

# 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' and 'FREIGHT SERVICES LTD'. A navigation menu includes 'IMPORT', 'EXPORT', 'ABOUT', 'INFO', 'NEWS', and 'CONTACT'. On the right, there is a 'MySupreme' logo and a 'GET A QUOTE' button. The main content area features the 'MySupreme' logo, the text 'Monitor Your Shipments With Our Online Customer Portal', and two buttons: 'GET AN INSTANT QUOTE' and 'USER GUIDE'. A 'Login' modal is overlaid on the right, containing the text 'Don't have an account? Register', an 'Email' field with the value 'John Smith', a 'Password' field with the value 'Example@email.com', a 'Forgot Password?' link, a green 'LOGIN' button, and a 'LOGIN WITH OFFICE 365' button.

## 2 This is your dashboard

The dashboard features a top navigation bar with the Supreme logo, Messages, Reminders, Help Center, and buttons for 'Book a Shipment' and 'Request a Quote'. A left sidebar contains navigation icons for Home, Quotations, Bookings, Shipments, Invoices, Reports, and Complaint. The main content area is divided into several sections:

- Active Shipments:** Displays two records. The first, SUPIM0050026, is a 'Load on Air' shipment from MLA / MT to LHR / GB, departing on 24.01.2024 at 12:00. The second, SUPIM0050025, is a 'Load on Sea' shipment from CNNBO / CN to GBSOU / GB, departing on 13.03.2024 at 12:00.
- Vehicle Locations:** A map showing the location of vehicles in Jersey City and New York.
- Weekly Schedule:** A calendar view for January 2024, showing a departure on Wednesday, 24th January.

## 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:

- SUPIM0050026:** A 'Load on Air' shipment. It shows the origin 'MLA / MT' and destination 'LHR / GB'. The departure date and time are '24.01.2024 12:00'. A blue link 'View All' is visible in the top right corner of the section.
- SUPIM0050025:** A 'Load on Sea' shipment. It shows the origin 'CNNBO / CN' and destination 'GBSOU / GB'. The departure date and time are '13.03.2024 12:00'.

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](#)

<b>SUPEX0050021</b> 1 PK-PACKAGE	/ GB >> / NL Est. Pick-up:
<b>SUPDO0050014</b>	/ 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

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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 shipping dashboard interface. At the top, there is a navigation bar with links for Messages, Reminders, and Help Center. Two prominent buttons, 'Book a Shipment' and 'Request a Quote', are located on the right side of this bar. Below the navigation bar, the main content area is divided into several sections. On the left, there is a sidebar with a 'View All' link and two sections for 'Load on Air' and 'Load on Sea', each featuring a circular progress indicator and a 'Departure' label. The central part of the dashboard is dominated by a map of New York City, showing the Hackensack River, Jersey City, and New York. The map includes a search bar labeled 'Vehicle Locations' and a zoom control on the right. Below the map, there is a summary table for shipment statuses: Planning (2), In-Transit (2), and Delivered (Last 30 days). At the bottom of the dashboard, there is a 'Weekly Schedule' link with an external icon, a 'Create Reminder' button, and a navigation bar with a left arrow, a '4' indicator, a right arrow, and a 'Today' label.

7

Navigating around the 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. It contains two shipment entries:
  - Shipment 1: **SUPIM0050026**, route **MLA / MT** (24.01.2024 12:00) to **LHR / GB**. Status: **Load on Air**. Departure: 24.01.2024 12:00.
  - Shipment 2: **SUPIM0050025**, route **CNNBO / CN** (24.01.2024 12:00) to **GBSOU / GB** (13.03.2024 12:00). Status: **Load on Sea**. Departure: 24.01.2024 12:00.
- Active Bookings:** Shows 1 record: **OFR240000009**, route **/ DK** to **ABIDJAN / CI** (1x20HQ). Status: **1 day ago**.
- Active Quotes:** (Empty section)
- Weekly Schedule:** Shows dates for **Mon 22/January** and **Tue 23/Janua**.

