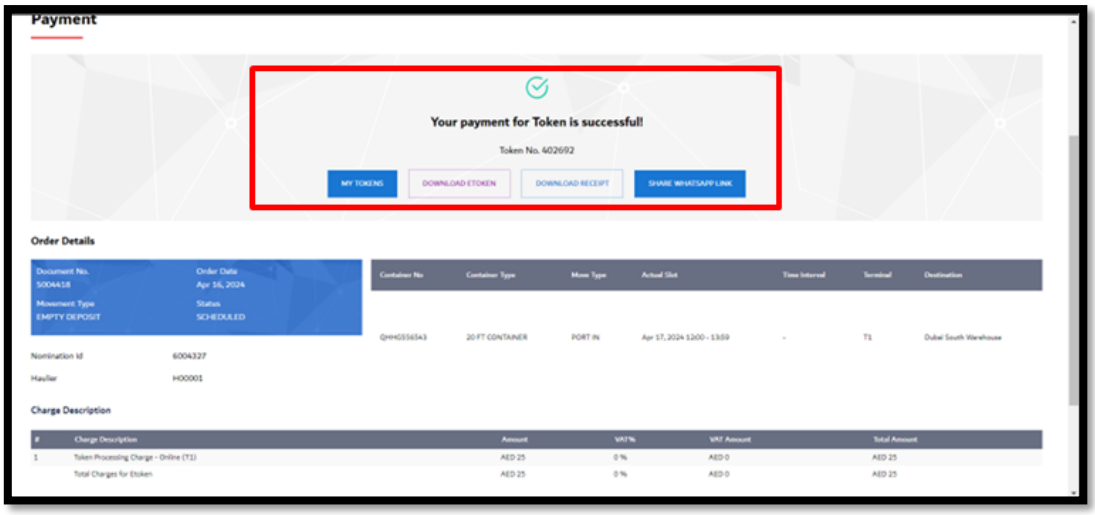
- After clicking on "**Confirm and Allocate**," a payment page will open.
- On the payment page, you can view the order details and the payment methods available.
- There are three payment method options available in the system to Choose your preferred method: **Advance Deposit, Prepaid, and E-Payment.**
- Then, click **"Next"** to proceed.



Step 10: Token Created

- Once you make the payment and click "Next," your payment for the token will be processed, and you can view the token number on the same page.
  - **To view your token, click on the "My Token" option.**
  - **To download the E-token, click on "Download E-token."**
  - **To download the receipt, click on "Download Receipt."**
  - **To share the token link via WhatsApp, click on the "Share WhatsApp Link."**

Note: - ***The token will also be sent to the driver's phone number and email ID if provided, on the Token Scheduling page.***



