

Frequently Asked Questions (FAQ's)

1. What is the "Cargo Availability Date" ?

The cargo availability date is the date on which your cargo will be available for loading into the booked equipment.

- For intermodal door moves, this would be the date on which the customer needs the equipment to arrive at the place of loading.
- For port (terminal) moves, it is the date the customer wishes to pick up the empty equipment from the terminal.

This date is used to determine which contract rates are available as well as which voyages will be available for booking purposes.

2. Why can't I book multiple containers on one booking?

When bookings are made for multiple pieces of equipment and subsequent changes occur (i.e. product availability, supplier schedule changes, etc.) that prevent all of the equipment from reaching the port to load together, it results in split bookings. The operational and administrative processes that necessarily spring out of these split bookings result in time and energy being focused on non-value- adding activities.

Additionally, in reviewing the pattern of our customers' shipments, we have found that the vast majority of shipments (even those for which multiple equipment were requested on a single booking) are billed on a one piece of equipment per bill of lading basis. In an effort to take advantage of this trend and redirect those efforts toward value-added activities for our customers' benefit, we made the decision to restrict bookings to a single piece of equipment in our new Crowley Online Services application.

We understand that while this structure may work seamlessly for the majority of our customers, needs vary. As a result, we still offer the option to include multiple bookings (and thus equipment) on a single bill of lading within Crowley Online Services.

3. Will I get a booking confirmation via email once my booking has been submitted?

Crowley Online Services does not presently include a feature wherein a booking confirmation is automatically generated via email. Confirmed bookings reflect 'Confirmed' status on the Booking Dashboard. Additionally, if the user clicks on the Booking Number hyperlink on the Booking Dashboard, he or she will be taken to the Booking Details page for that booking, which will also display the 'Confirmed' status and all associated booking details.

Create Booking

Please complete the required fields marked with red asterisks (*) and click on 'Confirm and Submit Booking' at the bottom of the page. Clicking on the "Add Optional Information" buttons in each section will provide additional fields for completion.

Cargo Availability Date : 08-Jun-2011

Booking Number : 850939 Status : Confirmed Contract Line Item ID : 10000000010670

* Contact Name : Stacey Shipper * Contact Phone : 904 555-5555

Voyage

Origin : Port Everglades, FL, US (Port) Destination : Puerto Cortes, Honduras (Port)

Routing Itinerary

Load Port	Discharge Port	Relay Terminal
Port Everglades, FL, US (Port)	Puerto Cortes, Honduras (Port)	

Vessel	Voyage#	Load Port	Discharge Port	Estimated Departure Date	Estimated Arrival Date	Estimated Arrival Date at Destination	Document Cutoff Date	Cargo Cutoff Date	Transit Time (Days)
PEGASUS J	NZV1070S	Port Everglades, FL, US (Port)	Puerto Cortes, Honduras (Port)	Sat 2011-06-11 05:00 PM	Wed 2011-06-15 08:00 AM	Wed 2011-06-15 08:00 AM	Fri 2011-06-10 12:00 PM	Sat 2011-06-11 11:00 AM	

Lookup Voyage

Change Line Item

For users with internal processes requiring a printed or electronic file for the "booking confirmation," the only option presently available is to print the Booking Details page from their web browser. In Internet Explorer (IE), selecting File > Print Preview will display the page for them and allow them to select the sizing (I recommend the 'Shrink To Fit' option to ensure the full width of the page is captured) prior to printing. Depending on the user's printer settings, he or she may have the option to print a hardcopy or print the page to a PDF file.

4. Can I change the pick up location of my booking through Crowley Online Services once the booking has been submitted?

Customers may change the pick up location for a booking via COS as long as the equipment has not been assigned:

- If the location is a different address within the same city, he or she need merely edit the supplier address in the Intermodal Details section and resubmit the booking.
- If the city itself is also changing, he or she will need to first select the 'Change Line Item' command and select the line item with the origin matching the city of the new pick up location. The user may then select the new pick up location from his or her address book, reselect the voyage, and resubmit the booking.

