eServices for Caribtrans

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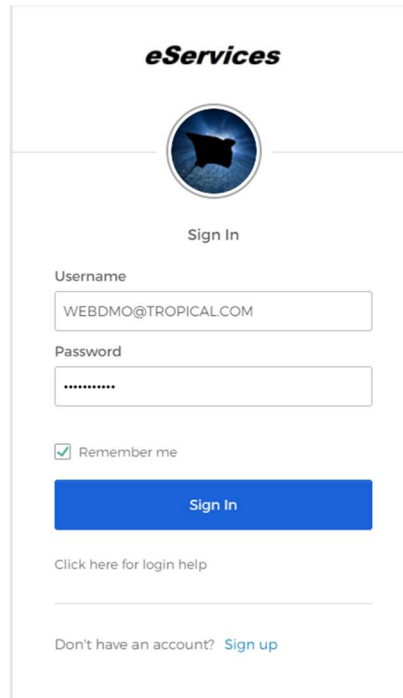
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The Caribtrans **eServices application** is designed so that the client or any other entity can access it using their own Username and Password with efficient security controls and once accessed it can monitor the shipments under different options and filters of selection to access documents with the ability to create or copy bookings.
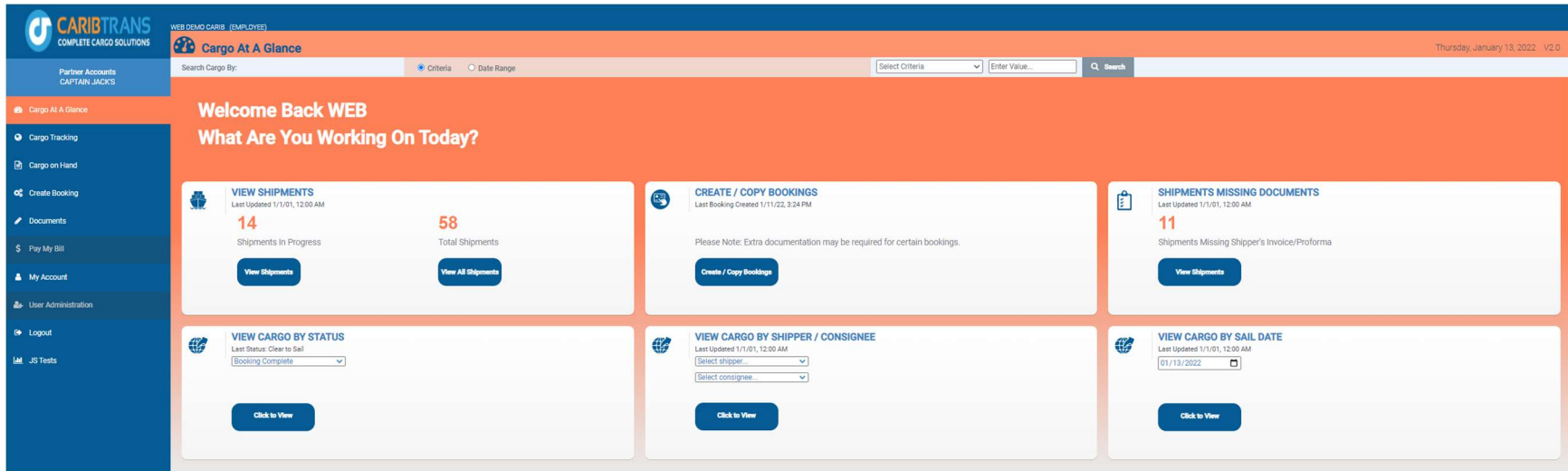
Login Screen

- The login screen uses your existing Username and Password.

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Main Screen/Cargo At Glance

The main screen displays on the left and in blue a menu of options to be able to work with the application namely Cargo Tracking, Cargo on Hand, Create Booking Documents, Pay my Bill, My Account and User Administration.

On the right side of the screen in an orange color are the option panels which give the ability to View Shipments, Create and Copy Bookings, Check Missing Documents, View Cargo Status, View Cargo by Shipper or Consignee and View Cargo by Said Date. These options can be filtered for efficient searches.

The current account info is displayed in the upper left-hand corner of the screen.

