

# Client User Guide

1 Login with your username and password.

The screenshot displays the MySupreme website interface. At the top left is the Supreme logo with the text 'INTERNATIONAL SHIPPING & FORWARDING AGENTS'. A navigation menu includes 'IMPORT', 'EXPORT', 'ABOUT', 'INFO', 'NEWS', and 'CONTACT'. On the right, there is a 'MySupreme' link and a 'GET A QUOTE' button. The main content area features the 'MySupreme' logo and the text 'Monitor Your Shipments With Our Online Customer Portal'. Below this are two buttons: 'GET AN INSTANT QUOTE' and 'USER GUIDE'. A 'Login' form is highlighted, containing the following elements:

- Title: **Login**
- Text: Don't have an account? [Register](#)
- Form field: Email \* (with example text 'John Smith')
- Form field: Password \* (with example text 'Example@email.com')
- Text: [Forgot Password?](#)
- Button: **LOGIN**
- Button: LOGIN WITH OFFICE 365

## 2 This is your dashboard

The dashboard features a dark sidebar on the left with navigation icons for Home, Quotations, Bookings, Shipments, Invoices, Reports, and Complaint. The main content area includes the Supreme logo, navigation links for Messages, Reminders, Help Center, Book a Shipment, and Request a Quote. The 'Active Shipments' section displays two records:

Shipment ID	Origin	Destination	Est. Pick-up	Est. Delivery	Mode
SUPIM0050026	MLA / MT	LHR / GB	24.01.2024 12:00		Load on Air
SUPIM0050025 40HQ CSQU 3054 383	CNNBO / CN	GBSOU / GB	24.01.2024 12:00	13.03.2024 12:00	Load on Sea

A map on the right shows vehicle locations in Jersey City and New York. Below the map is a 'Weekly Schedule' table:

Day	22/January	23/January	24/January	25/January	26/January	27/January	28/January
Planning	2						
In-Transit			1				
Delivered (Last 30 days)							

## 3 The top left quadrant contains active shipments. You can click the blue shipment reference to open the shipment profile

This close-up view of the 'Active Shipments' section shows two records with detailed information:

Shipment ID	Origin	Destination	Est. Pick-up	Est. Delivery	Mode
SUPIM0050026	MLA / MT	LHR / GB	24.01.2024 12:00		Load on Air
SUPIM0050025 40HQ CSQU 3054 383	CNNBO / CN	GBSOU / GB	24.01.2024 12:00	13.03.2024 12:00	Load on Sea

4

The lower right quarter contains a weekly schedule of collections, deliveries, and vessel departures and arrivals

Weekly Schedule [↗](#) [Create Reminder](#) 4 Today

Mon 22/January	Tue 23/January	Wed 24/January	Thu 25/January	Fri 26/January	Sat 27/January	Sun 28/January
		1 Departure 1 Departure				

5

The lower left quadrant contains active bookings and quotes

Quotations  
Bookings  
Shipments  
Invoices  
Reports  
Complaint

mapbox  
Planning In-T  
2

[Active Bookings](#) [Active Quotes](#)

**SUPEX0050021** / GB >> / NL  
1 PK-PACKAGE Est. Pick-up:

**SUPDO0050014** / DK >> / DK  
Est. Pick-up:

1-2 of 2 records [View All](#)

Weekly Schedule [↗](#) [Create Reminder](#)

Mon 22/January	Tue 23/January	Wed 24/January
		1 Departu 1 Departu

6 The top right of the dashboard contains the current locations of your shipments.

You can also request a quote at the top right of the page

The screenshot displays a dashboard interface. At the top, there are navigation links for 'Messages', 'Reminders', and 'Help Center'. To the right of these are two prominent buttons: 'Book a Shipment' (highlighted with an orange circle) and 'Request a Quote'. Below the navigation is a map of the New York City area, including Jersey City and Manhattan. A dropdown menu labeled 'Vehicle Locations' is positioned above the map. The map shows several locations marked with red dots. Below the map, there are statistics for shipment status: 'Planning' with a count of 2, and 'In-Transit' with a count of 2. At the bottom of the dashboard, there is a 'Weekly Schedule' link with an external link icon, a 'Create Reminder' button, and navigation icons for '4' and 'Today'.

