

# **Commercial Portal User Guide**

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## 1.0 INTRODUCTION

Welcome to Marine Atlantic's Commercial Portal.

This website is designed to provide you with real-time information on your drop trailer and we-load units while on Marine Atlantic property. You can view this information on your desktop, mobile and tablet devices. This user guide will provide you with key information to enable you to easily navigate the site.

To access the portal, you will need a unique username and password. If you do not have a username and password, please email [commercialsupport@marineatlantic.ca](mailto:commercialsupport@marineatlantic.ca). We also welcome your feedback or questions on the portal – please contact us at the same address.

## 2.0 KEY TERMS

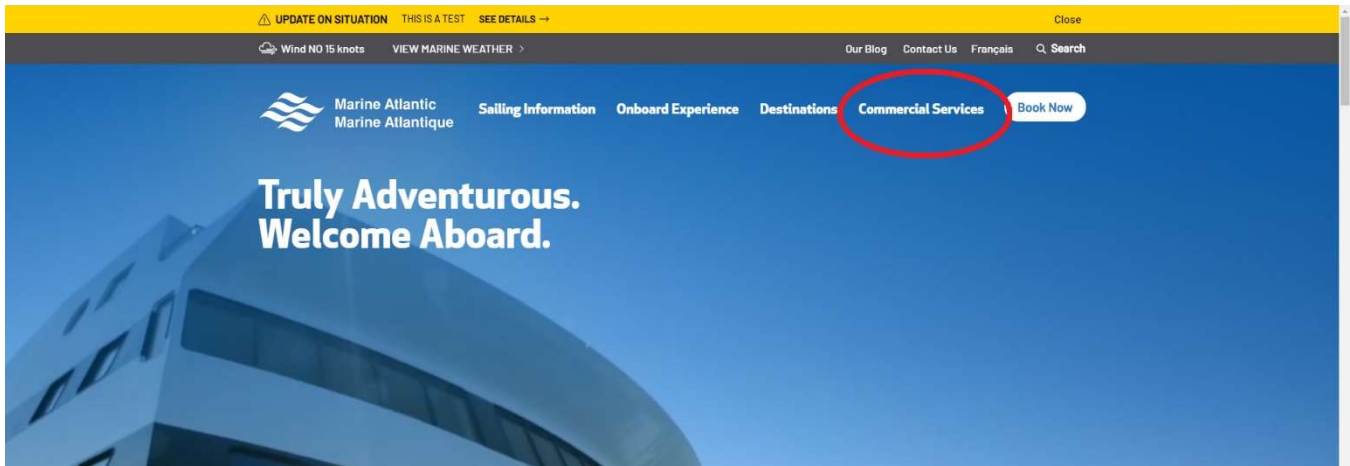
STATUS	DESCRIPTION
<b>Reserved</b>	Premium or pre-booked units.
<b>Checked In</b>	Inspection completed and unit accepted. Voyage has not been assigned.
<b>Ready to Sail</b>	Unit has been assigned to a voyage but has not been loaded on the vessel.
<b>In Transit</b>	Unit has been loaded on the vessel. This status will remain until the unit is off loaded in the arrival port.
<b>Arrived</b>	Unit has been off-loaded from the vessel and assigned a location on the lot. Awaiting pickup by owner/ owner representative.
<b>Picked Up</b>	Unit has been signed out and no longer on the terminal property.

## 3.0 USER LOGIN

To protect your company information, a user must be logged in to view any of the information referenced in this guide.