If the equipment has already been assigned to the booking, customers will be directed to contact Crowley to complete this transaction. This restriction is in place primarily so that the Crowley team member can contact the Intermodal department in order to prevent dry runs or other intermodal service exceptions that might otherwise occur if the changes are made but not immediately communicated after a move is already in progress.

5. How do I change a container type, the origin, the destination, or commodity on an existing booking?

The container type, origin, destination, and commodity are all details tied to the individual contract line items. For this reason, if any of these details for a shipment changes, the line item associated with the existing booking must be changed. Customers are able to perform this action prior to equipment being assigned to the booking.

If the equipment has already been assigned to the booking, customers will be directed to contact Crowley to complete this transaction. This restriction is in place primarily so that the Crowley team member can contact the Intermodal department in order to prevent dry runs or other intermodal service exceptions that might otherwise occur if the changes are made but not immediately communicated after a move is already in progress.

Either way, the steps are performed as follows:

A. Select the booking from the Booking Dashboard and click on 'Edit' (or simply click on the booking number hyperlink).

B. On the Booking Details page, click on the 'Change Line Item' command button, which is located directly below the Voyage information.

Booking Number : 850939 Status : Confirmed Contract Line Item ID : 10000000010670

* Contact Name : * Contact Phone :

Voyage

Origin : Port Everglades, FL, US (Port) [Routing Itinerary](#)

Destination : Puerto Cortes, Honduras (Port)

Load Port	Discharge Port	Relay Terminal
Port Everglades, FL, US (Port)	Puerto Cortes, Honduras (Port)	

Vessel	Voyage#	Load Port	Discharge Port	Estimated Departure Date	Estimated Arrival Date	Estimated Arrival Date at Destination	Document Cutoff Date	Cargo Cutoff Date	Transit Time (Days)
PEGASUS J	NZV1070S	Port Everglades, FL, US (Port)	Puerto Cortes, Honduras (Port)	Sat 2011-06-11 05:00 PM	Wed 2011-06-15 08:00 AM	Wed 2011-06-15 08:00 AM	Fri 2011-06-10 12:00 PM	Sat 2011-06-11 11:00 AM	

Note: Changing the line item will require the user to select the voyage and supplier information (if applicable) upon returning to the booking details page. If the new line item is compatible with the previously selected voyage and the customer does not wish for this or the supplier to change (i.e. if only container size/type is changing), it may be best to take note of these details prior to clicking on 'Change Line Item' as the information will no longer be displayed upon returning to this page.

C. The user will then be prompted to enter the cargo availability date (in case this information has changed, which may impact which contract line items are available for booking) and click 'Validate' so that Crowley Online Services can retrieve the appropriate contract version based on the selected date.

The screenshot displays a 'Voyage' details page with a 'Line Item Date' dialog box overlaid. The dialog box contains a text input field with '06/17/2011' and a 'Validate' button. Below the input is a calendar for June 2011, with the 16th and 17th highlighted. The background page shows the following details:

Voyage
 Origin : Port Everglades, FL, US (Port)
 Destination : Puerto Cortes, Honduras (Port)

Vessel	Voyage#	Load Port	Discharge	Estimated Arrival Date	Estimated Arrival Date	Document Cutoff Date	Cargo Cutoff Date
PEGASUS J	NZV1070S	Port Everglades, FL, US (Port)	Puerto Cortes Honduras (Po	Wed 2011-06-15 08:00 AM	Wed 2011-06-15 08:00 AM	Fri 2011-06-10 12:00 PM	Sat 2011-06-11 11:00 AM

Buttons: 'Lookup Voyage', 'Change Line Item', 'Validate'.

D. The user will then be redirected to the Contract Header view, where he or she will need to select the desired commodity and click on 'Continue Booking with This Commodity.'

E. The user will next be redirected to the My Contract Line Items page, where he or she will select the new line item to be used for the booking and click on 'Continue' to insert this information into the selected booking.