7

Navigating around the different modules using the toolbar on the left-hand side

The screenshot displays the Supreme Freight Services Ltd dashboard. On the left is a vertical navigation toolbar with icons and labels for Home, Quotations, Bookings, Shipments, Invoices, Reports, and Complaint. The main content area is divided into several sections:

- Active Shipments:** Shows 1-2 of 2 records. The first record is for shipment SUPIM0050026, with origin MLA / MT (24.01.2024 12:00) and destination LHR / GB, marked as 'Load on Air'. The second record is for shipment SUPIM0050025, with origin CNNBO / CN (24.01.2024 12:00) and destination GBSOU / GB (13.03.2024 12:00), marked as 'Load on Sea'. Both records show a 'Departure' status.
- Active Bookings:** A section with a filter for 'Active Quotes'. It shows one record: OFR240000009 / DK >> ABIDJAN / CI, with details TESTTEST2222 and 1x20HQ, noted as '1 day ago'.
- Weekly Schedule:** A section with a link icon, showing dates for Monday (22/January) and Tuesday (23/January).

8 Click the home icon to return to the dashboard

The screenshot shows the Supreme Freight Services Ltd dashboard. On the left sidebar, the 'Home' icon is highlighted with a red circle. The main content area displays a 'General Information' section with a highlighted 'Set Main Shipment Parameters' button. Other sections include 'Cargo Details', 'Pick-up & Delivery Addresses', and 'Summary and submit'. On the right, there are sections for 'Transportation Mode' (with radio buttons for different modes), 'Shipment Type' (with radio buttons for FCL and LCL), and 'Origin Port' and 'Destination Port' dropdown menus. At the bottom right, there are 'Additional Services' and 'Cargo' labels.

9 Click "Quotations" to see a full list of current and historic quotes.

The screenshot shows the Supreme Freight Services Ltd dashboard with the 'Quotations' icon highlighted in the sidebar. The main content area displays 'Active Shipments' with 2 records. The first record is for shipment SUPIM0050026, with origin MLA / MT and destination LHR / GB, scheduled for 24.01.2024 12:00. The second record is for shipment SUPIM0050025, with origin 40HQ CSQU 3054 383 and destination GBSOU / GB, scheduled for 24.01.2024 12:00. A map on the right shows 'Vehicle Locations' with a red pin on the Hackensack River. At the bottom, there are buttons for 'Active Bookings', 'Active Quotes', 'Weekly Schedule', and 'Create Reminder'.

10 Click "Bookings" to view a full list of your bookings

Supreme FREIGHT SERVICES LTD Messages

Quotations Quotations Total

0 0 0 0

Pending Accepted Declined Accepted Total

0

Add Filters [v] [Q] Enter search parameter Customer Sales Rep. Quotation Status

Quote No	Shipment Type	Total Cargo	Origin	Destination
Client Name	Incoterm	Commodity	City / Country	City / Cour

11 The magnifying glass icon allows a quick glance at the booking as a side view on the page

Quotations 0 1 1 Active Total

Road Sea Air 0

Bookings Add Filters [v] [Q] Enter search parameter Customer Shipment Mode ETD Date Range

Booking Ref.	Total Cargo	Origin	Destination	Pick-up D
Client Name	Commodity	City / Country	City / Country	CRD
SUPEX0050025 TESTTEST2222	1 PK-PACKAGE / 0.0	GBSOU Southampton Port / UNITED KINGDOM	NLRM ROTTERDAM / NETHERLANDS	
SUPDO0050014 TESTTEST2222	0.0	AAL AALBORG / DENMARK	AAL AALBORG / DENMARK	



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The screenshot shows a dashboard with a sidebar on the left containing navigation items: Quotations, Bookings, Shipments, Invoices, Reports, and Complaint. At the top, there are counters for 0 Road, 1 Sea, and 1 Air. The main content area is titled 'Bookings' and displays a booking for 'SUPEX0050021' in 'Planning' status, managed by 'Supreme Freight Services' on '23 Jan'. Below this are tabs for 'Overview', 'Shipment Details', 'Financials', and 'Customs'. The 'Overview' section shows 'Customer: TESTTEST2222' and 'Shipping Agent: Company No:Modaltrans'. A map shows a location 'GBSOU Southampton Port' with an 'ETD:' field. A table below lists bookings with columns for 'Booking Ref.', 'Client Name', 'Total Cargo', and 'Commodity'. The first row, 'SUPEX0050021', is highlighted, and a blue arrow icon is circled in orange. A search bar and 'Add Filters' button are also visible.