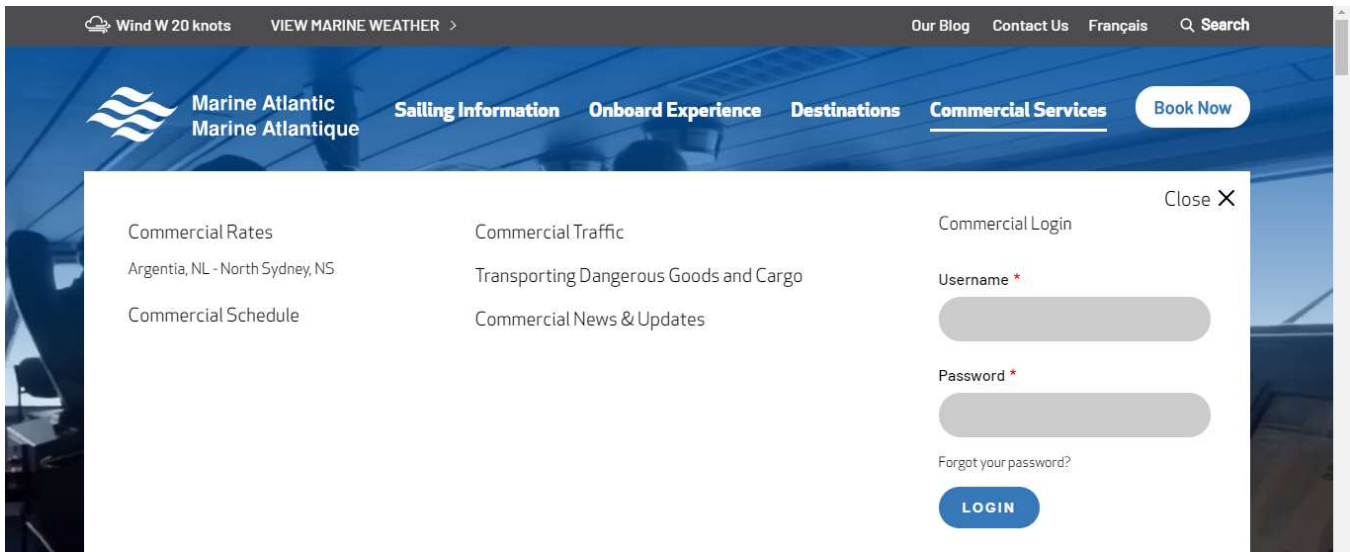
### Step 1

Visit us at <http://www.marineatlantic.ca/en/> and click on **Commercial Services** in the main navigation bar.



### Step 2

This login dialogue page will appear and prompt you to enter the authorized username and password to proceed.



### Step 3

Type your username and password in the marked field.

Click *Login* to log into the application.

The username and password are authenticated, and you are navigated to the DROPS application.

If the credentials entered are invalid, an error message will appear. You will need to enter the correct information and sign in again.

The screenshot displays the DROPS application interface. At the top, there is a yellow banner with the text "UPDATE ON SITUATION THIS IS A TEST SEE DETAILS →" and a "Close" button. Below this is a dark blue navigation bar with links for "Wind NO 14 knots", "VIEW MARINE WEATHER >", "Our Blog", "Contact Us", "Français", and "Search". The main header is blue and features the "Marine Atlantic Marine Atlantique" logo, navigation links for "Sailing Information", "Onboard Experience", "Destinations", and "Commercial Services", and a "Book Now" button. Below the header, there is a breadcrumb trail "HOME | DROPS".













The main content area is titled "DROPS" and contains a search bar, a "Welcome" message, and a "Logout" button. Below this is a dark blue bar with buttons for "On Hold", "Dangerous Goods", "Premium Booking", and "Demurrage", and a search field for "Active Booking # / Unit ID".

Below the search bar, there is a summary "ACTIVE (0) - including last 14 days of history" and an "Export" button. At the bottom, there is a table with the following columns: "Booking #", "Unit ID", "Status ^", "Time on Lot", "Notices", "Direction", "Actual Departure (NT)", and "Last Updated (NT)". The table is currently empty, with the message "No bookings available for the company you have selected." displayed below it.

## 4.0 DROPS LISTING PAGE

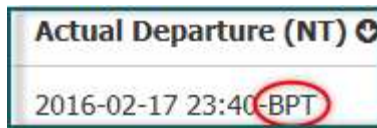
The main Drops Listing Page provides you with the ability to view all bookings for your company for the current day as well as fourteen (14) days of history. The total number of current (Active) and 14-day historical bookings is displayed inside brackets in the title of the listing.

The columns of the listing page include:

Column	Notes								
<ul style="list-style-type: none"> <li><b>Booking Number</b></li> </ul>									
<ul style="list-style-type: none"> <li><b>Unit ID</b></li> </ul>									
<ul style="list-style-type: none"> <li><b>Status</b></li> </ul>	Status of the drop trailer unit								
<ul style="list-style-type: none"> <li><b>Time on Lot</b></li> </ul>	The time in hours and minutes that the drop trailer unit has been on the lot after being unloaded from the ship.								
<ul style="list-style-type: none"> <li><b>Notices</b></li> </ul>	Icons that will indicate whether the drop trailer unit: <table border="1" data-bbox="824 1234 1417 1780"> <tbody> <tr> <td></td> <td>On Hold * Description of problem will be displayed when available</td> </tr> <tr> <td></td> <td>Has Dangerous Goods</td> </tr> <tr> <td></td> <td>Is a Premium Booking</td> </tr> <tr> <td></td> <td>Has accumulated Demurrage</td> </tr> </tbody> </table>		On Hold * Description of problem will be displayed when available		Has Dangerous Goods		Is a Premium Booking		Has accumulated Demurrage
	On Hold * Description of problem will be displayed when available								
	Has Dangerous Goods								
	Is a Premium Booking								
	Has accumulated Demurrage								

<ul style="list-style-type: none"> <li>• <b>Direction</b></li> </ul>	Direction of the journey (eastbound or westbound)
<ul style="list-style-type: none"> <li>• <b>Actual Departure (NT)*</b></li> </ul>	Actual Departure Date, Time and Vessel for the Unit
<ul style="list-style-type: none"> <li>• Last updated (NT)</li> </ul>	Last status update made. Time displays in Newfoundland time (NT).

