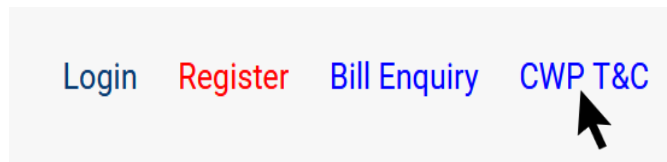# STEPS TO COMPLETE ONLINE T & C

The Terms & conditions must be filled by the company director or any representative authorized by the company.

1. Access customer portal system via the link below: https://cwp.ticts.com:50016/login Once you open the link, it will take you to the application.

2. Click **Home**

   Home

3. Click the **CWP T&C** in the menu

   Login Register Bill Enquiry CWP T&C

4. Read our Terms & Conditions and then click the button if you accept.

   I have Read and agree with Terms and Conditions ✓
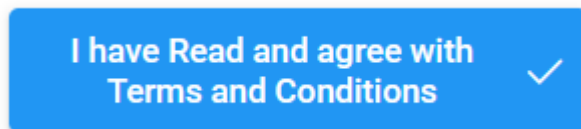
5. After accepting, the new window will open to fill the company details and company administrator details.

6. You will have to **save and proceed button** after filling company director and administrator

7. The new screen showing the details you have filled will populate and you will click download for endorsement.

   Back ← Download for Endorsement ⟳ + Upload Endorsed Letter

8. You will print and endorse the document and stamp on it.

9. Scan and upload the document in the system to complete the process.

   Back ← Download for Endorsement ⟳ + Upload Endorsed Letter

BILL ENQUIRY

- The Bill Enquiry function is providing you the option to verify the proforma invoice details including amount charged by the Terminal TPA 2 before decision to make payment.

- This function is available to everyone.

- There is no need to have login credentials to access this function.

- Just click the new system link provided.

- Goes to the top menu

- Click Bill Enquiry option
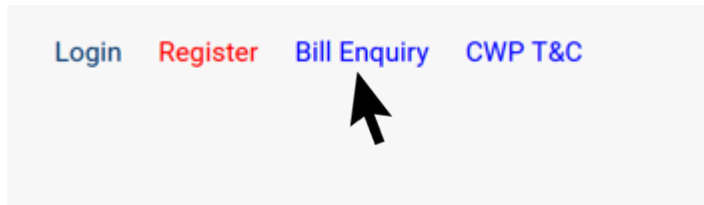
- The new window will open to enter proforma details.

- Select proforma or MPS in the bill type option

- Type invoice number in the Invoice sequence field.

- Click view. The system will provide the proforma invoice or MPS with revenue line.

Introduction

🏠 Menu Available

1

Billing menu
Provides you with the options to request Proforma invoices, Proforma MPS for additional storage for cargo exceed credit period and Interim stevedoring bill applies only to the shipping line.

2

Delivery menu
The delivery menu is providing you with the access to request your own permit while sitting at your own office. This menu will be enhanced and become powerful in the near future which will allow your office to generate you own permit based on the best slot allocated.

3

Enquiry menu
Provides search option of your requested proforma invoices, MPS, paid tax invoices, MPS, Permits, Bill request Tracking, and estimated bill for any shipment you with to know the accrued charges to date.

4

Billing Changes Menu
It provides you with the option to cancel any of your pending request which was not sent to the terminal for processing charges. Your request is kept in this menu before the request is sent to the terminal. Proforma invoices or interim bill applies to shipping line only.

5

Registration Menu
This menu provides you with the option of registering any of your staff which needs access to the terminal or system access. You will follow the system process to complete the procedure. Your request will be reviewed and approved by the terminal. You will receive charge if you require your staff to get Terminal ID or access of login will be provided to your staff registered email.

6

System Security Menu
This menu gives you option to change your password anytime you want.