13 The blue arrow icon will open the booking in a new tab

This screenshot is identical to the one in slide 12, showing the same booking overview for 'SUPEX0050021'. The blue arrow icon on the first row of the booking table is again circled in orange, emphasizing its function to open the booking in a new tab.



14

Click "Shipment Details" to view the shipment information including collection and delivery transport info

Supreme FREIGHT SERVICES LTD. Messages

Bookings  
SUPEX0050021 Planning  
Supreme Freight Services 23 Jan 12:16 PM

Overview Shipment Details Financials Customs

### Overview

Customer	Shipping Agent	Carrier/Liner	BL No	Incoterm
TESTTEST2222				
Company				
No:Modaltrans				

GBSOU Southampton Port ETD: / NLRTM ROTTERDAM ETA:

15

Click "Financials" to view the price

Supreme FREIGHT SERVICES LTD. Messages

Bookings  
SUPEX0050021 Planning  
Supreme Freight Services 23 Jan 12:16 PM

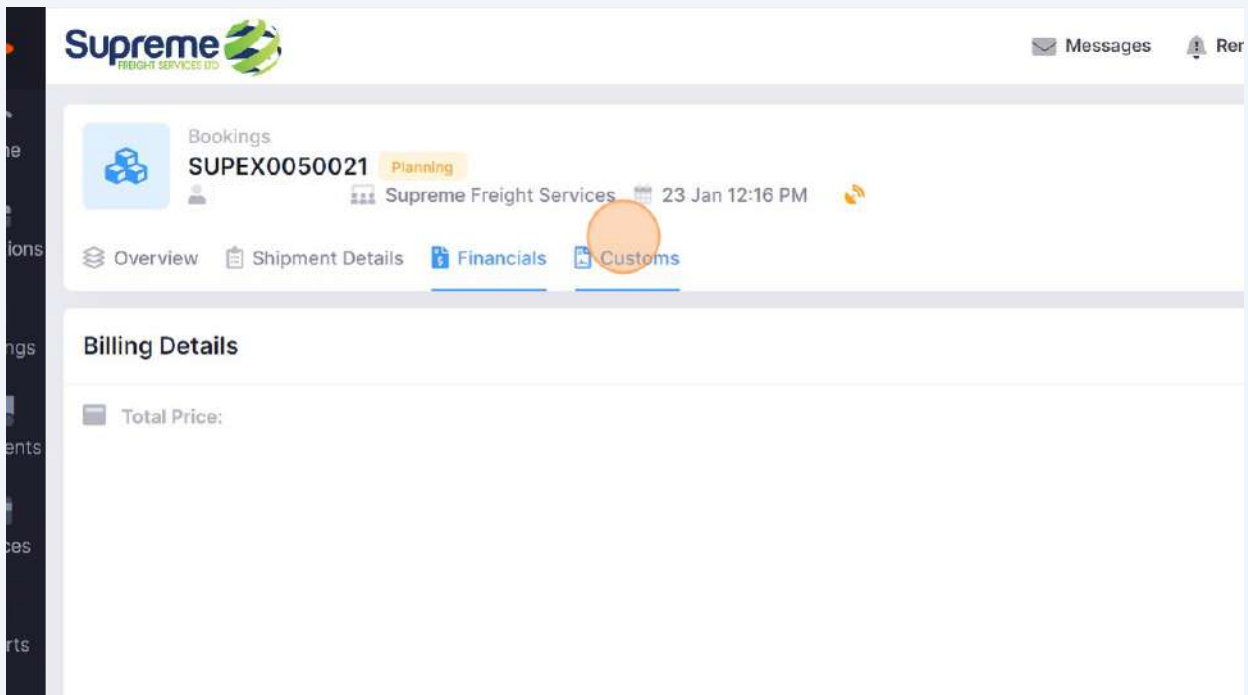
Overview Shipment Details Financials Customs