**\*The Three Letter suffix in the Actual Departure (NT) column identifies the vessel:**



- **LER = MV Leif Ericson**
- **VIS = MV Atlantic Vision**
- **HLD = MV Highlanders**
- **BPT = MV Blue Puttees**



## 4.1 LOAD MORE

The drop trailer unit listing page will initially load 50 records. To load more records, click the Next button or select a specific page number.

Booking #	Unit ID	Status	Time on lot	Notices	Direction	Actual Departure (NT)	Last Updated (NT)
3305766	321856	PICKED UP	0:46		Westbound	2019-02-12 11:59-BPT	2019-02-12 20:03
3310374	322418	PICKED UP	2:02		Westbound	2019-02-21 02:05-HLD	2019-02-21 12:05
3310887	330014	PICKED UP	1:33		Westbound	2019-02-22 00:25-HLD	2019-02-22 10:09
3309096	320045	PICKED UP	11:55		Eastbound	2019-02-16 23:30-HLD	2019-02-17 19:58
3305513	322440	PICKED UP	17:39		Eastbound	2019-02-08 11:39-BPT	2019-02-09 13:56
3310633	331250	PICKED UP	15:49		Westbound	2019-02-21 12:36-BPT	2019-02-22 12:25
3307818	321864	PICKED UP	5:17		Westbound	2019-02-12 23:42-HLD	2019-02-13 14:12

1 2 3 4 5 6 7 Next > Last >

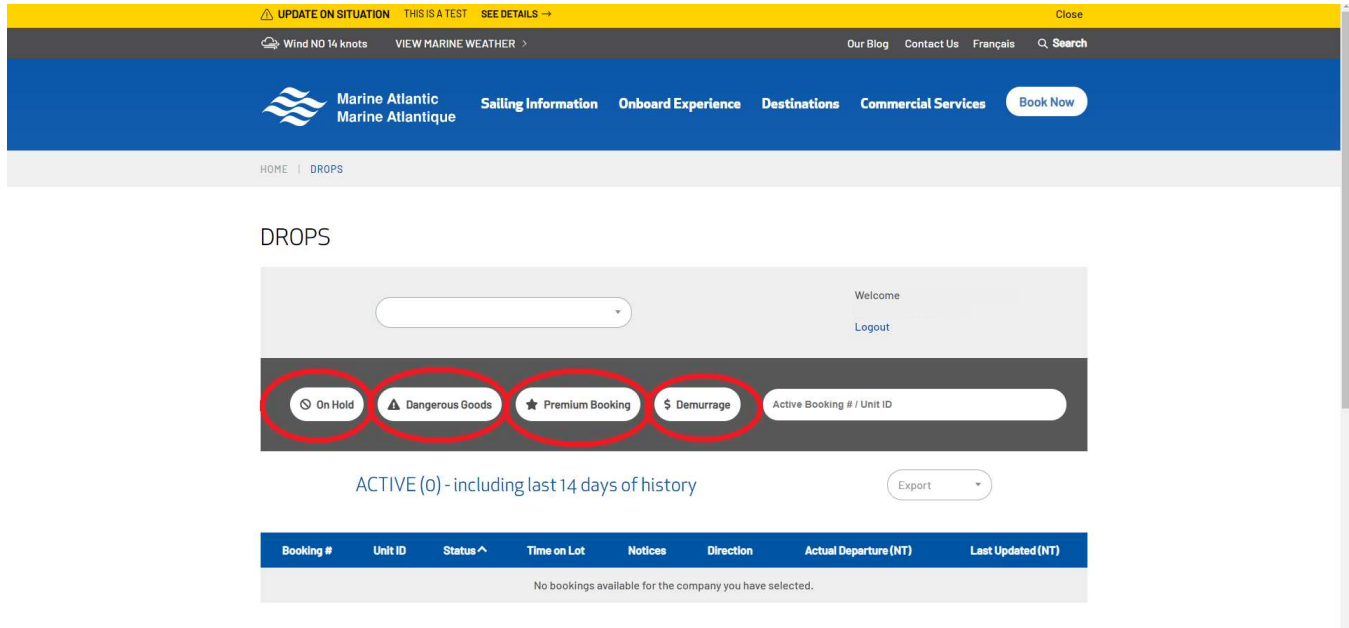
## 4.2 SORT

By default, the page is sorted based on Status and Booking number in ascending order. The listing can also be sorted by Booking Number, Unit ID, Status, Direction, Actual Departure and Last Updated. To sort the listing, simply click on the column headers. An icon will appear in the header of the sorted column indicating the order of the sort.

