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1 HOW TO USE THIS GUIDE

1.1 Confidentiality

The information contained in this document is for customers of 1-Stop services only. Copyright remains with 1-Stop. No unauthorised copying or distribution of the document or any part of its contents is permitted.

If you have any questions about the use or distribution of this document, call the 1-Stop Helpdesk on 1300 881 055.

1.2 Purpose of this guide

This guide is for customers of the 1-Stop services. It is intended as a:

- training resource when you purchase 1-Stop’s services; and
- reference guide, if you need help to perform specific tasks.

Information about solving problems is included at the end of this document. If you need extra help you can:

- check the FAQs in the ‘Help’ tab on our website at www.1-stop.biz; or
- contact the Helpdesk on 1300 881 055.

1.3 What’s new and what’s changed

The information contained in this guide is current as at December 2011 and reflects all changes to the user interface up to that date. If you think you may not have the most up to date User Guide, check the downloads available at www.1-stop.biz.

1.4 User Guide name and version number

Updates to User Guides are made each time a new version of the service is released.

This is: ComTrac-CUST-User Guide v0.1
2 ABOUT 1-STOP

2.1 Who is 1-Stop?

1-Stop is an information communications technology (ICT) company that provides services to businesses involved in the import and export of goods to and from Australian ports. We are based in Sydney and our services are used all over Australia and in Auckland, NZ. Our customers include:

- terminal operators (stevedores);
- shipping lines;
- Australian Customs Services and Australian Quarantine and Inspection Service;
- container depots;
- importers and exporters;
- freight forwarders and agents;
- road carriers; and
- rail operators.

2.2 What does 1-Stop provide?

Our ICT solutions permit the exchange of data via the web or by electronic data interchange (EDI), for purposes such as container and vessel tracking, vehicle bookings to collect and deliver cargo at terminals, Electronic Import Delivery Orders (EIDO), Pre Receival Advices (PRAs), invoice and payments systems, and much more. For a full list of our services, go to 1-Stop Services.
2.3 Why use 1-Stop services?

1-Stop services are an important part of the Australian logistics supply chain. We’re integrated with ports and terminals all over Australia. Every day our community of users grows.

1-Stop customers enjoy:

- efficient and ‘real time’ transactions between community members;
- improved data quality;
- clear, visible data about vessel and container movements;
- easy reporting to Australian Customs Services to meet regulatory requirements;
- time and cost savings, thanks to automation of repetitive transactions;
- better ability to respond to their customers; and
- improved business efficiency, due to the ‘one-to-many’ solution — access one system to do business with many providers.
3 ABOUT COMTRAC

3.1 What is ComTrac?

The ComTrac service delivers fully integrated container event and schedule feeds for the Australian and New Zealand logistics community.

The efficient movement of containerised sea freight requires up to date, reliable and detailed movement information about vessels and containers. A reliable, accurate information supply is also essential in order for customers to feel confident they are complying with legislative requirements. Customers can be proactive with the container management process, meaning greater efficiency and lower costs.

Key ComTrac features include vessel feeds and container movement events.

3.1.1 Vessel Feeds

An electronic vessel schedule is updated every two hours or daily to ensure reliability. It includes:

- Vessel names, voyage and Lloyds numbers.
- Estimated and actual arrival and departure times.
- Terminal operator and ports of call and discharge.
- Export receival start and cut off dates.
- Import availability and storage start dates.

3.1.1 Container Movement Events

Container movement events are for both import and export containers.

For import containers, ComTrac provides the following automated events alerts:

- On board vessel: know which vessel the imported container is on before its arrival in Australia. An essential tool in the management of transhipment containers.
- Discharge off vessel: the date and time the container was off loaded from the vessel available within minutes of it occurring.
- Import available: know immediately when your container becomes available.
- Customs: know when your container is cleared or held by Customs.
• Gate out: the date and time the container left the terminal either by road or rail.

For export containers, ComTrac provides the following automated events alerts.

• Export preadvice: container has been approved for receipt at the gate.
• Gate in: the date and time the container arrived at the gate, either by road or rail.
• Load: the date and time the container was loaded onto the vessel available within minutes of it occurring.

Refer to ComTrac Overview Online for further service information.