### Main Transport

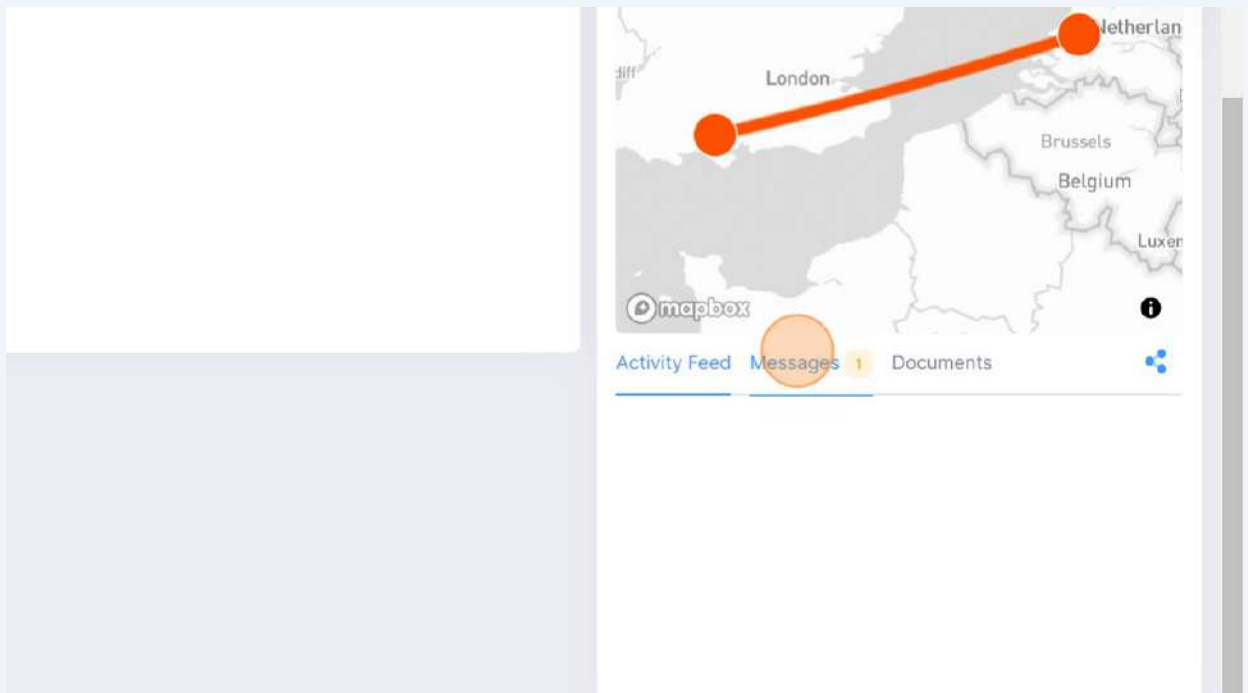
### Collection & Delivery

Place of Receipt	Place of Delivery	Pickup or Delivery Ref	Container / Good Info	Run Letter	Carrier & Driver Info	Other
Pickup Date	Delivery Date	Deadline Date	Truck / Trailer No			