(Steps D & E are identical to their counterparts in the Create Booking [from scratch] flow.)

F. Upon returning to the Booking Details page, the user will need to select the desired voyage and complete the appropriate fields in the Intermodal Details section of this page. Additional fields may be required depending on the details of the new line item (i.e. hazardous information or reefer temperature would be required if the user changed the line item to one of these types of shipments). All other details remain intact from the existing booking and need only be edited if changes are desired by the customer (i.e. new consignee due to final destination change).

G. Once complete, the user will click on 'Confirm and Submit Booking' to complete the transaction, updating the booking in our mainframe system.

Note: If a bill of lading is already created against the booking, the 'Change Line Item' command may be found on the Booked Voyage & Routing page of the bill of lading instructions (only prior to equipment assignment for external users).

Create Shipments / Bill of Lading

Please review the booking information below. Click on 'Continue' at the bottom of the page to move to the next step in completing your BL Instructions.

Assemble Shipments

Booked Voyage and Routing

[BL:COSS1M037102](#)

Voyage

Routing Itinerary

Load Port	Discharge Port
Port Everglades, FL, US (Port)	Puerto Cortes, Honduras (Port)

Vessel	Voyage#	Load Port	Discharge Port	Estimated Departure Date	Estimated Arrival Date	Estimated Arrival Date at Destination	Document Cutoff Date
PEGASUS J	NZV1070S	Port Everglades, FL, US (Port)	Puerto Cortes, Honduras (Port)	Sat 2011-06-11 05:00 PM	Wed 2011-06-15 08:00 AM	Wed 2011-06-15 08:00 AM	Fri 2011-06-10 12:00 PM

Lookup Voyage

Booking: 850939, Products of the USA

Booking Summary

Contract Line Item ID : 100000000010670

Origin : Port Everglades, FL, US (Port)

Commodity Description : Products of the USA

Equipment Type : 40 High Cube Container

Destination : Puerto Cortes, Honduras (Port)

Change Line Item

6. Do I still have to submit paperwork via email or fax to complete my bill(s) of lading?

If you are completing and submitting the bill of lading instructions within COS, there is no need to send the instructions by email, fax, or EDI as well. The electronic submission via COS will suffice.

7. Can I print my bill of lading?

There is not presently a way for customers to print a non-negotiable copy of the Crowley-issued bill of lading via COS, however, the customer may print a copy of the bill of lading *instructions* they submitted via COS if he or she requires this information for his or her records.

After completing and submitting the bill of lading instructions via COS, the customer may select the 'Preview BL' command at the bottom of the BL Details page (under release instructions and clauses):

Release Instructions

* Party Name	Contact	* # of Originals with Rate Information	* # of Originals without Rate Information	# of Non Negotiable with Rate Information	# of Non Negotiable without Rate Information	* # of Invoices	Preferred Method
Corporacion de Estados Unidos	No Contacts	2	0	0	0	0	<input checked="" type="radio"/> Email <input type="radio"/> Fax

Add Delete

* Do you want a Draft copy for review? Yes No Do you want Draft with Rate Information?

Type of Release : Express Release

* Applicable Clause(s) Change Clause

- Ocean Freight Prepaid

Continue Cancel Save **Preview BL**

This command will redirect the user to a preview of the shipping instructions which is formatted very similarly to how it will print on the actual Crowley-issued bill of lading. The user may then use the browser's print capability (from the file menu) to print this page to either hard copy or PDF (depending on their own system capabilities) for their records.

