HPA Portal

Public

User Guide

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1   About this User Guide

This Hutchison Ports Australia (HPA) Portal User Guide is for customers of HPA who are not registered as users in the HPA Portal. The purpose of this guide is to be a simple reference tool when performing daily tasks within the HPA Portal.

The guide is formatted to provide information in both a written and graphical format to assist understanding.

Other guides that you may find useful to refer to are

- HPA TAS Carrier Guide

1.1 Change History

Version	Date	Summary of Changes
7-3	February 2021	• Updated browser compatibility

1.2 Contact Us

Contact information is also available by navigating to the **About** menu and selecting **Contact Us**.

2   HPA Portal Overview

The HPA Portal is a website that allows members of the public to view information about vessels and containers at HPA terminals in Australia. A Truck Carrier can register via the Portal for access to the Truck Appointment System (TAS) which provides functionality to book appointments and manifest. Registered users of the TAS can view more detailed vessel and container information as well as perform actions such as submitting pre receival advice notices. See the HPA Portal Carrier User Guide for information about the TAS.

2.1   Navigation

To navigate around the HPA Portal, use the navigation menu located in a blue horizontal banner (menu bar) across the top of the page. It is possible to navigate from any one page to any other page in the HPA Portal via the navigation menu.

Upon a menu item being activated, the menu colour will change from blue to orange and a cursor hand will be visible.

Figure 1 – Navigation & Context bars

Any fields that must be filled in are marked with an asterix (*). Error messages will be presented at the top of each screen below a red strip under the menus as shown below.

Figure 2 – Error bar

2.2 Context
Below the menu bar is the Context Bar. The Context Bar provides the following features
- Authentication context ('Log In' / 'Log Out' actions and the user's name if logged in.)
- Location context (data for that Terminal will be displayed)
- Time context (approximate time at the selected terminal)

Context information is displayed on the grey horizontal banner (context bar) across the top of the page (below the menu), with Authentication context on the left and Container Terminal context on the right followed by the Time content.

2.2.1 Authentication (user) context
The authentication context indicates whether you are logged in and if so which account you are logged in with.

2.2.2 Location (terminal) context
The Container Terminal context allows the HPA Portal to present information relevant to a specific container terminal. The specific container terminal the HPA Portal is displaying information for is identified by a dropdown in the top right corner of the HPA Portal, as shown above in 'Figure 2 – Error bar'. Currently there are two terminals available
- HPAFI, Brisbane – Hutchison Ports Brisbane (BCT), Port of Brisbane (Fisherman Island)
- HPAPB, Sydney – Hutchison Ports Sydney (SICTL), Port Botany

Note: The permissions you have will determine which terminals are available to you.

2.2.3 Time context
The time in the TAS indicates to users the approximate time at a particular terminal. It starts with the time on the TAS server and then the TAS browser keeps the clock ticking. As the browser is not an accurate time keeper the longer a webpage is open (without refreshing) the more likely the time on the webpage will stray from the TAS server time (note: neither of those two times are linked to the time on the client PC). The functionality was primarily implemented as the TAS works in the local time of each terminal and we want to show the time at the terminal, especially for people accessing the Brisbane Terminal from NSW during daylight savings.

2.3 Versions

The version number of the HPA Portal is displayed in the footer of each page.

Figure 3 – TAS Version

2.4 Systems Requirements and Browser Compatibility

The HPA Portal is a browser based application and compatible with the following browsers:

Logo	Browser Name	Versions
	Microsoft Edge	Latest version (tested against v88)
	Google Chrome	Latest version (tested against v88)
	Apple Safari	Latest version (tested against v14)

3   Accessing the HPA Portal

The HPA Portal is available to public users and registered users.

To access the HPA Portal, navigate to https://hpaportal.com.au

Public users do not require a login and will have access to the following
- Container enquiry (limited information); and
- Container Storage enquiry; and
- Vessel schedule; and
- General information about HPA and the HPA Portal.
- Registration

Approved registered users will have a login to the HPA Portal and have access to the following in addition to the services provided to public users:
- TAS services (e.g. Truck Manifest Management)
- PRA Management
- User Management
- Personalise own User Account
- Container enquiry (with access to more data)
- Vessel Voyage enquiry

Notes:
1. *The container enquiry provides additional data to registered users.*
2. *Registered users will have access to some or all of the above features, dependent on the services and permissions applied to their user account and the company they belong to*.