16 Click "Customs" to view the related customs entries

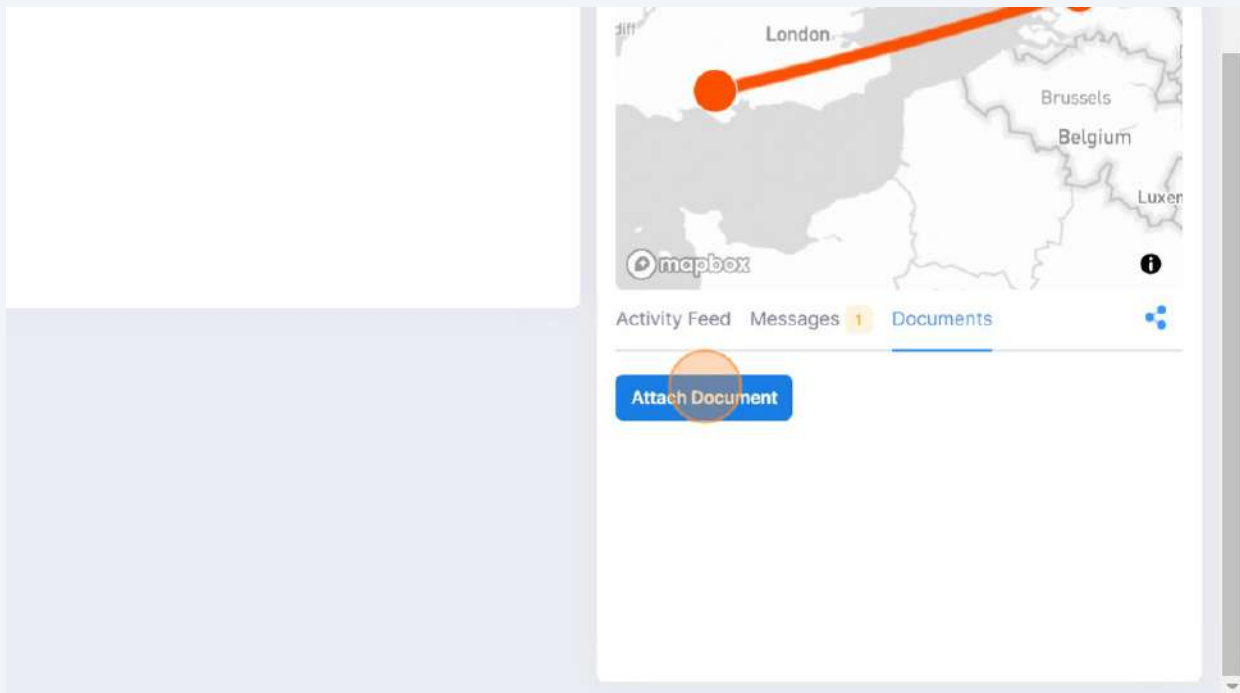


17 Use the dialogue box under the map to message your account manager and upload documents

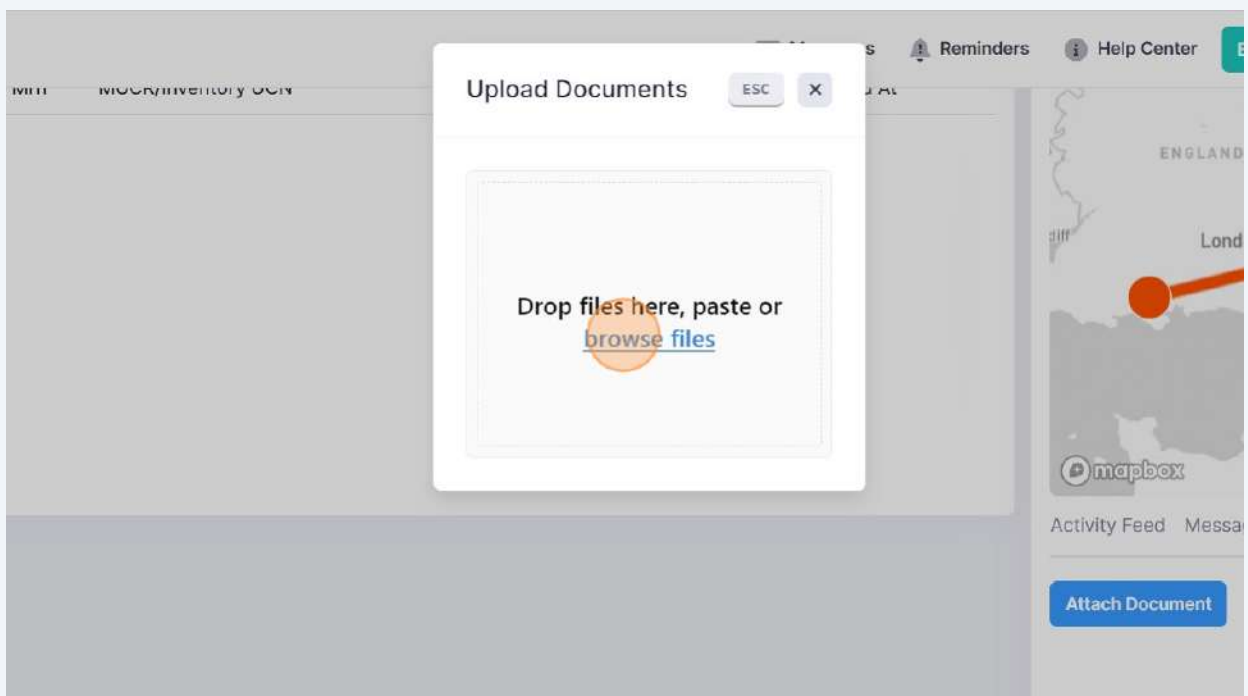


The screenshot displays a mobile application interface. At the top, there is a map with the 'mapbox' logo and the word 'Luxer' in the upper right corner. Below the map is a navigation bar with three tabs: 'Activity Feed', 'Messages' (which has a yellow badge with the number '1'), and 'Documents'. To the right of these tabs is a share