



HPA Portal Public User Guide

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1 About this User Guide

This Hutchison Ports Australia (HPA) Portal User Guide is for customers of HPA who are not registered as users in the HPA Portal. The purpose of this guide is to be a simple reference tool when performing daily tasks within the HPA Portal.

The guide is formatted to provide information in both a written and graphical format to assist understanding. The most recent screenshots are based on v1-5-28-0 of the TAS. See section 2.3 'Versions' for instructions on how to determine the version of the TAS you are using.

1.1 Contact Us

Contact information is also available by navigating to the **About** menu and selecting **Contact Us**.

2 HPA Portal Overview

The HPA Portal is a website that allows members of the public to view information about vessels and containers at HPA terminals in Australia. A Truck Carrier can register via the Portal for access to the Truck Appointment System (TAS) which provides functionality to book appointments and manifest. Registered users of the TAS can view more detailed vessel and container information as well as perform actions such as submitting pre receipt advice notices. See the HPA Portal Carrier User Guide for information about the TAS.

2.1 Navigation

To navigate around the HPA Portal, use the navigation menu located in a blue horizontal banner (menu bar) across the top of the page. It is possible to navigate from any one page to any other page in the HPA Portal via the navigation menu.

Upon a menu item being activated, the menu colour will change from blue to orange and a cursor hand will be visible.

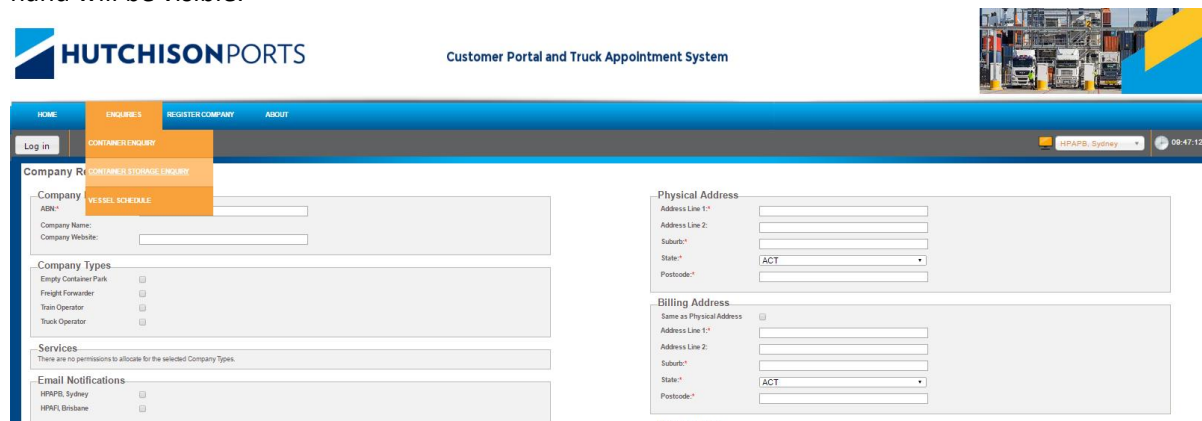


Figure 1 – Navigation & Context bars

Any fields that must be filled in are marked with an asterisk (*). Error messages will be presented at the top of each screen below a red strip under the menus as shown below.

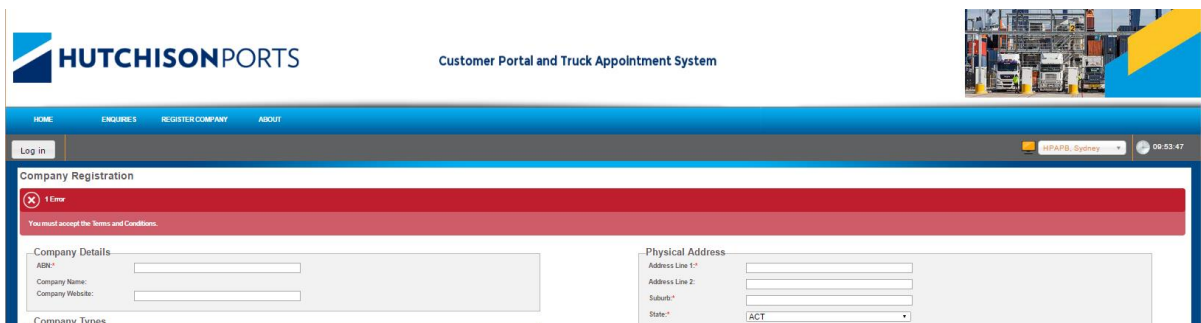


Figure 2 – Error bar

2.2 Context

Below the menu bar is the Context Bar. The Context Bar provides the following features

- Authentication context ('Log In' / 'Log Out' actions and the user's name if logged in.)
- Location context (data for that Terminal will be displayed)
- Time context (approximate time at the selected terminal)

Context information is displayed on the grey horizontal banner (context bar) across the top of the page (below the menu), with Authentication context on the left and Container Terminal context on the right followed by the Time content.

2.2.1 Authentication (user) context

The authentication context indicates whether you are logged in and if so which account you are logged in with.

2.2.2 Location (terminal) context

The Container Terminal context allows the HPA Portal to present information relevant to a specific container terminal. The specific container terminal the HPA Portal is displaying information for is identified by a dropdown in the top right corner of the HPA Portal, as shown above in '**Error! eference source not found.**'. Currently there are two terminals available

- HPAFI, Brisbane – Brisbane Container Terminals (BCT), Port of Brisbane (Fisherman Island)
- HPAPB, Sydney – Sydney International Container Terminals Limited (SICTL), Port Botany

Note: The permissions you have will determine which terminals are available to you.