### 3.2 Who uses ComTrac?

Road Carriers, Freight Forwarders and Customs Brokers are typical customers who benefit from ComTrac service.

1-Stop’s current Road Carrier customers include 1st Fleet, PJM, RoadWise, ACFS; 1-Stop’s current Freight Forwarder customers include BCR, VISA, DHL, Schenker.

Key industry software providers also integrate with ComTrac B2B interface into their software packages used to manage the container movement, providing alert and notification service to their end users, e.g. CargoWise, RoadTech, HiTech, Gavin Millman and Associates, BSM etc.

### 3.3 Why is ComTrac used?

Customers use ComTrac for

• Tracking - tracking vessel / container movements; and
• Planning - planning operational work flow

The following table provides a nutshell view on business usage of each ComTrac event.

<table>
<thead>
<tr>
<th>Event Name</th>
<th>Business Usage - Tracking or Planning</th>
<th>Reason</th>
</tr>
</thead>
<tbody>
<tr>
<td>Export Preadvice</td>
<td>Planning</td>
<td>Carrier needs to know that Terminal has accepted PRA so they can arrange delivery of container to Terminal.</td>
</tr>
<tr>
<td>Gate In</td>
<td>Tracking</td>
<td>Road Carrier / Forwarder / Broker can monitor when a truck or container has</td>
</tr>
<tr>
<td>Event</td>
<td>Tracking/Planning</td>
<td>Details</td>
</tr>
<tr>
<td>-----------------------</td>
<td>-------------------</td>
<td>-------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Load</td>
<td>Tracking</td>
<td>Exporter / Freight Forwarder can confirm when export container has been loaded onto Vessel</td>
</tr>
<tr>
<td>On Board Vessel</td>
<td>Tracking</td>
<td>Forwarder / Broker has confirmation of the correct Vessel / Voyage and can commence clearance</td>
</tr>
<tr>
<td>Discharge Off Vessel</td>
<td>Tracking</td>
<td>Road Carrier / Forwarder / Broker can monitor container movement and keep customer informed</td>
</tr>
<tr>
<td>Customs</td>
<td>Planning</td>
<td>Road Carrier can monitor import status which facilitates successful collection of container at terminal</td>
</tr>
<tr>
<td>Gate Out</td>
<td>Tracking</td>
<td>Road Carrier / Forwarder / Broker can track container movement</td>
</tr>
<tr>
<td>Actual Vessel Arrival</td>
<td>Tracking</td>
<td>Forwarder / Broker can inform customer of movement. Also a key milestone in KPI measurement</td>
</tr>
<tr>
<td>Import Available</td>
<td>Tracking and Planning</td>
<td>Road Carrier / Forwarder / Broker. Carriers can book slots and all can expect delivery in coming days</td>
</tr>
<tr>
<td>Dehire</td>
<td>Tracking</td>
<td>All supply chain participants can monitor when a container has returned to an empty container park for dehire</td>
</tr>
</tbody>
</table>
4 TERMS OF USE

All 1-Stop products have Terms and Conditions of use. If you are a new user of web-based services, you'll be asked to agree to these when you sign in.

Downloadable copies of some of our Terms and Conditions are available on our website.
5 CUSTOMER SYSTEM REQUIREMENTS

5.1 Hardware

To use the 1-Stop services, customers need:

- 1GHz CPU and above;
- 1GB RAM minimum; and
- a printer for report printing (where required).

5.2 Operating system

1-Stop services are compatible with any operating system with web browser capability. However, Internet Explorer for Windows is the recommended browser. Functionality may be limited in other browser environments.

5.3 Software

Customers need:

- Internet Explorer Version 7 and above (on Windows operating system); and
- an email account with HTML capability for receiving acknowledgements and EIDO responses.

5.4 Communications

You need:

- internet access (we recommend ADSL or higher; a satellite is recommended for rural users); and
- email SMTP communications.
6 BEFORE YOU START

6.1 Registration

If you haven’t already registered for 1-Stop services, you’ll need to do so. You can do this quickly and simply on our website at www.1-stop.biz.

Go to the 1-Stop Home page and click on 'Register' in the top right hand corner of the page, above the ‘Sign In’ box.

You will be directed to the Registration screen.