icon. Below the navigation bar is a text input field containing the placeholder text 'Collaborate with the stakeholders'. Underneath the input field is a blue 'Post' button. A message from a user with the initials 'RK' is shown, dated '24.01.2024 10:09'. The message text is 'Please update me' and includes a 'Reply' button.

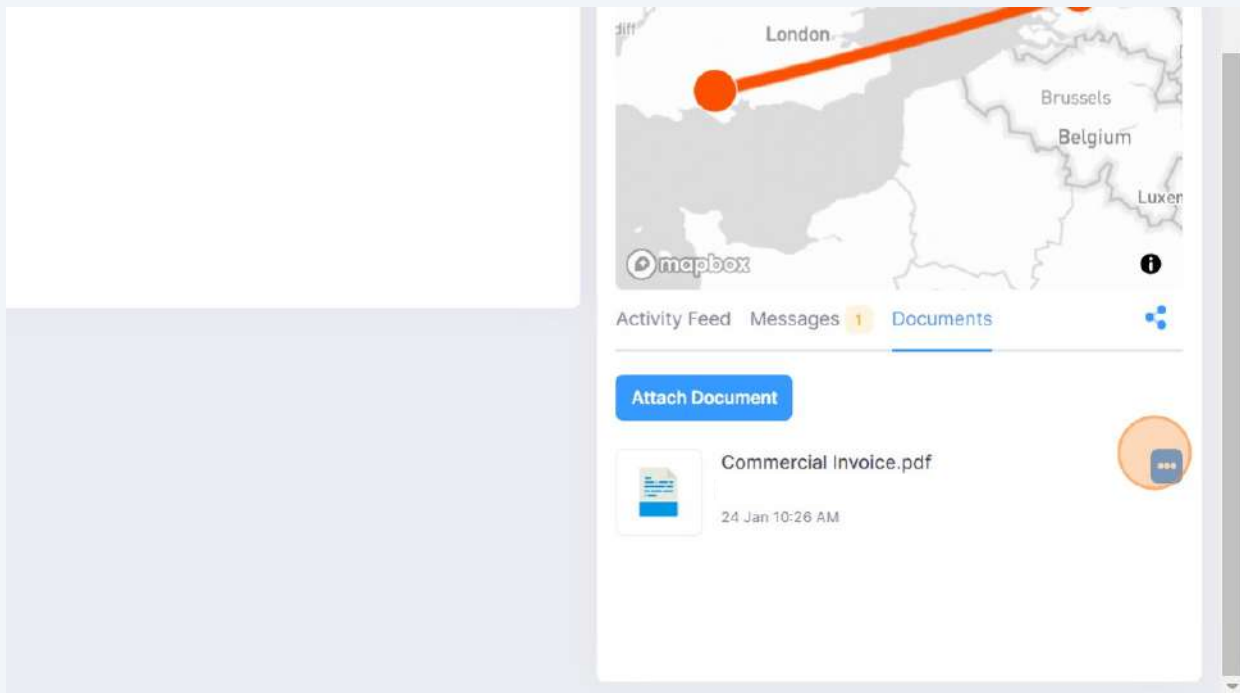
19 Click "Attach Document"



20 Browse for or drag and drop documents



21



22

The Shipments module will show all shipments. Shipments are confirmed bookings which contain MBL or MAWB information.