2.2.3 Time context

The time in the TAS indicates to users the approximate time at a particular terminal. It starts with the time on the TAS server and then the TAS browser keeps the clock ticking. As the browser is not an accurate time keeper the longer a webpage is open (without refreshing) the more likely the time on the webpage will stray from the TAS server time (note: neither of those two times are linked to the time on the client PC). The functionality was primarily implemented as the TAS works in the local time of each terminal and we want to show the time at the terminal, especially for people accessing the Brisbane Terminal from NSW during daylight savings.

2.3 Versions

The version number of the HPA Portal is displayed in the footer of each page.

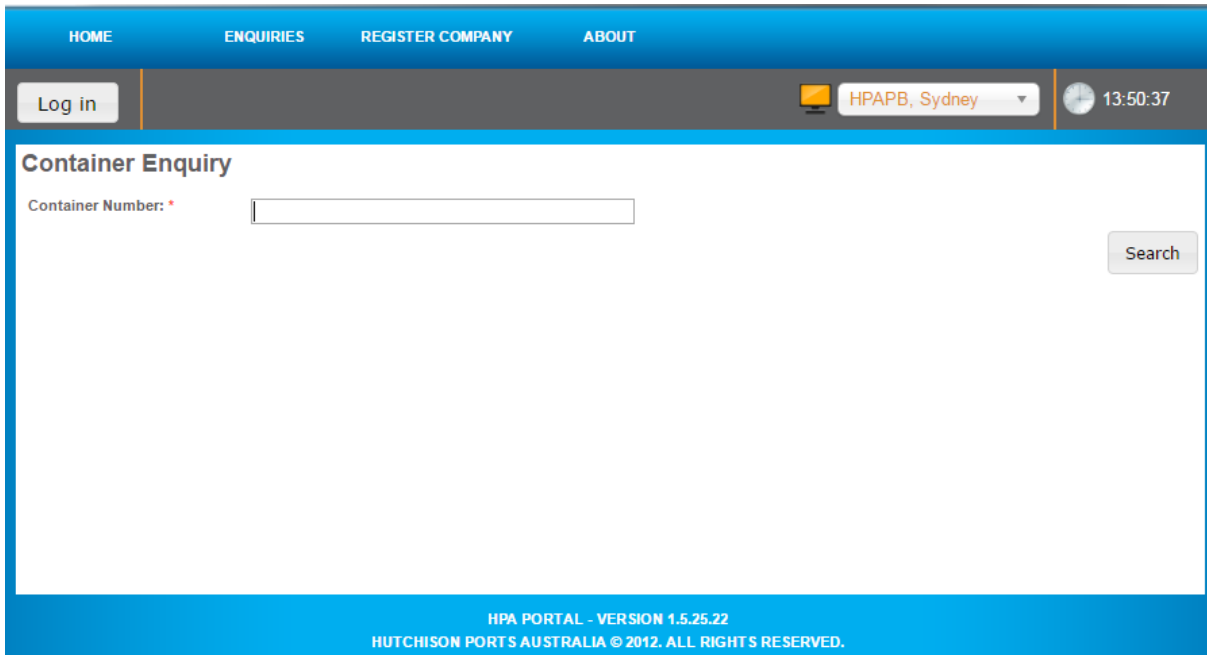





Figure 3 – TAS Version

2.4 Systems Requirements and Browser Compatibility

The HPA Portal is a browser based application and compatible with the following browsers:

Logo	Browser Name	Versions	Click to Download
	Microsoft Internet Explorer	v9	http://windows.microsoft.com/en-AU/internet-explorer/downloads/ie
	Google Chrome	Latest version (tested against v38)	https://www.google.com/intl/en/chrome/browser/
	Mozilla Firefox	Latest version (tested against v32)	http://www.mozilla.org/en-US/firefox/new/

3 Accessing the HPA Portal

The HPA Portal is available to public users and registered users.

To access the HPA Portal, navigate to <https://hpaportal.com.au>

Public users do not require a login and will have access to the following

- Container enquiry (limited information); and
- Container Storage enquiry; and
- Vessel schedule; and
- General information about HPA and the HPA Portal.
- Registration

Approved registered users will have a login to the HPA Portal and have access to the following in addition to the services provided to public users:

- TAS services (e.g. Truck Manifest Management)
- PRA Management
- User Management
- Personalise own User Account
- Container enquiry (with access to more data)
- Vessel Voyage enquiry

Notes:

1. *the container enquiry provides additional data to registered users.*
2. *registered users will have access to some or all of the above features, dependent on the services and permissions applied to their user account and the company they belong to.*

To become a registered user, your company must first be registered with HPA (see the section 3.2 Company Registration). Further information on HPA Portal functionality available to registered users is available in the document entitled 'HPA Portal Carrier User Guide'.

3.1 Home Page

The first page presented when accessing the HPA Portal is the Home page. 'News' and 'Useful Information/Links' are available from the Home page.