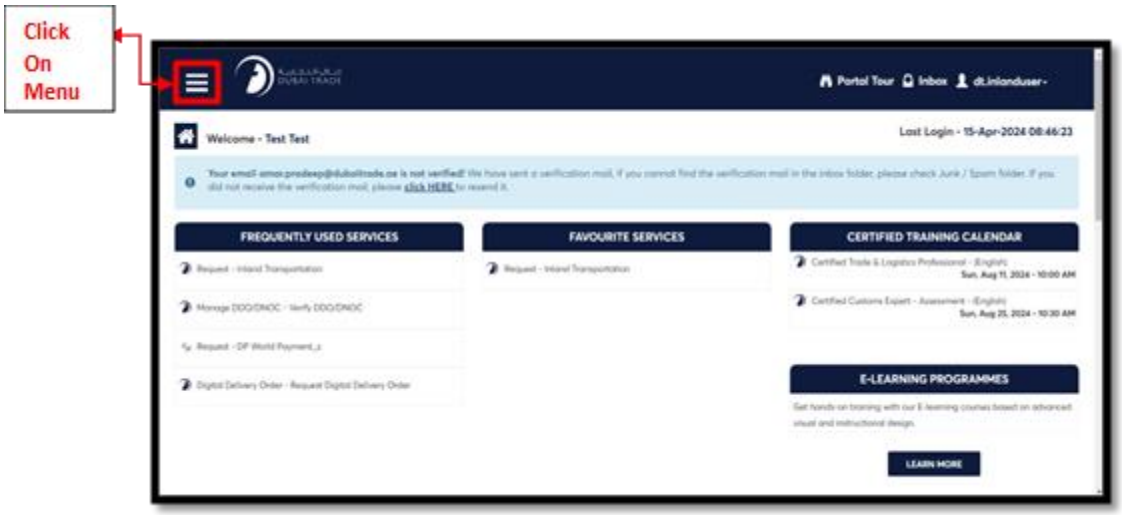
Important Note

If you click on "**My Token,**" you will navigate to the Trucking Management option, where you can route the journey or view the container movement status updated by the driver from the Driver application.

BCO User Journey: Trucking Management

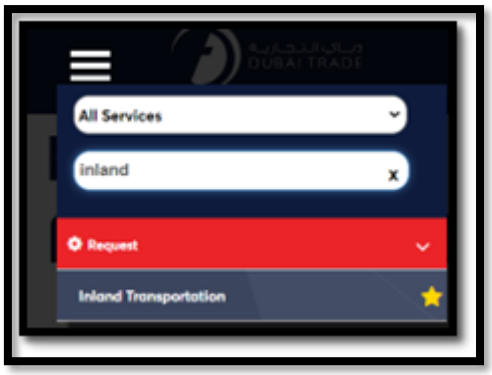
Step 1: Navigating to Service Selection:

- User clicks on the menu icon to reveal the menu screen.



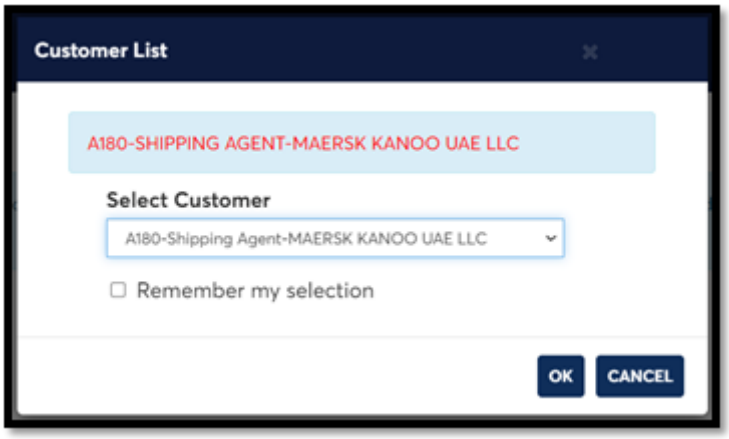
Step 2: - Selecting Service:

- On the menu screen, the user selects the Service name **CargoWaves**.
- **Click on search bar** and type **CargoWaves** select it by clicking on it.



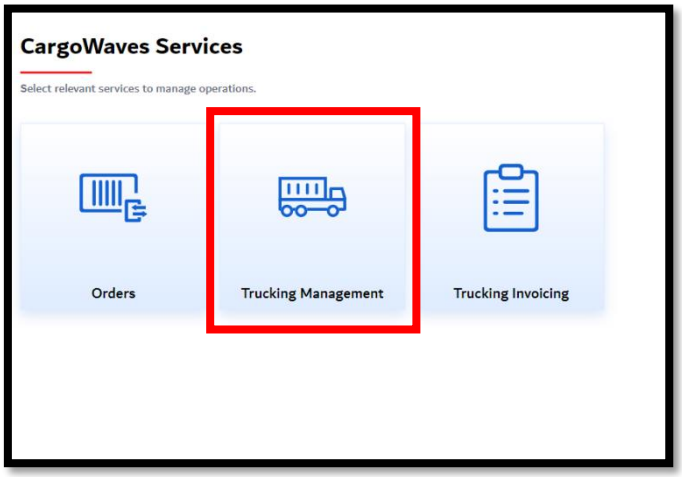
Step 3: - Choosing Customer:

- After selecting the service type, a screen displaying the **customer list appears**.
- User selects the right customer from the list and clicks on the "**OK**" option.



