



VISIBLE CUSTOMER EXPERIENCE
 QUOTATIONS • ORDERING • INVOICES • STATEMENTS



Order to Cash – FAQ

	Question	Response
1.	There is only 1 gatekeeper, is there a limit to the number of subordinates?	There is no limit to the number of users that can be created.
2.	Can the super user be assigned to multiple port accounts?	Yes.
3.	Can the super user add and remove permissions?	Yes, even for him/herself, but not for gatekeeper.
4.	Can you link a 3 rd party/agent and unassign them again?	Yes.
5.	Will statements be pushed to the customer?	No, you will have to run your own request.
6.	When you are an agent, will you see the account?	The port account you are assigned to will be visible to you.
7.	What must we do if the arrival number does not exist (or there may be errors)	Arrivals are still fed into the system in the same manner. If no match is found contact TNPA Customer Care to correct.
8.	Time delays in arrival numbers not being available may cause late charges.	If you cannot access system or experience any time delay as a result of anything from TNPA's side the customer should follow the usual process to raise a request for Credit.
9.	With no more manual submissions, how will documentation be processed when the system is down?	Similar to Portsonline, contingency plans will be in place.
10.	If you cancel or change an order within 7 days there will be no charges raised?	7 days after order you can make changes to the order as long as it does not impact the revenue the change will be free in this period.
11.	Will I be able to load shipper owned containers?	Yes, the system will allow shipper owned containers.
12.	We have a 3 rd party doing our orders, will they be able to continue?	Refer to EDI Manual on OTC Website
13.	Will shipping orders for Break Bulk be on the new system?	Yes, it will also be available on EDI
14.	What about proof of weight for Break bulk?	An upload facility is available.
15.	Is there an electronic demo available on-line?	There is a demo on the TNPA & OTC website. http://www.transnetnationalportsauthority.net/ordertocash/Pages/default.aspx



VISIBLE CUSTOMER EXPERIENCE

QUOTATIONS • ORDERING • INVOICES • STATEMENTS

16.	There is only 1 Gatekeeper per organization, if not available, how can users manage access?	Super users can be appointed who will have access to make changes.
17.	When a new or existing customer wants to come on-board, how can they be registered for EDI?	Contact TNPA Customer Care for the order to cash registration pack.
18.	Once the application is complete and you have selected the ports, can you at a later stage add another port?	Yes, You will have to approach the TNPA Customer Care to add an additional port on your profile.
19.	Gatekeeper applications are currently manual, how is the gatekeeper replaced?	TNPA will have to change the gatekeeper, this is a manual process.
20.	Why is users left in system after being disabled?	SAP does not allow for deletion of records.
21.	When an agent is being assigned by the gatekeeper, is s/he active immediately?	Yes
22.	Is there a size limit to the supporting documents that has to be uploaded?	Yes, it is 2MB.
23.	With the increase of credit limit transaction, will the limit be increased without a guarantee?	The system will just initiate the process and the usual process will follow. Guarantees will still be required.
24.	Will over payments be shown on the system?	Yes.
25.	When an order is cancelled, will the credit note be sent automatically?	Yes.
26.	When using a 3 rd party (EDI) can we make use of Hybris? And can we cancel an order?	Client will be able to have view of account and will be able to cancel an order.
27.	If a vessel bypass a port what will happen with the cargo due order?	Vessel name can be changed within 7 days for free. <i>What about change of port?</i>
28.	Can I order other port services via the System?	No, this can only be ordered via IPMS.
29.	Can I manage my own credit limits?	The function is only a request, the usual governance will still apply.
30.	When cargo remains not cleared, does the shipping line still remain responsible?	Yes, TNPA will inform the shipping line or will pass the order and forward the documentation.
31.	Will I be able to pass humanitarian cargo?	You have to supply original supporting documents. TNPA will validate the transaction first.
32.	How will I complete bulk shipments which require supporting documents?	There is an upload facility for the supporting documents. They will have to be in PDF format.



