

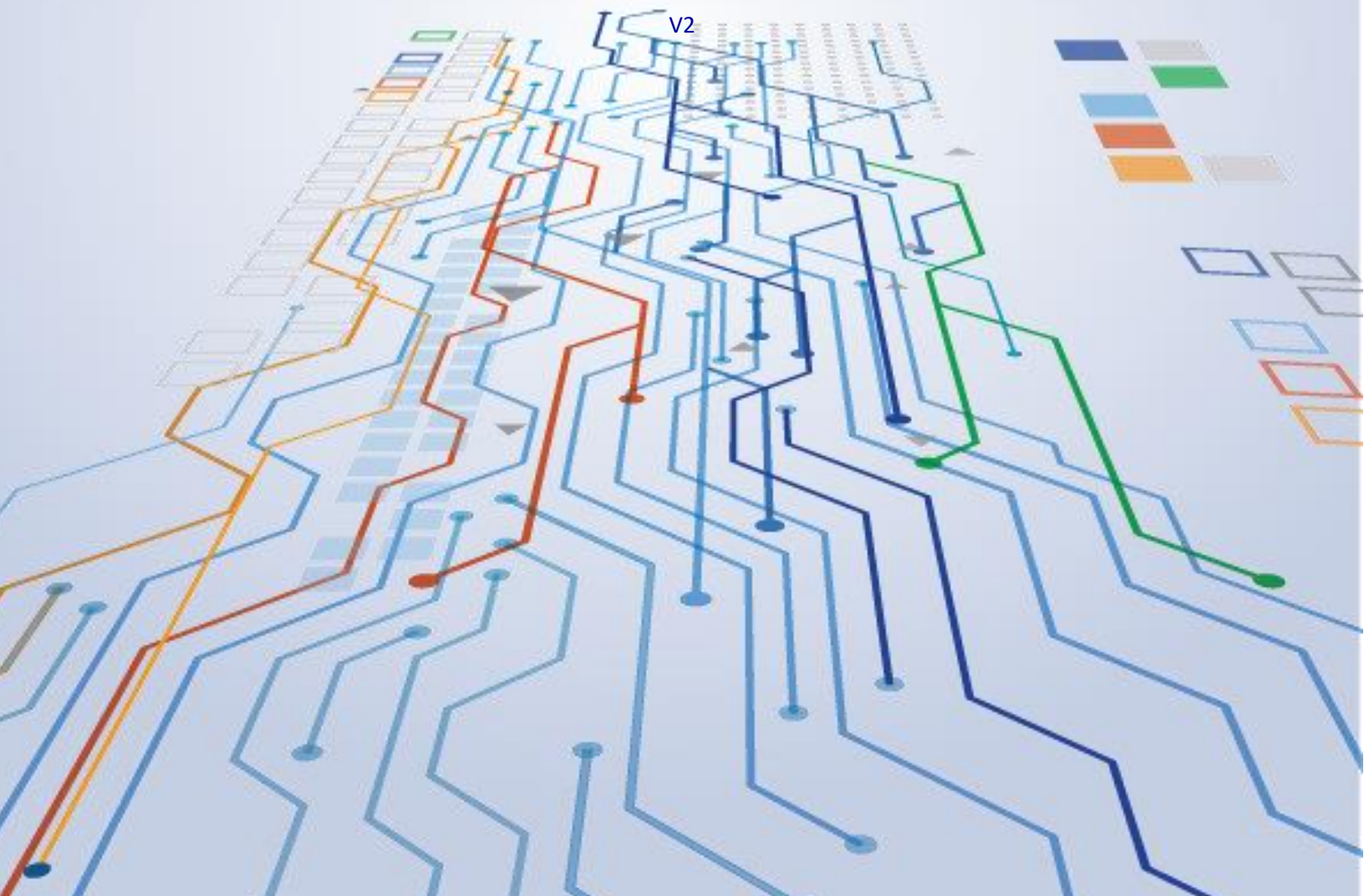
# Carrier Collaboration Portal (CCP)

## Information Pack

*for (UNOE) Freight Forwarders*

February 2019

V2





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## Overview: Accessing and Navigating the CCP

Click on the following Link: <https://gwp.umoja.un.org/ccp>

unite identity

 **Login to Unite Identity**

Unite ID:

**CONTINUE**

[Where do I enter my password?](#)  
[Forgot your Unite ID?](#)  
[Forgot your password?](#)

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).