The screenshot shows the 'Shipments' module in a web application. On the left is a dark sidebar with navigation icons for Home, Quotations, Bookings, Shipments (highlighted), Invoices, Reports, and Complaints. The main content area has a header for 'Bookings' with a 'Booking Total' of 2 and an 'Active Total' of 0. Below this is a table of shipment details. A notification bubble indicates 'S3file has been created successfully'.

Booking Ref. Client Name	Total Cargo Commodity	Origin City / Country	Destination City / Country	Pick-up D CRD
SUPEX0050021 TESTTEST2222	1 PK-PACKAGE / 0.0	GBSOU Southampton Port / UNITED KINGDOM	NLRM ROTTERDAM / NETHERLANDS	
SUPDO0050014 TESTTEST2222	0.0	AAL AALBORG / DENMARK	AAL AALBORG / DENMARK	

**23** Click "Invoices" to view a list of your invoices.

Summary: Road 0, Sea 1, Air 1, Delivered Total 0

Filters: Add Filters, Search: Enter search parameter, Customer, Shipment Mode, Shipment Status

Booking Ref. Client Name	Liner / Carrier BL / Waybill No	Shipment Type Incoterm	Total Cargo Commodity	Origin City / Country	De Cit
SUPIM0050026 TESTTEST2222	GLOBAL AIRLINE SERVICES - 40HQ CSQU 3054 383	Groupage Cargo CFR	15000.0	MLA MALTA / MALTA	LH / U
SUPIM0050025 TESTTEST2222	- 40HQ CSQU 3054 383	Full Cargo DAP	26 PX-PALLET / 1500...	CNNBO NINGBO / CHINA	GE / U

**24** Use the icon to open the invoice

50.00 GBP

Filters: Add Filters, Search: Enter search parameter

	Invoice No	Booking Ref.	Job Ref	Amount VAT	Gros P
1	SUPDO0050014A	SUPDO0050014		£ 51,000.00 £ 200.00	£ 51,000.00 £ 51,200.00
2	SUPDO0050014B	SUPDO0050014		£ 100,000.00 £ 0.00	£ 100,000.00 £ 100,000.00
3	SUPDO0050014	SUPDO0050014		£ 50.00 £ 0.00	£ 50.00 £ 50.00

25 The associated bookings/shipments are shown here.

The screenshot displays the 'Supreme' software interface. At the top, there are navigation links for 'Messages', 'Reminders', 'Help Center', 'Book a Shipment', and 'Request a Quote'. The main content area is divided into two sections:

- Invoice To:** TESTTEST2222, CHASE ROAD NO 284. Invoice No: SUPDO0050014A. Issued on: 23.01.2024. Due on: 08.03.2024.
- Gross Total:** 51,200.00 GBP. Taxes Included: Net paid.

Below the invoice details is a table with the following columns: Job No, Invoice Item, Description, Quantity, Unit Price, VAT, and Total.

Job No	Invoice Item	Description	Quantity	Unit Price	VAT	Total
SUPDO0050014	✎	Air Freight	2.0	500.00 GBP	20.0%	1,200.00 GBP
SUPDO0050014	✎	Agency Fee	1.0	50,000.00 GBP	0.0%	50,000.00 GBP
					Sub Total	51,000.00 GBP
					VAT Total	200.00 GBP
					Gross Total	51,200.00 GBP

On the right side, there is a section titled 'Associated Shipments' with a search icon and a list item: SUPDO0050014 with a search icon and the text 'AAL AALBORG > AAL AALBORG'. Below this are tabs for 'Activity Feed', 'Messages', and 'Documents'.

26 You can search and filter for invoices at the top of the list.

The screenshot shows the 'Billing' section of the Supreme software. At the top, there is a summary of the 'Outstanding Balance' (151,250.00 GBP) and 'Overdue Balance' (50.00 GBP). Below this, there are three status indicators: 3 Pending, 0 Invoiced, and 1 Over Due.