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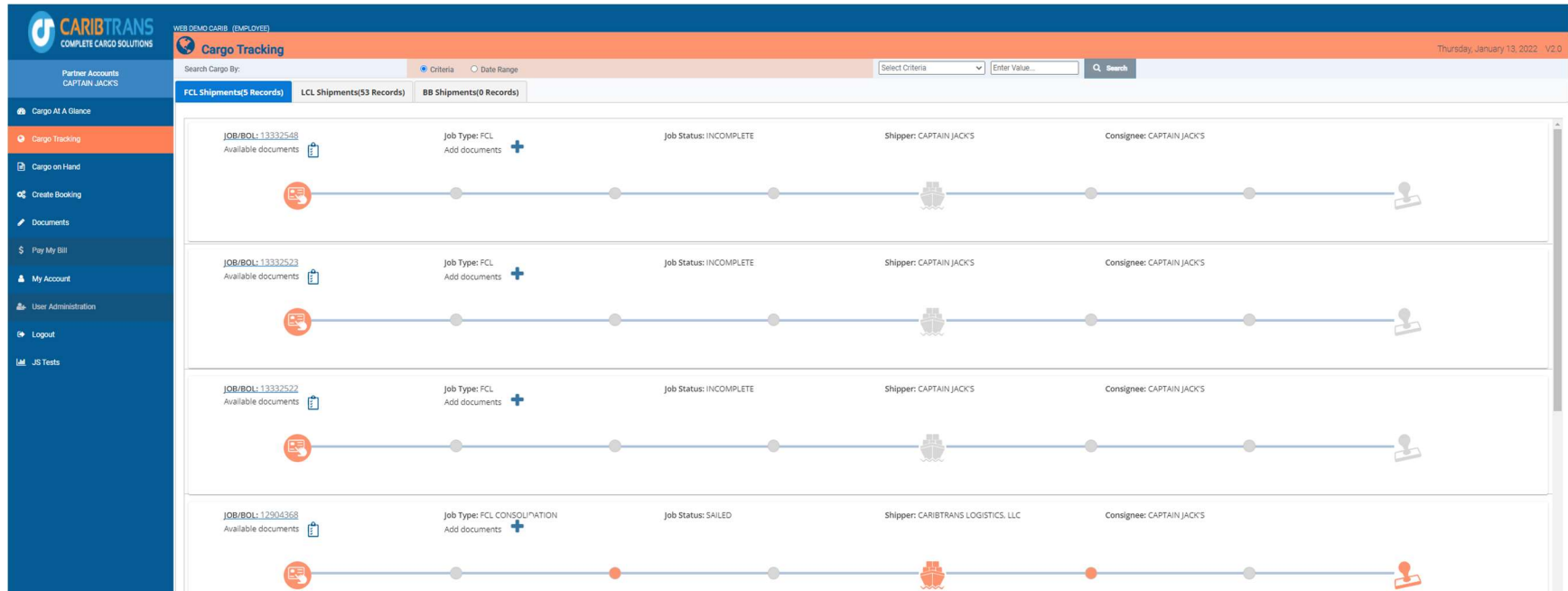
Cargo Tracking

Navigating the options menu on the left, the second option is **Cargo Tracking**. Above is the Cargo Tracking Main Screen.

As reflected in the figure above, search options are displayed with selection criteria such as **Job Number, Equipment Number, Shipment Number, Job Number, Invoice Number** as well as **Date Range** selection.

To get the full history of the shipment the cursor must be positioned above the icons in orange in the Cargo Tracking Main Screen above. Each one will detail all the history related to the shipment.

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Tracking info is divided into three main categories of shipments, FCL, LCL and Breakbulk (BB). The number on the actual tabs reflect the number of shipments per type.

