BCO/NVO Guidelines for Using CCMShipments.com in SACP 3.0

Shipment Management Portal

Welcome to the Shipment Management Portal. Through this portal, motor carriers and chassis customers can view equipment availability to book bare Co-op chassis, confirm their agreements with chassis providers, select their chassis provider and reserve premium equipment. If you or your company is new to the portal, you will need to register for access. For any questions or concerns please contact CMSSupport@ccmapplications.com.

Please choose a system and sign in

RETURN LOCATIONS
Co-op Chassis Return Locations

BOOKING SYSTEM
Co-op Chassis Pool Bookings

RESERVATION SYSTEM
Premium Chassis Pool Reservations

SHIPMENT PORTAL
Billing Options

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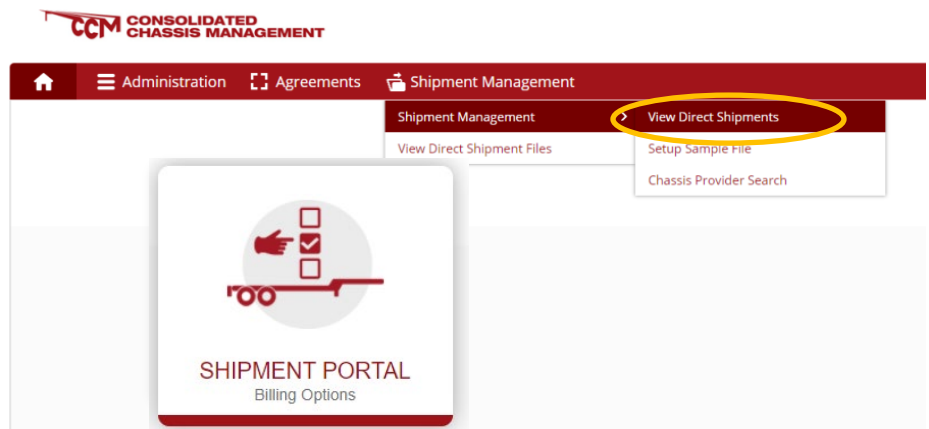**CCM** ⬡™

HOW TO UPLOAD EXCEPTIONS
for multiple ocean lines

1. Log onto *CCMChipments.com* with your credentials and select *Shipment Portal* under the CCM provider tab
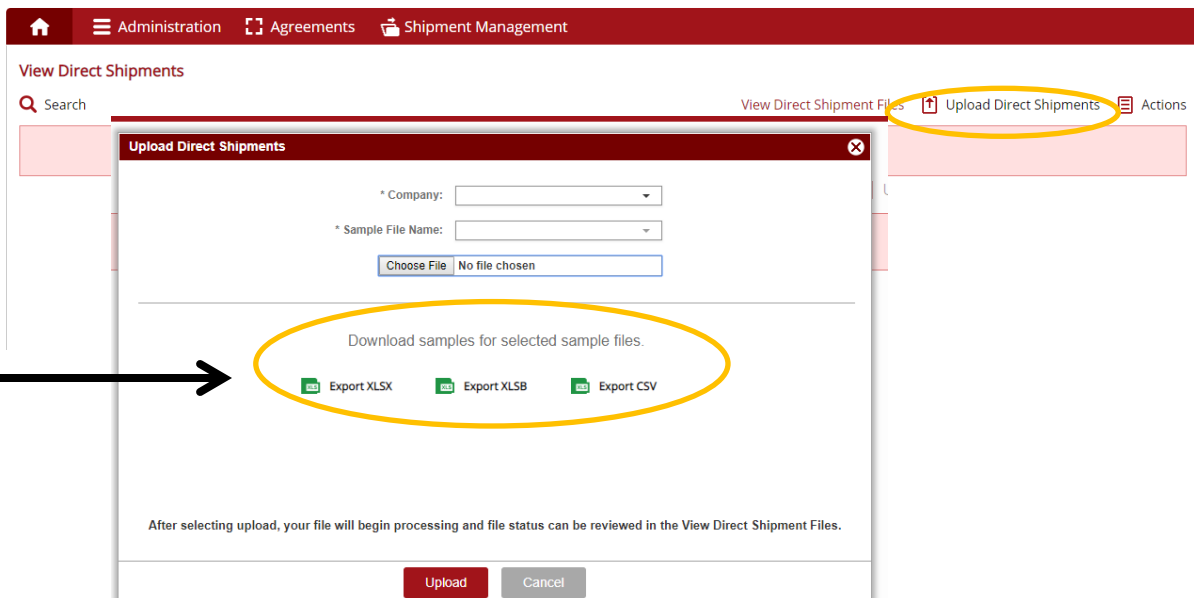

