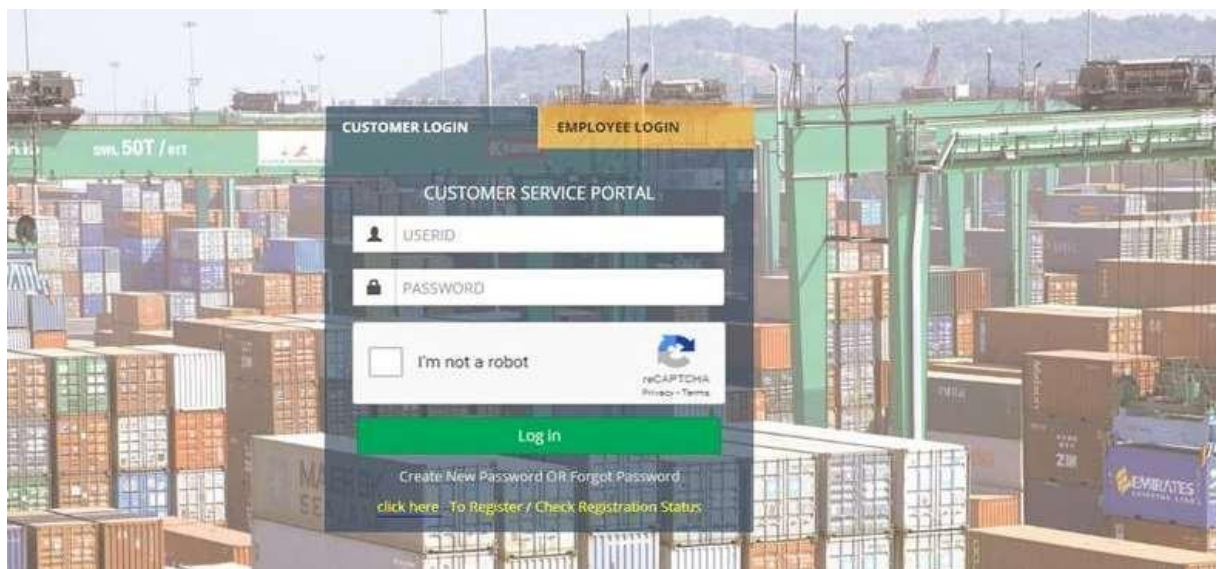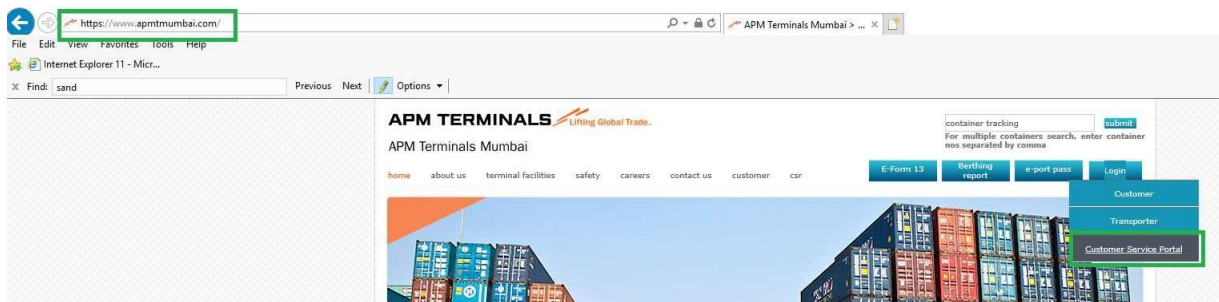# ASR

APM TERMINALS MUMBAI
Navi Mumbai 400 707

User need to be a registered customer with APM Terminals, Mumbai.

User should have valid Login ID and Password.

Login in Customer Service Portal through Company Website – www.apmtmumbai.com

Go to Login Tab

Click on Customer Service Portal.

Dashboard view

Click on blocks for getting data.