To become a registered user, your company must first be registered with HPA (see the section 3.2 Company Registration). Further information on HPA Portal functionality available to registered users is available in the document entitled 'HPA Portal Carrier User Guide'.

3.1 Home Page

The first page presented when accessing the HPA Portal is the Home page. 'News' and 'Useful Information/Links' are available from the Home page.

- Terminal Status Information, such as
  - Vessels Alongside (how many vessels are currently at the terminal)
  - Trucks in Yard (how many trucks are currently in the yard)
  - TTT (current Truck Turnaround Time in minutes)
  - Trend for TTT (an indication of whether TTT is, increasing, decreasing or remaining the same)
  - CTT (current Container Turnaround Time in minutes. CTT is the Turnaround time per container)
  - Trend for CTT (an indication of whether CTT is, increasing, decreasing or remaining the same)
- Notices – Notices that the terminal wishes to present.

- News – Broadcast Information about events or activities related to all users. For Example, unforeseen circumstances and terminal wide events.

Figure 4 – Home page (anonymous user)

3.2 Company Registration

To register your company, follow the steps below:

1. On the **Home** page, click the **Register Company** menu item.
2. Fill in the Company Registration form.
    Note: You will be required to identify if the company is a small business under Australian consumer law. This setting cannot be changed by the company after registration. HPA can change this upon request where the company's Small Business status has changed.
    Note: If you select a permission with a dollar sign ($) next to it, you are requesting permission to use functions that will result in your company incurring a financial liability.
    Note: If you select the 'Manage My Appointments' permission, the TAS subscription section will display.
    - Subscription to TAS is charged on a pro rata basis within the first year
    - A Truck Appointment System (TAS) Annual Subscription will be applied on the subscription renewal date where Auto Renew is set to 'Yes'
    - The company's TAS account will be deactivated on the renewal date where Auto Renew is set to 'No'
3. Click the **Submit** button.
4. The HPA Portal will send an email to HPA notifying them of your request.
5. HPA will approve or decline your request.
6. The HPA Portal will send an email (see Figure 6 – Company Registration email) to the email address of the Main Contact (as entered in Company Registration form) notifying the Main Contact of the outcome of your application. If approved a user account will be automatically created using the information submitted for the Main Contact and the email will contain their username and the link to set a password.

Once your company account has been approved, additional user accounts can be created. Further information on HPA Portal functionality available to registered users is available in section 12.2 'Create a User Account' of the document entitled 'HPA Portal Carrier User Guide'.

Figure 5 – Company Registration page

From: noreply@hpaportal.com.au
To: you@company.com
Date: Thu, 28 Mar 2013 08:27:30 +1100
Subject: HPA Portal - Company Account Created

Dear First name
The Company account for COMPANY has been created. Here are your login details for HPA Community Portal
Username: you@company.com
Please click here to set your new password and access the HPA Portal.
HPA Service Desk

Figure 6 – Company Registration email

3.3 Login

To login to the HPA Portal, follow the below steps:

1. Click the grey **Login** button located in the upper left hand corner of the screen, below the navigation menu.
2. Enter your **Username** and **Password** and tick the **HPA Terms and Conditions**.
3. Click **Login**.

Figure 7 – Login page

3.4 Logout

To logout of the HPA Portal, follow the steps below:

1. On any page, click the grey **Logout** icon ( ) located in the upper left hand corner of the screen, below the navigation menu.