8 Click the home icon to return to the dashboard

Supreme FREIGHT SERVICES LTD

Messages

Home

Quotations

Bookings

Shipments

Invoices

Reports

General Information

- Set Main Shipment Parameters

Cargo Details

- Define Package or Container Information

Pick-up & Delivery Addresses

- Locate Receipt and Delivery Points

Summary and submit

- Review Input Before Submit

Transportation Mode

Shipment Type

Origin Port

Destination Port

Additional Services

Cargo

Janua

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

Supreme FREIGHT SERVICES LTD

Messages

Home

Quotations

Bookings

Shipments

Invoices

Reports

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

SUPIM0050026 MLA / MT 24.01.2024 12:00 LHR / GB Load on Air

SUPIM0050025 CNNBO / CN 24.01.2024 12:00 GBSOU / GB 13.03.2024 12:00 Load on Sea

Vehicle Locations

Hackensack River

mapbox

Planning In-T

2

Active Bookings Active Quotes Weekly Schedule Create Reminder

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

Supreme FREIGHT SERVICES LTD Messages

**Quotations** **Quotations Total**  
0

0 Pending    0 Accepted    0 Declined    **Accepted Total**  
0

Add Filters  Customer Sales Rep. Quotation Status

Quote No	Client Name	Shipment Type	Incoterm	Total Cargo	Commodity	Origin	City / Country	Destination	City / Country
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11 The magnifying glass icon allows a quick glance at the booking as a side view on the page

Quotations **0**  
Road

Bookings **1**  
Sea

Shipments **1**  
Air

Invoices **Active Total**  
0

Reports  Customer Shipment Mode ETD Date Range

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

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0 Road 1 Sea 1 Air

Bookings **SUPEX0050021** Planning Supreme Freight Services 23 Jan

Overview Shipment Details Financials Customs

Add Filters Enter search param

Booking Ref.	Total Cargo
SUPEX0050021 TESTTEST2222	1 PK-PACK
SUPDO0050014 TESTTEST2222	0.0

Customer: TESTTEST2222  
Shipping Agent: GBSOU Southampton Port  
Carrier/Lin: Company No:Modaltrans

Cargo Details

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

0 Road 1 Sea 1 Air

Bookings **SUPEX0050021** Planning Supreme Freight Services 23 Jan

Overview Shipment Details Financials Customs

Add Filters Enter search param

Booking Ref.	Total Cargo
SUPEX0050021 TESTTEST2222	1 PK-PACK
SUPDO0050014 TESTTEST2222	0.0

Customer: TESTTEST2222  
Shipping Agent: GBSOU Southampton Port  
Carrier/Lin: Company No:Modaltrans