Shipping Instructions									
(2) SHIPPER (Complete Name, Address & Zipcode) USA Corp 123 Peachtree Drive Atlanta, GA 30322 US			2050412-01		(3) BOOKING NO. CAT 436034		(3a) SCAC Code		(3a) BILL OF LADING/INVOICE NO. COSSOM001231
(5) CONSIGNEE (Complete Name, Address & Zipcode) Guatemala Medical Supplies 22 Calle a 17-05 Zona 17 Guatemala City GT			(6) FORWARDING AGENT (Complete Name, Address & Zipcode)			FMC#:		CNE#:	
(7) NOTIFY PARTY (Complete Name, Address & Zipcode)			(8) ALSO NOTIFY - ROUTING & INSTRUCTIONS Contract # 99-9999-LA						
(9) VESSEL VOYAGE K BREEZE 0478		FLAG		(10) PLACE OF RECEIPT Fort Everglades, FL, US (Port)		(11) RELAY POINT		(12) POINT & COUNTRY OF ORIGIN OF GOODS usa	
(13) PORT OF LOADING Fort Everglades, FL, US (Port)		(14) LOADING PIER CROWLEY		(15) MOVE TYPE House to House					
(16) PORT OF DISCHARGE Santo Tomas De Castilla, Guatemala (Port)			(17) PLACE OF DELIVERY Santo Tomas De Castilla, Guatemala (Port)			(18) ORIGINALS TO BE RELEASED AT Route T			
PARTICULARS FURNISHED BY SHIPPER									
(19) MARKS & NO'S / CONTAINER NO'S	(20) NO. OF TRLS. / CONTS. / PKGS. /		(21) HM	(22) DESCRIPTION OF CARGO				WEIGHT	(24) MEASUREMENT
holl 4507549 usa002 NOEEI Option 4 Pallet	1 45FT			1 45ft Cont. SLAC 600 Packages Materials for the Manufacture of Medical Supplies Shipper Load and Count These commodities, technology or software were exported from the United States in accordance with the export administration regulations. Diversion contrary to U.S. law prohibited Carrier Reserves the right to request a deposit for the use of its equipment beyond the port. Ocean Freight Collect BILL TO : *				45000.0 LBS 20411.66 KGS	

8. Can I edit party information under the Addresses Tab?

Existing address book entries may be edited with some limitations:

Note that on the Address Book grid there is a Customer No. column. This Customer No. is a Crowley-assigned number used to identify customers and their associated locations for proper invoicing and reporting purposes. Up until this number is added to the address book entry (by Crowley personnel), external users may edit any fields in the address book entry by selecting the party from the grid and clicking on the 'Edit Party' command:

Create New Party		Refresh								
Address Book [4 record(s) found]										
Selected Company: usa corp										
<input type="checkbox"/> Show all parties										
	Party Name	Address	City	State	Zip Code	Country	Customer No.	Corporate Headquarters	Intermodal Supplier or Delivery Location?	Bill To
<input type="radio"/>	USA Corp - Jacksonville	9487 Regency Square Blv	Jacksonville	FL	32225	US		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="radio"/>	USA Corp	PO Box 12345	San Juan	PR	12345	PR	2134632-01	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="radio"/>	ABC Company	45 Apple Street	Jacksonville	FL	32257	US		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="radio"/>	Guatemala Corp	23 y 45 calle frente	Ciudad de Guatem			GT		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="button" value="Edit Party"/>		<input type="button" value="Delete Party"/>		<input type="button" value="View Contacts"/>						

This action will bring up the party details view. Here the user may edit the desired fields as needed, clicking on 'Save' when complete.

If the Customer No. has already been added to the address book entry, the only fields that the customer may edit are those not associated with the party name and address, as shown below:

Please enter the required information and click on the "Save" button.

Create Party

* Party Name: USA Corp	* Address 1: PO Box 12345
Address 2:	Address 3:
* City: San Juan	State: PR
* Country: PR	Zip Code: 12345

Corporate HQ: <input type="checkbox"/>	Bill To: <input type="checkbox"/>	Intermodal Supplier or Delivery Location: <input type="checkbox"/>
OT#: <input type="text"/>	FMC#: <input type="text"/>	CHB#: <input type="text"/>
EIN/SSN#: <input type="text"/>	Hacienda TaxId: <input type="text"/>	TaxId: <input type="text"/>

CVIF Number: 2134632	CVIF Location: 01
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This limitation prevents party name or address changes which might require an update to the assigned Customer No (CVIF Number and CVIF Location fields in the above view) and might otherwise create discrepancies for invoicing and reporting purposes. Customers may contact Crowley to make changes to an existing address entry after the Customer No. is assigned in COS.