2. Click under Shipment Management

   Shipment Management > View Direct Shipments

3. Click "Upload Direct Shipments".

You will need to download our default template file, populate the mandatory columns with your information.

4. User can fill out columns A through H. Only columns A, C and D* are required.
*refers to the Bill of Lading or Booking # issued by the ocean line
*Please note: By default, only shipments moved 10 days prior to and 120 days after upload effective date will be assigned
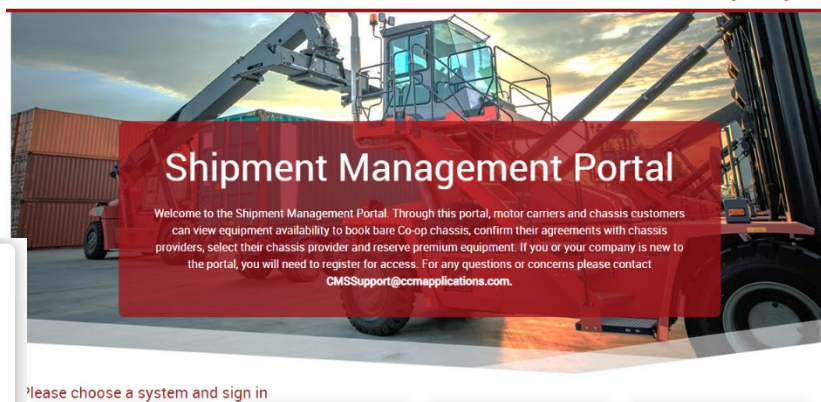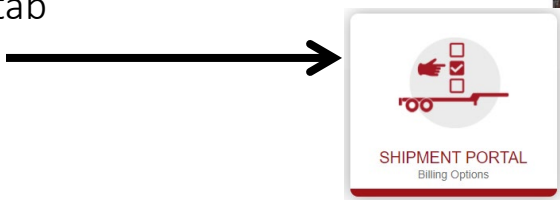

Chassis Provider	SCAC
CCM	CCMF

Location
SAC3

Ocean Carrier	SCAC
ACL	ACLU
APL	APLU
China Shipping	CHNJ
CMA - CGM	CMDU
Cosco	CCLN
Hamburg Sud	SUDU
Hapag-Lloyd	HLCU
Horizon	HRZD
Hyundai	HDMU
Maersk Line	MAEU
MSC	MSCU
Norasia	CSVV
ONE Line	ONEY
OOCL	OOCZ
Pasha Hawaii	PSHI
PIL	PABV
Safmarine	SAFM
SeaLand	SEAU
SM Line	SMLM
Tropical Shipping	TLHR
Turkon Line	TRKU
United Arab Shipping	UASU
Westwood Shipping	WWSU
Yang Ming	YMLU
Zim	ZIMU