Cargo Details

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

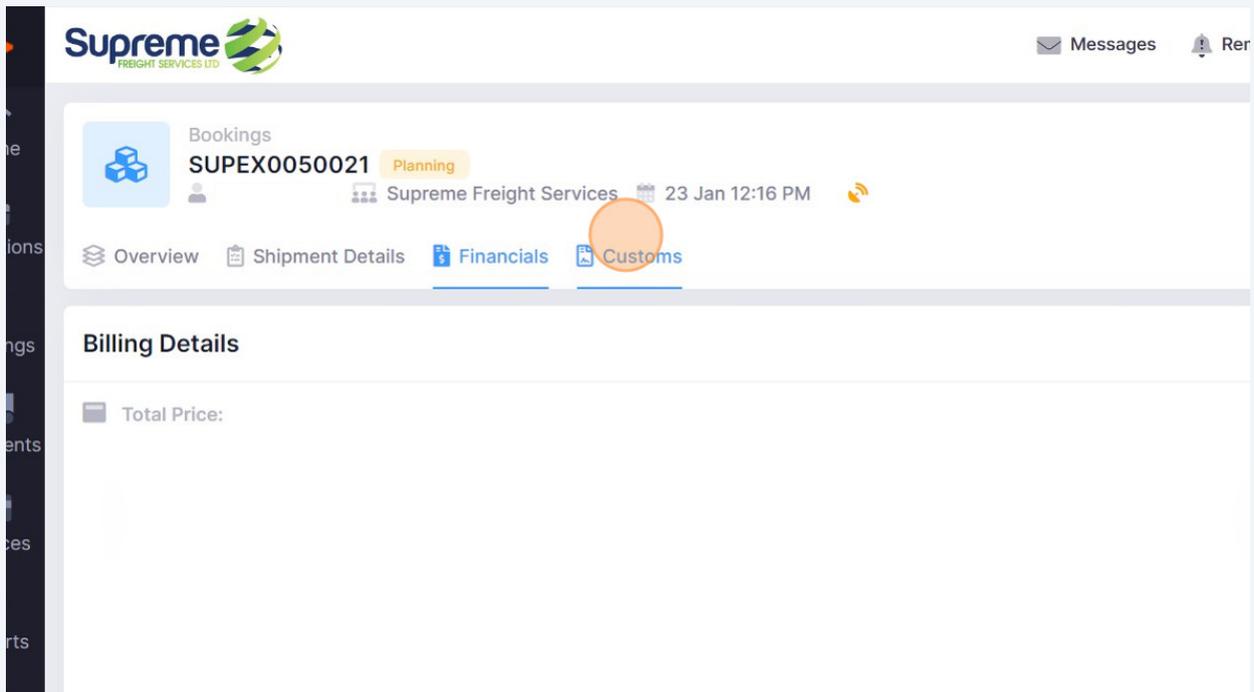
The screenshot shows the Supreme Freight Services Ltd. web application. On the left is a dark sidebar with navigation icons for Home, Quotations, Bookings, Shipments, Invoices, and Reports. The main header includes the Supreme logo and a Messages icon. The main content area displays a booking card for 'SUPEX0050021' with a 'Planning' status, created on '23 Jan 12:16 PM'. Below the booking card are tabs for 'Overview', 'Shipment Details', 'Financials', and 'Customs'. The 'Shipment Details' tab is highlighted with an orange circle. Underneath, the 'Overview' section shows a table with columns: Customer (TESTTEST2222), Shipping Agent (Company No:Modaltrans), Carrier/Liner, BL No, and Incoterm. Below the table is a timeline diagram with two circular nodes connected by a dotted line. The first node is labeled 'GBSOU Southampton Port' with 'ETD:' below it. The second node is labeled 'NLRTM ROTTERDAM' with 'ETA:' below it. A ship icon is positioned between the two nodes.