By clicking the **hyperlink in the JOB / BOL** number, the shipment and tracking details of the selected Job Number is displayed (see example in figure below).
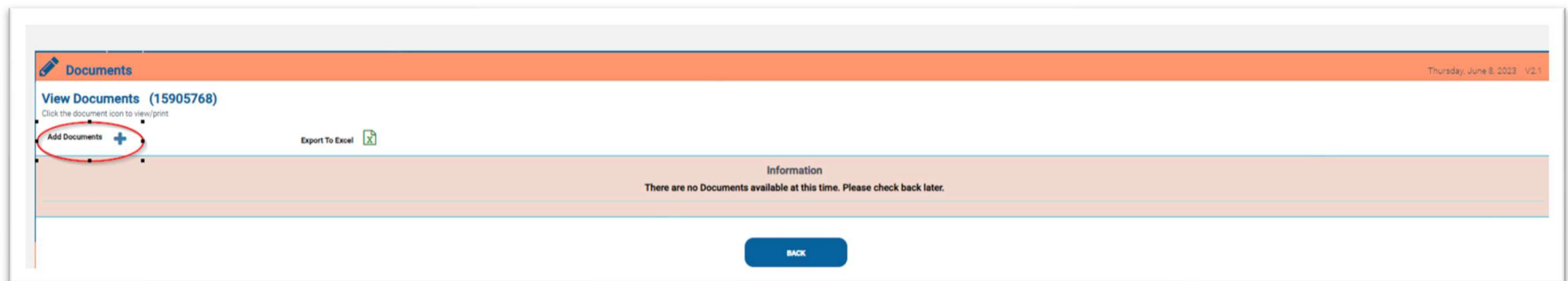
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Cargo Tracking (Cont.)

By clicking the **Document Icon** in the Cargo Tracking Main Screen the following provides access to the documents belonging to the Job Number. (See below)
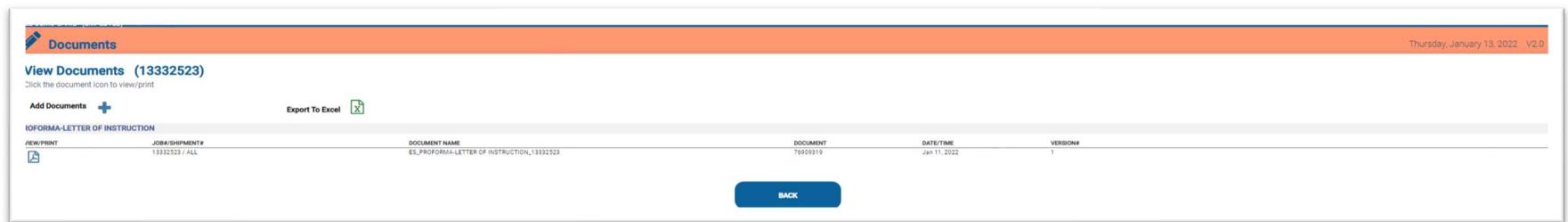
By clicking the plus sign, the Cargo Tracking Main Screen allows for the ability to add **New Documents**.   See the screen below with the ability to add new documents.

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Cargo on Hand

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The third option in the Options Menu is **Cargo on Hand**. Here the characteristics of the Shipment are displayed with the ability to add Documents and export to Excel in addition to hyperlinks to the Job and Shipment with the ability to display the Cargo Tracking.

The plus sign allows entry of a new Document.

The job and shipment hyperlinks display cargo tracking information.

Checkmark indicates that Shipper Invoices exist for this cargo.

Any column can be sorted by ascending or descending sequence.

Create Booking

The fourth option of the Options Menu is **Create a Booking.**

The option initially shows a progress navigator bar indicating the booking steps in orange.

First there is an option to select the Loading Port using a dropdown menu. We have a selection of different ports available.

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Create Booking   Thursday, January 13, 2022   V2.0

Choose Port of Load   Choose Port of Discharge   Request Sail Date   Let's Get Started   Booking time!

Select Your Port of Load

	Oakland, CA
	Philadelphia, PA
	Port Hueneme, CA
	Portland, OR
	Port of Palm Beach, FL
	San Francisco, CA
	Savannah, GA

Once the Port of Load is selected, next, there is a drop-down menu to select Port of Discharge. If a Port of Discharge is not selected, then the default is the first port namely Anguilla due to alphabetical ascending order.

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The next selection is **Request Sail Date** to enter date desired for shipping. Additionally, there are three hyperlinks namely, **Air Freight, Ocean Freight Miami and Ocean Freight Puerto Rico.** These hyperlinks direct to the sailing and air schedules for the corresponding selections.

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Create Booking   Thursday, January 13, 2022   V2.0

Choose Port of Load   Choose Port of Discharge   Request Sail Date   Let's Get Started   Booking time!

