

User guide



MOOY LOGISTICS

Serviceportal

Inhoud

- 1 Login..... 3
- 2 Transportdocuments 4
 - 2.1 Search for documents 4
 - 2.2 Download all documents by invoice number 6
 - 2.3 Tracking order lines 7
- 3 Warehousing 8
 - 3.1 Selection criteria 8
 - 3.2 Retrieving data..... 9
 - 3.2.1 Displaying data 9
 - 3.2.2 Download data 10
 - 3.3 Available reports 11
 - 3.3.1 Stockinfo by pallet..... 11
 - 3.3.2 Stockinfo by position 11
 - 3.3.3 Discharge & Damage..... 12
 - 3.3.4 Dispatch statement 12
 - 3.3.5 Container planning..... 12
- Appendix..... 13

1 Login

Welcome to Mooy Logistics Servicedesk.
If you are a customer of Mooy Logistics you may log in here and take care of some administrative jobs.

Mooy Logistics Servicedesk

Please login here:

Username:

Password:

[Login](#)

1. Select your language
2. Login form, use the email address (user) and password that has been added for your account. Use the login button to log in.

2 Transport documents

2.1 Search for documents

The screenshot shows the Mooy Logistics Serviceportal interface. At the top, there are navigation tabs: 'Servicedesk - Home', 'Transportdocuments', 'Admin', 'Help', and 'Contact'. The 'Transportdocuments' tab is selected. On the left, there is a blue sidebar with the link 'Request Document Documents by invoice nr.'. The main content area contains a search form with the following fields: 'Load date from', 'Load date to', 'Unloading date from', 'Unloading date to', 'Load city', 'Unload city', and 'Reference nr'. A 'Search' button is located to the right of the form.

By using the tab “Transport documents” and the link “Request document” the form as shown above will be displayed. With this form you are able to search for transport documents by entering the necessary search parameters and by clicking the search button.

When entering one of the date fields, a calendar popup as shown below will appear. Click on the requested date to enter the date in the field. It is not possible to change the date manually.

* Note that date is displayed as DD-MM-YYYY

The screenshot shows the search form with a calendar popup for the 'Load date to' field. The calendar is for February 2009, and the date '03-02-2009' is selected. The form fields are: 'Load date from' (02-02-2009), 'Load date to' (03-02-2009), 'Unloading date from', 'Unloading date to', 'Load city', 'Unload city', and 'Reference nr'. A 'Search' button is located to the right of the form.

The field reference number may be used to search for the entire reference or just a part of the number. To search for a part of the number the unknown part of the reference number has to be replaced by %. For example, to search for 123456 the following could be entered.

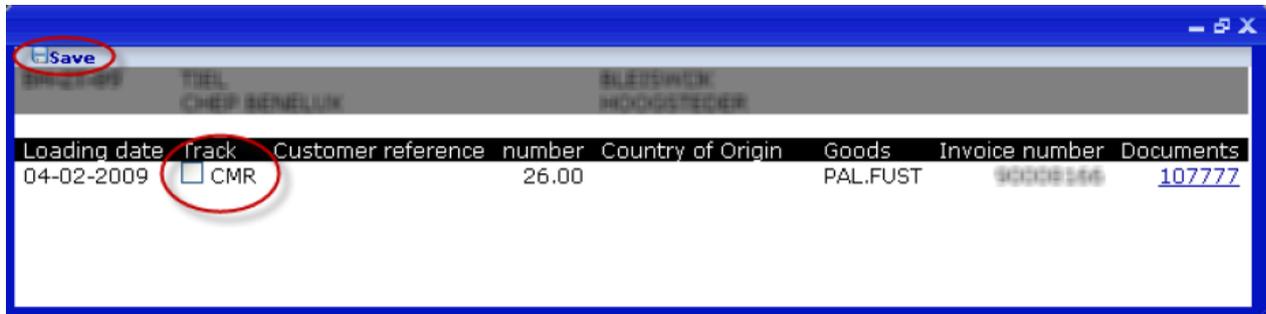
%456 or
123% or
%2345%

After specifying the selection parameters you can start searching by clicking the “Search” button. If appropriate data are entered, one or more lines will emerge as shown in the picture below.