Select your Registration Type — you will need to register as a company, as you’ll be asked to provide an ABN.
You’ll be asked to choose from a list of 1-Stop Service Families. Choose ComTrac from this list. Then choose the service from the list.

Select Australian Registered Company (the Gateway service is only offered to companies with a valid ABN which is registered in the Australian Business Register). Enter the ABN and click ‘Search Australia Business Register’.
Once the search results are displayed, click on the correct result, then click ‘Next’.

Enter your information into the Organisation Details screen, then click ‘Next’.

Enter the individual details then click ‘Next’ at the bottom of your screen.
Fill in your details then click ‘Next’ (at the bottom of your screen) again. Once registration is complete, you will see the following message:
1-Stop Helpdesk will receive an email advising them of your registration. They will be in touch with you to confirm your registration and supply you with additional information.
7 GETTING STARTED

7.1 Logging in

Go to the 1-Stop ‘Sign in’ at the top right corner of the Home page (www.1-stop.biz). Enter your user name and password. You may be asked to reset your password.

8 HOW TO USE COMTRAC ONLINE SCREENS

8.1 ComTrac Overview

ComTrac provides Alerts and Notifications and Vessel Schedule messages to customers.

1-Stop
ComTrac Service

1. Container events and Vessel schedules are received by 1-Stop from facilities and these events and schedules are stored in the 1-Stop database.
2. Alert Requests are received from customers via email
3. Matching Requests are sent to customers.

8.2 ComTrac User Roles
As a ComTrac customer, you will have 2 roles to access ComTrac online screens, they are:

1. ComTrac Administrator

   This role is for access to ComTrac administrative screens. These screens are the ComTrac Configuration and the ComTrac Event Alias. It is assigned by 1-Stop helpdesk to the first user when you register ComTrac service with 1-Stop.

2. ComTrac User

   This role is for your normal ComTrac user access to online screens, e.g. self diagnostic Transactions screen.

### 8.3 ComTrac Home Page

This is the first page that appears when you navigate through 1-Stop Website menu Launch-> ComTrac after logging in. All ComTrac users have access to this screen.

![ComTrac Home Page](image)

### 8.4 ComTrac Usage Screen

This screen graphically shows the number of ComTrac transactions / month for a selected time period. A summarised total of the number of requested, sent and active transactions for the selected time period is also displayed.

Data from previous months will be aggregated, so that only the total number of requests, sent notifications, sent alerts, active notifications, active alerts are stored.

The purpose is to provide high level visibility of transactions made per month, to show volume for the month as well as the trend for a time period (e.g. a year).
8.5 ComTrac Configuration Screen

This screen allows the ComTrac administrator to view and update some configuration settings related to ComTrac.
ComTrac users with the ComTrac Administrator role have access to this screen.

There are 4 tabs which allow for the update of various configuration settings within ComTrac. Not all fields are available for update, these fields are displayed for information only.

The General tab allows the configuration of the period and purging of alerts and transactions.

The Event Routing tab allows for the configuration of the transaction transport method.

Additionally the Vessel Schedule file feed can be configured to include or exclude the Last Free Date.
The Message Settings tab allows for the configuration of various message options.

The subscriptions tab allows for the setup of recipients of the Vessel Schedule / Routing messages.
8.6 ComTrac Transactions Screen

This is a tracking screen to trace your organisation’s ComTrac transactions. This screen gives the user visibility and provides a certain level of troubleshooting (such as the latest status and any errors for that transaction).

All ComTrac users have access to this screen.

Clicking on highlighted fields will bring up a pop window showing details of messages sent or received.

If an Error has occurred with a message hovering the cursor over the error will show a description of that error.

Hovering over the values in the T column will show the address that the message has been sent to.
WHERE TO GET HELP

Help is available:

- from the FAQs in the ‘Help’ tab of our website [www.1-stop.biz](http://www.1-stop.biz);
- by email to [helpdesk@1-stop.biz](mailto:helpdesk@1-stop.biz); and
- from 1-Stop Helpdesk on 1300 881 055.
ComTrac - integrated container event and schedule feeds

ComTrac Administrator – Customer’s user who has access to the ComTrac administrative screens

ComTrac User – Other users who have access to the general ComTrac screens.