You selected:

PORT OF LOAD: Port of Palm Beach, FL
PORT OF DISCHARGE: Anguilla

Air Freight
Ocean Freight - Miami
Ocean Freight - Puerto Rico

Request Sail Date

01/13/2022

Next

Back

The next step is to click either **Making a New Booking** or **Copying a Previous Booking**.

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Create Booking

Thursday, January 13, 2022   V2.0

Choose Port of Load   Choose Port of Discharge   Request Sail Date   **Let's Get Started**   Booking time!

Let's Get Started...

○ **Making A
New Booking?**

○ **Copying A
Previous Booking**

CONTINUE

Back

If **Copying a Previous Booking** is clicked the following screen is displayed to be able to choose a previous booking and copy it to a new booking with the ability to change partner information and subsequent values.

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Select a booking

JOB	CONSIGNEE	SHIPPER	CREATED DATE	PORT OF LOAD	PORT OF DISCHARGE	CARGO DESCRIPTION	JOB TYPE
13330912	TROPICAL SHIPPING USA, LLC	TROPICAL SHIPPING USA, LLC	Oct 14, 2020	PORT OF PALM BEACH SEAPORT	ST JOHN SEAPORT (ANTIGUA)	testing save locationID	LCL
13330911	TROPICAL SHIPPING USA, LLC	TROPICAL SHIPPING USA, LLC	Oct 14, 2020	PORT OF PALM BEACH SEAPORT	ST JOHN SEAPORT (ANTIGUA)	Copy Commodity description	LCL
13330910	TROPICAL SHIPPING USA, LLC	TROPICAL SHIPPING USA, LLC	Oct 14, 2020	PORT OF PALM BEACH SEAPORT	ST JOHN SEAPORT (ANTIGUA)	Commodity description	LCL
13330860	TROPICAL SHIPPING USA, LLC	TROPICAL SHIPPING USA, LLC	Sep 14, 2020	PORT OF PALM BEACH SEAPORT	ST JOHN SEAPORT (ANTIGUA)		FCL
13300303	TROPICAL SHIPPING	TROPICAL SHIPPING USA, LLC	Aug 24, 2018	PORT OF PALM BEACH SEAPORT	ST JOHN SEAPORT (ANTIGUA)	PROMOTIONAL MATERIALS	LCL
13284924	ANTIGUA MARITIME AGENCIES, LTD	TROPICAL SHIPPING USA, LLC	Aug 15, 2018	PORT OF PALM BEACH SEAPORT	ST JOHN SEAPORT (ANTIGUA)	MACHINE PARTS & LUBE	LCL
13256930	ANTIGUA MARITIME AGENCIES, LTD	TROPICAL SHIPPING USA, LLC	Jul 27, 2018	PORT OF PALM BEACH SEAPORT	ST JOHN SEAPORT (ANTIGUA)	TIRES AND MACHINE PARTS	FCL
13199522	ANTIGUA MARITIME AGENCIES, LTD	TROPICAL SHIPPING USA, LLC	Jun 20, 2018	PORT OF PALM BEACH SEAPORT	ST JOHN SEAPORT (ANTIGUA)	PRINTER PARTS	LCL
13090018	ANTIGUA MARITIME AGENCIES, LTD	TROPICAL SHIPPING USA, LLC	Apr 13, 2018	PORT OF PALM BEACH SEAPORT	ST JOHN SEAPORT (ANTIGUA)	SERVICE AWARD	LCL
13061858	ANTIGUA MARITIME AGENCIES, LTD	TROPICAL SHIPPING USA, LLC	Mar 27, 2018	PORT OF PALM BEACH SEAPORT	ST JOHN SEAPORT (ANTIGUA)	MACHINERY PARTS	FCL
13018626	TROPICAL SHIPPING	TROPICAL SHIPPING USA, LLC	Mar 1, 2018	PORT OF PALM BEACH SEAPORT	ST JOHN SEAPORT (ANTIGUA)	MACHINERY PARTS	LCL
13011047	ANTIGUA MARITIME AGENCIES, LTD	TROPICAL SHIPPING USA, LLC	Feb 26, 2018	PORT OF PALM BEACH SEAPORT	ST JOHN SEAPORT (ANTIGUA)	TIRES	FCL
12981121	ANTIGUA MARITIME AGENCIES, LTD	TROPICAL SHIPPING USA, LLC	Feb 7, 2018	PORT OF PALM BEACH SEAPORT	ST JOHN SEAPORT (ANTIGUA)	TIRES, LUBE AND MACHINERY PARTS	FCL
12939760	ANTIGUA MARITIME AGENCIES, LTD	TROPICAL SHIPPING USA, LLC	Jan 12, 2018	PORT OF PALM BEACH SEAPORT	ST JOHN SEAPORT (ANTIGUA)	FAK	LCL
12922341	ANTIGUA MARITIME AGENCIES, LTD	TROPICAL SHIPPING USA, LLC	Jan 2, 2018	PORT OF PALM BEACH SEAPORT	ST JOHN SEAPORT (ANTIGUA)	1 BDL 40' CHASSIS	BB
12812679	ANTIGUA MARITIME AGENCIES, LTD	TROPICAL SHIPPING USA, LLC	Nov 1, 2017	PORT OF PALM BEACH SEAPORT	ST JOHN SEAPORT (ANTIGUA)	MACHINERY PARTS	LCL
12797975	TROPICAL SHIPPING	TROPICAL SHIPPING USA, LLC	Oct 23, 2017	PORT OF PALM BEACH SEAPORT	ST JOHN SEAPORT (ANTIGUA)	MACHINERY	LCL
12706589	ANTIGUA MARITIME AGENCIES, LTD	TROPICAL SHIPPING USA, LLC	Aug 21, 2017	PORT OF PALM BEACH SEAPORT	ST JOHN SEAPORT (ANTIGUA)	COPY PAPER	LCL
12668850	ANTIGUA MARITIME AGENCIES, LTD	TROPICAL SHIPPING USA, LLC	Jul 26, 2017	PORT OF PALM BEACH SEAPORT	ST JOHN SEAPORT (ANTIGUA)	MACHINERY PARTS	LCL
12648443	ANTIGUA MARITIME AGENCIES, LTD	TROPICAL SHIPPING USA, LLC	Jul 13, 2017	PORT OF PALM BEACH SEAPORT	ST JOHN SEAPORT (ANTIGUA)	MACHINERY PARTS	LCL

