

**PIL e-Service Customer
User Guide
Create New User**

July 2019
Version 1.0

Table of Contents

1. INTRODUCTION	3
2. SCOPE	3
3. Target Audience	3
4. Sub-Account (USER & BL PRINT): Creation at customer level	3-7
5. References.....	8-9

1. INTRODUCTION

The purpose of this document is to provide the guide/steps for customers to create their own Sub-Account (USER & BL PRINT) in E-Services application by using Chrome search engine.

2. SCOPE

The document covers below scope of E-Services:

Creation of Sub-Account (USER & BL PRINT) if CUSTOMER ADMIN account has been generated/created by PIL Agency level locally.

3. Target Audience

This document would server the Customer Administrators (CUSTOMER ADMIN):

(A) To create Sub-Account USER for customer's internal usage – unlimited users can be created within the same organization, they will be able to view each other bookings created in the "Booking" screen in E-Services System only.

(B) To create Sub-Account BL PRINT for customer's internal usage – customer's BL PRINT set up must be approved by HQ ADMIN which is under PIL Regional Doc control.

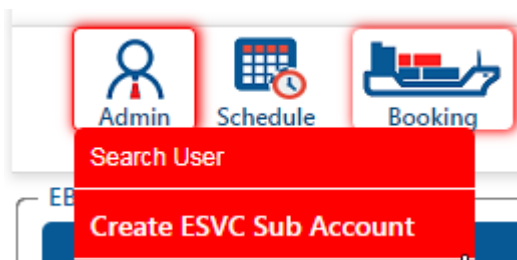
4. Customer Sub-Account (USER & BL PRINT): Creation at customer level

(A) Sub-Account (USER) Creation:

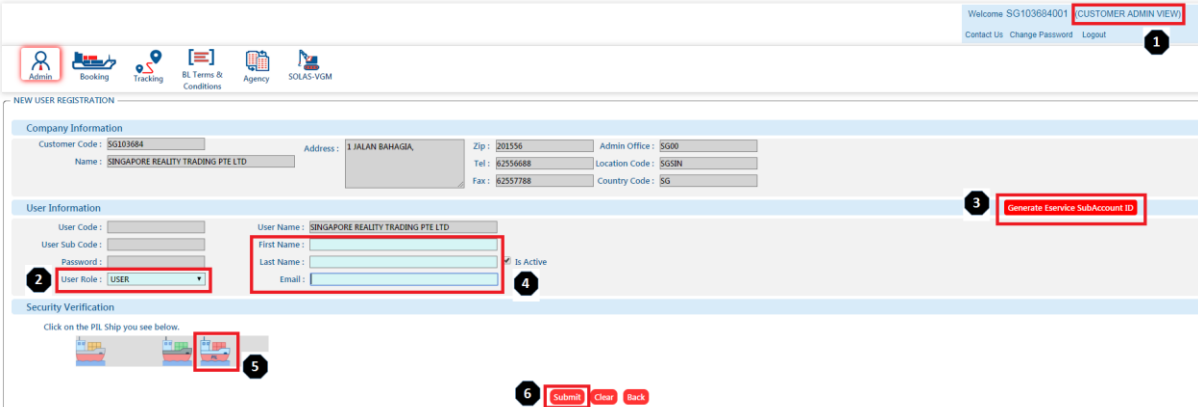
Follow below steps to create Sub-Account (USER) in E-Services System.

1. Logon to E-Services System and navigate to below menu:

Admin > Create ESVC Sub Account



2. New User Registration Form:



The screenshot shows the 'NEW USER REGISTRATION' form. At the top right, it says 'Welcome SG103684001 (CUSTOMER ADMIN VIEW)' with a callout '1' pointing to the 'CUSTOMER ADMIN VIEW' link. Below this is a navigation bar with icons for Admin, Booking, Tracking, BL Terms & Conditions, Agency, and SOLAS-VGM. The form is divided into three main sections: 'Company Information', 'User Information', and 'Security Verification'. In the 'Company Information' section, fields for Customer Code, Name, Address, Zip, Admin Office, Tel, Location Code, Fax, and Country Code are visible. In the 'User Information' section, there are fields for User Code, User Sub Code, Password, User Role (set to 'USER' with callout '2'), User Name (SINGAPORE REALTY TRADING PTE LTD), First Name, Last Name, Email, and an 'Is Active' checkbox. A 'Generate Eservice SubAccount ID' button is highlighted with callout '3'. In the 'Security Verification' section, there are instructions to click on a PIL Ship image, with callout '5' pointing to one of the images. At the bottom, there are 'Submit', 'Clear', and 'Back' buttons, with callout '6' pointing to the 'Submit' button.