Below the summary is a search and filter section with an 'Add Filters' button and a search input field containing 'Enter search parameter'.

At the bottom, there is a table of invoices with the following columns: Invoice No, Booking Ref., Job Ref., Amount VAT, and Gross P.

	Invoice No	Booking Ref.	Job Ref	Amount VAT	Gross P
1	✎ SUPDO0050014A	SUPDO0050014		£ 51,000.00 £ 200.00	£ 51,000.00 £ 51,200.00
2	✎ SUPDO0050014B	SUPDO0050014		£ 100,000.00 £ 0.00	£ 100,000.00 £ 100,000.00

A vertical sidebar on the left contains navigation icons for Home, Quotations, Bookings, Shipments, Invoices, Reports, and Complaint.





you can search and filter for bookings, quotes, shipments and invoices.

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Click "Reports" to view relevant reports

The screenshot shows a software interface with a dark sidebar on the left containing navigation icons for Quotations, Bookings, Shipments, Invoices, Reports (highlighted with a red circle), and Complaint. The main content area has a summary section with three status indicators: 3 Pending, 0 Invoiced, and 1 Over Due. Below these is an 'Overdue Balance' of 50.00 GBP. A search bar with the placeholder 'Enter search parameter' and an 'Add Filters' button are present. A table below lists three reports with columns for Invoice No, Booking Ref, Job Ref, Amount VAT, and Gross P.

	Invoice No	Booking Ref.	Job Ref	Amount VAT	Gross P
1	<input type="checkbox"/> SUPDO0050014B	SUPDO0050014		£ 100,000.00 £ 0.00	£ 100,000.00 £ 100,000.00
2	<input type="checkbox"/> SUPDO0050014A	SUPDO0050014		£ 51,000.00 £ 200.00	£ 51,000.00 £ 51,000.00
3	<input type="checkbox"/> SUPDO0050014	SUPDO0050014		£ 50.00 £ 0.00	£ 50.00 £ 50.00

28

Click "Complaint" to raise any problems or discrepancies with your shipment

The screenshot shows a dashboard with a dark sidebar on the left containing navigation items: Quotations, Bookings, Shipments, Invoices, Reports, and Complaint. The main content area is divided into two sections: 'Deliveries by Destination' and 'Deliveries by Mode'. Under 'Deliveries by Destination', it shows 'United Kingdom : 2 shipments' with a 100.0% progress bar. Under 'Deliveries by Mode', it shows 'Sea : 1 shipments' and 'Air : 1 shipments' with corresponding progress bars. Below these is a 'Reports' section with two items: 'Spend List' (with a green '\$' icon) and 'Booking/' (with a red '\$' icon). The 'Complaint' item in the sidebar is highlighted with a red circle.

39

The screenshot shows a form for raising a claim or complaint. At the top, there are navigation links for Messages, Reminders, and Help Center, along with buttons for 'Book a Shipment' and 'Request a Quote'. A user profile icon is visible in the top right. The main form area has a red button labeled 'Raise Claim/Complaint'. Below the button is a table with the following headers: 'Raised By', 'Raised Date', 'Ref No', and 'Last Update'. The table body is currently empty.

The image shows a screenshot of a web application interface. A modal window titled "New Claim/Complaint" is open in the center. The modal has a title bar with "ESC" and a close button. The form contains the following fields and elements:

- Subject:** A text input field.
- Note Type:** A dropdown menu with "Claim" selected.
- Type:** A dropdown menu with "See options" selected.
- Ref No:** A text input field.
- Rich Text Editor:** A toolbar with icons for bold (B), italic (I), link, unlink, bulleted list, numbered list, indent, and outdent, followed by a large text area.
- File Upload:** A box with the text "Drop files here, paste or [browse files](#)".

In the background, the main application interface is visible. It includes a top navigation bar with buttons for "Book a Shipment" and "Request a Quote". Below this, there is a "Raise Claim/Complaint" button. On the left side, there are sections for "Complaint", "Filters", and "Reference No". At the bottom left, it says "Page 1 to 0 of 0 entries".