5. Once the template is filled out, save it and upload it using the Choose File button and click upload to complete.
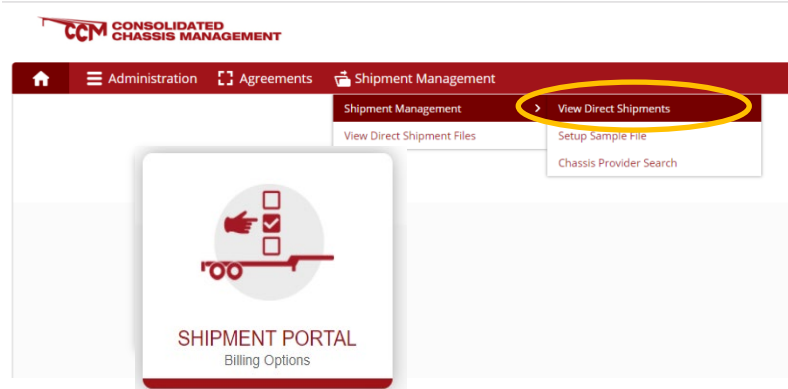

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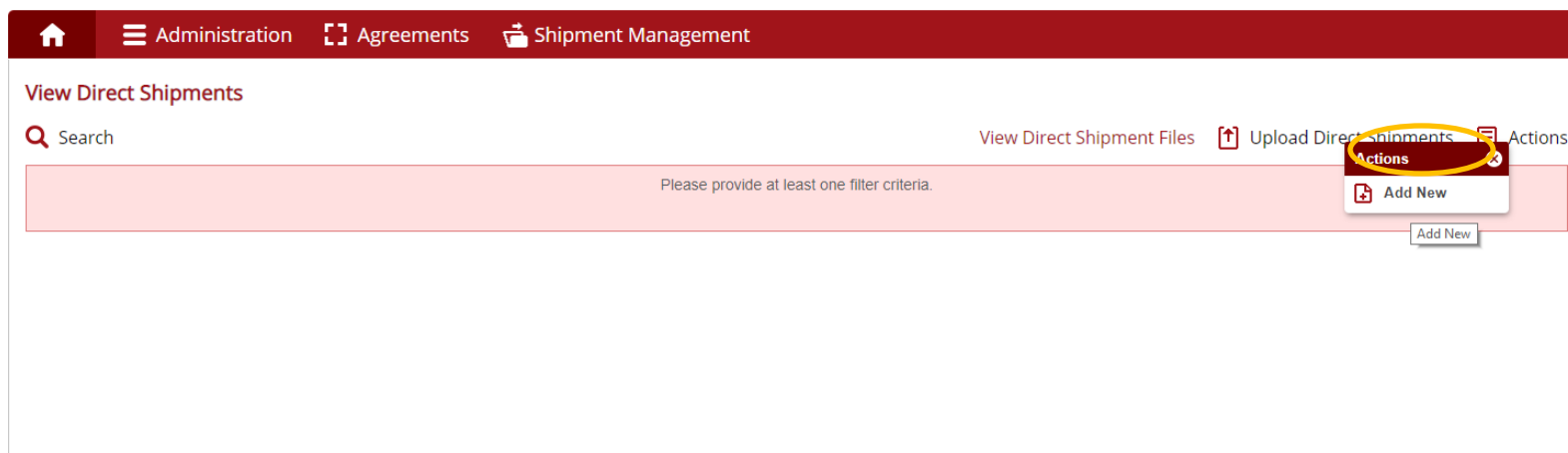# HOW TO ADD EXCEPTIONS
for a single ocean line

1. Log onto *CCMShipments.com* with your credentials and select *Shipment Portal* under the CCM provider tab

2. Click under Shipment Management
*Shipment Management >
View Direct Shipments*

3. Click "Actions" on the right and select *+Add New*

4. Fill out your shipment information

Tips to filling out your shipment information

Chassis Provider SCAC: CCM=CCMF

Chassis Provider: will automatically populate once you select the SCAC

Reference # (your Booking # or BOL) you can list multiple reference #'s

Pool: by default, this will apply to all pools, or you can apply at the pool level

