



USER GUIDE APMT LIBERIA CUSTOMER PORTAL

Your virtual One Stop Shop



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APM TERMINALS LIBERIA LTD.
Freeport of Monrovia

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Introduction

APM Terminals operates a multi-purpose port/terminal within the Freeport of Monrovia: the gateway to the Liberian economy. Our facility is committed to offering reliable customer service, and is proud to support Liberia's economic development

Our customers are at the center of what we do. And that is why we have provided you with the customer portal which is your virtual one stop shop. You are encouraged to use this online platform for all possible transactions including but not limited to:

- Make inquiry of charges
- Request invoices
- Request or view a receipt
- resolve issues
- Track containers
- Suggestion box

Note: You can use the customer portal on any device

Registration

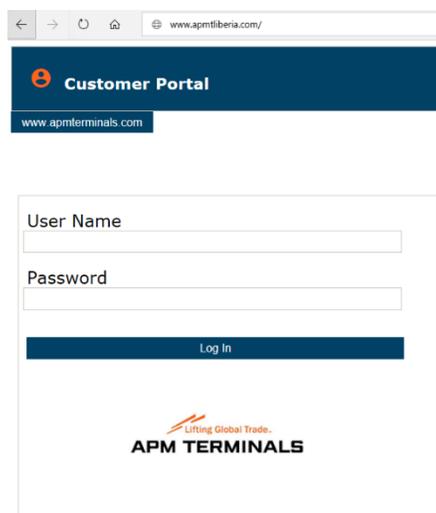
To register please email request to Wheymar.Reeves@apmterminals.com

Log in to the customer portal:

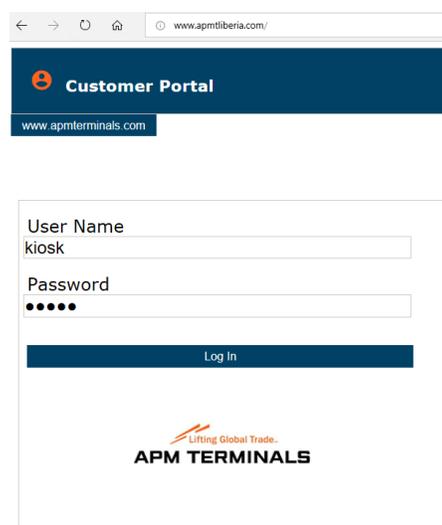
STEP 1. Open the customer portal using this link/web address: www.apmtliberia.com

Step 2. Enter your user name (customer number) and password; click log in.

Note the default username and password for the Kiosk is kiosk and Kiosk respectively



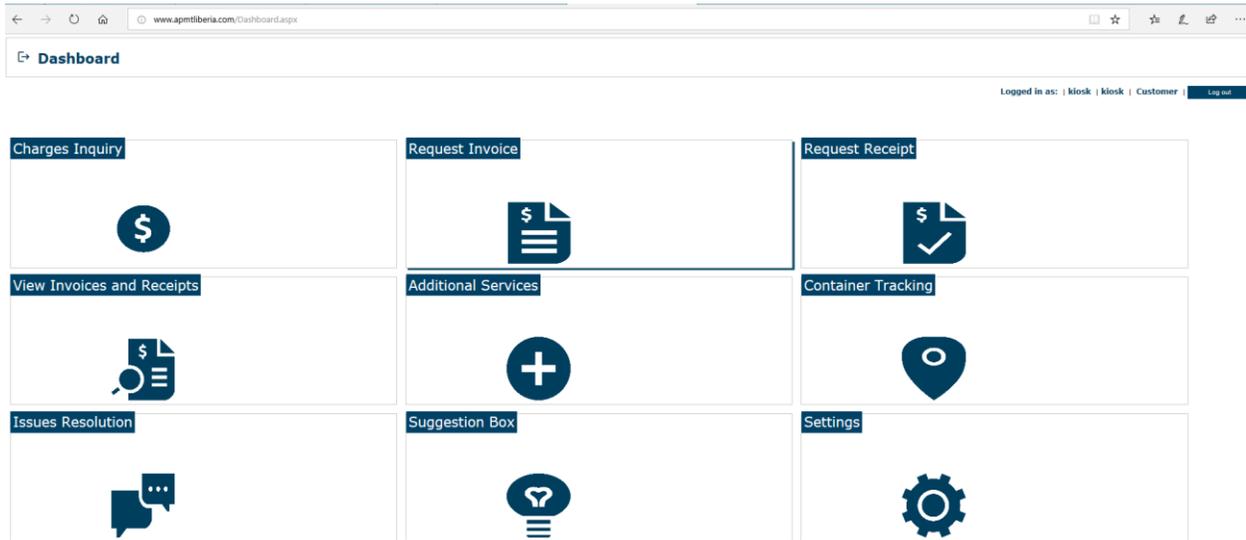
The screenshot shows a web browser window with the URL www.apmtliberia.com. The page header includes the APM Terminals logo and the text "Customer Portal" and "www.apmterminals.com". The main content area contains a login form with two input fields: "User Name" and "Password". Below the fields is a blue "Log In" button. At the bottom of the page is the APM Terminals logo with the tagline "Lifting Global Trade."