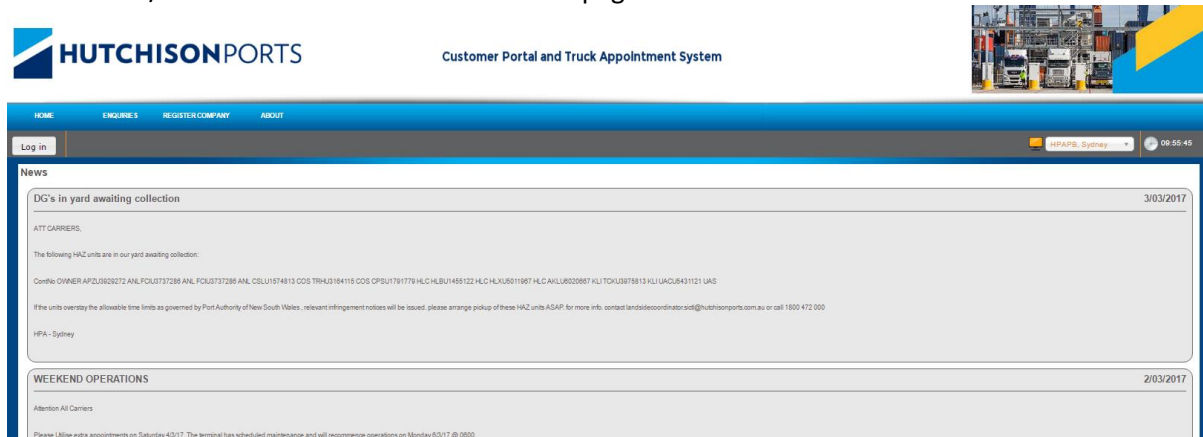


Figure 4 – Home page (anonymous user)

3.2 Company Registration

To register your company, follow the steps below:

1. On the **Home** page, click the **Register Company** menu item.
2. Fill in the Company Registration form.
Note: If you select a permission with a dollar sign (\$) next to it, you are requesting permission to use functions that will result in your company incurring a financial liability.
3. Click the **Submit** button.
4. The HPA Portal will send an email to HPA notifying them of your request.
5. HPA will approve or decline your request.
6. The HPA Portal will send an email (see Figure 6 – Company Registration email) to the email address of the Main Contact (as entered in Company Registration form) notifying the Main Contact of the outcome of your application. If approved a user account will be automatically created using the information submitted for the Main Contact and the email will contain their username and the link to set a password.

Once your company account has been approved, additional user accounts can be created. Further information on HPA Portal functionality available to registered users is available in section 12.2 'Create a User Account' of the document entitled 'HPA Portal Carrier User Guide'.



HOME ENQUIRIES REGISTER COMPANY ABOUT
Log in HPAPFB, Sydney 10:30:48

Company Registration

Company Details

ABN*

Company Name:

Company Website:

Company Types

Empty Container Park
 Freight Forwarder
 Train Operator
 Truck Operator

Services

There are no permissions to allocate for the selected Company Types.

Email Notifications

HPAPFB, Sydney
 HPAPFB, Brisbane

Physical Address

Address Line 1*

Address Line 2*

Suburb*

State*

Postcode*

Billing Address

Same as Physical Address

Address Line 1*

Address Line 2*

Suburb*

State*

Postcode*

Main Contact

Title:

First Name*

Last Name*

Job Title:

Work Phone:

Mobile Phone:

Email Address*

Confirm Email Address*

Billing Contact

Title:

First Name*

Last Name*

Job Title:

Work Phone:

Mobile Phone:

Email Address*

I agree to the HPA [Terms and Conditions](#)

HPA PORTAL - VERSION 1.3.3.1
HUTCHISON PORTS AUSTRALIA © 2012. ALL RIGHTS RESERVED.

Figure 5 – Company Registration page

From: servicedesk@hutchisonports.com.au
To: you@company.com
Date: Thu, 28 Mar 2013 08:27:30 +1100
Subject: HPA Portal - Company Account Created

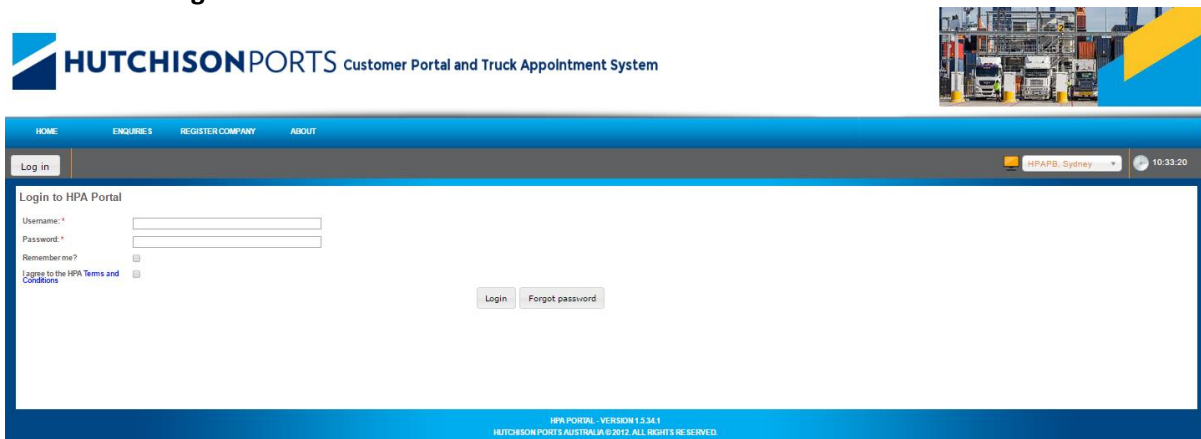
Dear Firstname
The Company account for COMPANY has been created. Here are your login details for HPA Community Portal
Username: you@company.com
Please click [here](#) to set your new password and access the HPA Portal.
HPA Service Desk

Figure 6 – Company Registration email

3.3 Login

To login to the HPA Portal, follow the below steps:

1. Click the grey **Login** button located in the upper left hand corner of the screen, below the navigation menu.
2. Enter your **Username** and **Password** and tick the **HPA Terms and Conditions**.
3. Click **Login**.