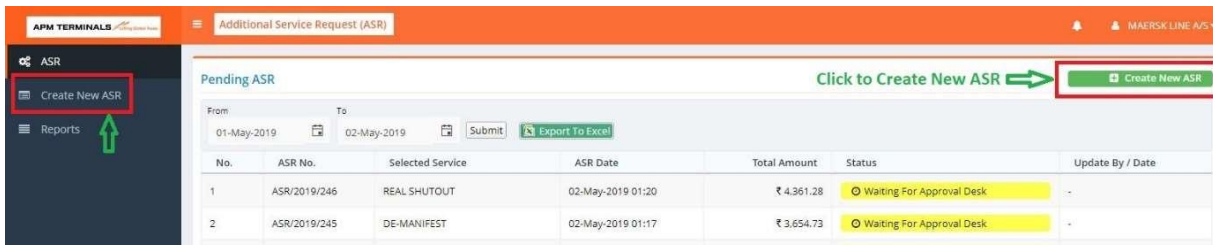Total ASR's will show all the ASR put for the month

Approval Pending will show all those ASR which are pending for Approval or Execution

Execution Approved block shows ASR which are executed.

Rejected ASR block show all those ASR which are rejected by Approval desk or Execution desk

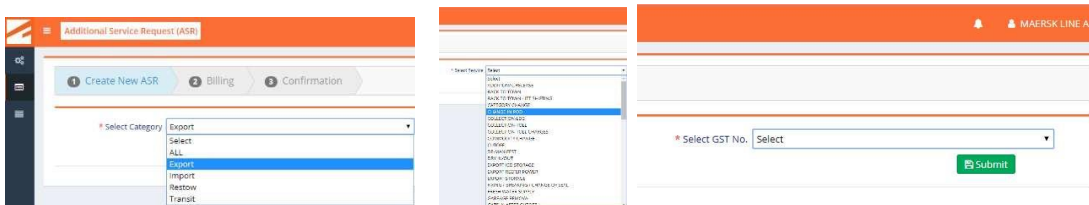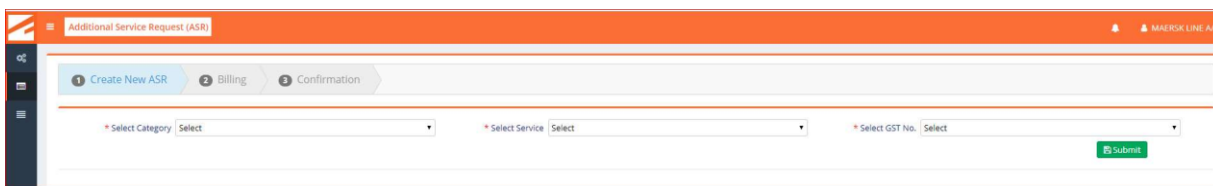To generate new ASR click on "Create New ASR" as shown in fig below

List of Values to select

Category

Service

GST No.

Enter Container No & click on ADD

Click Next

Check the Billing Details & Click on Next

Click Confirm & Submit ASR For ASR Generation

Confirm

Do You Want To Submit ASR?

CANCEL   OK

SUCCESS!

Your ASR #ASR/2019/248 Submit Successfully. & Waiting For Approval

OK

It shows ASR in detail with event required and their charges with taxes.

ASR details comes in Dashboard under Pending Block

Email of ASR raised with ASR number will be sent to the customer and Approval desk

Mass Upload functionality

- Select Category, Service and GST No
- Go to Upload File tab
- Select Upload file

Template provision is given. Download the Template.

Container_Number	Line	VIA No	Container Size	ISO	Weight	POD	IMO	UN NO	REEFER TEMP
ABCD1234567	ABC	K0000	40	4210	25.21	ABC	4.1	4	-13
									Temp to be mentioned in celcius only, Please donot put unit (C/ F)

Upload the .xls file

- Click on Import button

It shows ASR in detail with event required and their charges with GST

Email of ASR raised with ASR number will be sent to the customer and Approval desk

If any ASR need additional service, the same must be approved by customer

The said ASR comes in dashboard with Status as Sent Back from Execution Desk

User must select the ASR and approve or can cancel.

Email of ASR raised with ASR number will be sent to the customer and Approval desk

Services Only For VOA

1. GATE IN AFTER CUTOFF
2. ADDITIONAL RELEASE
3. ROLL OVER/ VIA CHANGE

For any queries put Email to Customer Support Desk

GTI.Customerservice@apmterminals.com