3.5 Forgot Password

If you have forgotten your password, the system can email you (using the email address that is your username) a link to enable you to reset you password

To reset your password, follow the steps below:

1. On the home page, click the 'Forgot Password' button.
2. Enter your **Username** (your email address)
3. Click 'Get New Password'
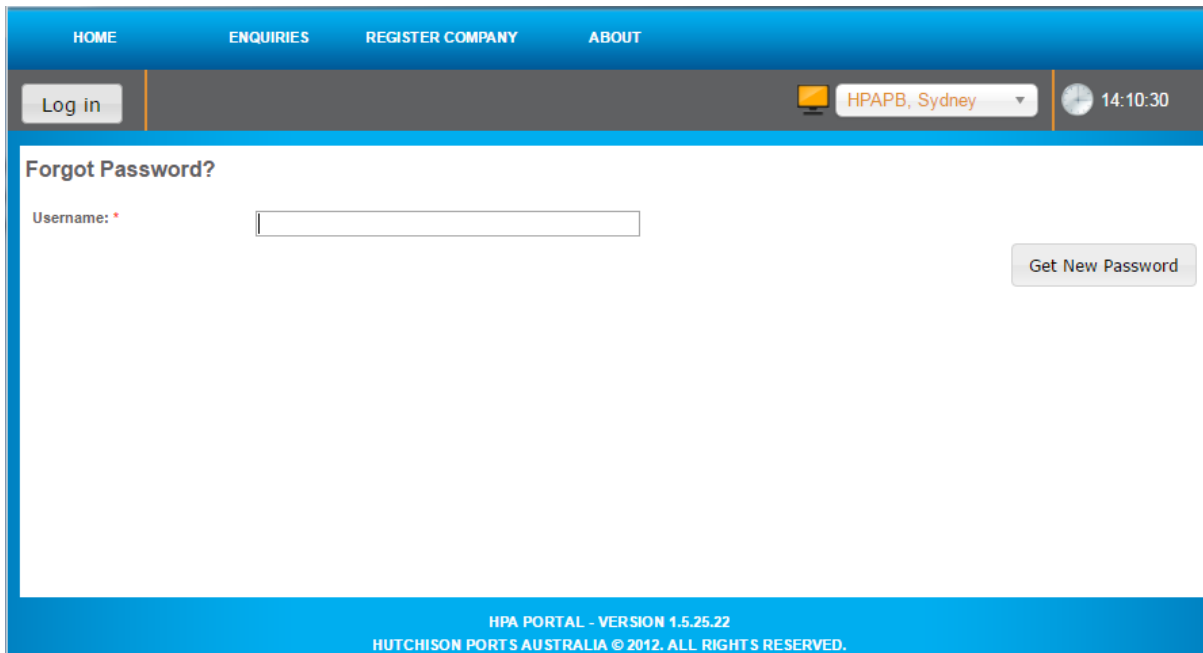
Figure 8 – Forgot Password

4   Terminal Notifications

Notifications provide information about unforeseen circumstances and terminal events or activities. Notifications are displayed on the Home page. For details on accessing the home page see section 3.1 'Home Page'.

5   HPA Portal Online Services

5.1 Container Enquiries

A container enquiry is a general-purpose screen that allows:

- a public user to view non-sensitive container data; and
- a registered user to view both non-sensitive and sensitive container data.

To conduct a container enquiry, follow the steps below:

1. Navigate to the **Enquiries** menu and select **Container Enquiry**.
2. Enter a valid **Container Number**.
3. Click **Search**.

Figure 9 – Container Enquiry page

Figure 10 – Container Enquiry result page

5.2 Vessel Schedule

The vessel schedule provides non-sensitive vessel particulars to a public and registered user.

To view the vessel schedule, follow the steps below:
1. Navigate to the **Enquiries** menu and select **Vessel Schedule**.

Figure 11 – Vessel Schedule page

5.3 Page filtering

To filter out rows in the table, follow the steps below:
1. Navigate to the **Enquiries** menu and select **Vessel Schedule**.
2. Select the white box above the column that you wish to filter.
3. Enter a filter criteria. The table will update based on what you type.
4. Filtering on multiple columns is available, simply select another white box and enter a filter criteria.