HUTCHISON PORTS Customer Portal and Truck Appointment System

HOME ENQUIRIES REGISTER COMPANY ABOUT

Log in HPA PB_Sydney 10:33:20

Login to HPA Portal

Username*

Password*

Remember me?

[Login to the HPA Terms and Conditions](#)


Login Forgot password

HPA PORTAL - VERSION 1.0.341
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Figure 7 – Login page

3.4 Logout

To logout of the HPA Portal, follow the steps below:

1. On any page, click the grey **Logout** icon () located in the upper left hand corner of the screen, below the navigation menu.

3.5 Forgot Password

If you have forgotten your password, the system can email you (using the email address that is your username) a link to enable you to reset you password

To reset your password, follow the steps below:

1. On the home page, click the 'Forgot Password' button.
2. Enter your **Username** (your email address)
3. Click 'Get New Password'

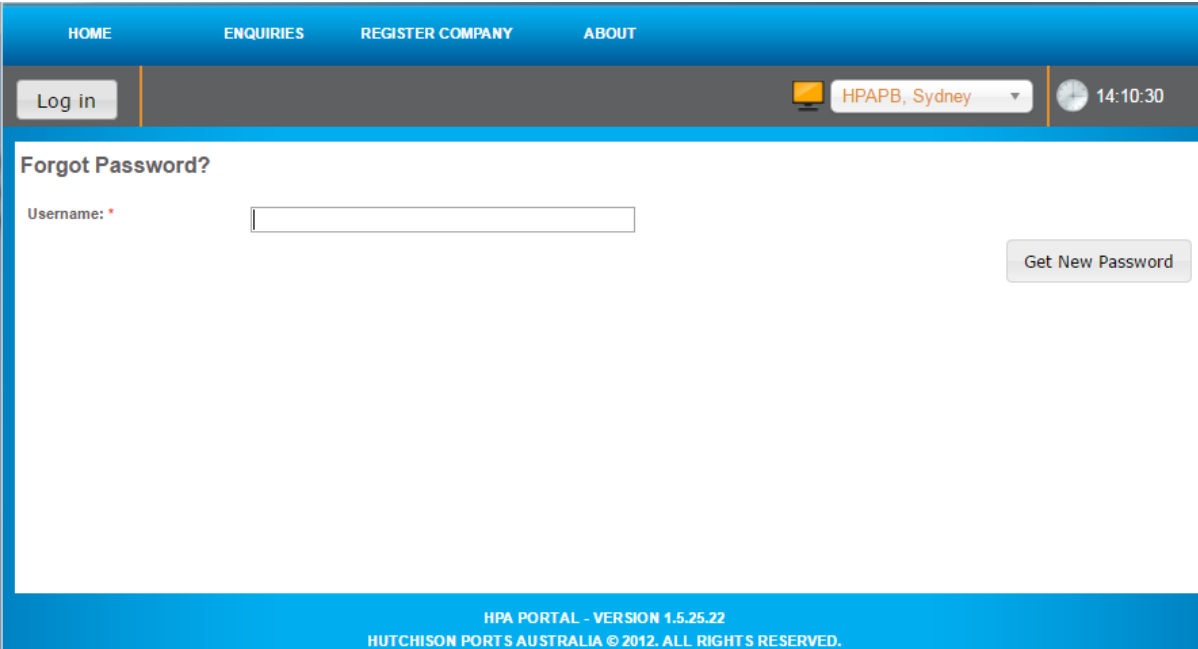


Figure 8 – Forgot Password

4 Terminal Notifications

Notifications provide information about unforeseen circumstances and terminal events or activities. Notifications are displayed on the Home page. For details on accessing the home page see section 3.1 'Home Page'.

5 HPA Portal Online Services

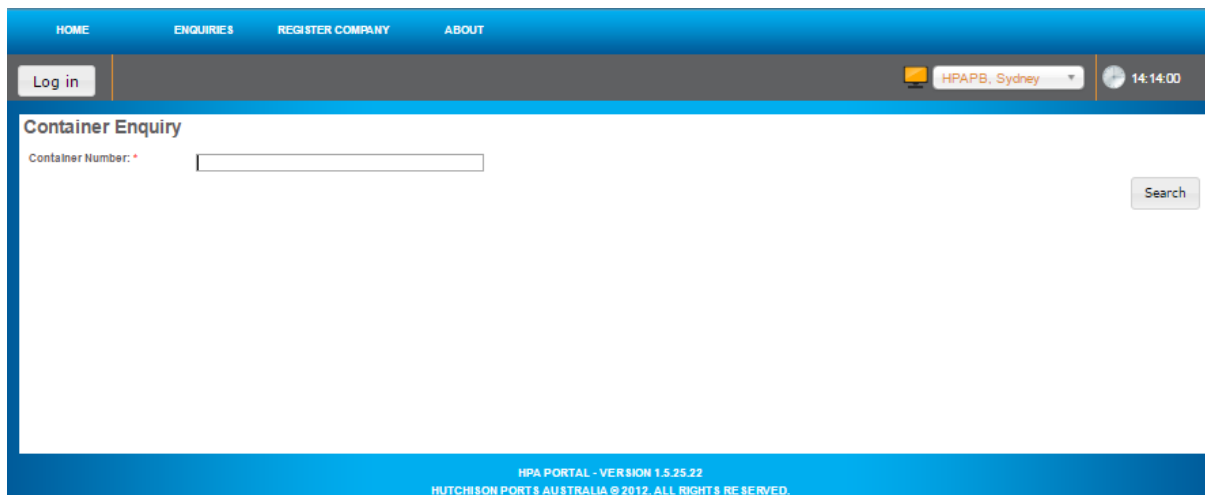
5.1 Container Enquiries

A container enquiry is a general-purpose screen that allows:

- a public user to view non-sensitive container data; and
- a registered user to view both non-sensitive and sensitive container data.