Booking #	Unit ID	Status	Time on lot	Notices	Direction	Actual Departure (NT)	Last Updated (NT)
-----------	---------	--------	-------------	---------	-----------	-----------------------	-------------------

### 4.3 FILTERS

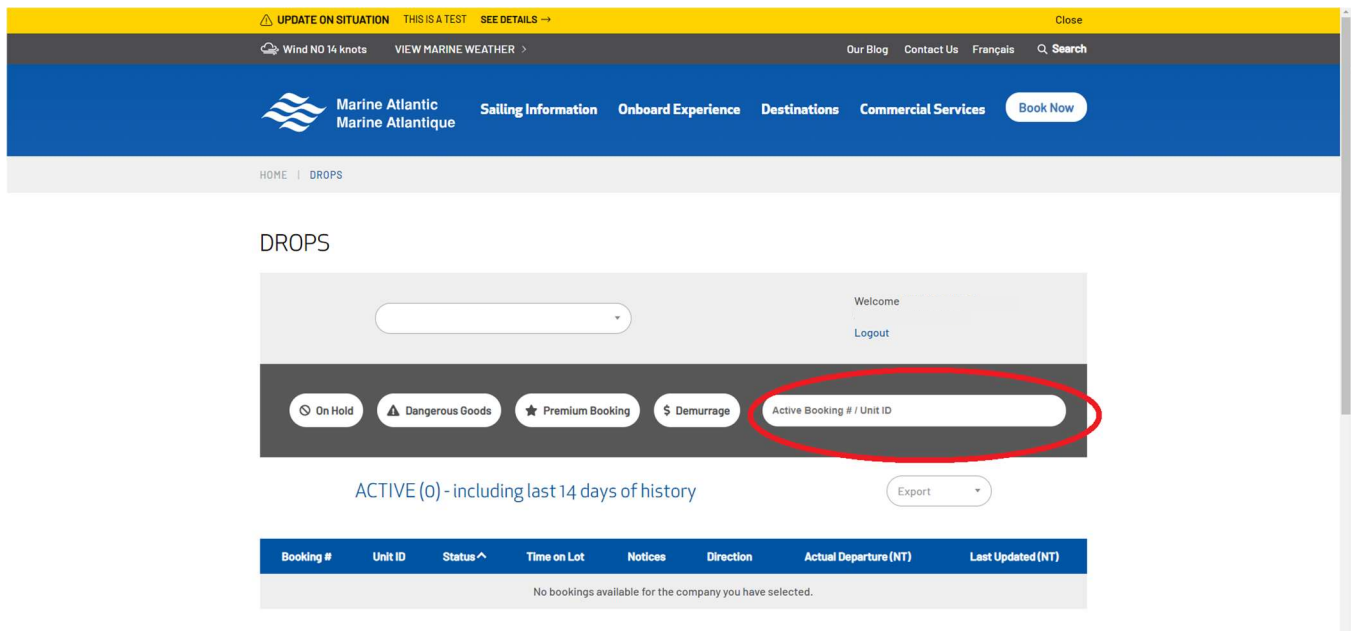
The drop trailer unit listing page allows you to filter the list. The available quick filters appear in the form of buttons in the *Filter List* tray. The various filters can be combined. As a filter is selected the listing will be updated to only display records that match the filter criteria. Unselecting all the filters will display the original full listing of all drop trailer units. Note: Clicking the filter buttons again unselects them.



## 4.4 FIND BOOKING # OR UNIT ID

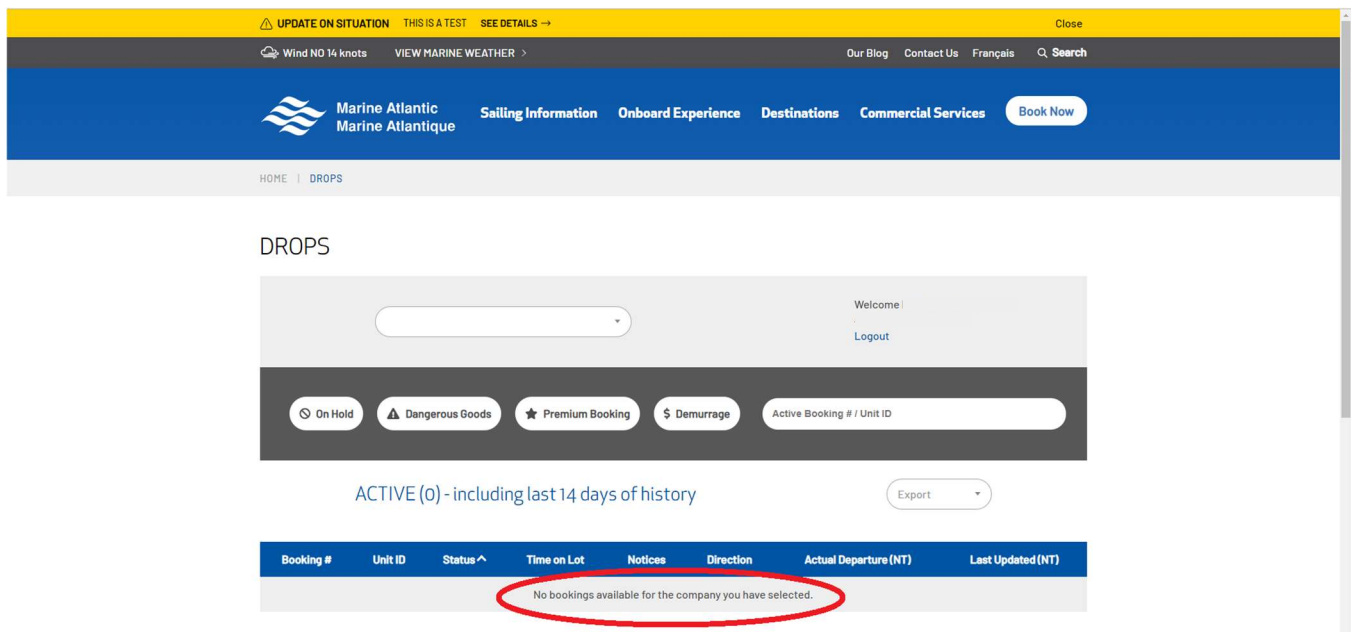
To search for a booking number or a unit ID, type in either a partial or full booking number or partial or full unit ID into the Active Booking #/Unit ID search box, then press Enter to display the search results. To return to the main listing, search again with an empty search box.

