



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	<ul style="list-style-type: none">• 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 receipt 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.

The screenshot shows the 'HUTCHISON PORTS' logo and 'Customer Portal and Truck Appointment System' header. Below the navigation menu (HOME, ENQUIRIES, REGISTER COMPANY, ABOUT), there is a 'Log in' button and a dropdown menu for terminal selection with options: HPAPB, Sydney; HPAPB, Sydney; HPAFI, Brisbane. A red error bar spans the width of the form area, displaying a red 'X' icon and the text '1 Error' and 'You must accept the Terms and Conditions.' Below the error bar, the 'Company Registration' form is visible, divided into 'Company Details' and 'Physical Address' sections. The 'Company Details' section includes fields for ABN*, Company Name*, Company Website*, and a 'Small Business' toggle (Yes/No) with a note: 'You have identified that the business IS NOT a small business under Australian Consumer Law.' The 'Physical Address' section includes fields for Address Line 1*, Address Line 2*, Suburb*, State* (a dropdown menu currently showing 'ACT'), and Postcode*.

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.

The screenshot shows the Hutchison Ports Customer Portal. At the top is the Hutchison Ports logo and a banner image of a port terminal with the text 'Customer Portal and Truck Appointment System'. Below this is a navigation bar with links: HOME, ENQUIRIES, REGISTER COMPANY, and ABOUT. A 'Log in' button is on the left, and a location dropdown set to 'HPAPB, Sydney' and a clock showing '14:55:08' are on the right. The main content area features a dashboard with six cards: 'Vessels Alongside' (1), 'Trucks in Yard' (0), 'TTT' (20.52), 'TTT Trend' (increasing), 'CTT' (16.53), and 'CTT Trend' (increasing). Below the dashboard is a 'Notice' section titled 'Hutchison Ports Australia Pty Ltd s 87B Undertakin...' dated 02/04/2019 17:40. The notice text states that if a small business (20 FTE employees or less) signed a TCA with Hutchison Ports Australia Pty Ltd after 12 November 2016, their contract has been amended. It includes links for more information on the corrective notice and the undertaking. Below the notice is a 'News' section titled 'DG IN YARD AWAITING COLLECTION' dated 09/12/2019 08:20. The news text alerts carriers that import hazardous containers are in the yard awaiting pickup and lists container numbers. It also mentions that infringement notices will be issued if units overstay time limits and provides contact information for the landside coordinator.

Icon	Value	Label
	1	Vessels Alongside
	0	Trucks in Yard
	20.52	TTT
		TTT Trend
	16.53	CTT
		CTT Trend

*TTT- Truck Turnaround Time in Minutes, *CTT - Container Turnaround Time in Minutes

Notice

Hutchison Ports Australia Pty Ltd s 87B Undertakin... 02/04/2019 17:40

Hutchison Ports Australia Pty Ltd s 87B Undertaking

If you are a small business (20 FTE employees or less) and signed a Hutchison Ports Australia Pty Ltd Terminal Carrier Access Agreement (TCA) with Hutchison Ports Australia Pty Ltd (Hutchison) after 12 November 2016, your contract has been amended.

For more information on the Corrective Notice to Small Business Customers please click [here](#).

For more information on the Undertaking s87B please click [here](#).

News

DG IN YARD AWAITING COLLECTION 09/12/2019 08:20

Attention Carriers, The following import hazardous containers are currently in the yard awaiting pick up:

CONTAINER NO- OWNER AMFU3212223 HLC BGBU5113395 HLC BGBU5114107 HLC BGBU5115736 HLC BGBU5117554 HLC CCLU3648600 COS DFSU1196524 HLC FCIU2467210 HLC HAMU1272461 HLC HLBUI085394 HLC HLBUI2197402 HLC OOCU4779097 OOL OOCU6840848 OOL OOLU1223201 OOL OOLU4320545 OOL OOLU4325850 OOL TCKU3310931 HLC TCLU4151301 HLC TGHU0349303 HLC UACU5632975 HLC UACU5885905 HLC

If the units overstay the allowable time limits as governed by the Port Authority of New South Wales, relevant infringement notices will be issued. Please arrange pickup of these HAZ units as soon as possible. For more information contact landsidecoordinator.sic@hutchisonports.com.au or call 1800 472 000.

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'.