15

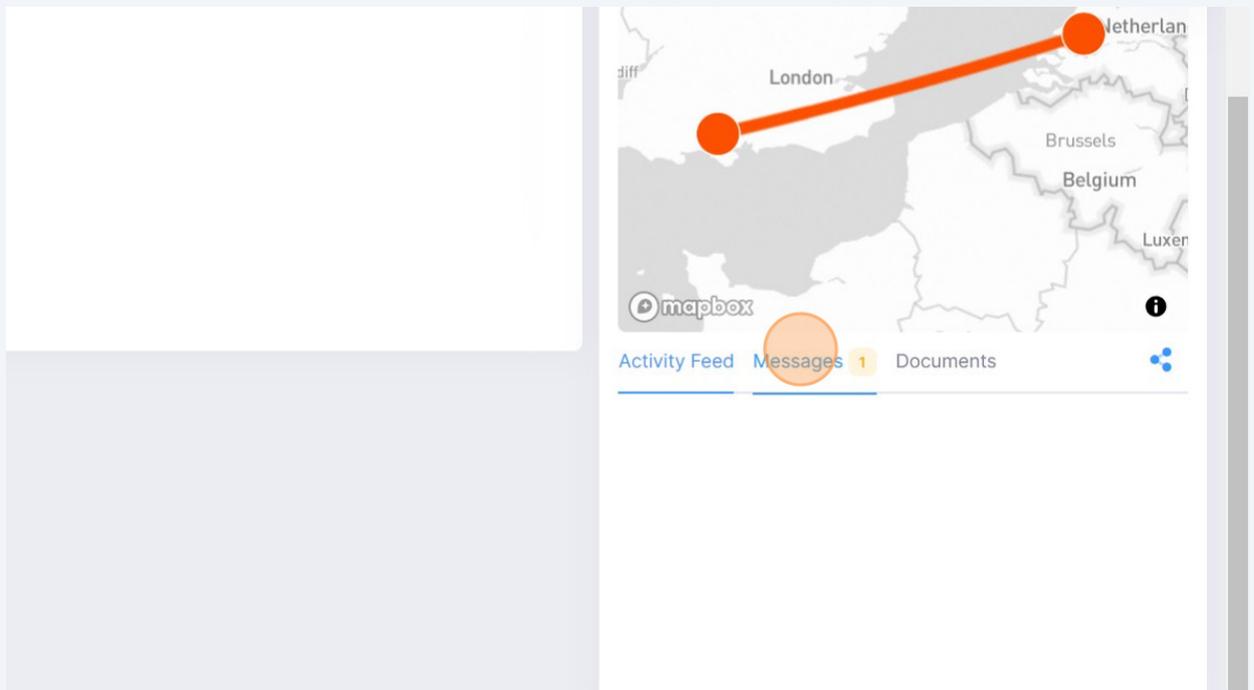
Click "Financials" to view the price

The screenshot shows the same Supreme Freight Services Ltd. web application. The 'Financials' tab is now selected and highlighted with an orange circle. The main content area displays the 'Main Transport' section, which is currently empty. Below it is the 'Collection & Delivery' section, which contains a table with the following columns: Place of Receipt, Place of Delivery, Pickup or Delivery Ref, Container / Good Info, Run Letter, Carrier & Driver Info, and Other. The table rows are: Pickup Date, Delivery Date, Deadline Date, Truck / Trailer No, and an empty row.