To search for a specific booking, type the complete booking number into the search box. The details page for that particular booking will appear on your screen.



The screenshot shows the top navigation bar with a yellow header containing 'UPDATE ON SITUATION', 'THIS IS A TEST', and 'SEE DETAILS →'. Below it is a dark blue bar with 'Wind NO 14 knots', 'VIEW MARINE WEATHER >', 'Our Blog', 'Contact Us', 'Français', and 'Search'. The main blue header features the Marine Atlantic logo and navigation links: 'Sailing Information', 'Onboard Experience', 'Destinations', 'Commercial Services', and a 'Book Now' button. The breadcrumb trail shows 'HOME | DROPS'. The main content area is titled 'DROPS' and includes a search bar, a 'Welcome' message, and a 'Logout' link. Below these are several filter buttons: 'On Hold', 'Dangerous Goods', 'Premium Booking', 'Demurrage', and 'Active Booking # / Unit ID' (which is circled in red). The search results show 'ACTIVE (0) - including last 14 days of history' and an 'Export' button. A table header is visible with columns: 'Booking #', 'Unit ID', 'Status ^', 'Time on Lot', 'Notices', 'Direction', 'Actual Departure (NT)', and 'Last Updated (NT)'. The table content area displays the message 'No bookings available for the company you have selected.'

If the booking number you have entered does not exist or you don't have permission to view it, you will see the following error:



This screenshot is identical to the previous one, but with a red circle highlighting the error message 'No bookings available for the company you have selected.' located at the bottom of the table content area.

## 4.5 EXPORT

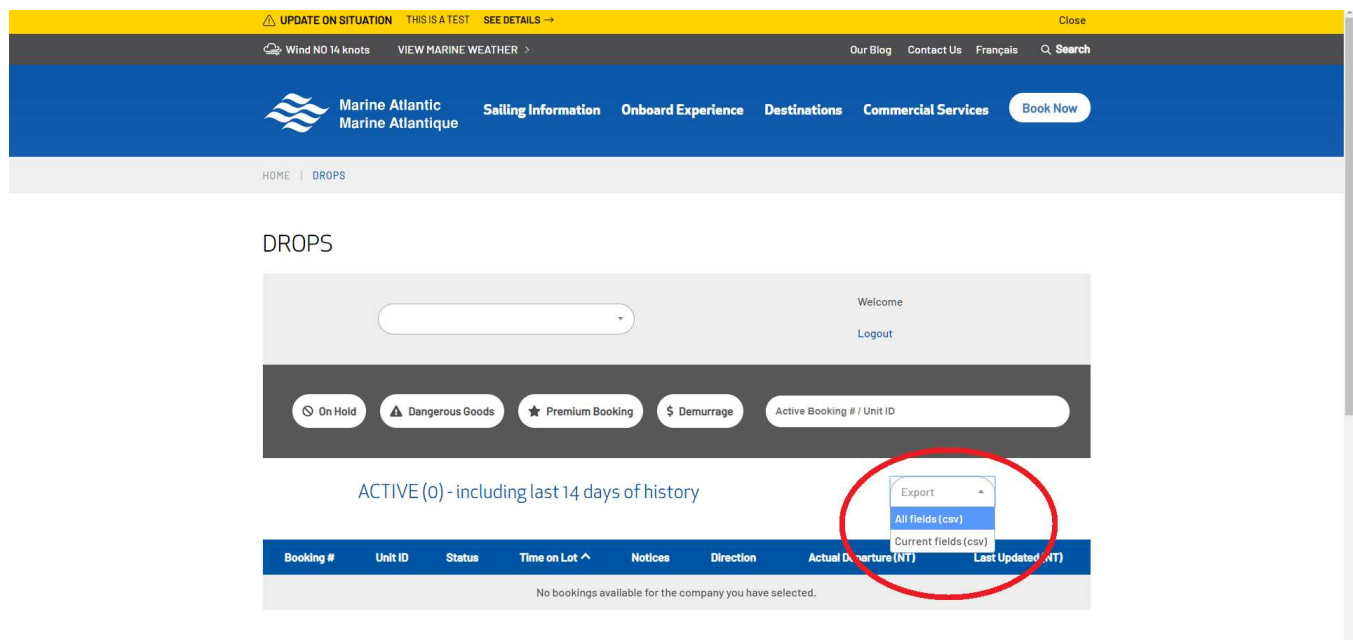
You can export a list of your drop trailer units to a Comma-Separated Values file (CSV) by clicking on the *Export* button. The *Export* button gives you two options:

### a) Export Current Fields

This option will export fields for all drop trailer units as per the LISTING page.

### b) Export All Fields

This option will export ALL fields available for the drop trailer units. These fields include all details about the drop trailer units as per the *Details* view.



The screenshot displays the 'DROPS' page in the Marine Atlantic Commercial Customer Portal. The page features a navigation bar with the Marine Atlantic logo and various menu items. Below the navigation bar, there is a search bar and a 'Book Now' button. The main content area shows a 'DROPS' section with a search filter, a 'Welcome' message, and a 'Logout' button. A filter bar contains buttons for 'On Hold', 'Dangerous Goods', 'Premium Booking', and 'Demurrage', along with a search field for 'Active Booking # / Unit ID'. Below this, it indicates 'ACTIVE (0) - including last 14 days of history'. A table header is visible with columns: 'Booking #', 'Unit ID', 'Status', 'Time on Lot ^', 'Notices', 'Direction', 'Actual Departure (NT)', and 'Last Updated (NT)'. A red circle highlights the 'Export' dropdown menu, which is open and shows two options: 'All fields (csv)' and 'Current fields (csv)'. The table content is currently empty, displaying the message 'No bookings available for the company you have selected.'

Once you select your Export type, a CSV file will be generated, which can then be opened in Excel and viewed as a spreadsheet.

POSSIBLE DATA LOSS Some features might be lost if you save this workbook in the comma-delimited (.csv) format. To preserve these features, save it in an Excel file format. Don't show again Save As...