HOME
ENQUIRIES
REGISTER COMPANY
ABOUT

Log in
HPAPB, Sydney
11:18:54

Company Registration

Company Details

ABN:*

Company Name:

Company Website:

Small Business: ☐ Yes ☒ No

You have identified that the business **IS NOT** a small business under Australian Consumer Law.

Physical Address

Address Line 1:*

Address Line 2:

Suburb:*

State:

Postcode:*

Company Types

Empty Container Park ☐

Freight Forwarder ☐

Train Operator ☐

Truck Operator ☒

Services

HPAPB, Sydney

HPAFI, Brisbane

TAS Subscription

Auto Renew: ☒ Yes ☐ No

TAS subscription **WILL** auto renew on 01 Dec 2020

Email Notifications

HPAPB, Sydney ☐

HPAFI, Brisbane ☐

Billing Address

Same as Physical Address ☐

Address Line 1:*

Address Line 2:

Suburb:*

State:

Postcode:*

Main Contact

Title:

First Name:*

Last Name:*

Job Title:

Work Phone:

Mobile Phone:

Email Address:*

Confirm Email Address:*

Billing Contact

Title:

First Name:*

Last Name:*

Job Title:

Work Phone:

Mobile Phone:

Email Address:*

I agree to the HPA Terms and Conditions ☐

I agree to the HPA Portal Terms of Use ☐

Reset Submit

HPA PORTAL - VERSION 1.0.11.39
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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**.

The screenshot shows the HPA Portal login interface. At the top, there's a header with the HUTCHISON PORTS logo and the text 'Customer Portal and Truck Appointment System'. Below this is a navigation bar with links: HOME, ENQUIRIES, REGISTER COMPANY, and ABOUT. A 'Log In' button is located in the top left corner. The main content area is titled 'Login to HPA Portal' and contains the following elements:


- Username: * (text input field)
- Password: * (password input field)
- Remember me? (checkbox)
- I agree to the HPA Terms and Conditions and HPA Portal Terms of Use (checkbox)
- Login (button)
- Forgot password (button)

The footer of the page displays 'HPA PORTAL - VERSION 1.10.14.0' and 'HUTCHISON PORTS AUSTRALIA © 2012. ALL RIGHTS RESERVED.'

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 your 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'