If **Making a New Booking** is clicked one of the following options must be selected: **Less Than Container Load, Full Container Load or Break Bulk/Vehicles.**

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If **Making a New Booking** for any booking type the **Partner Information** must be entered. The fields cannot be left blank. For an existing partner the shipper address can be selected or a new one may be entered. This option also applies to consignees and forwarders.

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Okay, You are Making A New Booking...

You selected:

PORT OF LOAD: Port of Palm Beach, FL
PORT OF DISCHARGE: Anguilla
REQUESTED SAIL DATE: 01/13/2022
BOOKING TYPE: FCL(Dry/Reefer)

STEP 1 : Partner Information

1 — Shipper's Address
BLDG 3+4 UNIT 8

2 — Consignee's Address

3 — Forwarder's Address

Select the Shipper's Address:

Add address	BLDG 3+4 UNIT 8	509 P AVE
	PORT ZANTE,	RIVIERA BEACH, FL
	ST KITTS, ST KITTS & NEVIS	UNITED STATES
	CAPTS925	CAPTS019
	Use this address	Use this address

If you select the first option of **Add Address**, a data entry screen will automatically be presented where you can enter all the information corresponding to the new address. (See below)

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The next step after the Partner Information is entered is Transportation **Information.**

Select **Caribtrans Will Provide Inland Transportation** or **I Want My Own Inland Transportation**.

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If **Caribtrans Will Provide Inland Transportation** is selected, then the information is entered in the screen below.

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If **I Want My Own Inland Transportation** is selected, then the information is entered in the screen below.

If the selected option was **Full Container Load** of **Break Bulk/Vehicle** the information of the Container or multiple containers is entered.

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If the selected option was **Less Than Container Load** the following information is entered:

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Special Instructions may be added for Booking selected.

Enter special instructions if required for booking in the **Add SPECIAL Instructions** field.

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Once the special instructions have been added the booking is created and the following message is displayed with the booking number which can now be tracked.
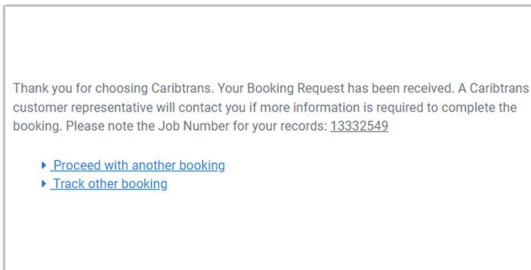
Additionally, there are two hyperlinks **Proceed with another booking** and **Track other booking**.