Follow the actions required as mentioned below against the numbered callouts per above screen:

1. Webpage must be located at the CUSTOMER ADMIN VIEW.
2. User Role: select "USER".
3. Click on "Generate Eservice Account ID" button.

System will generate User Code (same as your Customer Code created in LMS), User Sub-Code:002 (system default as 002 for the 1st "USER"; for example, if that customer created for total three USERS within the same company):

- a) User Sub Code - system will default as 002 for the 1st USER
- b) User Sub Code – system will default as 003 for the 2nd USER
- c) User Sub Code – system will default as 004 for the 3rd USER

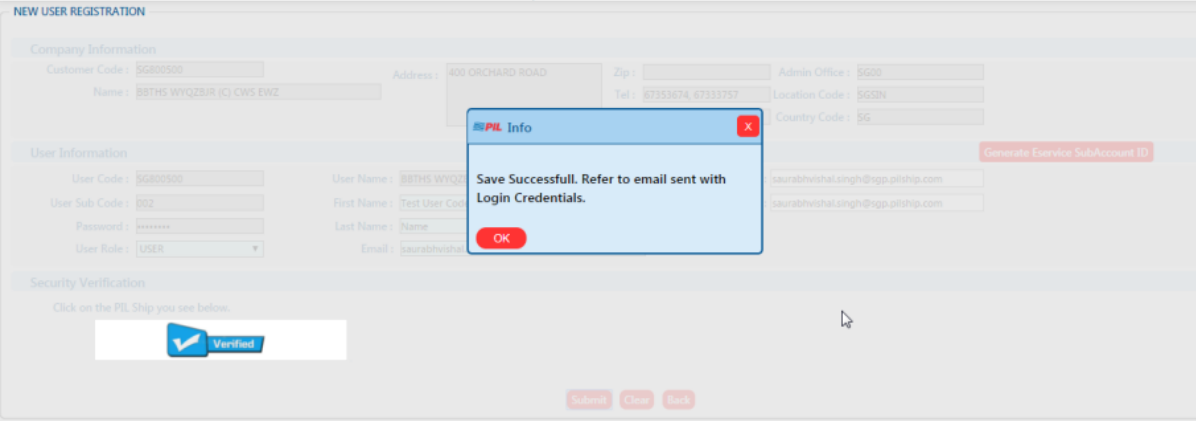
Default Password & User Name will also be populated at the same time.

4. To provide the required details highlighted in light blue columns:

- i. "First Name": Customer User's First Name
- ii. "Last Name": Customer User's Last Name
- iii. "Email": Customer User's Email address to be registered.

5 & 6. Complete security verification: To click on the PIL Ship image you see before you click on Submit" button to create the USER account.

Add on: if you click on "Clear" button is to clear the form, OR if you click on "Back" button is to navigate to USER account search page.



The screenshot shows a web form titled "NEW USER REGISTRATION" with several sections: "Company Information", "User Information", and "Security Verification". A blue modal box with the title "PIL Info" is overlaid on the form, containing the text "Save Successful. Refer to email sent with Login Credentials." and an "OK" button. The form fields include Customer Code, Name, Address, Zip, Admin Office, Location Code, Country Code, User Code, User Sub Code, Password, User Role, User Name, First Name, Last Name, and Email. A "Generate Service SubAccount ID" button is also visible.

Your eService account UserID and Password

info to: saurabhvishal.singh@sgp.pilship.com

From: info@sgp.pilship.com

To: "saurabhvishal.singh@sgp.pilship.com" <saurabhvishal.singh@sgp.pilship.com>

Hello Test User Code Name,

We have mailed your eservice UserID and Password, please log in and check with below credentials.

Your UserID: SG800500002

Your Password: [REDACTED]

To Login into EServices: [Click Here](#)

This email is confidential and intended only for the use of the individual or entity named above and may contain information that any disclosure, dissemination, distribution or copying of this email is strictly prohibited. If you have received this email in error, message.

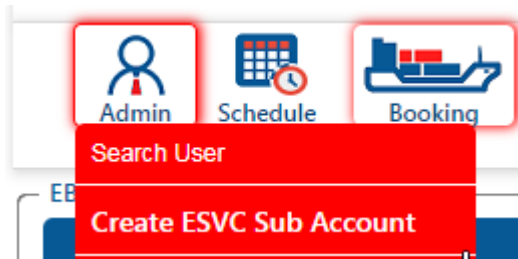
After successful Sub-Account USER creation, confirmation message will be displayed & email will be triggered to that particular customer's registered email along with:

1. Your UserID: User's Logon User ID
2. Your Password: Default Password (to be changed upon first login)
3. To Login into Eservices: Click Here – direct/link you to E-Services System