Order	Customer id	Customer reference	Loading date	Loading name	Load city	Unloading date	Unload name	Unload city	Invoice number	Lines	Documents
✓ 91001534	8300		04-02-2009	CHOP BENEUK	TIEL	04-02-2009	INDOGETEER	BLEISWIJK	90008155	1	1

In the example on the previous page, one document is associated with the order line. This document can be retrieved by double clicking on the line. At the beginning of the line, a green checkmark is displayed, indicating that the order line is 'complete'. Predefined rules are used to check which status the order line will get. In this case the rule was set to: "Order line must contain CMR document to be considered complete". In the case an order line is not complete a red cross will be shown.

After double clicking the order line the detail window will appear as shown in the image below.



The detail window shows all lines that belong to the order. The document number on the right side of the window which appears as a hyperlink is the CMR document that belongs to this order. It is possible that multiple documents are linked to the concerning order. By clicking on the link the corresponding documents can be downloaded or stored.

It is also possible to set up a tracking action for each order line. In this case a tracking action may be put on the CMR document. As soon as Mooy Logistics has received the CMR document, an email notification will be sent to the email box of the user that is currently logged in on the portal.

The documents are kept available online for a period of 6 months. After this period they will be removed from the portal automatically.

In the case where a document is no longer on the server, a message will appear. By clicking "OK" you will have the choice to send an email to cmr@mooy.nl with the correct request information. The department at Mooy Logistics can now retrieve the requested document from the archives and send it to you manually.

See the following figure:



2.2 Download all documents by invoice number

Servicedesk - Home | Transportdocuments | Help | Contact

[Request Document Documents by invoice nr.](#)

Invoice number 830

In order to download documents by invoice number, use the link “Documents by invoice nr.”, enter the invoice number in the box and click “Search”.

Invoice number 830

Select all rows Select everything from current page

	Order	voignr	cust_ref	laad_date	Loading name	Load city	Unloading date	Unload name	Unload city	Licence plate	lwh	number	Goods	Invoice number
<input type="checkbox"/>	1006903	1	73967	2010-10-01		ANTWERPEN	01-10-2010	MOOY LOGICDOOL	WADDINKYEEN	BP -76	CRI	750,00	ANANAS	83
<input type="checkbox"/>	1006911	1	576	2010-10-01		BARENDRECHT	01-10-2010	MOOY LOGICDOOL	WADDINKYEEN	BV -95	MEX	360,00	GRAPEFRUIT	85
<input type="checkbox"/>	1006914	1	574	2010-10-01		BARENDRECHT	01-10-2010	MOOY LOGICDOOL	WADDINKYEEN	BV -95		120,00	ST. RUBY MK 32ER C.T	83
<input type="checkbox"/>	1006949	1	96	2010-10-01		ANTWERPEN	01-10-2010	MOOY LOGICDOOL	WADDINKYEEN	B5 -85	CRI	1820,00	ANANAS	83C
<input type="checkbox"/>	1006966	1	4662	2010-10-01		ANTWERPEN	01-10-2010	MOOY LOGICDOOL	WADDINKYEEN	BP -76	CRI	972,00	ANANAS	830
<input type="checkbox"/>	1006982	3	111	2010-10-01		ZEEBRUGGE	01-10-2010	MOOY LOGICDOOL	WADDINKYEEN	B5 -46	NZL	145,00	KIWIFRUIT	83C
<input type="checkbox"/>	1006982	2	111	2010-10-01		ZEEBRUGGE	01-10-2010	MOOY LOGICDOOL	WADDINKYEEN	B5 -46	NZL	725,00	KIWIFRUIT	83C
<input type="checkbox"/>	1006982	1	111	2010-10-01		ZEEBRUGGE	01-10-2010	MOOY LOGICDOOL	WADDINKYEEN	B5 -46	NZL	320,00	KIWIFRUIT	83C

In this example 8 lines are visible for this invoice, but there could be a result with anywhere between 1 and 1000 lines. In case of results with larger invoices, checkmarks 1 and 2 can be used to make it easy to select the total of rows or just everything on the current page. The checkmarks at the beginning of the line (3) are there to just select only one specific line for download.

When changing the page (in the middle and bottom of the list the other pages can be selected. The bold number indicates which page is currently active and visible.) the selections you made are remembered, this makes it possible to select multiple rows on different pages.

Same as while searching for order documents you are able to see if an invoice line has become complete. This is indicated by the checkmark or cross at the beginning of the line. After clicking on the “Download” button all documents from the selected lines will be placed together in a zip file and are made available for you to download.