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Thank you for choosing Caribtrans. Your Booking Request has been received. A Caribtrans customer representative will contact you if more information is required to complete the booking. Please note the Job Number for your records: 13332549

‣ Proceed with another booking
‣ Track other booking

Documents

The fifth option of the Options Menu is **Documents.**

This displays the most recent JOBs with the corresponding documents.

From this screen the JOB / BOL detail can be accessed as well as the Bill of Lading and / or Job Number.

This information may be exported to Excel.

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Pay My Bill

NEW FEATURE

The sixth option of the Options Menu is **PAY MY BILL**

Pay My Bill will list all issued bills for payments for the past six months (*invoices, bills of lading, airway bills*) from our system immediately after issuance. Providing you with 24-hour access to your billing documents for review prior to payments. Billing documents can be viewed by clicking on the billing document link. Payments totaling less than $10,000 can be made here on our site free of charge using credit cards or PayPal account. Customers without credit established with Caribtrans can use the new PayPal process to pay invoices totaling $10,000 and under. For credit/debit card payments over $10,000 and customers that do have credit established they can continue to use PayCargo.

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Upon payment processing, payments are instantly credited individually per billing document to your account in our system enabling immediate release of cargo and payment receipt is automatically emailed to the email address on file for record keeping. Payment receipts can also be retrieved anytime from this page by clicking the "Paid" link. This page will list active billing documents for all registered/affiliated bill to parties using the same email address providing a one stop shop for all of your shipping needs.

To make payments, click the cart icon to the right of each billing document to pay using your credit card/bank account. Payments can be made individually or add all to cart for one total payment.
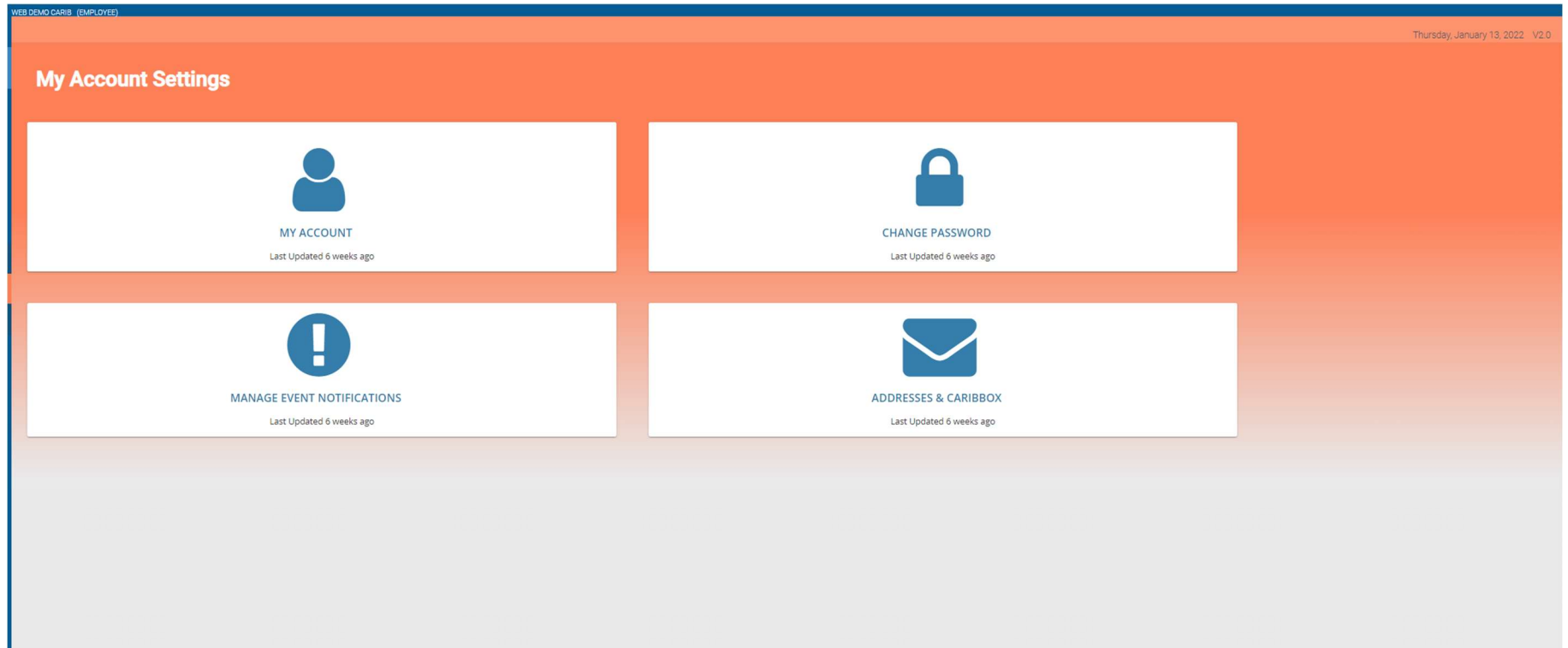
My Account