**SAP** SAP Transportation Management collaboration portal

**HOME** FREIGHT ORDER MANAGEMENT

**Freight Order Management**

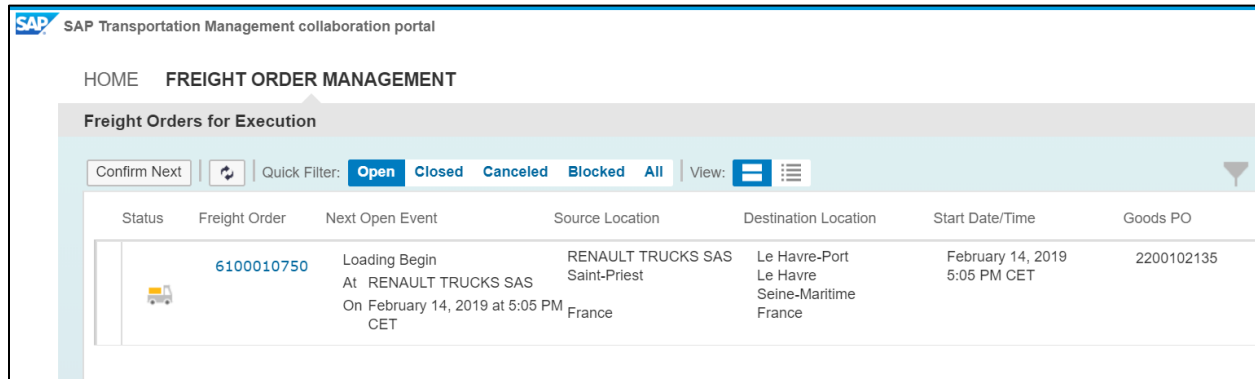
Freight Orders for Execution

**1**  
Open

Last Refresh: Jan 17, 2019, 4:43:36 PM



By clicking the FREIGHT ORDER MANAGEMENT tab, you will be provided by a list of Open Freight Orders.



SAP Transportation Management collaboration portal

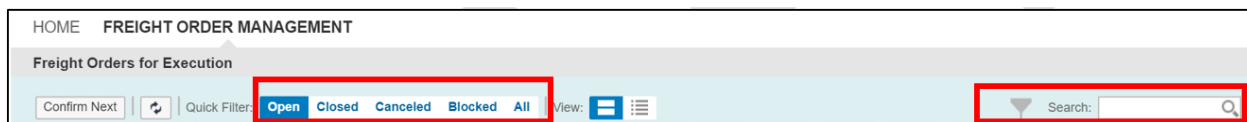
HOME FREIGHT ORDER MANAGEMENT

Freight Orders for Execution

Confirm Next Quick Filter: **Open** Closed Canceled Blocked All View: [Table Icon] [List Icon]

Status	Freight Order	Next Open Event	Source Location	Destination Location	Start Date/Time	Goods PO
	6100010750	Loading Begin At RENAULT TRUCKS SAS On February 14, 2019 at 5:05 PM CET	RENAULT TRUCKS SAS Saint-Priest France	Le Havre-Port Le Havre Seine-Maritime France	February 14, 2019 5:05 PM CET	2200102135

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.