VISIBLE CUSTOMER EXPERIENCE

QUOTATIONS • ORDERING • INVOICES • STATEMENTS

33.	What do you do if the gatekeeper leaves the company?	You would need to notify TNPA Customer Care.
34.	How many super users can I create?	As many as you need.
35.	How many ports can you assign?	All the ports.
36.	Can a gatekeeper assign another gatekeeper?	No, you will have to contact TNPA
37.	We are an existing customer, but not registered on the system. How do I register?	Contact TNPA Customer Care
38.	Can a gatekeeper be a super user as well?	You do not need to create a super user, gatekeepers have full functionality.
39.	Is the mobile facility the same as the on line facility?	Yes.
40.	I am a clearing agent passing orders on behalf of a 3 rd party, can they have access to see invoices?	You can create a user and give them access to see invoices.
41.	Why do we have to read and understand all these T's and C's?	You need to understand on what basis you transact on, it is a legal requirement.
42.	Can you do one marine quotation for two different customers?	No.
43.	Does your system have tracking capabilities?	No. If you use EDI you can still register to use OTC to have visibility of the cargo due orders/invoices. (depending on permissions)
44.	When an agent sends ID 100 (ship arrival notification) for vessel arrival, will this be loaded on this system? When will it be uploaded on the system so everyone can pass cargo dues?	ID 100's are processed in the IPMS system. If ID 100's are submitted timeously the intention was to have the vessels loaded within 5 days of the ETA.
45.	Who can we speak to for EDI access?	You need to contact your service provider.
46.	Cannot select a port account - Port/s account not assigned	For the gatekeeper he/she needs to refresh the ports and if it doesn't exist contact then contact TNPA, if it is a super user /normal user then contact their gatekeeper
47.	Payment not reflecting or What time will the system take to show payments?	- Payment is not real time. If payment has been made at standard bank then it will be reflected the next working day and for all other banks payment will only be reflected after 2-3 days.
48.	How to search for Invoices, statements, orders/confirmations	Go to my account, transaction history, filter by port account, select relevant transaction e.g. Invoice and search by example invoice number and click on search, a



VISIBLE CUSTOMER EXPERIENCE

QUOTATIONS • ORDERING • INVOICES • STATEMENTS

		list of relevant documents will be reflected, select relevant document.
49.	How to cancel/amend and download	Cancel/amend – Go to my account, transaction history, select relevant port account, under transactions select cargo dues order , search by order number, click on amend/cancel and then follow the process. For download click on the download icon.
50.	Amending and Cancellation process	As above (no. 40)
51.	How to create/ assign agents – create	The agent needs to register on his side, once created provide email to 3rd party and then the agent needs to be assigned. To assign go to my company, click on users and the assign agent, then assign agent to port account and permissions
52.	How to create cargo dues order	Refer to manual
53.	How to search for interim statements	My account, account summary, select port account, select account open items.
54.	Statements not available	TNPA period has not been closed. If period has been closed and still cannot download statement then contact TNPA Call Centre
55.	Funds available but orders still awaiting for credit availability	Contact TNPA call centre
56.	Unable to set password/reset	For a normal user the customer to contact super user or gatekeeper, for the gatekeeper to contact call centre to forward to ICT
57.	Gatekeeper not activated	Contact TNPA Call Centre
58.	Agents assigned but cannot login	Refer to 11 above , contact super user / gatekeeper to confirm has been enabled
59.	Invoices and order confirmations are being sent to wrong email address some are of people who are no longer in the company	Relevant e-mail address to be sent to TNPA to update.
60.	Payment made with wrong ref instead of account number	Contact TNPA Call Centre with relevant details.
61.	Can we view cargo dues order before we submit? Changes as required prior to submission.	Yes, you can view Cargo Dues orders before submission and make as many



VISIBLE CUSTOMER EXPERIENCE

QUOTATIONS • ORDERING • INVOICES • STATEMENTS

62.	Will we see tariffs on the cargo dues order at the time of capture?	Yes, customers will be able to view tariffs prior to Cargo Dues submission and make as many changes as required prior to submission.
63.	How does the system impact cancellation dues to changes? Will a cancellation fee be applicable after the 7day period?	Cancellation fee will be applicable; correspondence will be sent through customer care.
64.	If the ANF from shipping line changes - who will bear the cost of the cancellation?	The party submitting the Cargo Dues order.
65.	Is the billing linked to TPT, TFR, DBT or MPT?	No, there is an initiative that is currently underway that will be seeking to address convergent billing for customers.
66.	And other terminals in Richards Bay?	Billing will occur from the port where CDO is submitted.
67.	Will vessel arrival be linked to IPMS as vessel agent submit breakbulk order?	Yes, vessel arrivals will be created in IPMS and available when submitting CDOS for all transaction types i.e. containerized, bulk or break-bulk.
68.	Will we need to capture mates receipt?	No, an upload facility will be available.
69.	Will this be done away with by TNPA?	No, the mates receipt will be required.
70.	Will we have facility for mates receipt and bills for break bulk orders?	Yes, an upload facility will be available
71.	Will super users be at branch or port level? Are super users limited to local people? Or can people overseas be super users?	Super users will be nominated by the client and are not limited to their geographic location.
72.	If you pass cargo dues and after 3 months there is a vessel arrival number change and needs to be corrected? – How will we do this?	A: The customer would need to process an amendment for which an amendment fee will be charged.
73.	Currently using Portsonline – will we have to re-register to use Order to Cash?	Yes, customers must re-register. Customers will also be required to nominate a super user who will assign roles within the customer’s organization.
74.	Will we have to register again if we are using Portsonline?	Yes, Customers will also be required to nominate a super user who will assign roles within the customer’s organization