BILLING MENU
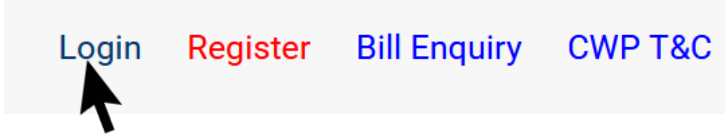
Steps to request Export Proforma Invoice (PI)

Procedure to request export proforma invoice
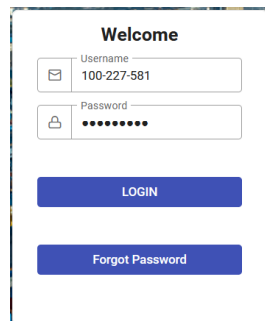
1. Access customer portal system via the link below:
   https://cwp.ticts.com:50016/login
   Once you open the link, it will take you to the application.
2. Click the login button in the menu bar

Login   Register   Bill Enquiry   CWP T&C
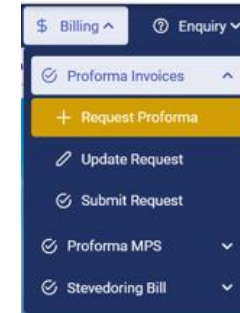
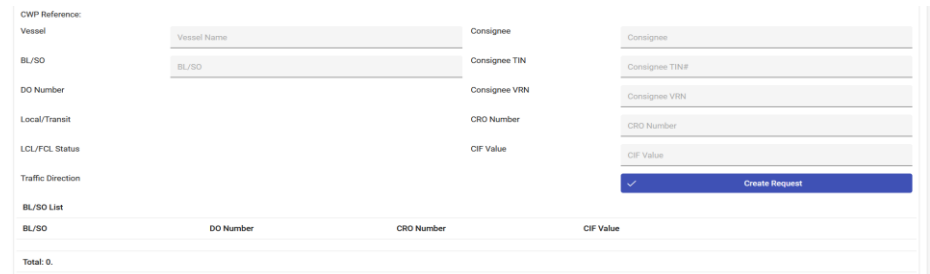3. The window to insert your username and password will open. Insert your credentials provided to open the appl.

Welcome

Username
100-227-581

Password
•••••••••

LOGIN

Forgot Password

4. Go to the billing menu. Proforma invoice then click request proforma

$ Billing ^   ⑦ Enquiry ⌄

⊘ Proforma Invoices ^

+ Request Proforma

✎ Update Request

⊘ Submit Request

⊘ Proforma MPS ⌄

⊘ Stevedoring Bill ⌄

5. The PI screen will open to fill in Vessel name and Booking number and consignee details, Custom Release order number and CIF value declared in Customs doc

CWP Reference:				
Vessel	Vessel Name	Consignee	Consignee	
BL/SO	BL/SO	Consignee TIN	Consignee TIN#	
DO Number		Consignee VRN	Consignee VRN	
Local/Transit		CRO Number	CRO Number	
LCL/FCL Status		CIF Value	CIF Value	
Traffic Direction			✓ Create Request	
BL/SO List				
BL/SO	DO Number	CRO Number	CIF Value	
Total: 0.				

Note: Please contact billing team to create the vessel or Preadvice your booking number in the Terminal system if the vessel name and/or your booking number does not appear in the specific field.
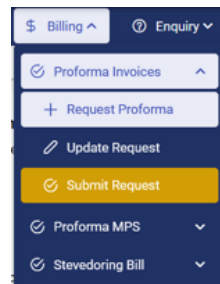
BILLING MENU

Steps to request Export Proforma Invoice (PI)

Procedure to request export proforma invoice

7. After completing to fill in the details required. Click create request

✓	**Create Request**

8. The system will generate CWP reference (Refer Top left corner) for tracking purpose.

9. Click attachment to open the attachment window which you will require to attach the required documents.

10. Open the billing menu, Proforma invoice then click submit request to open your pending proforma invoice request.

11. You will see the lists of your pending PI request. click submit to the specific request you want to send.

12. Your proforma invoice request will be attended within few minutes after submitting.
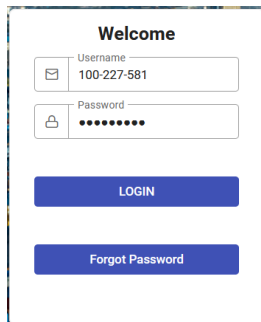
BILLING MENU