Ocean Carrier SCAC: If you do not know, fill out ocean carrier field first and their SCAC will auto populate
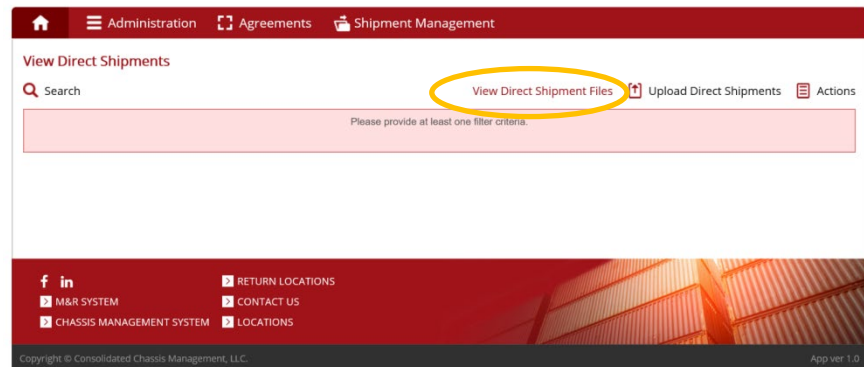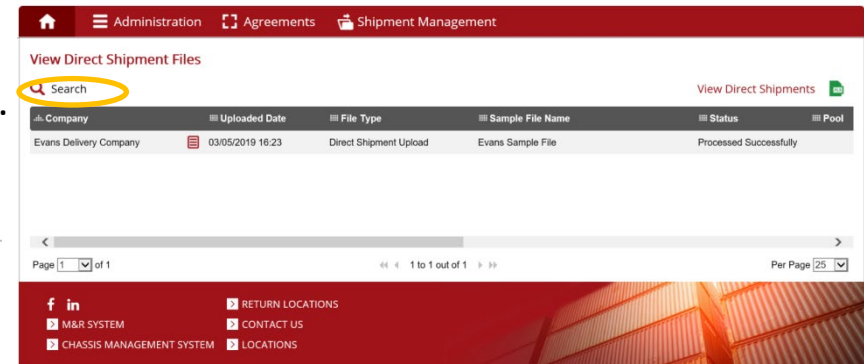
5. Click save to add your exceptions.

Checking your added exceptions

1. Once you have uploaded your file (below) you will be brought back to the View direct shipments screen (right)

2. Click View Direct Shipment files & select the search function in upper left. To view your most recent file, set the Uploaded date & click find.
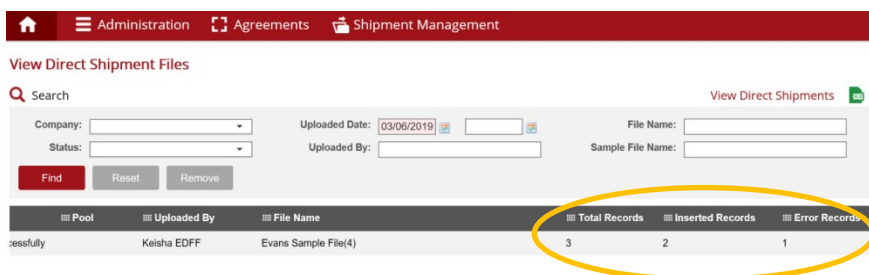
3. Your shipment file status may say "To parse" while being processed. Once it has processed, the status will change. If you see one of the following statuses to the left, you need to take further action.

4. Once file has processed, scroll to the right to view more details on the records that were processed. Any records under the "Inserted records" column have been successfully added. Those under "error Records' were rejected & require further action.

5.Scroll back to the left & click the red "action" icon to view or download the errors within the file that requires correction.

For additional Shipment Management help, click here

Status	ACTION REQUIRED
Unknown Format	Use a valid file type (.xlsx, .xlsb or .csv) in the same format as the default template
Error Parsing	If using Create a Sample File function to upload shipment files, recheck the file just uploaded matches the template mapped of your sample file (includes header names for each column) and/or ensure file is a valid file type (.xlsx, .xlsb or .csv) If are using default template, ensure default template format has not been altered.