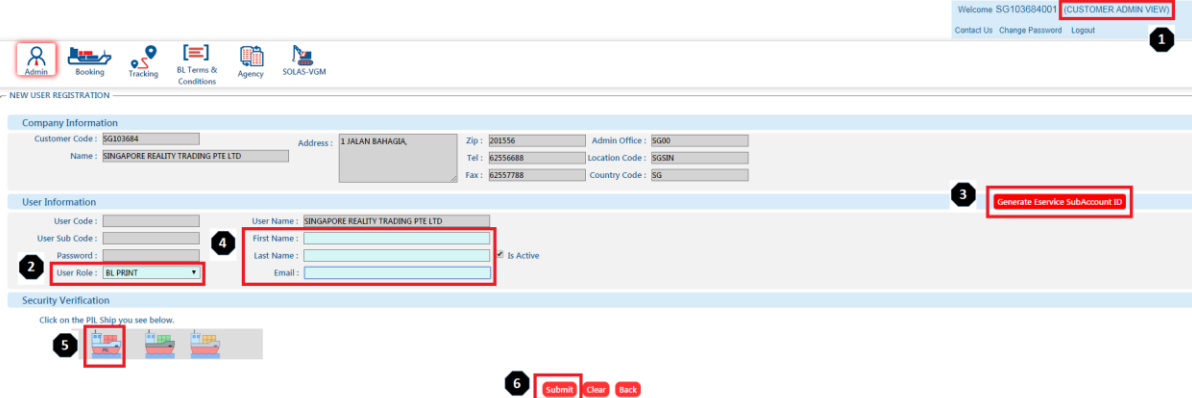
(B) Sub-Account (BL PRINT) creation:

Follow below steps to create user account for BL PRINT access only in E-Services System.

1. Logon to E-Services System and navigate to below menu:
Admin > Create ESVC Sub Account



2. New User Registration Form:



Follow the actions required as mentioned below against the numbered callouts per above screen:

1. Webpage must be located at the CUSTOMER ADMIN VIEW.
2. User Role: select "BL PRINT".
3. Click on "Generate Eservice Account ID" button.

System will generate User Code (same as your Customer Code created in LMS), Default User Sub-Code, Default Password & User Name will also be populated at the same time.

4. To provide the required details highlighted in light blue columns:

- i. "First Name": Customer User's First Name
- ii. "Last Name": Customer User's Last Name
- iii. "Email": Customer User's Email address to be registered.

- 5 & 6. Complete security verification: To click on the PIL Ship image you see before you click on "Submit" button to create the BL PRINT account.

Add on: if you click on "Clear" button is to clear the form, OR if you click on "Back" button is to navigate to BL PRINT account search page.

NEW USER REGISTRATION

Company Information


Customer Code : SG800500 Address : 400 ORCHARD ROAD Zip : Admin Office : SG00
Name : BBTHS WYQZBJR (C) CWS EWZ Tel : 67353674, 67333757 Location Code : SGIN
Fax : 67334415, 67384791 Country Code : SG

User Information

User Code : SG800500 User Name : Generate Eservice SubAccount ID
User Sub Code : 003 First Name : Last Name : Email :
Password : *****
User Role : BL PRINT

Security Verification

Click on the PIL Ship you see below:



Submit Clear Back

PIL Info

Save Successful. Refer to email sent with Login Credentials.

OK

Your eService account UserID and Password

info to: saurabhvishal.singh@sgp.pilship.com

From: info@sgp.pilship.com

To: *saurabhvishal.singh@sgp.pilship.com* <saurabhvishal.singh@sgp.pilship.com>

Hello Saurabh BL Print Test,

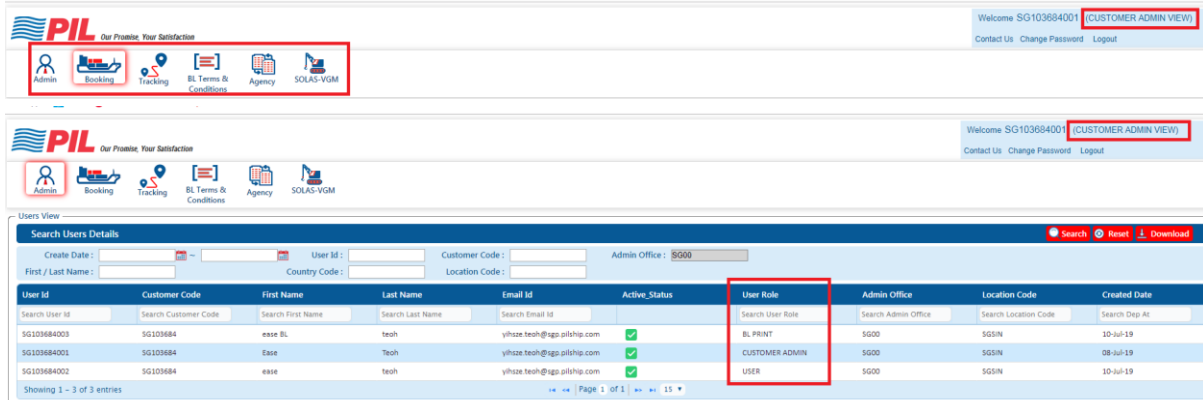
We have mailed your eservice UserID and Password, please log in and check with below credentials.