To conduct a container enquiry, follow the steps below:

1. Navigate to the **Enquiries** menu and select **Container Enquiry**.
2. Enter a valid **Container Number**.
3. Click **Search**.



The screenshot shows the HPA Portal interface. At the top, there is a navigation bar with links for HOME, ENQUIRIES, REGISTER COMPANY, and ABOUT. Below this is a secondary bar containing a Log in button, a dropdown menu for HPAAPB, Sydney, and a clock showing 14:14:00. The main content area is titled "Container Enquiry" and features a form with a label "Container Number: *" and an empty input field. A Search button is located to the right of the input field. At the bottom of the page, there is a footer with the text "HPA PORTAL - VERSION 1.5.25.22" and "HUTCHINSON PORTS AUSTRALIA © 2012. ALL RIGHTS RESERVED."

Figure 9 – Container Enquiry page

HOME ENQUIRIES REGISTER COMPANY ABOUT

Log in HPAPB, Sydney 14:14:47

Container Enquiry - Result

Container Details

Container Number:	ARIY040001	Category:	IMPORT
ISO:	40R1	Commodity Code:	REEF
Full / Empty:	F	Gross Weight:	21000 (kg)
Line Operator:	ANL	Port of Discharge:	AUSYD
Port of Loading:	HKHKG	Final Destination:	MIST
Damage Indicator:	No	Seal Number:	-
Reefer Required Temperature:	1°C		
Reefer Monitoring:	-		

Controls

Customs Authorisation Number (CAN):	-	Shipping Line Booking Reference:	-
Customs Status:	ON HOLD	Import Storage Start Date:	5/10/2015

Location

Current Location:	On Vessel
-------------------	-----------

Arrival & Departure

Arrival Mode:	Vessel	Departure Mode:	-
Discharged Date/Time:	-		
Discharged Vessel Voyage:	DNT 051S		
Discharged Vessel Name:	DO NOT TOUCH		

[Back to Search](#)

HPA PORTAL - VERSION 1.5.25.22
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Figure 10 – Container Enquiry result page

5.2 Vessel Schedule

The vessel schedule provides non-sensitive vessel particulars to a public and registered user.

To view the vessel schedule, follow the steps below:

1. Navigate to the **Enquiries** menu and select **Vessel Schedule**.

HUTCHISON PORTS Customer Portal and Truck Appointment System

HPA Portal - VERSION 3.34.1
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Vessel Name	Vessel Voyage	IPR Vsl/Way Ref	Service	Vessel Operator	Lloyds Number	Berth	ETA (Plots)	ETD	Receiving Start	Receiving Cut-Off (General)	Receiving Cut-Off (Reefers)	Receiving Cut-Off (Cargoes)	Import Available	Import Storage Start
UCC Jann	LUS 100N	RTWJUS/S0100	RTW	JWL	12345678	HD1	12/08/2015 15:00:00	14/08/2015 00:00:00	10/08/2015 00:00:00	04/08/2015 00:00:00	04/08/2015 00:00:00	04/08/2015 00:00:00	-	31/08/2015
OMA OGM ROSE	RSE 101S	RTWRSE/S0101	RTW	ANL	9315888	HD1	12/08/2015 16:00:00	08/08/2015 00:00:00	08/08/2015 00:00:00	08/08/2015 00:00:00	08/08/2015 00:00:00	08/08/2015 00:00:00	-	11/08/2015
DO NOT TOUCH	DNT 050N	KIX/DNT/S0050	KIX	ANL	123456	HD1	10/08/2015 08:00:00	18/08/2017 00:00:00	22/01/2015 00:00:00	18/10/2017 00:00:00	18/10/2017 00:00:00	18/10/2017 00:00:00	01/10/2015 00:00:00	05/10/2015
OLGA MAERSK	OMK 022N	MOV/OMK/S0022	MOV	MSK	9251814	HD1	08/08/2015 08:00:00	12/08/2015 00:00:00	08/08/2015 00:00:00	08/08/2015 00:00:00	08/08/2015 00:00:00	08/08/2015 00:00:00	08/08/2015 00:00:00	30/08/2015
HANJIN AQUA	HQA 001N	RTV/HQA/S001	RTV	HSC	9532480	HD1	16/08/2015 08:00:00	15/08/2015 00:00:00	08/08/2015 00:00:00	21/11/2015 00:00:00	21/11/2015 00:00:00	21/11/2015 00:00:00	-	01/10/2015
HS SHACKLETON	SHK 1548N	ASAL/SHK/S0242	ASAL	HLC	9477799	HD2	20/12/2015 04:00:00	27/07/2016 14:00:00	28/08/2016 08:00:00	28/08/2016 14:00:00	28/08/2016 14:00:00	28/08/2016 14:00:00	28/08/2016 14:00:00	20/10/2016
MAIN TRADER	NF 134N	KIX/NF/S0010	KIX	APL	8316247	HD1	25/01/2016 04:00:00	18/08/2016 00:00:00	28/08/2016 00:00:00	08/08/2016 00:00:00	08/08/2016 00:00:00	08/08/2016 00:00:00	01/08/2016 00:00:00	07/04/2016
XINNING BO	XNB 0212N	A3/XNB/0212N	A3	CSC	9270484	HD1	01/09/2016 12:00:00	08/08/2016 00:00:00	17/08/2016 00:00:00	02/08/2017 14:00:00	02/08/2017 14:00:00	02/08/2017 14:00:00	02/08/2017 14:00:00	13/11/2017
XINQUAN ZHOU	XQZ 0251N	ASAL/XQZ/S0245	ASAL	CSC	9310032	HD1	28/02/2016 04:00:00	28/08/2016 00:00:00	18/04/2016 00:00:00	22/04/2016 14:00:00	22/04/2016 14:00:00	22/04/2016 14:00:00	-	17/01/2016
ANL ECHUCA	EHA 1811	TTZ/EHA/TEST	TTZ	ANL	9155391	HD1	04/08/2016 04:00:00	08/08/2016 00:00:00	22/05/2016 00:00:00	08/08/2016 00:00:00	08/08/2016 00:00:00	08/08/2016 00:00:00	08/08/2016 00:00:00	04/11/2016
HS SHACKLETON	SHK 1833N	ASAL/SHK/S0270	ASAL	HLC	9477799	HD1	09/08/2016 04:00:00	11/08/2016 00:00:00	08/08/2016 00:00:00	09/08/2016 00:00:00	09/08/2016 00:00:00	09/08/2016 00:00:00	08/08/2016 00:00:00	13/09/2017
XINNING BO	XNB 0210N	A3/XNB/0210N	A3	COS	9270484	HD1	28/10/2016 04:00:00	28/08/2016 00:00:00	18/10/2016 00:00:00	28/10/2016 00:00:00	28/10/2016 00:00:00	28/10/2016 00:00:00	21/12/2016 00:00:00	04/11/2017
OOCL DUBAI	OCB 087N	A3/OCB/TEST087N	A3	OOCL	9307023	HD1	12/11/2016 12:00:00	14/11/2016 00:00:00	08/11/2016 00:00:00	12/11/2016 08:00:00	12/11/2016 08:00:00	12/11/2016 08:00:00	-	18/11/2016
XIN CHIWAN	XCW 172N	A3/XCW/PLANNER172	A3	COS	9304772	HD1	19/11/2016 08:00:00	21/11/2016 00:00:00	18/11/2016 00:00:00	18/11/2016 14:00:00	18/11/2016 14:00:00	18/11/2016 14:00:00	-	25/11/2016
HS SHACKLETON	SHK 1947N	ASAL/SHK/S0421	ASAL	HLC	9477799	HD1	08/12/2016 04:00:00	08/12/2016 15:00:00	01/12/2016 00:00:00	07/12/2016 14:00:00	07/12/2016 14:00:00	07/12/2016 14:00:00	-	13/12/2016
XINNING BO	XNB 214N	A3/XNB/S0418	A3	COS	9270484	HD1	17/12/2016 04:00:00	18/12/2016 00:00:00	08/12/2016 00:00:00	18/12/2016 14:00:00	18/12/2016 14:00:00	18/12/2016 14:00:00	-	23/12/2016
ANL ECHUCA	EHA 1833	TTZ/EHA/S0419	TTZ	ANL	9155391	HD1	21/12/2016 21:00:00	18/08/2017 00:00:00	18/08/2017 00:00:00	21/12/2017 00:00:00	21/12/2017 00:00:00	21/12/2017 00:00:00	-	28/12/2016
OOCL LE HAURE	OLH 0076N	ASAL/OLH/S0420	ASAL	OOCL	9404857	HD1	22/12/2016 04:00:00	22/12/2016 00:00:00	18/12/2016 00:00:00	21/12/2016 14:00:00	21/12/2016 14:00:00	21/12/2016 14:00:00	-	27/12/2016
OOCL LE HAURE	OLH 0078N	ASAL/OLH/TEST123	ASAL	OOCL	9404857	HD1	24/12/2016 04:00:00	24/12/2016 00:00:00	24/12/2016 00:00:00	24/12/2016 14:00:00	24/12/2016 14:00:00	24/12/2016 14:00:00	-	28/12/2016
RENE'S REMEDY	RR 8542	PA/RR/S0407	PA/	OMA	9315880	HD1	28/12/2016 11:00:00	27/08/2017 00:00:00	18/12/2016 14:00:00	28/02/2017 14:00:00	28/02/2017 14:00:00	28/02/2017 14:00:00	27/12/2016 00:00:00	03/12/2017
OOCL DUBAI	OCB 088N	A3/OCB/S0415	A3	OOCL	9307023	HD2	21/01/2017 04:00:00	29/08/2017 00:00:00	18/01/2017 00:00:00	21/01/2017 14:00:00	21/01/2017 14:00:00	21/01/2017 14:00:00	-	27/01/2017
OOCL LE HAURE	OLH 054S	ASAL/OLH/S0422	ASAL	OOCL	9404857	HD1	01/02/2017 08:00:00	11/03/2017 00:00:00	02/02/2017 00:00:00	28/02/2017 14:00:00	28/02/2017 14:00:00	28/02/2017 14:00:00	-	15/03/2017

Figure 11 – Vessel Schedule page

5.3 Page filtering

To filter out rows in the table, follow the steps below:

1. Navigate to the **Enquiries** menu and select **Vessel Schedule**.
2. Select the white box above the column that you wish to filter.
3. Enter a filter criteria. The table will update based on what you type.
4. Filtering on multiple columns is available, simply select another white box and enter a filter criteria.