Questions or Issues? Contact us at BCOData@ccmpool.com

Common Errors on Processed Exceptions
## *and how to fix them*

Listed below are some errors that you may expect to see along with some guidance on what to do if received

- **Overlapping dates with Declaration ID(s)** - This means the same EXACT shipment was entered already from a previous upload and you do not need to action it

- **Company exception not allowed** – This means the ocean line has designated that no exceptions can be uploaded. In this case the ocean carrier will likely send you the invoice for any MH shipments

- **Duplicate record inside processing batch** – This means you have the same container and bkg/bl combination or the same bkg/bl # in the file. When this happens our system will process the first one and consider the rest that are exactly like it duplicates. In order to avoid these errors you should remove the duplicates prior to uploading the file, however if you get this error you do not need to action it

- **CH Commercial Data Matched** - The error means the ocean line has indicated to CCM that the shipment you are trying to upload is a Carrier Haulage move (CH). CH moves are paid for directly by the ocean line so it's not a shipment that should be loaded. Systematically there is nothing you can do to correct it. If you feel the shipment is not a CH move , I would suggest you reaching out to the ocean line directly to confirm the haulage on that shipment. If the ocean line determines that move to be an MH, CCM can work with them directly to have it corrected in our system so we can process your billing preference on it

- **Invalid Location: Value: <LocationValue> at <AutoDetectedLocationLevel> is not valid or is misspelled.** – The means the code value for the location column is not a correct, Please look under the instruction material for the proper code and re-upload

- **Missing/Invalid value was found for Ocean Carrier SCAC <OceanCarrierSCAC>** - The means the Ocean Carrier SCAC was not provided or SCAC is invalid. Please look under the instruction material for the proper code and re-upload

- **Provider is not setup for new paradigm in facility** - This means the Provider code is invalid. Please look under the instruction material for the proper code and re-upload

- **Effective Date Cannot be Older than <XXX> Days from Current Date <EffectiveDate>** - This means the effective date you are entering is older than 10 days from the current date. Please remove the effective date or put a date that is no older than 10 days in the past and re-upload
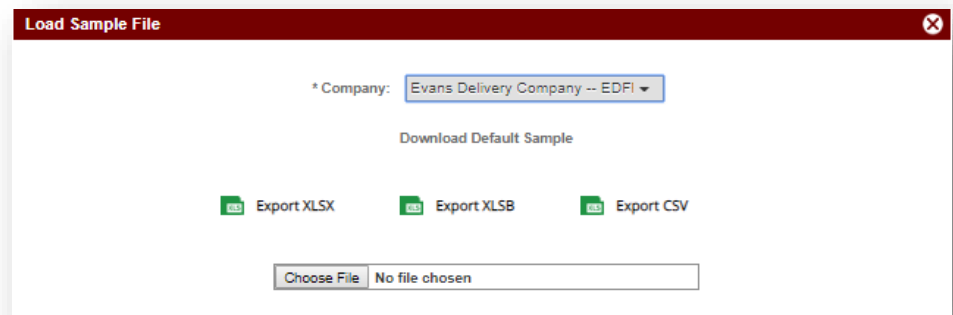
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CREATING A SAMPLE FILE

1) From the Shipment Management drop down select *Shipment Management > Setup Sample File*
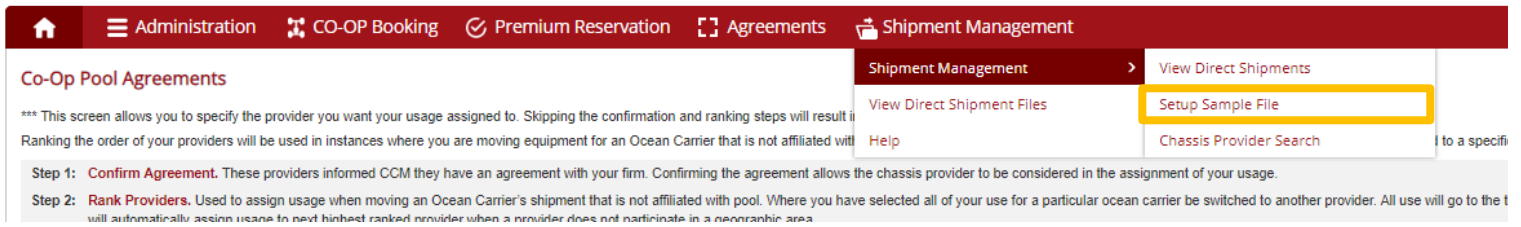
2) In the upper right hand corner select *Actions* from the pop out, select *Add New*.