Your UserID: SG800500003

Your Password: ##!VG75q

To Login into EServices: [Click Here](#)


5. References



The screenshot shows the PIL Customer Admin View interface. The top navigation bar includes the PIL logo, the slogan "Our Promise. Your Satisfaction", and a user welcome message "Welcome SG103684001 (CUSTOMER ADMIN VIEW)". Below the navigation bar, a menu of icons is displayed, with "Admin", "Booking", "Tracking", "BL Terms & Conditions", "Agency", and "SOLAS-VGM" highlighted by a red box. The main content area is titled "Users View" and contains a "Search Users Details" section with search filters for Create Date, User Id, Customer Code, Admin Office, First/Last Name, and Country Code. Below the filters is a table with the following columns: User Id, Customer Code, First Name, Last Name, Email Id, Active Status, User Role, Admin Office, Location Code, and Created Date. The table lists three users, with the "User Role" column highlighted by a red box.

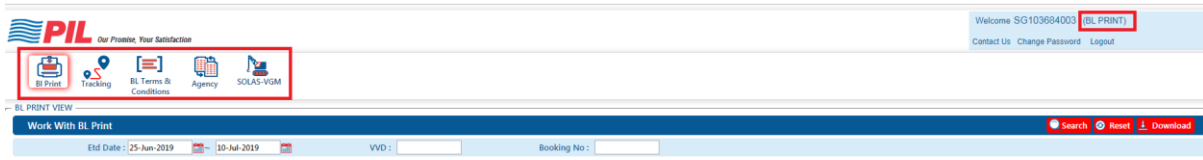
User Id	Customer Code	First Name	Last Name	Email Id	Active Status	User Role	Admin Office	Location Code	Created Date
SG103684003	SG103684	esse Bl	teah	yhizez.teah@pils.pilship.com	<input checked="" type="checkbox"/>	BL PRINT	SG00	SGSN	10-Jul-19
SG103684001	SG103684	Esse	Teah	yhizez.teah@pils.pilship.com	<input checked="" type="checkbox"/>	CUSTOMER ADMIN	SG00	SGSN	08-Jul-19
SG103684002	SG103684	esse	teah	yhizez.teah@pils.pilship.com	<input checked="" type="checkbox"/>	USER	SG00	SGSN	10-Jul-19

Login as a CUSTOMER ADMIN holder (on individual customer level), you will be responsible to create Sub-Account USER & BL PRINT by clicking on "Admin" button, choose Create ESVC Sub Account for the creation, & also have the access of viewing other information which populated on the screen, including "Booking", "Tracking", "BL Terms & Conditions", "Agency", & "SOLAS-VGM". You are able to view the details "User Role" which you have created, to click on "Admin" button & select Search User.



The screenshot shows the PIL User View interface. The top navigation bar includes the PIL logo, the slogan "Our Promise. Your Satisfaction", and a user welcome message "Welcome SG103684002 (USER)". Below the navigation bar, a menu of icons is displayed, with "Schedule", "Booking", "Shipping Instruction", "BL Print", "Tracking", "BL Terms & Conditions", "Agency", and "SOLAS-VGM" highlighted by a red box.

Login as an USER (on individual customer level), you will have the access for "Schedule", "Booking", "Shipping Instruction", "BL Print", "Tracking", "BL Terms & Conditions", "Agency", & "SOLAS-VGM", which all populated on the screen.



The screenshot shows the PIL BL Print View interface. The top navigation bar includes the PIL logo, the slogan "Our Promise. Your Satisfaction", and a user welcome message "Welcome SG103684003 (BL PRINT)". Below the navigation bar, a menu of icons is displayed, with "BL Print", "Tracking", "BL Terms & Conditions", "Agency", and "SOLAS-VGM" highlighted by a red box. The main content area is titled "Work With BL Print" and contains search filters for End Date (25-Jun-2019 to 10-Jul-2019), VVD, and Booking No.

Login as a BL PRINT account (on individual customer level), you will have the access for "BL Print", "Tracking", "BL Terms & Conditions", "Agency", & "SOLAS-VGM", which all populated on the screen.