The seventh option in the Options Menu is **My Account**.

In this screen there are four panels that allow access to the account information. The panels are **My Account, Change Password, Manage Event Notifications and Addresses & Caribbox.**

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Account Information

In the **Account Information** option, all the key information referring to a typical user will be entered with its corresponding validation. They refer to **Login Information**, **Customer Information** and **Communication Preferences**.

The **Partner Associations** is also shown at the bottom of the screen in orange.

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Account Information

Login Information

User ID(Email address)

WEBDMO@TROPICAL.COM

Date/Time of Last Login

Jan 18, 2022, 9:03:55 AM

Customer Information

Salutation | Mr. |

First Name

WEB

Last Name

DEMO CARIB

Title

title

Department

IS DEPARTMENT

Communication Preferences

E-Mail

WEBDMO@TROPICAL.COM

PARTNER ASSOCIATIONS

CARIBTRANS PARTNER NAME	CARIBTRANS PARTNER ID	MY ROLE	ACCOUNT ADMINISTRATOR	PHONE NUMBER
CAPTAIN JACK'S	100931317	EMPLOYEE	BARBARA MESZAROS	888.707.4225

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Change Password

This option gives the ability to change the user password for the account. Minimum requirements must be met for password security.

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Manage Event Notifications

With event notification handling setup real-time alerts about select cargo and shipment related events can be specified.

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CaribBox Numbers

This option shows how the CaribBox Number should be used and the ease of avoiding delays by putting your CaribBox Number with your address. The screens below detail the functionality of CaribBox.

The CaribBox number is an ideal way to ship small packages with the benefits of:

- **Increased shipping accuracy**
- **Quicker, prioritized shipments**
- **Personalized for you.**

Clicking on the Watch on Youtube button on the last screen will show how to use the Caribbox feature.

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What is CaribBox?

Your own, free, personal "mailbox" number and ideal way to ship small packages.

Why Use Your CaribBox #?

- Increased shipping accuracy
- Quicker, prioritized shipments
- Personalized for you

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How to Find Your CaribBox

1. To find your CaribBox number, log in to your online account on caribtrans.com or register for an account if you don't have one.

2. Select "Manage My Account"

3. Select "Addresses and CaribBoxes"

4. See and take note of your personal CaribBox #. It is 4 letters and 4 numbers, no space. Note: You may have multiple. Be sure that you use the # corresponding with the correct destination.

How to Ship with your CaribBox

1. On your next shipment, label your cargo as follows:

    FIRST NAME: ABCD1234 (example CaribBox #)
    LAST NAME: Caribtrans Logistics
    ADDRESS LINE 1: 11401 NW 107TH STREET
    ADDRESS LINE 2: SUITE 300
    CITY: MIAMI
    STATE: FL
    ZIP: 33178

OR

    NAME: ABCD1234 - Caribtrans Logistics
    ADDRESS LINE 1: 11401 NW 107TH STREET
    ADDRESS LINE 2: SUITE 300

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2. Upload your invoice/receipt to you online account on caribtrans.com or email it to CustomerServiceVIP@caribtrans.com.

3. Your cargo will be quickly shipped out on our next available sailing, and you'll be notified when it arrives.

Having issues with your online account or CaribBox #? Contact us at service@caribtrans.com or follow our original 3-step shipping process.

Version 1.1 6/8/2023