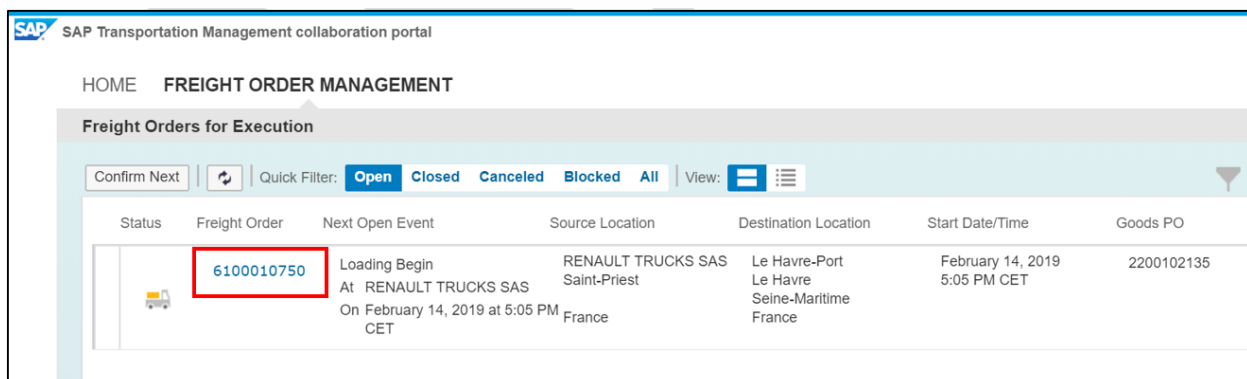
HOME FREIGHT ORDER MANAGEMENT

Freight Orders for Execution

Confirm Next Quick Filter: **Open** Closed Canceled Blocked All View: [Table Icon] [List Icon]

Search: [Search Bar]

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.



SAP Transportation Management collaboration portal

HOME FREIGHT ORDER MANAGEMENT


Freight Orders for Execution

Confirm Next Quick Filter: **Open** Closed Canceled Blocked All View: [Table Icon] [List Icon]




Status	Freight Order	Next Open Event	Source Location	Destination Location	Start Date/Time	Goods PO
	6100010750	Loading Begin At RENAULT TRUCKS SAS On February 14, 2019 at 5:05 PM CET	RENAULT TRUCKS SAS Saint-Priest France	Le Havre-Port Le Havre Seine-Maritime France	February 14, 2019 5:05 PM CET	2200102135



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


**FREIGHT ORDER DETAILS**  
 **Freight Order**  
6100010750  
**FREIGHT ORDER DETAILS**  
Status: Open  
Means of Transport: UNOE Truck  
Dangerous Goods: No  
Distance: 552.171 KM  
**BUSINESS PARTNERS**  
Shipper: RENAULT TRUCKS SAS  
Consignee: UN Interim Force in Lebanon  
**NOTES**

**Events** Cargo  
**Location Events**  
1/2 RENAULT TRUCKS SAS / 99 Route de Lyon / F-69800 Saint-Priest  
Add Event Update Events  





Status	Event	Planned Date/Time	Reported Date/Time	Comment	Reason
<input type="radio"/>	Loading Begin	February 14, 2019 5:05 PM CET	<input type="text"/> 	Enter your comment	<input type="text"/>
<input type="radio"/>	Loading End	February 14, 2019 5:05 PM CET	<input type="text"/> 	Enter your comment	<input type="text"/>
<input type="radio"/>	Departure	February 14, 2019 5:05 PM CET	<input type="text"/> 	Enter your comment	<input type="text"/>

2/2 F- Le Havre  
Add Event Update Events

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.

**FREIGHT ORDER DETAILS**  
 **Freight Order**  
6100010750  
**FREIGHT ORDER DETAILS**  
Status: Open  
Means of Transport: UNOE Truck  
Dangerous Goods: No  
Distance: 552.171 KM  
**BUSINESS PARTNERS**  
Shipper: RENAULT TRUCKS SAS  
Consignee: UN Interim Force in Lebanon  
**NOTES**

**Events** Cargo  
**Location Events**  
1/2 RENAULT TRUCKS SAS / 99 Route de Lyon / F-69800 Saint-Priest  
Add Event Update Events  

Status	Event	Planned Date/Time	Reported Date/Time	Comment	Reason
<input checked="" type="radio"/>	Loading Begin	February 14, 2019 5:05 PM CET	Feb 12, 2019  4:00 PM  CET	Enter your comment	<input type="text"/>
<input type="radio"/>	Loading End	February 14, 2019 5:05 PM CET	<input type="text"/> 	Enter your comment	<input type="text"/>
<input type="radio"/>	Departure	February 14, 2019 5:05 PM CET	<input type="text"/> 	Enter your comment	<input type="text"/>

2/2 F- Le Havre

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.