16 Click "Customs" to view the related customs entries

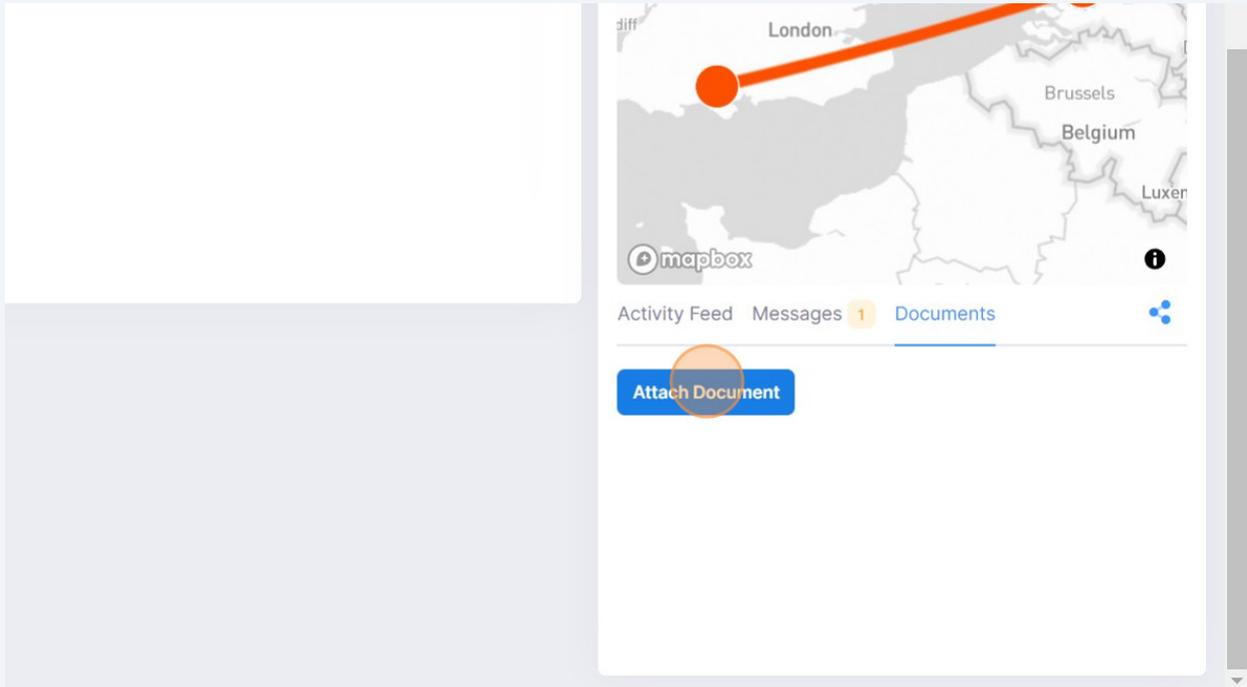


17 Use the dialogue box under the map to message your account manager and upload documents

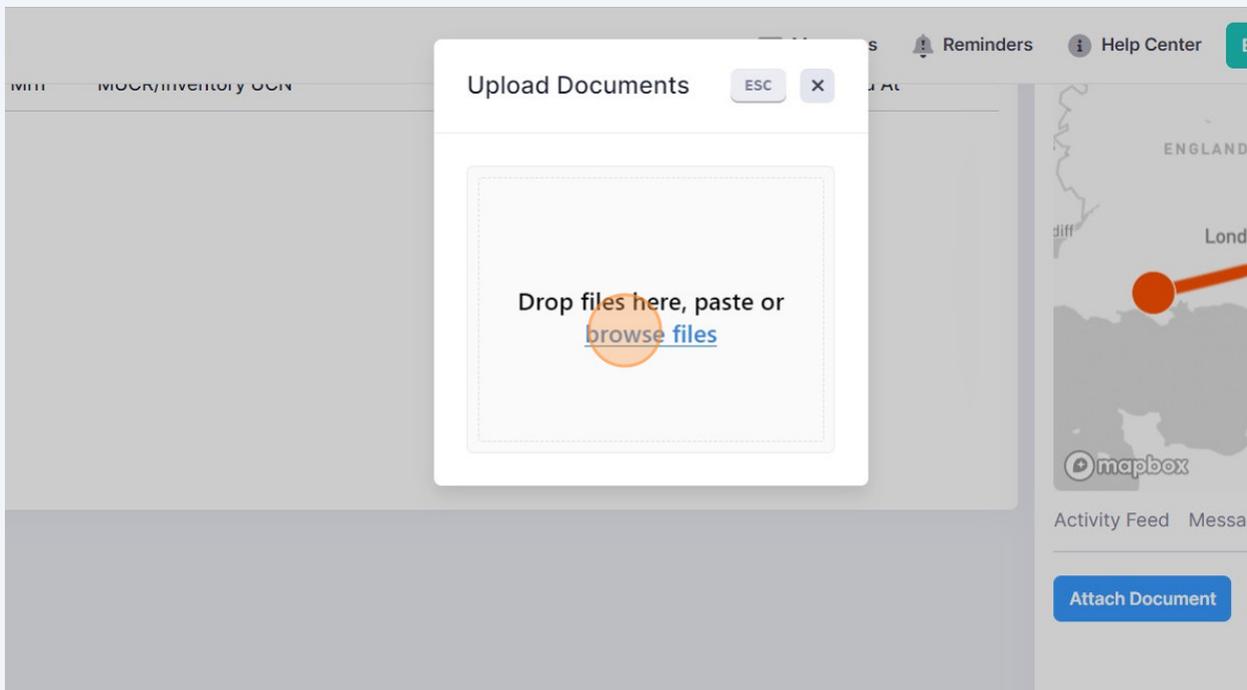


The screenshot displays a mobile application interface. At the top, there is a map with the 'mapbox' logo and the word 'Luxen' visible. Below the map is a navigation bar with three tabs: 'Activity Feed', 'Messages' (which has a yellow badge with the number '1'), and 'Documents'. To the right of these 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. Below the 'Post' button is a message from a user with the initials 'RK' in a yellow circle. The message is timestamped '24.01.2024 10:09' and contains the text 'Please update me'. A 'Reply' button is located below the message text. A vertical scrollbar is visible on the right side of the screen.

19 Click "Attach Document"



20 Browse for or drag and drop documents



21

The screenshot shows a document management interface. At the top, there is a map of Europe with a red line connecting London and Brussels. Below the map, there are tabs for 'Activity Feed', 'Messages' (with a notification badge '1'), and 'Documents'. A blue button labeled 'Attach Document' is visible. Below this, a document titled 'Commercial Invoice.pdf' is shown with a date of '24 Jan 10:26 AM' and a small chat icon.