Steps to request Import Proforma Invoice (PI)
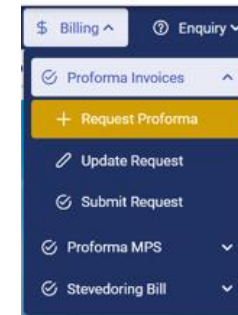
Procedure to request import proforma invoice

1. Access customer portal system via the link below:
   https://cwp.ticts.com:50016/login
   Once you open the link, it will take you to the application.
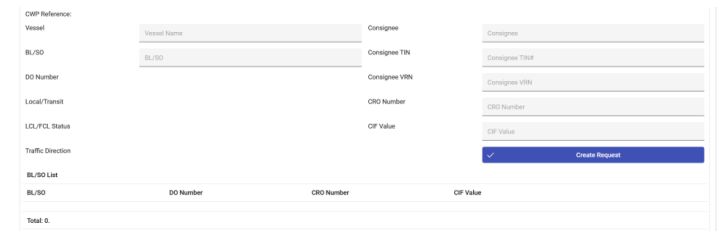2. Click the login button in the menu bar

Login   Register   Bill Enquiry   CWP T&C

3. The window to insert your username and password will open. Insert your credentials provided to open the appl.

Welcome

Username
100-227-581

Password
•••••••••

LOGIN

Forgot Password

4. Go to the billing menu. Proforma invoice then click request proforma

$ Billing ⌃   ⑦ Enquiry ⌄

⊘ Proforma Invoices   ⌃

    + Request Proforma

    ✎ Update Request

    ⊘ Submit Request

    ⊘ Proforma MPS   ⌄

    ⊘ Stevedoring Bill   ⌄

5. The PI screen will open to allow you to key in Vessel name and Bill of lading number and consignee details, Custom Release order number and CIF value declared in Customs doc

CWP Reference:

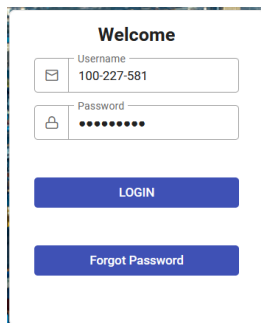|			
Vessel	Vessel Name	Consignee	Consignee
BL/SO	BL/SO	Consignee TIN	Consignee TIN#
DO Number		Consignee VRN	Consignee VRN
Local/Transit		CRO Number	CRO Number
LCL/FCL Status		CIF Value	CIF Value
Traffic Direction			Create Request
BL/SO List			
BL/SO	DO Number	CRO Number	CIF Value
Total: 0.			

Note: You will have to contact shipping line if you find the system give the message DO IS NOT RELEASED BY SHIPPING LINE after key in Bill of Lading number in the BL field.

BILLING MENU

Steps to request Import Proforma Invoice (PI)

Procedure to request import proforma invoice

6. After completing to fill in the details required. Click create request

7. The system will generate CWP reference (Refer Top left corner) for tracking purpose.

8. Click attachment to open the attachment window which you require to attach the required documents.

9. Open the **billing menu**, **Proforma invoice** then click **submit request** to open your pending proforma invoice request.

10. You will see the lists of your pending PI request. Click submit to the specific request you want to send.

11. Your proforma invoice request will be attended within few minutes after submitting.
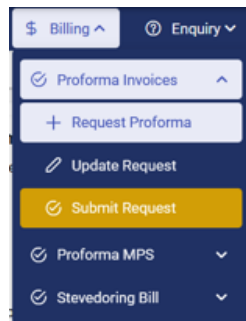
Steps to request Additional Storage (MPS)

Procedure to request Additional Storage (MPS)

1. Access customer portal system via the link below:
   https://cwp.ticts.com:50016/login
   Once you open the link, it will take you to the application.
2. Click the login button in the menu bar

3. The window to insert your username and password will open. Insert your credentials provided to open the appl.

4. Go to the billing menu. Proforma MPS then click request proforma MPS
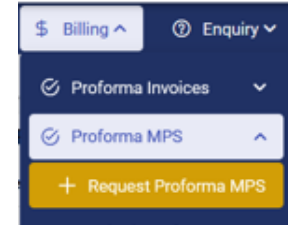
5. The proforma MPS screen will open to key in billing reference number.

