

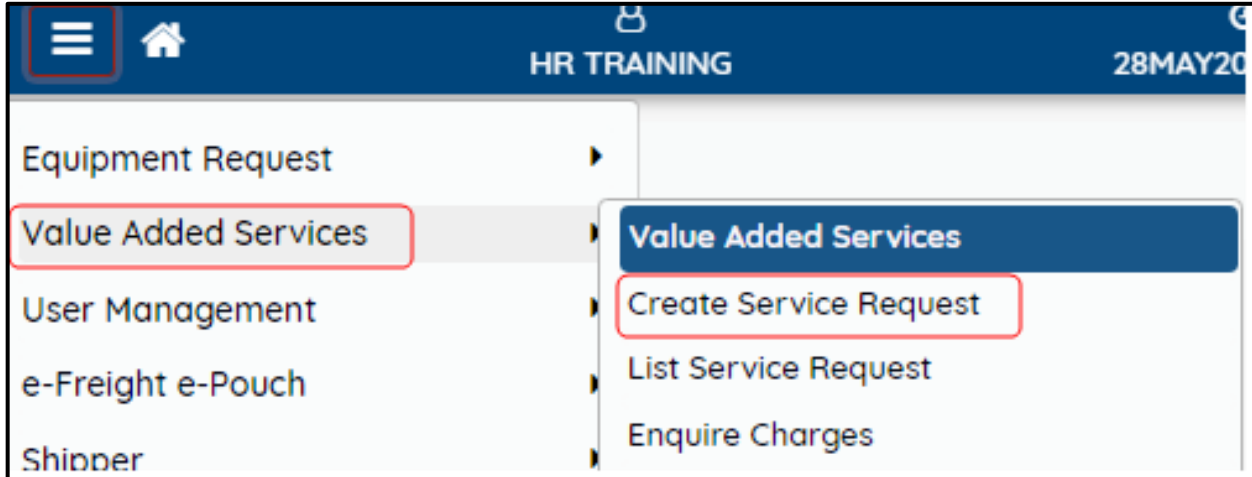
AAT COSYS+ Cargo Portal User Guide – Value Added Services

Content

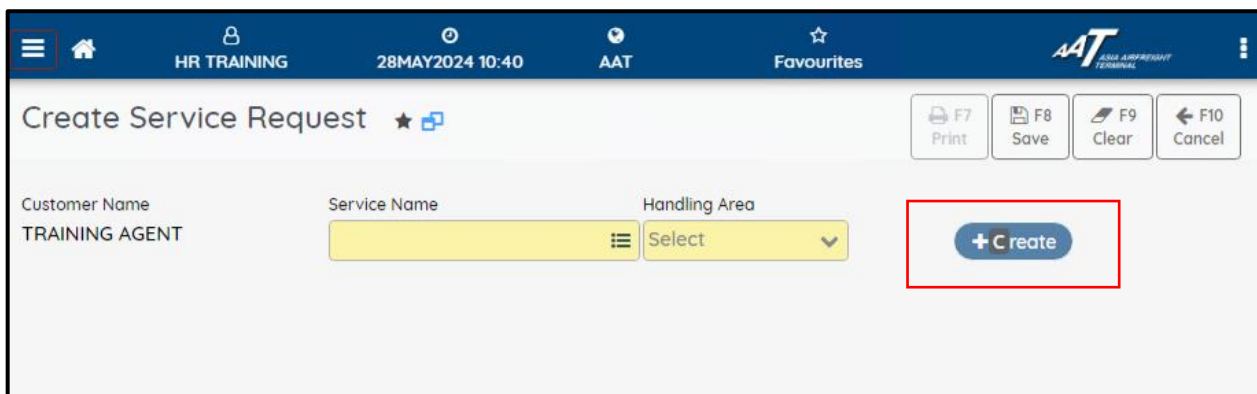
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1. Create Service Request

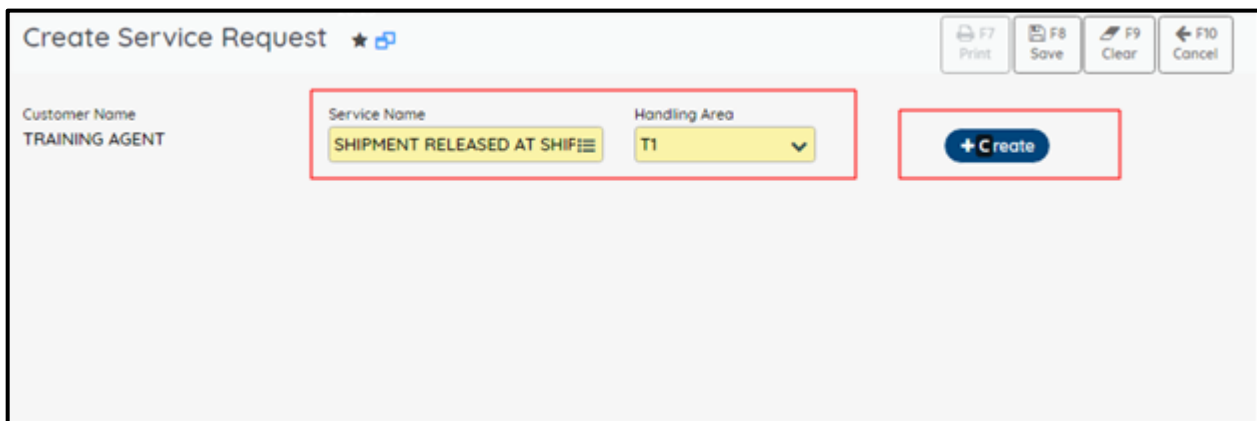
1. This function can be accessed from Value Added Services, which is for creating service request for one or multiple AWBs



2. Press "Create" to create service request



3. Select the Service Name and Handling Area and click "Create" to create



4. Enter Shipment number, quantity and other information and press “Save” to save.

5. Service request number will be generated

2. List Service Request

1. This function can be accessed from Value Added Services->List Service Request

- This function allows user to view service pending to fulfill in accordance to date and time of the request.