3) Your company name will be populated in the *Company field*. Then select *Choose File* and select your Sample File that is saved on your computer and click load.

*There are only 3 mandatory fields required to set up your sample file: *Ocean Carrier SCAC, Provider SCAC and Reference Number*

4) For every row in the shipment element column, select matching element from your sample file in the Sample File Column.
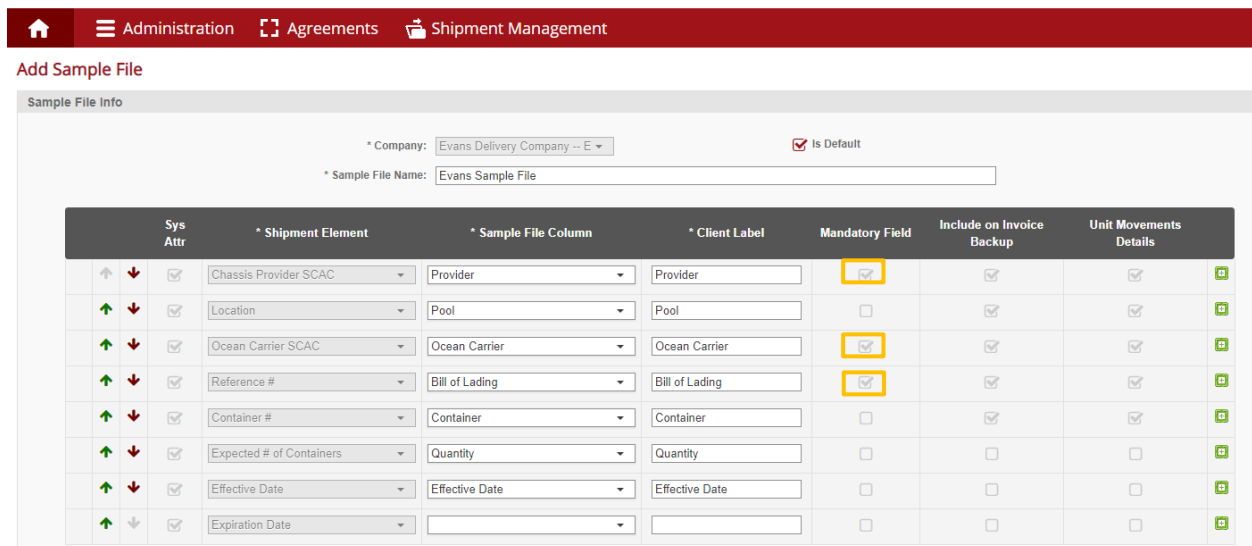
5) Click *Save*.

6) Now that your sample file has been set, you can proceed to upload your exceptions. Proceed to *Shipment Management > Shipment Management > View Direct Shipments* and select *Upload Direct Shipments* in the upper right hand corner.

7) From the *Sample File Name* drop down, select your sample file name that you just created. This will be your sample file going forward. You will not need to do a sample file again **UNLESS** your column header names change.

Choose your file, click *Upload*. Refer to the next page for how to *Check your Uploaded Exceptions.*

You will receive an email confirming your upload.