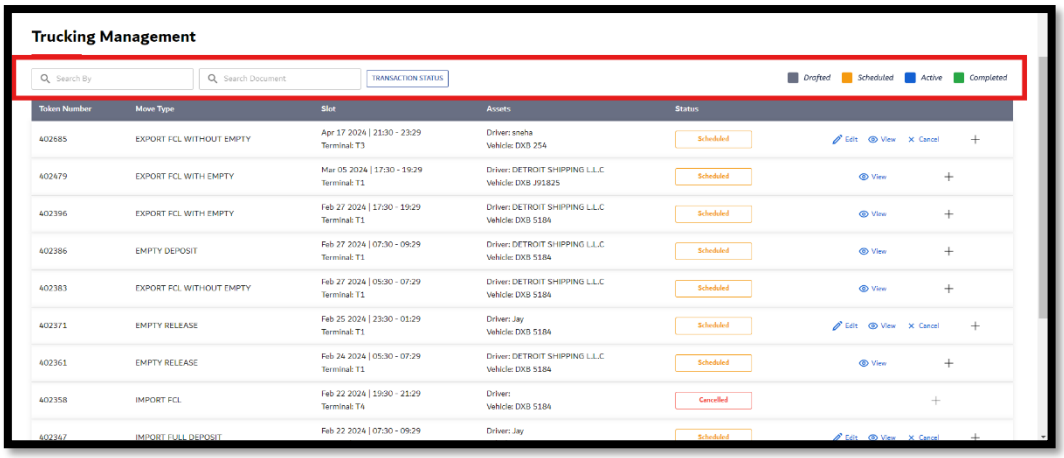
Step 4: -Main Screen:

- Upon selecting the customer, the main screen appears with three main options: Orders, Trucking Management, and Trucking Invoice
- Users need to click **on Trucking Management**.



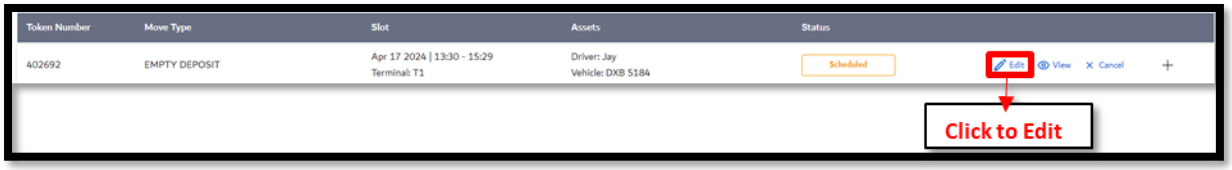
Trucking management: main page

- Once you click on the Trucking Management option, the **Trucking Management page will open.**
- On this page, you can view a list of token numbers in a list view format.
  - **Search for a token by entering the token number in the search bar.**
  - **View transaction status by clicking on the Transaction Status option.**

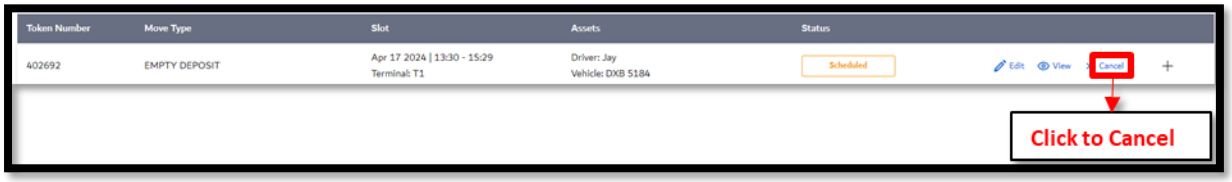


View token status through color-coded options: Drafted, Scheduled, Active, and Completed.

