

QUICK REFERENCE GUIDE

This Quick Reference Guide is designed to save you time and provide you with instructions to successfully use our self-service tools. It's all right here – exactly what you need to know, step-by-step.

REGISTER FOR TROPICAL ESERVICES

Please note, you must have an active Tropical account number in order to become a web user. To obtain a Tropical account number, contact Customer Care at CustomerCare@tropical.com, call 1-800-638-TROP(8767) or contact your local office.

1. From the tropical.com Homepage, click on the Registration button on the top right-hand side of the page.
2. Fill out the New User Registration form. Fields in blue are required.
3. Click on the Registration Request button.
4. A confirmation email will be sent to you.
5. Once you have been designated as a Web User by a Tropical employee, you will receive an email with your new User Name and Password.



CARGO AT A GLANCE

Welcome to your Tropical eServices dashboard. Here you will find easy access to the most commonly used tools. Once logged in you can immediately:

- **Search Cargo By:** Criteria or Date Range using the tool at the top of the page.
- **View Shipments**, both Shipments in Progress and All Total Shipments
- **Create/Copy Bookings**
- **View Shipments Missing Shipper's Invoices/Proformas** – Shipper's Invoices or Proforma Letter of Instructions are needed for cargo to sail
- **View Cargo By Status**
- **View Cargo by Shipper/Consignee** – shows a list of the most recent Shippers and Consignees in the dropdown menus
- **View Cargo By Sail Date**



CARGO TRACKING

Once logged into Tropical eServices, click on the Cargo Tracking menu item. Three separate tabs will be displayed. Select the tab to view all shipments of that type:

- Full Load Container (FLC) Shipments
- Less Than Container Load (LCL) Shipments
- Break Bulk (BB) Shipment

In Cargo Tracking you will be able to view:

- The Job/Booking Number
 - Clicking on the Job/Booking Number will display the Cargo Details
- Job Type
- Job Status
- Shipper
- Consignee
- Available Documents to View icon
- Add Documents icon

When cargo has reached a certain status, the status marker will change color. To review the status, hover over the status icon.



CARGO ON HAND

Cargo on Hand displays all cargo that is currently in a Tropical Receiving Warehouse. From here you can see the status and pertinent information about the Job/Booking, including Reference Numbers and if a Shipper's Invoice has been received. Documents can be added directly from Cargo on Hand using the Add Documents icon.



CREATE/COPY BOOKING

Once logged into Tropical eServices, click on the Create Booking menu item.

- Select Your Port of Load and click the Next button
- Select Your Port of Discharge (destination) and click the Next button
- Select a Requested Sale Date from the calendar tool and click the Next button. Suggested dates are displayed at the top of the section
- Select Make a New Booking? Or Copy Previous Booking
- Selecting Copy Previous Booking will display the most recent bookings for this port pair for selection.
 - Selecting a booking and clicking Continue will auto-populate the booking request screen with the previous voyage information. All information displayed can be tailored to your new voyage requirements.
- Whether creating a new booking or copying a previous one, make sure that all the required fields have been completed.
- Click the Create Booking link located at the bottom of the page.
- Once the Booking has been requested, the system will display a Job Number for your records and tracking.



DOCUMENTS

Once logged into Tropical eServices, click on the Documents menu item. Once on the page you will see the 20 Most Recent Jobs. Additional Jobs/Bookings can be found using the Search By Criteria option at the top of the page.

- Clicking on the Add Documents icon will allow you to Complete a Fillable PDF Document or upload a Supplemental Document directly to the Job/Booking.
- Clicking on the Export to Excel icon will export the table with available documents to Microsoft Excel.
- Clicking on the Bill of Lading or the Documents icon will open the View Documents page for that Job/Booking. You can then download or print your document.



MANAGE MY ACCOUNT

Tropical.com web users have access to the suite of account management tools listed below:

Update Your Profile - Update the profile created at registration right from your web account.

Change Password - New passwords must:

- Not contain significant portions of your User Name
- Be at least seven characters long
- Not be one that has been previously used
- Contain three characters from the following categories:
 - English uppercase (A through Z)
 - English lowercase (a through z)
 - Base 10 digits (0 through 9)
 - Non-alphabetic characters (ex: !, \$, #, %)

Manage Event Notifications – Select cargo-and shipment-related events for automatic email or text message updates.

- Click the Active box next to the desired event(s)
- Specify method of notification (email or SMS) from the dropdown menu
- Select Time of Delivery from the dropdown menu
- Supply email or mobile number in the Address field
- Click the Update My Notifications link

Addresses & TropBox – Shipping Less Than Container Load (LCL) Cargo has never been simpler. Locate the TropBox number associated with your destination address and find instructions on how to use your TropBox number when shopping online.

Forgot Password?

To request a new Password, click on Forgot Password on the eServices login page or from the eService menu dropdown from the home page of tropical.com.