ADDING A USER DEFINED FIELD

A user defined field (UDF) is any extra information relevant to that particular shipment that a BCO may want to tie to it. The portal allows BCO's to search by UDFs. The portal also gives the option for the UDF to be included on invoice back up.

a. To add user defined field, click on the green box in the far right column.
b. Select the sample file name in column
c. Click *Save*

SEARCHING
Your uploaded shipments

Go to Shipment Management > Shipment Management >View direct Shipments
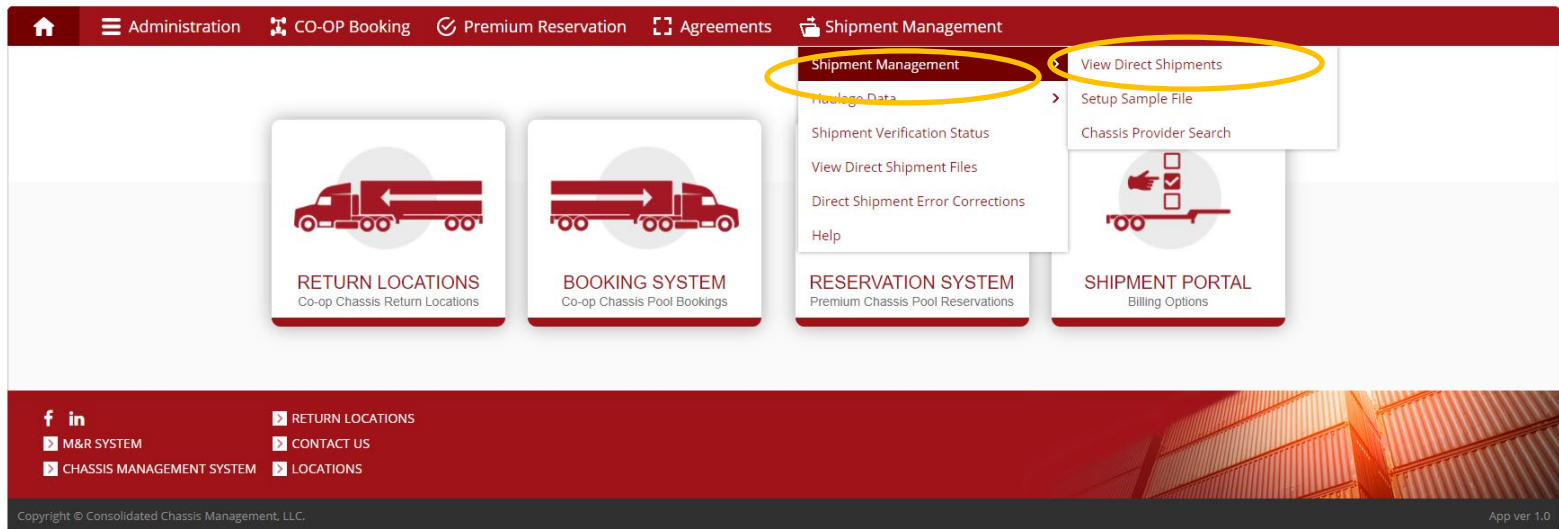
Click on Search in the upper left and "show more filters" to expand the search fields.

Below are the different elements you can search by and what they represent:

1. **Company**: Motor Carrier, BCO/NVO/3PL
2. **Effective Date**
3. **Ocean Carrier**: shipping line
4. **Location Level**
5. **Commercial status:** Commercial Data or Haulage Flag. CH – Carrier Haulage / MH – Merchant Haulage
6. **Declaration ID**: numeric ID # the portal assigned to the shipment
7. **Chassis Provider**
8. **Expiration Date**
9. **Reference #:** bill of lading or booking number
10. **Location**: pool code, service city name or location name
11. **User Defined Field**: additional information that was loaded as a user defined field when the setup sample file option was created\
12. **Direct Shipment Type:** distinguishes between trucker and BCO/NVO/3PL shipments
13. **Add/Upload Date**
14. **Container #**
15. **Expected # of Containers**

🔍 You can download the searched shipment(s) by selecting the excel icon in the upper right

CANCELLING SHIPMENTS
In CCMShipments.com

The following walkthrough will show you how to manually cancel shipments that were either incorrect or mistakenly uploaded to the CCM Shipments portal.

Step 1: Opening CCM Shipments and searching shipments.