If documents are missing, like for instance older documents which were removed after the maximum storage period of 6 months, an error will occur which will give you the choice of sending a notification to the CMR department at Mooy Logistics. They are able to retrieve the requested document from the archives and send it to you manually.

On the next page you will find an image of the possible error message.



2.3 Tracking order lines

You will have the possibility to track order lines by setting alerts on order lines. This may help to see if the required documents are received by Mooy Logistics. When the requested documents become available and complete an email notification will be sent. Setting and saving these alerts can be done at the "Search for documents" section, with the popup window after double clicking on a line.

As shown in the image below this order is not yet complete, no documents are linked. By setting a checkmark on the track CMR box for line 1 and/or 2 and clicking "Save" you will have the alerts set.

Loading date	Track	Customer reference	number	Country of Origin	Goods	Invoice number	Documents
01-10-2010	<input type="checkbox"/> CMR	229	12.00	PER	AVOCADO'S		
	<input type="checkbox"/> CMR	29	70.00	ISR	MANGO'S		

Upon saving a line (line 1 in example below) a popup will appear with a message indicating an alert has been set.

Track	Customer reference	number	Country of Origin	Goods	Invoice number
<input checked="" type="checkbox"/> CMR	229	12.00	PER	AVOCADO'S	
<input type="checkbox"/> CMR	29	70.00	ISR	MANGO'S	



3 Warehousing

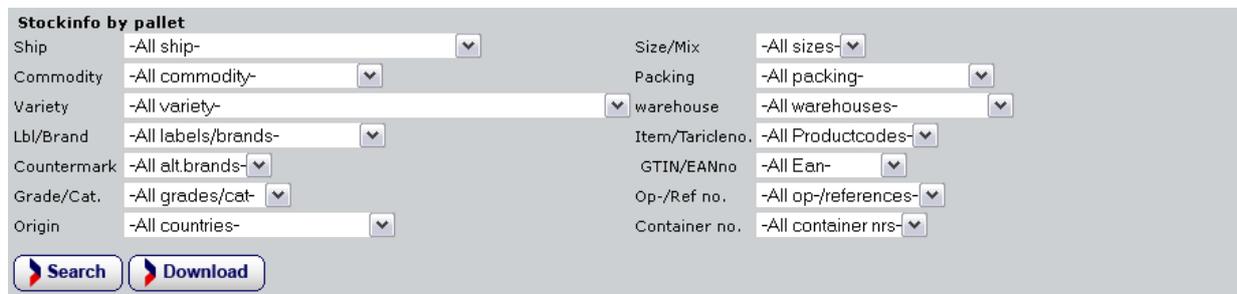
The tab "Warehousing" takes you to the Warehousing section of the serviceportal.



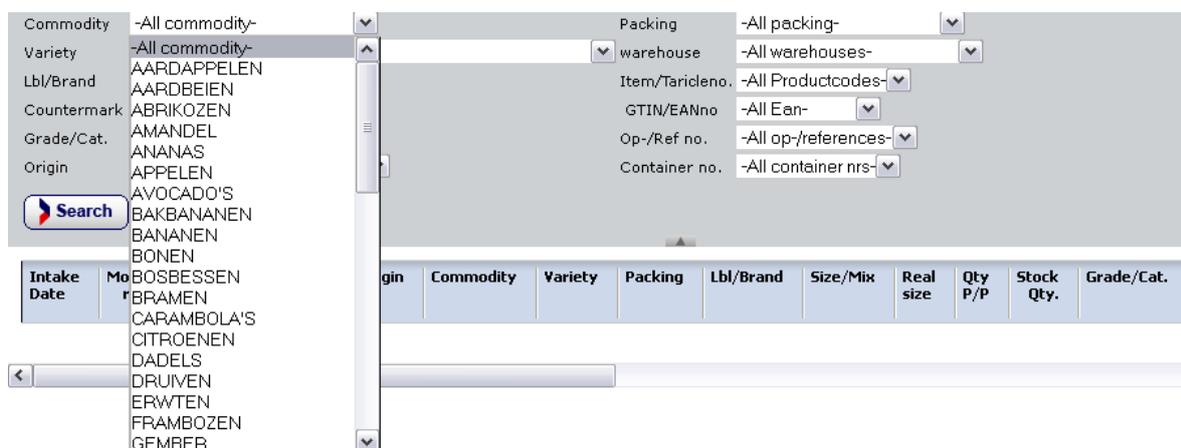
On the left side of the screen that is now visible the requested data can be selected. To do so click on the desired link.