6. Click create request.
7. Go to the billing menu, proforma MPS, Submit proforma request. Click submit

Note: You will not able to proceed with input your information if the DO of your shipment is expired. Therefore, you will be required to contact shipping line to provide with new delivery order.
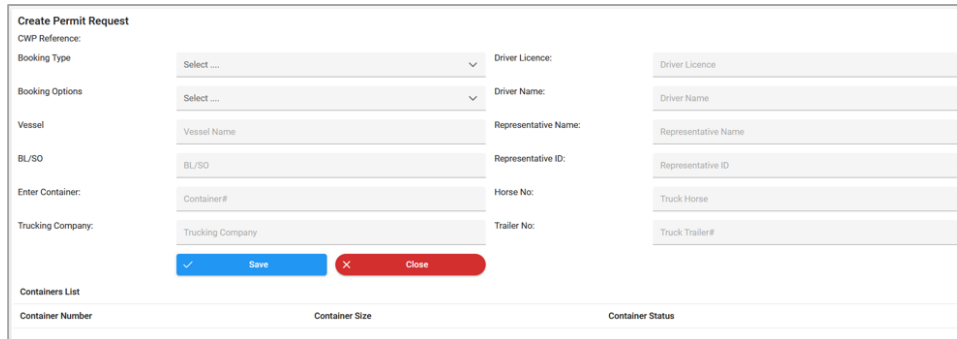
DELIVERY MENU

Steps to request Delivery Permit

1. After login, goes to the Delivery menu and then click Create Request option to open the Create permit request window
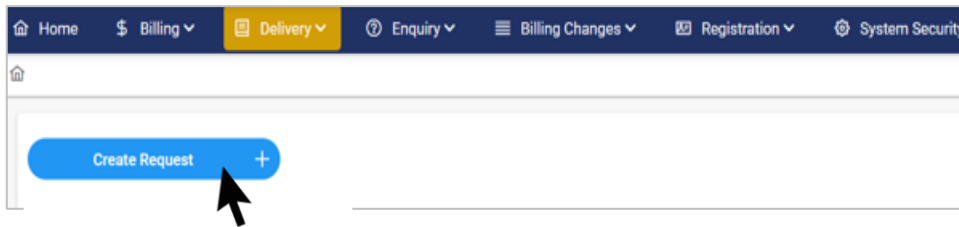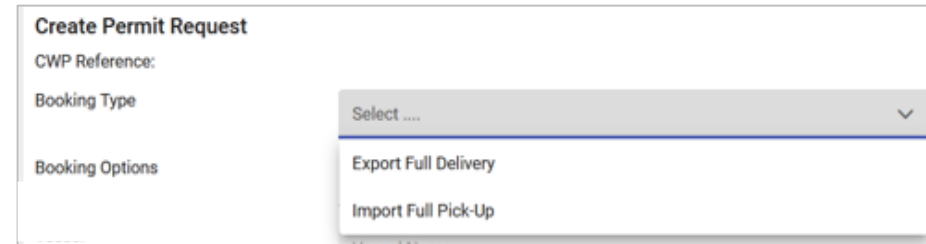

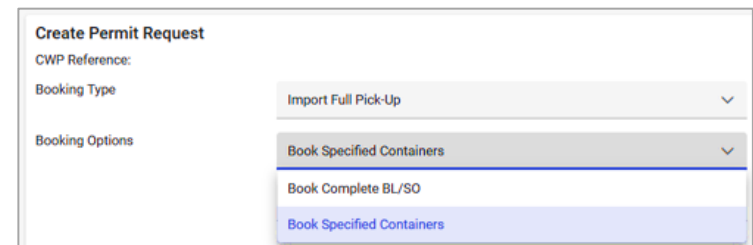2. You will have to enter the details required in the create permit request screen.