Vessel Schedule														
Vessel Name	Vessel Voyage	HPA Vsl/Voy Ref	Service	Vessel Operator	Lloyds Number	Berth	ETA (Pilots)	ETD	Receiving Start	Receiving Cut-Off (Generals)	Receiving Cut-Off (Reefers)	Receiving Cut-Off (Empbes)	Import Available	Import Storage Start
Jin	hq						10:00							
HANJIJN AQUA	HQA 001N	RTW/HQA/S001	RTW	HSC	9632480	HD1	16/10/2015 10:00:00	07/12/2015 11:30:00	09/10/2015 00:00:00	21/11/2015 04:00:00	21/11/2015 04:00:00	21/11/2015 04:00:00	-	01/08/2018

Figure 12 – Vessel Schedule page filtered on Vessel Name, Vessel Voyage and ETA

5.4 Vessel Voyage Enquiry

A vessel voyage enquiry provides sensitive vessel particulars to a registered user. You must be a registered user and logged in to conduct a vessel voyage enquiry.

5.5 Container Storage

5.5.1 Container Storage Enquiry

A container storage enquiry is a general-purpose screen that allows a public and registered user to enquire on the outstanding storage amount for a specific container.

To conduct a container storage enquiry, follow the steps below:

1. Navigate to the **Enquiries** menu and select **Container Storage Enquiry**.
2. Enter a valid **Container Number** and **Pick Up Date**.
3. Click **Search**.

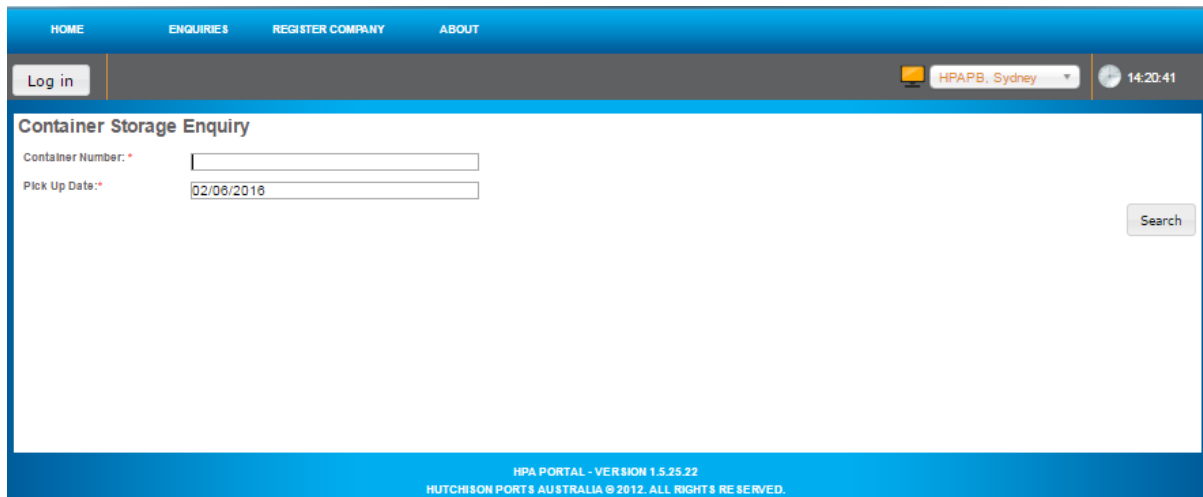


Figure 13 – Container Storage Enquiry page

Note: the *Pick Up Date* is the date you would like to pick-up the container from the Terminal.

Note: the *fee calculation* is based on the container type and the pick up date. For more details on the Container Storage fee calculation, please refer to the schedule of HPA Tariffs available by navigating to the **About** menu and selecting **HPA Tariffs**.

Storage Payment: BCT will announce the procedures for paying container storage in due course.

5.5.2 Container Storage Payment

Container Storage fees can be paid via ComPay.