3.1 Selection criteria

In order to find the desired data within the serviceportal various selection criteria can be used. The more criteria you enter, the more accurate the search by the system will be. It also allows you to "filter out" information you do not need.



The hyperlinks on the left of the screen take you to a selection screen as shown in the figure above. Here the selection parameters to be searched are specified. By clicking on 1 of the "drop down" selection boxes, a list of available input is displayed as shown in the screenshot below. Using the vertical scroll bar or the scroll wheel on your mouse, the data in the "drop down box" which are not shown can also be made visible.



When entering one of the date fields, a calendar popup as shown on the next page will appear. Click on the requested date to enter the date in the field. It is not possible to change the date manually.

* Note that the date is displayed as DD-MM-YYYY

Load date from	02-02-2009	Load date to	03-02-2009
Unloading date from		Unloading date to	
Load city	▼		
Unload city	▼		
Reference nr			

February, 2009

Su	Mo	Tu	We	Th	Fr	Sa
25	26	27	28	29	30	31
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
1	2	3	4	5	6	7

The field reference number may be used to search for the entire reference or just a part of the number. To search for a part of the number the unknown part of the reference number has to be replaced by %. For example, to search for 123456 the following could be entered.

%456 or
123% or
%2345%

The same principle applies to other fields where free entry is possible, such as "Commodity" and "Customer Name" at the dispatch statement selection criteria.

3.2 Retrieving data

3.2.1 Displaying data

After specifying the selection parameters the search can be started by using the "Search" button.



If appropriate data are entered, one or more lines must emerge as shown in the picture below.

Intake Date	Mooy ref.	Exporter	Receiver	Origin	Commodity	Variety	Packing	Lbl/Brand	Size/Mix	Real size	Qty P/P	Stock Qty.	Grade/Cat.	Inventory
				SOUTH A	GRAPES	CRIMSON I	CARRY BAG		L	L	170	170	1	CARRY BAG
				SOUTH A	GRAPES	SUN RED 5	CARRY BAG		L	L	170	170	1	CARRY BAG
				SOUTH A	GRAPES	SUN RED 5	CARRY BAG		L	L	170	170	1	CARRY BAG

Because the number of columns does not fully fit on the screen, you can move the scrollbar at the bottom of the screen horizontally so that the other columns are made visible. In addition, it is also possible to adapt the column width, so that any text that does not fall within the standard width will also be fully visible. To adjust the column width, hover the mouse cursor on the vertical line between 2 columns, until the symbol $\leftarrow\rightarrow$ appears. By pressing the left mouse button and by moving the mouse simultaneously to the left or right the column width is adjusted.

If the requested information does not fit on 1 page, in the middle and bottom of the list the other pages can be selected. The bold number indicates which page is currently active and visible.

Page 1 2 3 4 5 > >> of 6 (229 rows)

You can also choose to view the full selection screen or to temporarily hide it. This will free up more space for displaying the requested data. Press the button marked with the red box in the image below to hide and unhide the selection criteria.



3.2.2 Download data

If desired, the requested data can be downloaded directly to your computer in a .xls file. To be able to open the file you need Microsoft Excel or another application which is able to open .xls files on your system.



Press the "Download button and choose whether the file should be opened or saved on your computer. See image below if you use the Windows Internet Explorer browser, in other browsers this screen can be different from this one.



3.3 Available reports

The available data on the Mooy Logistics Serviceportal will now be discussed briefly for each type of report.

3.3.1 Stockinfo by pallet

Here you can retrieve inventory information per pallet. Fill in the required selection criteria and press "Search" or "Download". You will now see all pallets that meet the specified criteria.