3. You will have to select some of the fields in the screen.

4. You will select the booking type whether it is Export Full Delivery of Import Full Pick-up.

5. You will then select book specific containers option in the booking option

6. You will have to enter container number, trucking company, driver details, Representative details and truck details.

7. After completing the process, you will save and submit. Your permit will be ready within few minutes.
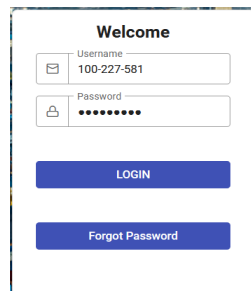
Enquiry Menu

Steps to view your request

1. Access customer portal system via the link below:
https://cwp.ticts.com:50016/login
Once you open the link, it will take you to the application.

2. Click the login button in the menu bar

Login   Register   Bill Enquiry   CWP T&C

3. The window to insert your username and password will open. Insert your credentials provided to open the appl.

Welcome
Username
100-227-581
Password
••••••••
LOGIN
Forgot Password

4. Go to the Enquiry menu. Click the function you want to see their documents. All the services requested will be retrieved in this menu.

Enquiry ^   ☰ Billing Changes ⌄
⊘ Proforma Invoices
⊘ Tax Invoices
⊘ Bill Request Details Tracking
⊘ Estimate Bill

5. After clicking the function you wish to trace its documents. There is a multiple search options available in the screen.

6. Choose your convenient option to use to proceed with the search

7. Click the view option for the system to search your request. The system will bring the documents request, you can download, view, and print if you want.

BILLING CHANGES MENU

Steps to cancel the request

1. Access customer portal system via the link below:
https://cwp.ticts.com:50016/login
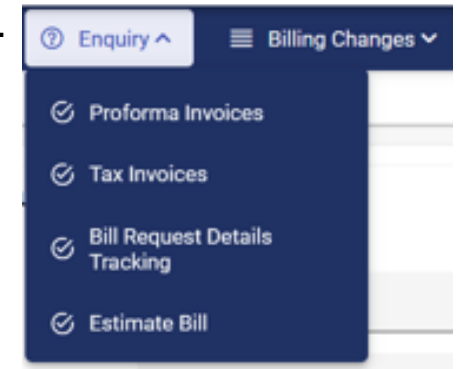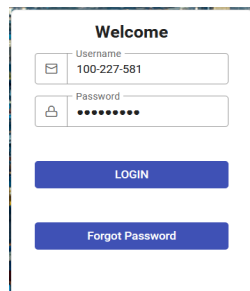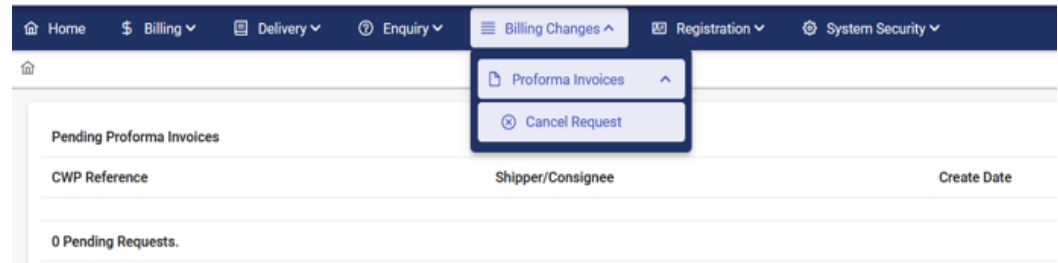Once you open the link, it will take you to the application.

2. Click the login button in the menu bar

3. The window to insert your username and password will open. Insert your credentials provided to open the appl.

4. Go to the billing changes menu. Click billing changes, proforma invoice and then cancel the request.


5. All your proforma invoice request which are pending to be submitted are shown in this window. You can cancel anytime you want.