Booking #	Unit ID	Status	Time on lot	On Hold	Dangerous	Premium	B Demurrage	Direction	Gross Weig	Length	Terminal	O Scheduled	Actual Dep	Terminal of Scheduled	Actual Arriv	Actual Dep	Last updated (NT)
11223344	ABC123	RESERVED		FALSE	FALSE	TRUE	FALSE	Eastbound	21000	53	NSY	#####			#####		#####
11223344	ABC124	RESERVED		FALSE	FALSE	TRUE	FALSE	Eastbound	19000	53	NSY	#####			#####		#####
11223344	ABC125	RESERVED		FALSE	FALSE	TRUE	FALSE	Eastbound	19000	53	NSY	#####			#####		#####
11223344	ABC126	RESERVED		FALSE	FALSE	TRUE	FALSE	Eastbound	19000	53	NSY	#####			#####		#####
11223344	ABC127	CHECKED IN		FALSE	FALSE	FALSE	FALSE	Eastbound	21000	53	NSY	#####			#####		#####
11223344	ABC128	CHECKED IN		FALSE	FALSE	FALSE	FALSE	Eastbound	27000	53	NSY	#####			#####		#####
11223344	ABC129	CHECKED IN		FALSE	FALSE	FALSE	FALSE	Eastbound	21000	53	NSY	#####			#####		#####
11223344	ABC130	CHECKED IN		FALSE	FALSE	FALSE	FALSE	Eastbound	16000	53	NSY	#####			#####		#####
11223344	ABC131	CHECKED IN		FALSE	FALSE	FALSE	FALSE	Eastbound	16000	53	NSY	#####			#####		#####
11223344	ABC132	CHECKED IN		FALSE	FALSE	FALSE	FALSE	Eastbound	14000	53	NSY	#####			#####		#####
11223344	ABC133	CHECKED IN		FALSE	FALSE	FALSE	FALSE	Eastbound	16000	53	NSY	#####			#####		#####
11223344	ABC134	CHECKED IN		FALSE	TRUE	FALSE	FALSE	Eastbound	29000	72	NSY	#####			#####		#####
11223344	ABC135	CHECKED IN		FALSE	FALSE	FALSE	FALSE	Westbound	26000	53	PAB	#####			#####		#####
11223344	ABC136	CHECKED IN		FALSE	FALSE	FALSE	FALSE	Westbound	9000	53	PAB	#####			#####		#####
11223344	ABC137	CHECKED IN		FALSE	FALSE	FALSE	FALSE	Westbound	26000	53	PAB	#####			#####		#####
11223344	ABC138	CHECKED IN		FALSE	FALSE	FALSE	FALSE	Westbound	8000	53	PAB	#####			#####		#####
11223344	ABC139	CHECKED IN		FALSE	FALSE	FALSE	FALSE	Westbound	26000	53	PAB	#####			#####		#####
11223344	ABC140	CHECKED IN		FALSE	FALSE	FALSE	FALSE	Westbound	26000	53	PAB	#####			#####		#####
11223344	ABC141	CHECKED IN		FALSE	FALSE	FALSE	FALSE	Westbound	26000	53	PAB	#####			#####		#####
11223344	ABC142	CHECKED IN		FALSE	FALSE	FALSE	FALSE	Westbound	9000	53	PAB	#####			#####		#####
11223344	ABC143	CHECKED IN		FALSE	FALSE	FALSE	FALSE	Westbound	21000	53	PAB	#####			#####		#####
11223344	ABC144	CHECKED IN		FALSE	TRUE	FALSE	FALSE	Westbound	21000	53	PAB	#####			#####		#####
11223344	ABC145	CHECKED IN		FALSE	FALSE	FALSE	FALSE	Westbound	21000	53	PAB	#####			#####		#####
11223344	ABC146	CHECKED IN		FALSE	FALSE	FALSE	FALSE	Westbound	26000	53	PAB	#####			#####		#####
11223344	ABC147	CHECKED IN		FALSE	TRUE	FALSE	FALSE	Westbound	16000	53	PAB	#####			#####		#####
11223344	ABC148	CHECKED IN		FALSE	FALSE	FALSE	FALSE	Westbound	9000	53	PAB	#####			#####		#####
11223344	ABC149	READY TO SAIL		FALSE	FALSE	FALSE	FALSE	Eastbound	21000	53	NSY	#####			#####		#####
11223344	ABC150	READY TO SAIL		FALSE	FALSE	FALSE	FALSE	Eastbound	21000	53	NSY	#####			#####		#####
11223344	ABC151	READY TO SAIL		FALSE	FALSE	FALSE	FALSE	Eastbound	16000	53	NSY	#####			#####		#####
11223344	ABC152	READY TO SAIL		FALSE	FALSE	FALSE	FALSE	Eastbound	26000	53	NSY	#####			#####		#####
11223344	ABC153	READY TO SAIL		FALSE	FALSE	FALSE	FALSE	Eastbound	13000	53	NSY	#####			#####		#####
11223344	ABC154	IN TRANSIT		FALSE	TRUE	FALSE	FALSE	Eastbound	21000	53	NSY	#####	#####	PAB			2019-11-16#####
11223344	ABC155	IN TRANSIT		FALSE	FALSE	FALSE	FALSE	Eastbound	27000	53	NSY	#####	#####	PAB			2019-11-16#####
11223344	ABC156	IN TRANSIT		FALSE	FALSE	FALSE	FALSE	Eastbound	21000	53	NSY	#####	#####	PAB			2019-11-16#####

## 5.0 DROPS DETAIL PAGE

Clicking on the Booking Number in any of the rows in the list will open the details page for the corresponding drop trailer unit.

The details page is divided into five sections:

- Drops Information, which contains the general information about the drop trailer unit;
- Departure Information, which provides information on the departure port and travel direction of your drop trailer unit;
- Arrival Information, which shows arrival terminal and pick-up information, and;
- Notices, which will indicate additional information about the drop trailer unit (see table page 6).
- Gallery, which includes photos taken of the drop trailer unit upon arrival at the departure terminal.

### DROPS DETAIL

[Logout](#)

[< Back To Drops](#)

#### Drops Information

Client Name:  
Booking #:  
Unit ID:  
Gross Weight: 26000  
Length: 53  
License Plate #:  
Time on Lot: 1:51  
Status: PICKED UP  
Last Update: 2019-10-10 03:21

#### Departure Information

Direction: Eastbound  
Terminal Of Departure: NSY  
Scheduled Departure (NT): 2019-10-09 17:45  
Actual Departure (NT): 2019-10-09 17:36

#### Arrival Information

Terminal of Arrival: PAB  
Scheduled Arrival (NT): 2019-10-10 01:30  
Actual Arrival (NT): 2019-10-10 01:07  
Driver Name:

#### Notices

Dangerous Flag: 

#### Gallery



## 5.1 IMAGES

This page contains thumbnails photos taken of the drop trailer unit. Clicking on a thumbnail will open the image in a larger format. To leave the thumbnail view, simply click anywhere in the grey area.





Use the left and right arrows on the sides of the image to navigate to the next and previous images.