Stockinfo by pallet	
Ship	-All ship- <input type="text"/>
Commodity	ANANAS <input type="text"/>
Variety	-All variety- <input type="text"/>
Lbl/Brand	-All labels/brands- <input type="text"/>
Countermark	-All alt.brands- <input type="text"/>
Grade/Cat.	-All grades/cat- <input type="text"/>
Origin	-All countries- <input type="text"/>
Size/Mix	8 <input type="text"/>
Packing	-All packing- <input type="text"/>
warehouse	MOOY <input type="text"/>
Item/Taricleno.	-All Productcodes- <input type="text"/>
GTIN/EANno	-All Ean- <input type="text"/>
Op-/Ref no.	-All op-/references- <input type="text"/>
Container no.	-All container nrs- <input type="text"/>

3.3.2 Stockinfo by position

Here you can retrieve inventory information per position. Fill in the required selection criteria and press "Search" or "Download". You will now see all positions that meet the specified criteria.

Stockinfo by position	
Ship	-All ship- <input type="text"/>
Commodity	-All commodity- <input type="text"/>
Variety	-All variety- <input type="text"/>
Lbl/Brand	-All labels/brands- <input type="text"/>
Countermark	-All alt.brands- <input type="text"/>
Grade/Cat.	-All grades/cat- <input type="text"/>
Origin	-All countries- <input type="text"/>
Size/Mix	-All sizes- <input type="text"/>
Packing	-All packing- <input type="text"/>
warehouse	-All warehouses- <input type="text"/>
Item/Taricleno.	-All Productcodes- <input type="text"/>
GTIN/EANno	-All Ean- <input type="text"/>
Op-/Ref no.	-All op-/references- <input type="text"/>
Container no.	-All container nrs- <input type="text"/>

3.3.3 Discharge & Damage

In this section you can retrieve the discharge statement. Alternatively, you can see any observed damage to the products and the nature of the damage.

Fill in the required selection criteria and press "Search" or "Download". You will now see all pallets that meet the specified criteria.

Discharge & Damage		
Exporter	-All shipper-	
Receiver	-All receivers-	
Ship	-All ship-	
Voyage #	-All Voyagecodes-	
	Vanaf	T/m
Intake Date	04-04-2012	04-05-2012
Commodity		ZZZZ
Op-/Ref no.		ZZZZZZZZZZ
<input type="button" value="Search"/> <input type="button" value="Download"/>		

3.3.4 Dispatch statement

In this section you can retrieve your dispatch statement. Fill in the required selection criteria and press "Search" or "Download". You will now see all pallets that meet the specified criteria.

Exporter	-All shipper-	
Voyage #	-All Voyagecodes-	
	Vanaf	T/m
Dispatch Date	04-04-2012	04-05-2012
Commodity		ZZZZ
Order No/Rel. ref.		ZZZZ
Customer Name		ZZZZ
Op-/Ref no.		ZZZZ
Origin		ZZZZ
<input type="button" value="Search"/> <input type="button" value="Download"/>		

3.3.5 Container planning

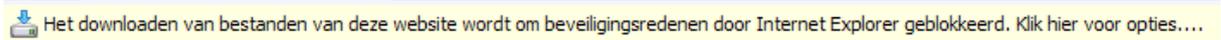
Here you can see our container planning. Fill in the required selection criteria and press "Search" or "Download". You will now see all containers which meet the specified criteria. For example, you can see when a container is expected, the contents of the container and the location the container will be discharged.

Container planning			
Ship	-All ship-	Container no.	-All container nrs-
Receiver	-All receivers-	Exporter	-All shipper-
	Vanaf	T/m	
Intake Date	04-04-2012	04-05-2012	
<input type="button" value="Search"/> <input type="button" value="Download"/>			

Appendix

At this moment there are still some problems related to the use of the website. Currently we are working hard to resolve these items, however, until we are done, please observe the following.

- 1- Currently it is not possible for customers to change passwords, or to create/delete employees themselves. This functionality may be added in the future. This also applies to the possibility to retrieve a lost password. For any questions regarding these issues, please contact Mooy Logistics.
- 2- While downloading documents belonging to an invoice using Internet Explorer (version 7 and 8) the following message may occur:
“To help protect your security, Internet Explorer blocked this site from downloading files to your computer. Click here for more options...”

A screenshot of an Internet Explorer security warning message. The message is displayed in a yellow bar with a blue border. It contains a download icon and the text: "Het downloaden van bestanden van deze website wordt om beveiligingsredenen door Internet Explorer geblokkeerd. Klik hier voor opties..."

Het downloaden van bestanden van deze website wordt om beveiligingsredenen door Internet Explorer geblokkeerd. Klik hier voor opties...

You will have to click on this bar once per session and select “download file”. After this has been done the message will not return as long as Internet Explorer remains open.