Go to CCMShipments.com and open the View Direct Shipments screen.
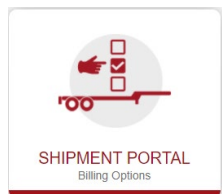
Search for the exceptions you wish to cancel using any or all of the filters provided. For the sake of this walkthrough we are going to use the container# filter because it is the easiest to use when searching exceptions. Multiple containers can be searched, but shipments can only be cancelled one at a time.

CANCELLING SHIPMENTS
In CCMShipments.com

Step 2: Cancelling the Shipments

Enter the Edit Direct Shipment screen by using the edit button

Then use the Expiration Date field to backdate the expiration date. This function works the same way as adding exceptions, as you can only backdate an expiration up to 10 days. If the cancellation occurs on the same day as the upload, the Effective Date and Expiration date will be the same.

Then click "SAVE" and the shipment has been **cancelled**.

NOTE:
We encourage customers to analyze their shipments and cancel them as soon as possible to prevent incorrect usage from being assigned. Each day passed between upload and cancellation is the potential for the exception to match a shipment on a CCM chassis and update the usage.

For Example:
Shipment uploaded 7/22/2021, Effective date becomes 7/12/2021
Shipment cancelled 7/30/2021, Expiration date becomes 7/20/2021
If that shipment moves on a CCM chassis between 7/12 and 7/20, it will still be assigned usage based off the uploaded exception. In this scenario please contact ChassisChoiceIssues@ccmpool.com for further assistance on this cancellation.

UPLOADING EXCEPTIONS
if shipments are delayed at sea

Currently our system defaults to a 120 day duration for your shipment when uploaded. However with the current delays at sea, if you need to extend your shipment duration beyond our 120 day default we are asking that you upload a future expiration date to accommodate the further delay. As a reminder, our system will only look to find matches of data directly corresponding to the elements of which you have provided in your upload file. Please follow the below steps which address effective & expiration date columns when uploading it to www.ccmshipments.com

1. Effective Date (column G) - leave this column blank and the system will assign a ten day backdate from today's date

2. Expiration Date (column H)   - enter a future date that will cover the expected delays of your shipment

A	B	C	D	E	F	G	H
* Chassis Provider SCAC	Location	* Ocean Carrier SCAC	* Reference #	Container #	Expected # of Cont.	Effective Date	Expiration Date
CCMF	SAC3	CMDU	CMDU123456789	CMAU987654			

SHIPMENT VERIFICATION STATUS
Cleaning up any discrepancies ———————

CMS will send an automated email with a report listing any Partial Matches comparing our system to your uploads every Friday. If any data on your upload files do not match completely to what is in our system, it will be generated on this report and sent to you to review. Any Partial Matches on the report will not be billed to you because you did not upload the shipments at the time so if you confirm that the shipments on the report are not yours, there is no further action necessary. However, if through this review you find that there was incorrect data on your upload file, you will be required to upload another file with those corrections within 1 week to be assigned usage

Please see to the right a list of Partial Matches and how to correct them if needed

Code	Description	Resolution(s)
[BCO],[Contr]	Reference# was uploaded and matched to 1 or more containers, but also matched with other container(s) that were not reported	Reload the matching reference# with any additional containers that you wish to receive usage for
[BCO],[UU]	Shipment was uploaded with an incorrect ocean carrier	Reload the shipment with the correct ocean carrier
[Location],[BCO]	Shipment was uploaded with a location/pool that does not match where it actually moved	Reload the shipment with the correct location
[Location],[BCO],[RP]	Shipment was uploaded for SAC3 and moved in a different pool, or vice versa	Reload the shipment with the correct location
[BCO],[Ref]	Reference # does not match to the booking/BL on the shipment	BCO uploaded the import and is partial matching to the export, or vice versa. If usage is not wanted for the opposite leg of the cycle, no action is needed OR Reload the shipment with the correct reference#
[Ref],[BCO],[UU]	Reference# and expected ocean carrier does not match to the shipment For example: Reference: **HLCU**GOA12345678 Ocean Carrier: **CMA CGM SA C/O CMA CGM (AMERICA) LLC**	Reload shipment with the correct Reference# and/or Ocean Carrier

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