**DROPS DETAIL**

[< Back To Drops](#)

**Drops Information**

Client Name:  
Booking #:  
Unit ID:  
Gross Weight: 26000  
Length: 53  
License Plate #:  
Time on Lot: 1:51  
Status: PICKED UP  
Last Update: 2019-10-10

**Notices**

Dangerous Flag:

**Gallery**

2019-10-07 2:31:27 PM

Logout

## 5.2 BACK TO DROPS

To return to the main drop listing page from the details page, click on the Back To Drops link.

**DROPS DETAIL**

Welcome [Logout](#)

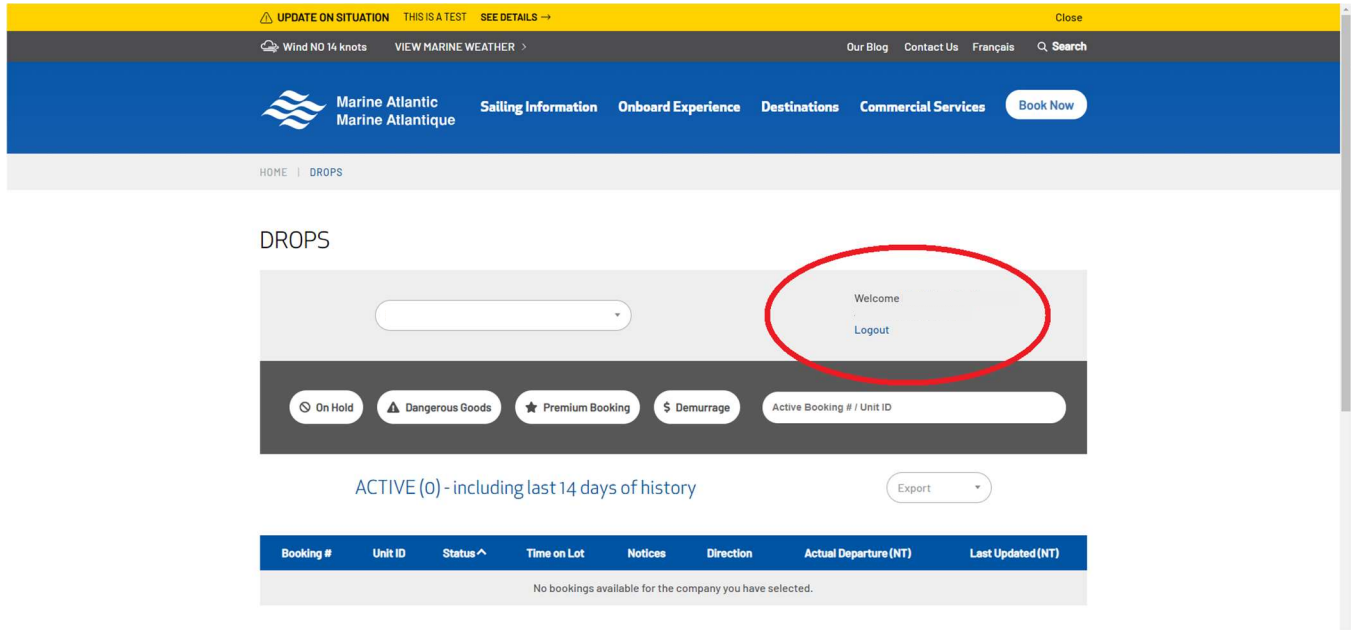
[< Back To Drops](#)

Drops Information	Departure Information
Client Name: MAI IN-HOUSE ACCOUNT-M68 (CASH)	Direction: Eastbound



## 6.0 LOGOUT

To sign out of the application, click on the *Logout* link at the top right hand corner of the screen.



The screenshot displays the 'DROPS' page in the Marine Atlantic Commercial Customer Portal. At the top, there is a yellow banner with 'UPDATE ON SITUATION THIS IS A TEST SEE DETAILS →' and a 'Close' button. Below this is a dark blue navigation bar with 'Wind NO 14 knots VIEW MARINE WEATHER >', 'Our Blog', 'Contact Us', 'Français', and a 'Search' button. The main header features the Marine Atlantic logo and navigation links for 'Sailing Information', 'Onboard Experience', 'Destinations', 'Commercial Services', and a 'Book Now' button. The page content includes a 'DROPS' section with a search bar, a 'Welcome' and 'Logout' link (circled in red), and a filter bar with 'On Hold', 'Dangerous Goods', 'Premium Booking', 'Demurrage', and 'Active Booking # / Unit ID'. Below the filter bar, it shows 'ACTIVE (0) - including last 14 days of history' and an 'Export' button. At the bottom, there is a table header with columns: 'Booking #', 'Unit ID', 'Status ^', 'Time on Lot', 'Notices', 'Direction', 'Actual Departure (NT)', and 'Last Updated (NT)'. The table body contains the message: 'No bookings available for the company you have selected.'

**Note: The Logout button is available at the top right corner of every screen throughout the portal.**