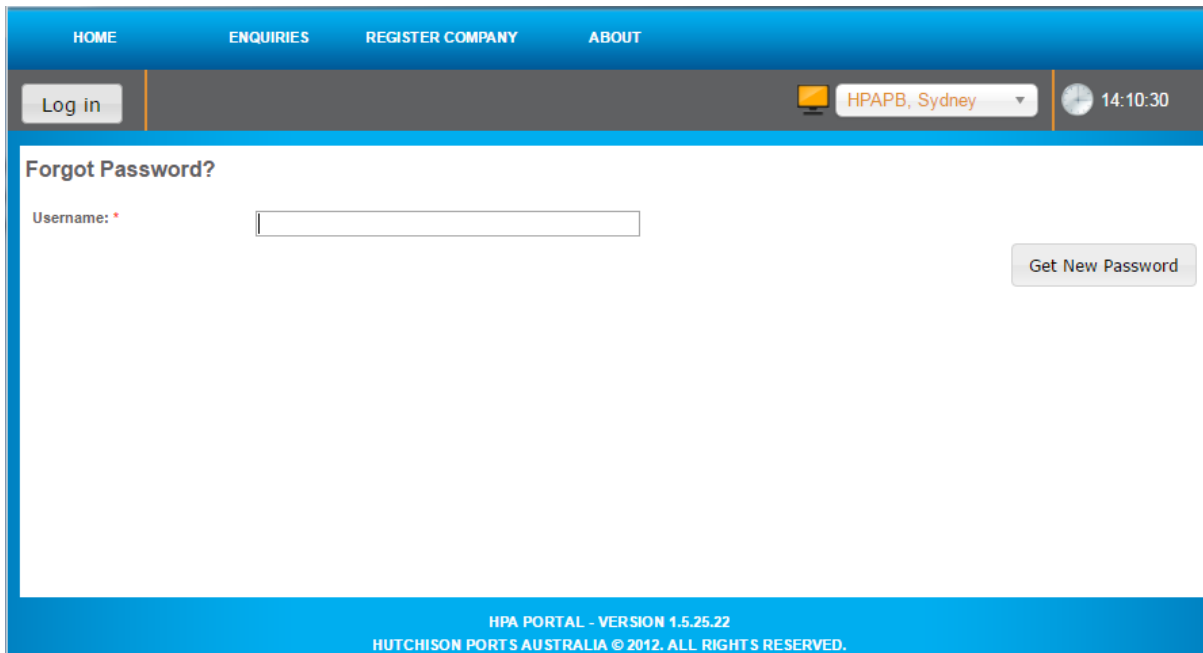


Figure 8 – Forgot Password

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

Container Details	
Container Number:	TAIM2000004
ISO:	22G1
Full / Empty:	F
Line Operator:	ANL
Port of Loading:	NZTRG
Damage Indicator:	No
Category:	IMPORT
Commodity Code:	GENL
Gross Weight:	23800 (kg)
Port of Discharge:	AUSYD
Final Destination:	-
Seal Number:	-

Controls	
Customs Authorisation Number (CAN):	-
Customs Status:	RELEASED
Shipping Line Booking Reference:	-
Import Storage Start Date:	19/03/2018
eIDO Pin Status:	Not Received

Location	
Current Location:	In Yard - Block 2

Arrival & Departure	
Arrival Mode:	Vessel
Departure Mode:	-
Discharged Date/Time:	-
Discharged Vessel Voyage:	DNT 051S
Discharged Vessel Name:	DO NOT TOUCH

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**.

[illegible]

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.

Vessel Schedule														
Vessel	Voyage (Round/Outbound)	HPA Co/Via/Voy Ref	Ucode Number	Berth	ETB	ETD	Receiving Start (General)	Receiving Start (Refers)	Receiving Start (Receivable)	Receiving Call Off (General)	Receiving Call Off (Refers)	Receiving Call Off (Receivable)	Import Available	Import Storage Start
OOCL	09				11:00	x								
OOCL DUBAI	0905 / 0906	A300B/0906	9307023	HD1	25/11/2017 11:00:00	26/11/2017 04:00:00	26/11/2017 08:00:00	26/11/2017 08:00:00	26/11/2017 08:00:00	24/11/2017 14:00:00	24/11/2017 14:00:00	24/11/2017 14:00:00	-	-

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.

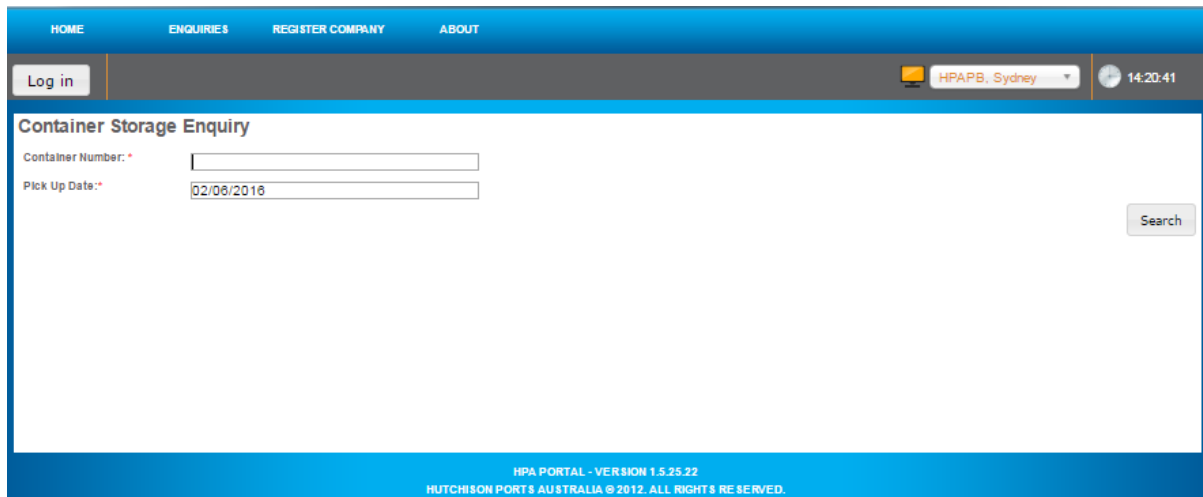
5.5 Container Storage

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**.