9. Can I edit an existing template?

Existing *Active* templates may be edited in COS, with the exception of the contract line item details. To edit all other template fields, the user will need to select the desired template from the Booking Template grid (either via its location on the Booking Dashboard or the My Contract Line Items page) and click on the 'View/Edit Template' command:

Booking Templates [4 record(s) found]										
	Template Name	Template ID	Origin	Load Port	Discharge Port	Destination	Shipper Name	Consignee	Supplier	Equ Des
<input type="radio"/>	SV Booking	993	Port Everglades, FL, U	Port Everglades, FL, U	Santo Tomas D	San Salvador, E	USA Corp - Jackso	Guatemala Corp		40 C
<input type="radio"/>	HN Booking	992	Port Everglades, FL, U	Port Everglades, FL, U	Puerto Cortes, I	Puerto Cortes, I	USA Corp - Jackso	Guatemala Corp		40 C
<input type="radio"/>	NI Booking	991	Port Everglades, FL, U	Port Everglades, FL, U	Puerto Cortes, I	Managua, Nicar	USA Corp - Jackso	Guatemala Corp		40 C
<input type="radio"/>	USA to GT 45' Dry	890	Port Everglades, FL, U	Port Everglades, FL, U	Santo Tomas D	Santo Tomas D	USA Corp - Jackso	Guatemala Corp		45 C

Show All Templates

This action will redirect the user to the Template Details page, which will allow him or her to edit the template fields as needed. Once all desired changes have been made, the user will need to click on 'Save Template' at the bottom of the page.

Do you want a Draft copy for review? Do you want Draft with Rate Information?

Type of Release :

Applicable Clause(s)

- Ocean Freight Prepaid
- These commodities, technology or software were exported from the United States in accordance with the export administration regulations. Diversion contrary to U.S. law prohibited

Note: If the user wishes to make changes to an existing template and then immediately use it for booking, he or she may click on 'Save & Create Booking' instead, which will save the changes and then present the user with the cargo availability date validation box in the same step (instead of returning the the Booking Template grid to perform this action).

10. Can I make changes to an existing template and save it as a new template?

Users may make changes to an existing template and save this variation as a new and separate template.

A. First the user will select the original template from the Booking Templates grid (on either the Booking Dashboard or the My Contract Line Items page) and click on the 'View/Edit Template' command.

B. On the resulting Template Details page, the user will scroll to the bottom of the page and click on the 'Copy to New Template' command:

Do you want a Draft copy for review? Do you want Draft with Rate Information?

Type of Release :

Applicable Clause(s)

- Ocean Freight Prepaid
- These commodities, technology or software were exported from the United States in accordance with the export administration regulations. Diversion contrary to U.S. law prohibited

C. The page will then refresh to present the user with a duplicate, unnamed version of the original template. The user will need to enter the desired template name at the top of the page and edit any other desired template fields:

Shipment Template: **Shipment Template ID:** 0

! Please complete all fields you wish to save in your shipment template. Clicking on the "Add Optional Information" buttons in each section will provide additional of the page, and enter a template name when prompted.

Booking Number:
Contract Line Item ID: 10000000009495 Contact Name:

Voyage

Origin: Jacksonville, FL (Port) Load Port : Jacksonville, FL (Port)
Discharge Port: San Juan (Port), Puerto Rico

D. After making all desired changes to the new template, the user will click on the 'Save as a New Template' command at the bottom of the page.

Do you want a Draft copy for review? Do you want Draft with Rate Information?

Type of Release :

Applicable Clause(s)

- Ocean Freight Prepaid
- These commodities, technology or software were exported from the United States in accordance with the export administration regulations. Diversion contrary to U.S. law prohibited

Note: Just as with editing an existing template, users are not able to change the line item or its associated details (i.e. origin, commodity, etc.) when copying a template over to a new one.