2024



USER MANUAL APM TERMINALS PIPAVAV

Classification: OrthefindaeIntial

- User need to be a registered in the ASR Portal in APM Terminals, Pipavav.
- Login in Customer Service Portal through Company Website -<u>www.easrppv@apmterminal.com</u>
- 3) Select on Click here to the new registration.



New Registration / Check Registration Status Please Enter Your PAN Number AMNOP7786M Submit New Customers will need to register online by clicking on the registration link on the login page.	APM TERMINALS And International		CUSTOMER SERVICE PORTAL
		New Registration / Check Registration Status Please Enter Your PAN Number AMNOP7786M Submit	New Customers will need to register online by clicking on the registration link on the login page.

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- 4) Once after the approval customer will get the user ID in the registered email ID
- 5) Using that User ID for the first login need to reset the password.

Dashboard view

- 1) Click on blocks for getting data.
- 2) Total ASR's will show all the ASR put for the month
- 3) Approval Pending will show all those ASR which are pending for Approval orExecution
- 4) Execution Approved block shows ASR which are executed.
- 5) Rejected ASR block show all those ASR which are rejected by Approval desk orExecution desk

ot asr				Create New ASR
Create New ASR Reports	Total ASR's	Approval Pending	Execution Approved	Rejected ASR's
*	21 This Month	14 This Month View Details Below O	6 This Montel View Details	0 This Month View Details O
	Pending ASR			

To generate new ASR click on "Create New ASR" as shown in fig below

APM TERMINALS	■ Additio	nal Service Request (ASR)	PIPAVAV			🜲 💧 MBK Logistix Pvt. Ltd.
& ASR	ASP					Create New ASR
Create New ASR						
Reports	Total A	NSR'S	Execution This Month	Pending	Execution Approved	Rejected ASR's
			View	Details Below 👁	View Details O	View Details 🛇
	Pending /	ASR				
	From	то				
	01-Feb-2	024	124 🛱 Submit	Export To Excel		
	No.	ASR No	ASR Date	Company Name	Service Used	Status
	1	ASR/2023/95	21-Feb-2024 17:20	MBK Logistix Pvt. Ltd.	BACK TO TOWN	(Dray Status =R) O PENDING
	2	ASR/2023/94	21-Feb-2024 17:10	MBK Logistix Pvt. Ltd.	BL Wise loading	Ø PENDING

6) Select Service Dropdown

Additional Service Request (ASR) PIPAVAV		🌲 🔺 MBK Logistix Pvt. L
Create New ASR 2 Billing	3 Confirmation	
* Select Category ALL	✓ * Select Service Select ✓	멸 Submit
👻 🦚 Maersk - Home 🛛 🗙 🖊 Billing	X Le Login X +	- o ×
← → C ∩ ▲ Not secure http://10.91.201.	39/PPV_ASR/Transaction/Landing	☆ D ≗ :
og Create New ASR @ Billin Select Category ALL		Ø Submu
	BLX:R TO TOWN (UNa) status #K) BL Wise loading CATEGORY CHANGE CHANGE IN CLASS Customs examination CY to CFS Shifting Digital Photograph EXIT MODE CHANGE	

7) Template provision is given. Download the Template.



- 8) Upload the container details and select the Import.
- 9) After the container details will get popup with all the information

Create NEW ASR	Billing	confirmation						
* Select Category	ALL	× *	Select Service	BACK TO TOWN (Dr	ay Status =R)	*		C Posot
ontainer Details Upload Excel Ch	oose File N LImport	Click Here To Down	load Template					
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10) After submit the ASR the below Successful message will display



- 11) ASR details comes in Dashboard under Pending Block
- 12) Email of ASR raised with ASR number will be sent to the customer and Approvaldesk

For any queries put Email to Customer Support Desk

service.pipavav@apmterminals.com