The screenshot shows the same login page as the previous one, but with the "User Name" field populated with the text "kiosk" and the "Password" field populated with "Kiosk". The "Log In" button is still visible below the fields.

Dashboard

This is the landing page where you can access all of our available modules.



Charges Inquiry Module

For instant accurate calculation of storage and other related charges pls click on  select desired options and click calculate to see estimated charges on this form.

Estimated Charges

Storage Days: 0

Import / Export
Import

Container Size
20

Container Type
Dry

Discharged Date
6/11/2020 12:00:00 /

Pay Thru Date
6/11/2020 12:00:00 /

Estimated Charges	
Storage	<input type="text"/>
THC	<input type="text"/>
Gate-In	<input type="text"/>
Gate-Out	<input type="text"/>
ISPS	<input type="text"/>
Total	<input type="text"/>

Request Invoice Module

Click this module to request a proforma invoice / invoice. Be sure to tick all boxes that apply to your situation in the form below. Indicate your pay through date and fill out the rest of the information to be able to generate an invoice.

Invoice Request

Request No.	Your Info
Invoice Type Final Invoice	TIN No. (Billed To No.) <input type="text"/>
Import Invoice	Customer Name <input type="text"/>
Delivery Print At One Stop Shop	Broker Name <input type="text"/>
Container Type Dry	On Behalf Of (If Any) <input type="text"/>
Pay Thru Date	BL Number <input type="text"/>
	Email <input type="text"/>
	No. of Container(s) <input type="text"/>
	Other Details <input type="text"/>
	<input type="button" value="Create Invoice"/>

Request Receipt Module

Receipt Request

Attach Payment and Submit

Print At One Stop Shop

Invoice(s)

Your Email

Select delivery option and add your invoice number/s. Then click browse to upload your invoice and bank deposit slip or POS transaction receipt and your APMT receipt will be emailed to you or printed at one stop shop as you prefer.

View Invoice and Receipt Module

Your old invoices and receipts are archived here to view and print anytime

View Invoice and Receipt

The interface includes a 'Refresh' button at the top. Below it is a search bar labeled 'Search for Invoice'. Underneath the search bar are three dropdown menus: 'Select Invoice', 'Select Receipt', and another unlabeled dropdown menu.

Shipment Tracking Module

Track your container via this link using the shipping lines' tracking system.

Shipment Tracking

The interface features a text input field labeled 'Container or B/L No.'. Below this field is a list of shipping lines, each with a logo and a corresponding button: Maerskline, Safmarine, CMA, MSC, Vessel Schedule, and Track and Trace.

Suggestion Box Module

We are open to new ideas and suggestions. Please feel free to drop us your observations and/or recommendations.

Suggestion Box

The interface has a 'Select Below' dropdown menu. Below it is a large text area labeled 'Suggestion'. At the bottom, there is a character count 'Max: 500 characters' and a 'Submit' button.

Additional Services Module

You can also request other services not covered in the other modules. Select the service, add your phone number, email and details and click submit.

Additional Services

The interface shows a 'Select Service' dropdown menu. Below it are text input fields for 'Your Email' and 'Your Mobile'. To the right is a large text area for 'Details' with a 'Max: 500 characters' limit and a 'Submit' button. A second screenshot shows the 'Select Service' dropdown menu open, listing options: Block slowing, Equipment rental, Packaged knockdown, Gang hire, Marine services (Pilotage, Towage, and Mooring), Pilot boat rental, Priority lane, Tag boat rental, Waiver, and Other.

Issue Resolution Module

Any inquiries or concerns can be addressed here for a speedy response.

Select the issue, add your phone number, email address and issue details and click submit.

Issue Resolution

The interface features a 'Select Issue' dropdown menu. Below it are text input fields for 'Your Email', 'Telephone', and 'Details'. To the right is a large text area for 'Details' with a 'Max: 500 characters' limit and a 'Submit' button. A second screenshot shows the 'Select Issue' dropdown menu open, listing options: Storage, Bill of Lading, Invoice, Container Delivery, Waiver, Policy, Mooting Request, and Other.

The interface has a 'Select Below' dropdown menu. Below it is a large text area for 'Suggestion' with a 'Max: 500 characters' limit and a 'Submit' button. A second screenshot shows the 'Select Below' dropdown menu open, listing options: Invocicing, Tracing, Working time, Operations, Cargo Damage, and Other.



Customer Portal

- Request/print invoices and receipts
- View estimates charges
- Vessel schedules