1. Open the ComPay login screen (<https://compay.1-stop.biz/>)
2. The following should be displayed

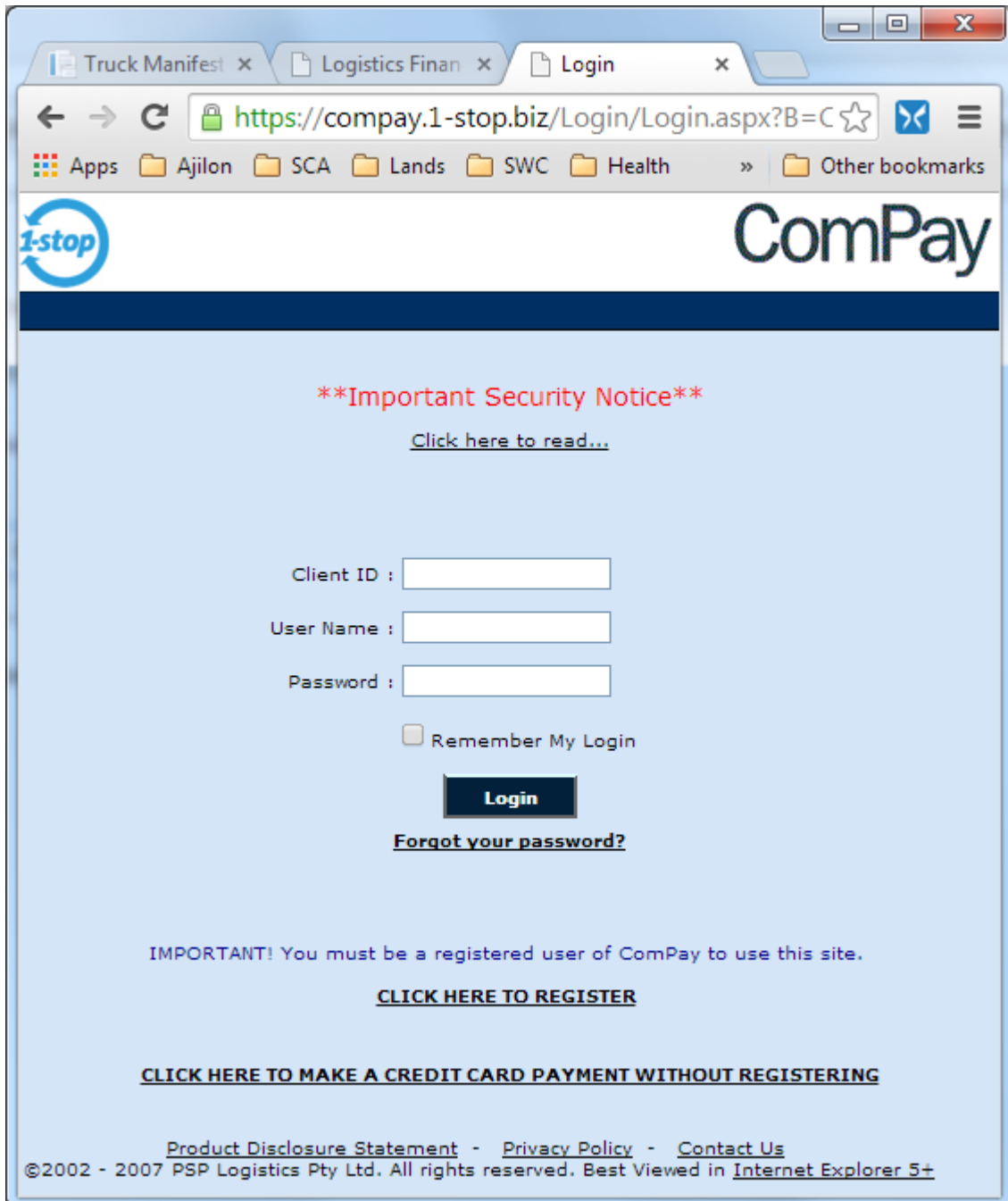


Figure 14 – ComPay login page

3. Click the link '**CLICK HERE TO MAKE A CREDIT CARD PAYMENT WITHOUT REGISTERING**' at the bottom of the page to make an payment without registering.
4. The following should be displayed

NEW CREDIT CARD PAYMENT - SUBMIT PAYMENT DETAILS

Payee Details

Clients * * indicates mandatory field

Client Number *

Client Name *

Transaction Details

You must add at least one line item

<SELECT>

Payer Details


Payer Email *

Payer Contact Phone - - *

Credit Card Details

Name of Cardholder *

Card Number *

 (We Accept Visa, Mastercard and Diners)

Security Code (CVV/CVC) *

Expiry Date Month... Year... *

[Privacy Policy](#) - [Contact Us](#)
 © eNett International Pty Ltd, ABN 99 088 796 552

Figure 15 – ComPay payment page

5. Select the appropriate Terminal (by populating the Clients field). The two Hutchison terminals are called
 - a. Brisbane Container Terminal Pty Ltd [204810]
 - b. Sydney International Container Terminal [204864]
 Note: Do NOT select Hutchison Ports Australia Pty Limited [204996].
6. Select storage payment (by selecting Storage from the dropdown under Transaction Details and clicking 'Add Line Item')
7. Populate the Container Number
8. Your screen should look similar to the below

NEW CREDIT CARD PAYMENT - SUBMIT PAYMENT DETAILS

Payee Details

Clients * HUTCHISON PORTS AUSTRALIA - FISHERMAN ISLAND [203401] * indicates mandatory field

Client Number * 203401

Client Name * HUTCHISON PORTS AUSTRALIA - FISHERMAN ISLAND

Transaction Details

Document Type	Container #	Date Of Pickup	Time of Pickup		Currency	Amount	Comments	
STORAGE	TTNU1965557	24/04/2014	15:01	Calculate Cost	AUD			Delete

STORAGE Add Line Item

Payer Details

Payer Email *

Payer Contact Phone 61 - - *

Credit Card Details

Name of Cardholder *

Card Number *

(We Accept Visa, Mastercard and Diners)

Security Code (CVV/CVC) (Optional)

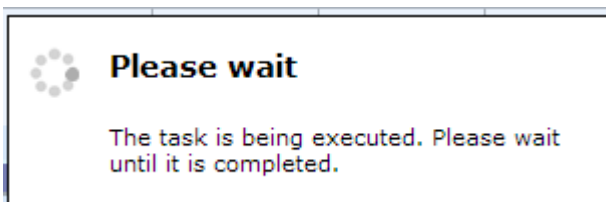
Expiry Date Month... Year... *

Submit Clear

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Figure 16 – ComPay payment for storage page

9. Click 'Calculate Cost'. The following message will appear.



Note: If this message appears for a long time, and an error message is displayed, please click 'Calculate Cost' again.

10. Your screen should now appear similar to the below.

NEW CREDIT CARD PAYMENT - SUBMIT PAYMENT DETAILS

Payee Details

Clients * SYDNEY INTERNATIONAL CONTAINER TERMINAL [204864] * indicates mandatory field

Client Number * 204864

Client Name * SYDNEY INTERNATIONAL CONTAINER TERMINAL

Transaction Details

Document Type	Container #	Date Of Pickup	Time of Pickup		Currency	Amount	Comments	
STORAGE	HLXU5298970	30/04/2014	17:01	Calculate Cost	AUD	282.70		Delete

STORAGE Add Line Item

Payer Details

Payer Email *

Payer Contact Phone 61 - - *

Credit Card Details

Name of Cardholder *

Card Number *

(We Accept Visa, Mastercard and Diners)

Security Code (CVV/CVC) *

Expiry Date Month... Year... *

Submit Clear

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Figure 17 – ComPay payment for storage page with amount owing

11. Complete the Payer Details (your company details) and your credit card details.
12. Click Submit.