6. Select the request you want to cancel and click cancel.

7. Your request will automatically cancelled.

REGISTRATION MENU

Steps to register the staff for Terminal Access or system access
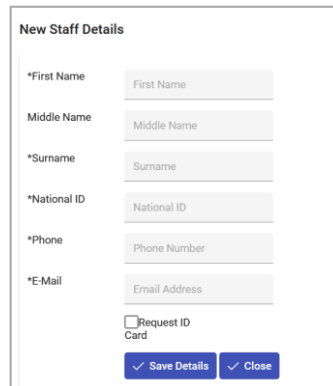
TERMINAL ID ACCESS

1. After login, goes to registration menu, staff registration and then click register staff
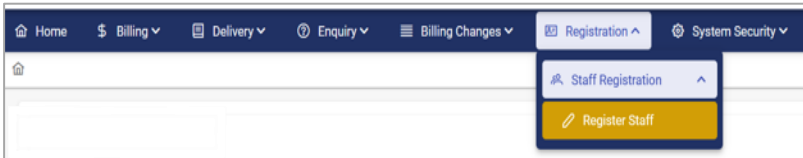
2. Staff lists window will open.

3. Click Add New Staff to open the window to add new staff details

4. Fill in staff details and then TICK request ID card Box to allow system continuation.
   You should not TICK the box if your request relating to system access to your staff. Proceed

5. Click save and then view your request to allow to add attachment staff picture (Passport size) and National ID card.

6. You will then required to submit.

7. Your request will undergo vetting to security department and then billing department. You will be receiving notification of your request status every time your request attended.

8. You will receive an automatic MPS charge for staff ID card as per the Tariff

9. You will pay the MPS charge before called by security for passport picture if required.

SYSTEM SECURITY MENU

Steps to change the password

1. Access customer portal system via the link below:
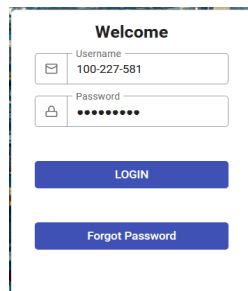https://cwp.ticts.com:50016/login
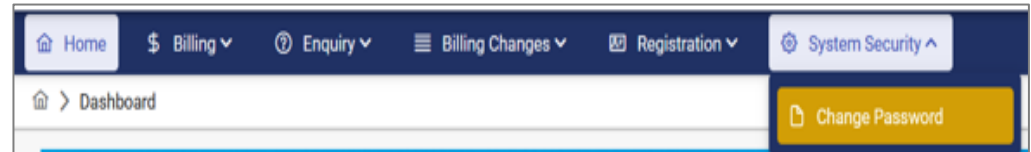Once you open the link, it will take you to the application.
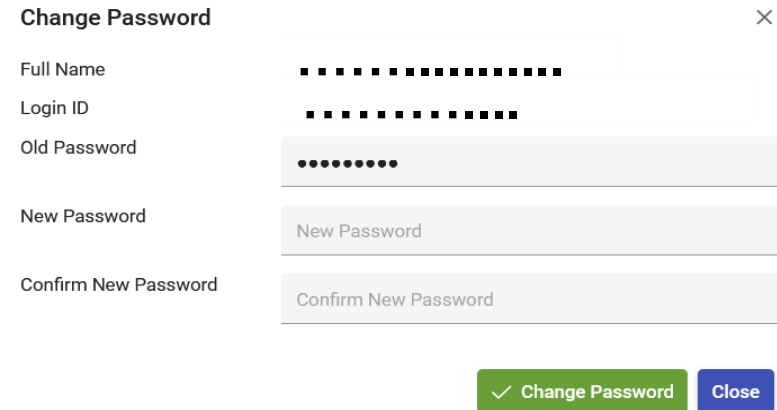
2. Click the login button in the menu bar

3. The window to insert your username and password will open. Insert your credentials provided to open the appl.

4. Goes to the System Security Menu, change password

5. The new window will open with your current login details to allow you to enter your new Password and confirm new password.

6. Click change password. Your new password will be changed.

CONTACTS

You are advised to contacts TPA 2 Terminal for any challenges encountered.

Customer Service
Free toll /WhatsApp
+255 756 032 419

BILLING RELATED ISSUES;

1. Blandina Daraja
    e: bdaraja@ticts.com
    p: +255 767 970 260
2. David Mmari
    e: dmmari@ticts.com
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3. Godfrey Hiza
    e: ghiza@ticts.com
    p: +255 713 675 998

PERMITS (EIR IN/OUT) RELATED ISSUES;

1. Abraham Kilyinga
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