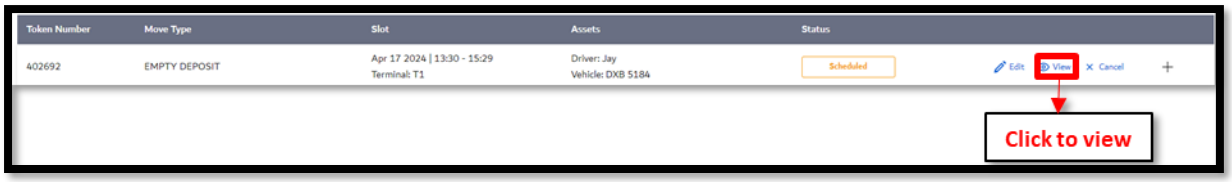
- The user can **also edit** the token number or token order by clicking on the edit **icon** for amendment**.**
- Once you edit the eToken, you'll be redirected to step "Token Scheduling – Slot Confirmation, Compatible Container's Recommendation, and Asset Allocation Page"



- The User can **also cancel** the token number or token order by clicking on the **Cancel icon**.



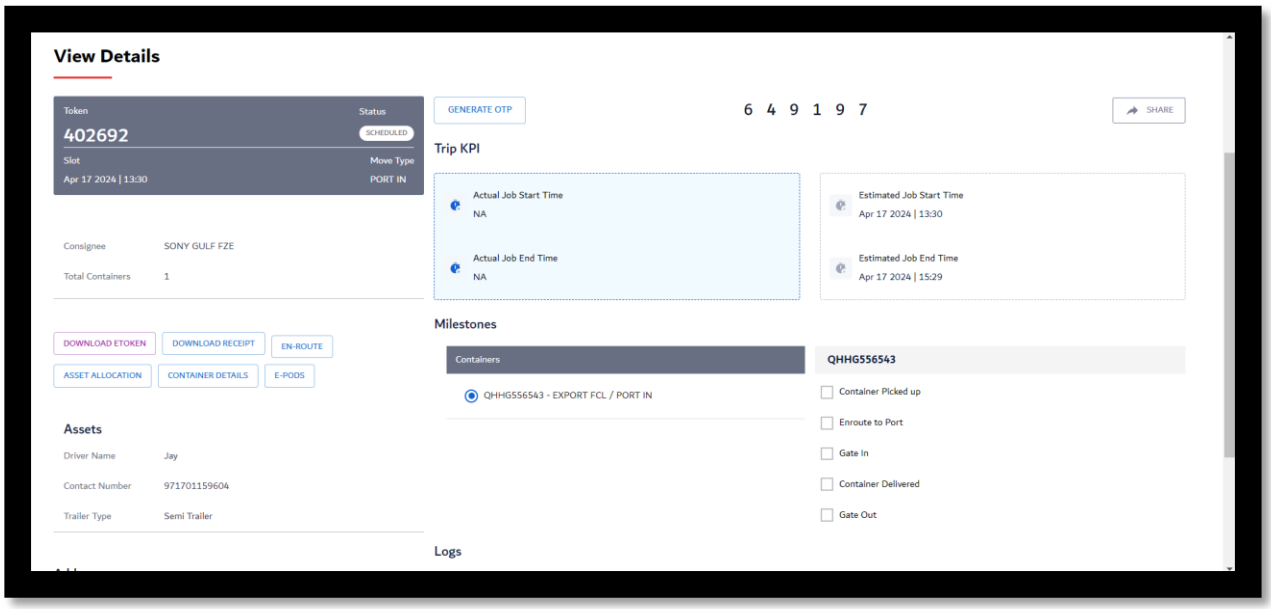
- The User can also view the token number or token order by clicking on the **View icon**.



View Details

On the View Detail page, users can perform various activities such as:

- Downloading the e-token or receipt.
- Enroute the journey by clicking on the Enroute option.
- Completing milestones by clicking on the checkbox icon next to the milestone.
- Viewing the entire journey logs, including date and time details.
- Sharing the token and OTP by clicking on the Share option.



Summary

CargoWaves services aim to simplify containerized transportation coordination for stakeholders like BCOs, Shippers, and Hauliers. It centralizes the process, automating Haulier nomination, and providing transparency and efficiency. For Hauliers, it offers asset management, task allocation, and real-time communication with stakeholders. The user journey involves accessing the platform, navigating to service selection, choosing customers, and managing orders through acceptance, rejection, and token creation. The Trucking Management feature allows users to view token details, track transaction status, edit or cancel tokens, and perform various actions like downloading e-tokens or receipts and completing milestones.