The screenshot shows the 'List Service Request' interface. At the top, there are search filters: 'Requested On From' (24MAY2024 00:00), 'Requested On To' (25MAY2024 23:59), 'Status' (Select), and 'Handling Area' (Select). Below these are fields for 'Service Name', 'Shipment Number' (999-999999), and 'ULD Number' (A-9999****). A 'Service Request No' field is also present. A 'Search' button and a '+ Create' button are on the right. Below the filters is a table with columns: Svc Req No, Service Requested, AwB No, ULD Number, Flight, Flight Date, Svc Req Date/Time, Remarks, Status, Payment Status, Amount, Reject Reason, Edit, and Delete. The table is currently empty, displaying 'No data to display'.

- Select the date and search by entering searching criteria

This screenshot is similar to the previous one, but the search filters and the 'Search' button are highlighted with a red border. The 'Requested On From' field now contains '28APR2024 00:00'. The table below now contains one row of data:

Svc Req No	Service Requested	AwB No	ULD Number	Flight	Flight Date	Svc Req Date/Time	Remarks	Status	Payment Status	Amount	Reject Reason	Edit	Delete
2024715101520	AFS - VANNING/DEVANNING-20' CONTAINER					15JUL2024 11:06		Pending	Pending	HKD 1800.00			

- Press "Edit" to edit the service request.

This screenshot shows the 'List Service Request' interface with the 'Edit' button in the table row highlighted in red. The search filters are the same as in the previous screenshot.

- Press "Save" to save the changes after revision

The screenshot shows the 'Edit Service Request' interface. It contains the following fields: 'Customer Name' (TRAINING AGENT), 'Service Name' (AFS - VANNING/DEVANNING-20' CONTAINER), 'Service Request No' (2024715101520), and 'Status' (Pending). There are also fields for 'Service Date/Time' (15JUL2024 11:06), 'Requested By', and 'Phone Number' (+999-999999999). A 'Quantity' field is set to '1'. There is a 'Remarks' field and a 'Notification Email' field. At the bottom, there is a 'Cancel Reason' dropdown (SELECT) and a 'Cancel' button. The 'Save' button is highlighted with a red border.

6. Press “Delete” to remove the service request.

List Service Request ★ 🔗

Requested On From: 28APR2024 00:00 📅 Requested On To: 16JUL2024 23:59 📅 Status: Select ▼ Handling Area: Select ▼ Service Request No:

Service Name: Shipment Number: 999-99-9999 ULD Number: A-9999-**** Flight/Date: 📅

🔍 Search + Create

Svc Req No	Service Requested	AWB No	ULD Number	Flight	Flight Date	Svc Req Date/Time	Remarks	Status	Payment Status	Amount	Reject Reason	Edit	Delete
2024715101520	AFS - VANNING/DEVANNING-20' CONTAINER					15JUL2024 11:06		Pending	Pending	HKD 1800.00		✎	🗑️

Go To: 1 of 1 Rows: 10 1-1 of 1

3. Enquire Charges

1. This function can be accessed from Value Added Services, which is for searching payment related information of respective AWB/Service Request Number. Enter the shipment number and press “Search”.

HR TRAINING 28MAY20

- Equipment Request
- Value Added Services**
 - Value Added Services**
 - Create Service Request
 - List Service Request
 - Enquire Charges**
- User Management
- e-Freight e-Pouch
- Shipper

Enquire Charges ★ 🔗

Shipment Type: AWB ▼ 071-21397434 📄 Service Request No: Customer Name: 33091849 🔍 Search

2. Charge advice of the shipment number will be displayed.

Enquire Charges ★ 🔍 F7 Print F8 Save F9 Clear F10 Cancel

Shipment Type: Service Request No: Customer Name: TRAINING AGENT Q Search

Customer Name: TRAINING AGENT AWB Number: 07121397434 SHC: SPX Handling Area: Export/Import EXPORT

CHARGE ADVICE

Select	Service Type	Quantity	Duration	Amount	Pay As	Paid Amount (HKD)	Receipt Number	Waived Amount	To Collect	To Bill (HKD)
	AFS - CARGO SURVEY ROOM CHARGE (PER HOUR / MAWB)	1		HKD 250.00	Collect	✓ HKD 350.00	PR20247379			
Total										

Make E-Payment

3. Enter the Service Request Number and press "Search".

Enquire Charges ★ 🔍

Shipment Type: Service Request No: Customer Name: 33091849 Q Search

4. Charge advice of these Service Request number will be displayed

Enquire Charges ★ 🔍 F7 Print F8 Save F9 Clear F10 Cancel

Shipment Type: Service Request No: Customer Name: TRAINING AGENT Q Search

Customer Name: TRAINING AGENT Service Request No: 202459101179

CHARGE ADVICE

Select	Service Type	Quantity	Duration	Amount	Pay As	Paid Amount (HKD)	Receipt Number	Waived Amount	To Collect	To Bill (HKD)
	AFS - FORKLIFT RENTAL- 3 TONS	1		HKD 470.00	Collect	✓ HKD 470.00	PR20247600			
Total										

Make E-Payment