Accessing the Carrier Collaboration Portal (CCP)

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Dear Vendor,

Welcome to the Carrier Collaboration Portal (CCP).

Before you can access the CCP and begin using it, several important actions need to be completed.

If you are a designated contact person within your company, you will have received an email notification from the United Service Desk (uniteidentity_noreply@un.org) notifying you of your Unite User Name and a temporary Unite Password.

Your Unite User Name and Unite Password are collectively referred to as your Unite ID. Your Unite ID will allow you to access the United Nations Carrier Collaboration Portal (CCP) and the Unite Self Service Helpdesk, should you experience any problems with CCP access or subsequent navigation.

Before you can access the CCP, you will need to follow the instructions provided in the email sent to you by the Unite Service Desk with your Unite User Name and temporary Unite Password. Kindly follow the instructions provided in the email and change your temporary password into a new password that you will subsequently use to access the CCP.

Once this step is complete, you can log into the Carrier Collaboration Portal (CCP), using your Unite ID by accessing the following link: Carrier Collaboration Portal.

Your Unite ID (User name and Password) allow you to access both the CCP and the Unite Self Service Helpdesk.

We hope you find this guidance useful and we look forward to working with you.

UN Procurement Division
Overview: Accessing and Navigating the CCP

Click on the following Link: https://gwp.umojा.un.org/ccp

![Login to Unite Identity](image)

Please use your **Unite Username** and your **Unite Password** to log into the system.

In case you have problems accessing the system, kindly refer to the Troubleshooting section of this document.

Once you have successfully logged in, you will be directed to the CCP Home Page which will provide you with the number of Open Freight Order assigned to your company. (See example below).
By clicking the FREIGHT ORDER MANAGEMENT tab, you will be provided by a list of Open Freight Orders.

You can view Closed, Cancelled, Blocked or All Freight Orders by clicking on the appropriate tab at the top. You could also search for records by Freight Purchase Order or any other fields listed in table.
By clicking on the actual Freight Order Number, you will be able to see all the details pertaining to the Freight Order and manage the documentation and events associated to it.

In the detailed view you can see list of planned events due for that freight order at their respective locations.

You can view and then report the event due, by entering date and time and clicking on UPDATE EVENTS. Make sure the time is entered in the required format. Reported event will turn green as shown below.
You could also report Damage, Delay, Loss etc. which are referred to as Unexpected Events under ‘Tour Events’, and upload supporting document as shown in the next step. The button to “Confirm” an unexpected event will be enabled once all the information is typed into the respective text boxes.

You can also upload attachments like handover documents, proof of delivery etc. which need to be provided to the UN. Select the file in your system and click on UPLOAD.
For further information and detailed step by step instructions on how to use the CCP, kindly refer to the CCP Training videos.

**Troubleshooting: Accessing and Navigating the Unite Self Service**

Should you need assistance with any of the following issues, you will be required to raise a ticket using the [Unite Self Service](#).

Kindly log in using your Unite User name and Unite Password.

On the Homepage, click on ‘Raise a Request’.
Please scroll all the way to the right to find ‘Umoja Catalogue’

Click of Umoja Catalogue and in the ‘Filters’ sections, select ‘Logistics’. From the dropdown menu next to it (on the right), please select ‘Carrier Collaboration Portal (CCP)’.
You can raise a ticket regarding ‘Document Management’, ‘Event Reporting’ or ‘CCP-Other’ by clicking on the respective item and clicking on ‘Continue’.

Please fill in the form with contact details, summary of the issue and attach a screenshot, if required.
Once your ticket has been reviewed you will be contacted by a member of the team.

Quick Links

- Carrier Collaboration Portal: [Link](#)
- CCP Training Material and other Resources for Vendors: [Link](#)
- Unite Identity (for managing credentials): [Link](#)
- Unite Service Desk for troubleshooting: [Link](#)