The screenshot shows the 'Container Storage Enquiry' page within the HPA Portal. The page has a blue header with navigation links: HOME, ENQUIRIES, REGISTER COMPANY, and ABOUT. Below the header is a grey bar containing a 'Log in' button, a location dropdown menu set to 'HPAPB, Sydney', and a clock showing '14:20:41'. The main content area is white and contains the title 'Container Storage Enquiry'. Below the title are two input fields: 'Container Number: *' and 'Pick Up Date: *'. The 'Pick Up Date' field is populated with '02/06/2016'. A 'Search' button is located to the right of the input fields. At the bottom of the page, there is a blue footer with the text 'HPA PORTAL - VERSION 1.5.25.22' and 'HUTCHISON PORTS AUSTRALIA © 2012. ALL RIGHTS RESERVED.'

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

Truck Manifest x Logistics Finan x Login x

<https://compay.1-stop.biz/Login/Login.aspx?B=C>

Apps Ajilon SCA Lands SWC Health Other bookmarks

1-stop **ComPay**

****Important Security Notice****
[Click here to read...](#)

Client ID :

User Name :

Password :

☐ Remember My Login

Login

[Forgot your password?](#)

IMPORTANT! You must be a registered user of ComPay to use this site.

[CLICK HERE TO REGISTER](#)

[CLICK HERE TO MAKE A CREDIT CARD PAYMENT WITHOUT REGISTERING](#)

[Product Disclosure Statement](#) - [Privacy Policy](#) - [Contact Us](#)
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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

Truck Mar x Logistics F x Login x Logistics F x

https://compay.1-stop.biz/AdhocCCWebPages/Paymei ☆

Apps Ajilon SCA Lands SWC Health HPH » Other bookmarks

 ComPay

NEW CREDIT CARD PAYMENT - SUBMIT PAYMENT DETAILS

Payee Details

Clients * * indicates mandatory field

Client Number *

Client Name *

Transaction Details

You must add at least one line item

<SELECT>

Payer Details


Payer Email *

Payer Contact Phone - - *

Credit Card Details

Name of Cardholder *

Card Number *


(We Accept Visa, Mastercard and Diners)

Security Code (CVV/CVC) *

Expiry Date Month... Year... *

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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. Your screen should look similar to the below

NEW CREDIT CARD PAYMENT - SUBMIT PAYMENT DETAILS

Payee Details

Clients * HUTCHISON PORTS AUSTRALIA - FISHERMAN ISLAND [203401] * indicates mandatory field

Client Number * 203401

Client Name * HUTCHISON PORTS AUSTRALIA - FISHERMAN ISLAND

Transaction Details

Document Type	Container #	Date Of Pickup	Time of Pickup		Currency	Amount	Comments	
STORAGE	TTNU1965557	24/04/2014	15:01	Calculate Cost	AUD			Delete

STORAGE Add Line Item

Payer Details

Payer Email *

Payer Contact Phone 61 - - *

Credit Card Details

Name of Cardholder *

Card Number *

(We Accept Visa, Mastercard and Diners)

Security Code (CVV/CVC) (Optional)

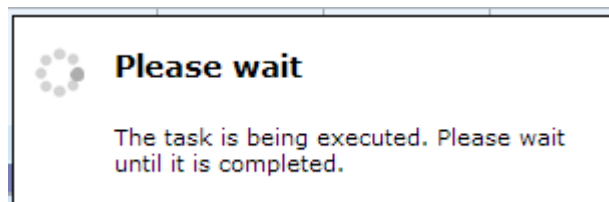
Expiry Date Month... Year... *

Submit Clear

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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.

NEW CREDIT CARD PAYMENT - SUBMIT PAYMENT DETAILS

Payee Details

Clients * * indicates mandatory field

Client Number *

Client Name *

Transaction Details

Document Type	Container #	Date Of Pickup	Time of Pickup		Currency	Amount	Comments	
STORAGE	HLXU5298970	30/04/2014	17:01 ▼	Calculate Cost	AUD	282.70		Delete

[Add Line Item](#)

Payer Details

Payer Email *

Payer Contact Phone - - *

Credit Card Details

Name of Cardholder *

Card Number *

(We Accept Visa, Mastercard and Diners)

Security Code (CVV/CVC) *

Expiry Date ▼ ▼ *

[Submit](#) [Clear](#)

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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.