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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 Complaint. 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.

The screenshot shows a dashboard for 'Invoices'. On the left is a dark sidebar with icons for Quotations, Bookings, Shipments, Invoices (highlighted), Reports, and Complaint. The main area has a summary bar with '0 Road', '1 Sea', '1 Air', and '2 Delivered Total' (with a '0' below it). Below this is a search bar and filter buttons for 'Customer', 'Shipment Mode', and 'Shipment Status'. A table lists two invoices:

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

The screenshot shows a list of invoices. At the top, it displays '50.00 GBP'. Below is a search bar and filter buttons. The table has the following columns: Invoice No, Booking Ref., Job Ref., Amount VAT, and Gross P. The first row is highlighted in orange and has a magnifying glass and right arrow icon circled in red:

	Invoice No	Booking Ref.	Job Ref.	Amount VAT	Gros P
1	SUPDO0050014A	SUPDO0050014		£ 51,000.00 £ 200.00	£ 51,; £ 51,;
2	SUPDO0050014B	SUPDO0050014		£ 100,000.00 £ 0.00	£ 100,0 £ 100,0
3	SUPDO0050014	SUPDO0050014		£ 50.00 £ 0.00	£ £

25 The associated bookings/shipments are shown here.

The screenshot displays the 'Supreme Billing' interface. At the top, there are navigation links for Messages, Reminders, Help Center, Book a Shipment, and Request a Quote. The main content 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:** Not paid.

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

**Associated Shipments:** SUPDO0050014 (AAL AALBORG > AAL AALBORG). Below this, there 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 'Supreme Billing' interface with a sidebar on the left containing navigation icons for Home, Quotations, Bookings, Shipments, Invoices, Reports, and Complaint. The main content area displays:

**Billing** **Outstanding Balance** 151,250.00 GBP

3 Pending, 0 Invoiced, 1 Over Due. **Overdue Balance** 50.00 GBP

At the top of the list, there is an 'Add Filters' button and a search bar with the placeholder text 'Enter search parameter'. Below this is a table of invoices:

	<input checked="" type="checkbox"/>	Invoice No	Booking Ref.	Job Ref	Amount VAT	Gross P
1	<input checked="" type="checkbox"/>	SUPDO0050014A	SUPDO0050014		£ 51,000.00 £ 200.00	£ 51,; £ 51,;
2	<input checked="" type="checkbox"/>	SUPDO0050014B	SUPDO0050014		£ 100,000.00 £ 0.00	£ 100,0 £ 100,0



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

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Click "Reports" to view relevant reports

3 Pending    0 Invoiced    1 Over Due    **Overdue Balance 50.00 GBP**

Add Filters   

	<input type="checkbox"/> 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 £ 51,200.00
3	<input type="checkbox"/> SUPDO0050014	SUPDO0050014		£ 50.00 £ 0.00	£ 50.00 £ 50.00

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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 (highlighted with an orange circle). 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 'Spend List' description reads: 'This report allows you to gain insight into your spending on your shipments.'

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The screenshot shows a complaint management interface. At the top, there is a navigation bar with 'Messages', 'Reminders', and 'Help Center' icons, and two buttons: 'Book a Shipment' and 'Request a Quote'. A user profile icon is visible in the top right. Below the navigation bar is a large orange button labeled 'Raise Claim/Complaint'. The main area contains 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 web application interface for creating a new claim or complaint. A modal window titled "New Claim/Complaint" is open, containing the following elements:

- \* Subject:** A text input field.
- \* Note Type:** A dropdown menu currently set to "Claim".
- 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 text area.
- File Upload:** A dashed border box with the text "Drop files here, paste or browse files".

The background interface includes a sidebar on the left with "Complaints & Claims" and "Filters" sections. The main content area on the right has buttons for "Book a Shipment", "Request a Quote", and "Raise Claim/Complaint", along with a "Last Update" section.