Figure 12 – Vessel Schedule page filtered on Vessel Name, Voyage and ETB

5.4 Vessel Voyage Enquiry
A vessel voyage enquiry provides sensitive vessel particulars to a registered user. You must be a registered user and logged in to conduct a vessel voyage enquiry.
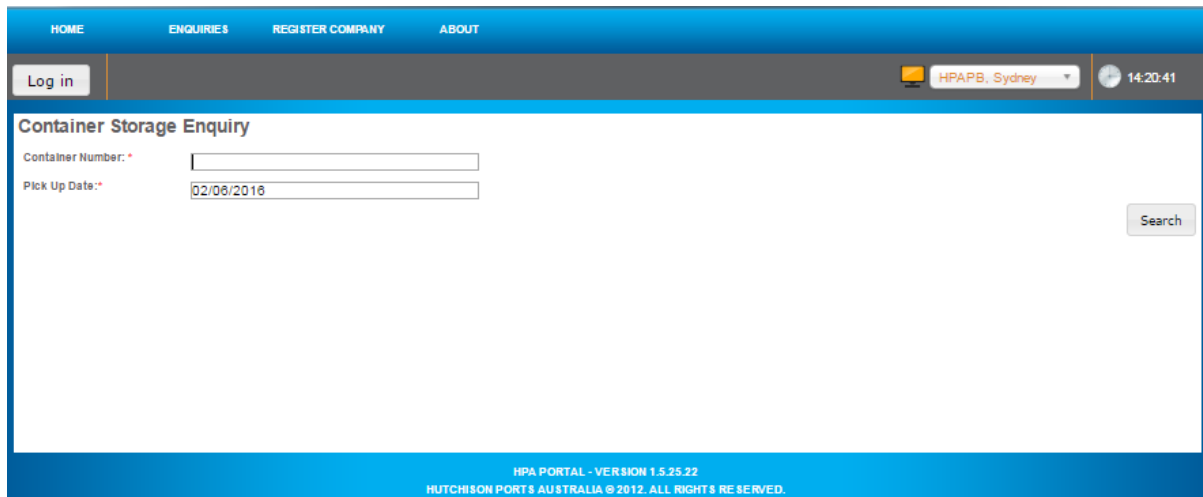
5.5 Container Storage
5.5.1   Container Storage Enquiry
A container storage enquiry is a general-purpose screen that allows a public and registered user to enquire on the outstanding storage amount for a specific container.

To conduct a container storage enquiry, follow the steps below:
1. Navigate to the **Enquiries** menu and select **Container Storage Enquiry**.
2. Enter a valid **Container Number** and **Pick Up Date**.
3. Click **Search**.

Figure 13 – Container Storage Enquiry page

Note: the Pick Up Date is the date you would like to pick-up the container from the Terminal.

Note: the fee calculation is based on the container type and the pick up date. For more details on the Container Storage fee calculation, please refer to the schedule of Landside Tariffs available by navigating to the **About** menu and selecting **Landside Tariffs.**

5.5.2 Container Storage Payment

Container Storage fees can be paid via Compay.

1. Open the ComPay login screen (https://compay.1-stop.biz/)
2. The following should be displayed

Figure 14 – ComPay login page

3. Click the link '**CLICK HERE TO MAKE A CREDIT CARD PAYMENT WITHOUT REGISTERING**' at the bottom of the page to make an payment without registering.
4. The following should be displayed

Figure 15 – ComPay payment page

5. Select the appropriate Terminal (by populating the Clients field). The two Hutchison terminals are called
    a. Brisbane Container Terminal Pty Ltd [204810]
    b. Sydney International Container Terminal [204864]

    Note: Do NOT select Hutchison Ports Australia Pty Limited [204996].

6. Select storage payment (by selecting Storage from the dropdown under Transaction Details and clicking 'Add Line Item')

7. Populate the Container Number

8. You screen should look similar to the below

Figure 16 – ComPay payment for storage page

9. Click 'Calculate Cost'. The following message will appear.
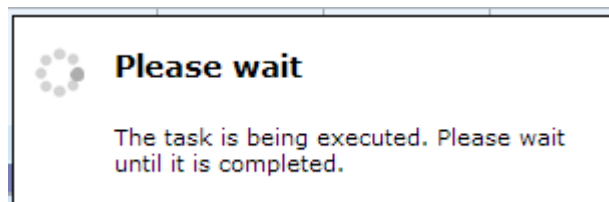
Note: If this message appears for a long time, and an error message is displayed, please click 'Calculate Cost' again.

10. Your screen should now appear similar to the below.

Figure 17 – ComPay payment for storage page with amount owing

11. Complete the Payer Details (your company details) and your credit card details.
12. Click Submit.