**FREIGHT ORDER DETAILS**  
**Freight Order**  
6100010750  
**FREIGHT ORDER DETAILS**  
Status: Open  
Means of Transport: UNOE Truck  
Dangerous Goods: No  
Distance: 552.171 KM  
**BUSINESS PARTNERS**  
Shipper: RENAULT TRUCKS SAS  
Consignee: UN Interim Force in Lebanon  
**NOTES**

**Events** **Cargo**  

<input type="radio"/>	Unloading Begin	February 15, 2019 12:00 AM CET	<input type="text"/>	<input type="text"/>	Enter your comment
<input type="radio"/>	Unloading End	February 15, 2019 12:00 AM CET	<input type="text"/>	<input type="text"/>	Enter your comment

  
**Tour Events**  
Add Event  

Add Unexpected Event for Freight Order 6100010750  
Event: Damage  
Reported: Feb 3, 2019 2:00 PM CET  
Comment: Damaged product collected- picture attached

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**.

**FREIGHT ORDER DETAILS**  
**Freight Order**  
6100010750  
**FREIGHT ORDER DETAILS**  
Status: Open  
Means of Transport: UNOE Truck  
Dangerous Goods: No  
Distance: 552.171 KM  
**BUSINESS PARTNERS**  
Shipper: RENAULT TRUCKS SAS  
Consignee: UN Interim Force in Lebanon  
**NOTES**

**Events** **Cargo**  

<input type="radio"/>	Unloading End	February 15, 2019 12:00 AM CET	<input type="text"/>	<input type="text"/>	Enter your comment
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**Tour Events**  
Add Event  

Status	Event	Planned Date/Time	Reported Date/Time	Comment	Ree
No data					

  
**Attachments**  

Type	File Name	Last Changed By	Last Changed On	Delete
	Test Document.pdf	TM_RKIM1 TM_RKIM1	January 17, 2019 at 11:...	

For further information and detailed step by step instructions on how to use the CCP, kindly refer to the CCP Training videos.



## CCP Training Material

All CCP Training Material can be accessed here: <https://umoja.un.org/CCP>

You can also watch training videos directly at the UCS Training Team [YouTube Channel](#).

The material has been developed to provide you with clear instructions on how to navigate the CCP and the actions you will be required to perform within the system.

More information can be obtained in the **Questions and Answers** below.





## CCP Questions and Answers

### 1. What is the CCP?

The Carrier Collaboration Portal (CCP) is a web-based portal developed by the UN to facilitate more efficient communication and interaction with Vendors. The CCP allows for external access of the TM system by Vendors. Once a UN user assigns a freight order, the Vendor will be able to access the CCP and view relevant information, report events, and submit documentation related to the order assigned to them. Together, these processes will allow for quicker exchange of information and documentation and provide better oversight of all movements.

### 2. What actions will need to be performed within the CCP?

There are two (2) types of events that will be reported on within the CCP. They are the Expected Events and Unexpected Events. The standard, expected events will be pre-populated in the CCP by the UN for each Freight Order. Unexpected events are to be indicated within the CCP by the Vendors. This will alert the UN in case of any unforeseen changes or incidents that affect the process.

#### The following Expected events are Mandatory:

##### a) Order to delivery process:

- Proof of Pickup/Handover Document (when to submit is incoterm dependent). This information needs to be submitted on pick-up date.
- The following shipment documents must be submitted through CCP: Cargo Load List, Packing List, Commercial Invoice, Certificate of Origin, Dangerous Goods Declaration (if applicable), Destination Control Statement (DCS), Verified Gross Weight, Freight Invoice, Freight Cargo Receipt (FCR), Bill of Lading (BOL) or Air Way Bill (AWB), CMR, and Proof of Delivery (POD). The shipment documents need to be uploaded latest 24 hours after departure. The upload of the documents must be confirmed with the 'Document Sent' event.

##### b) Physical transport:

- Pre-carriage: Departure from origin location and Arrival at main carriage location.
- Main-carriage: Departure from main carriage location (origin), Arrival and Departure from intermediary transit points, Arrival at main carriage destination, (transit) Clear Customs (if applicable).
- On-carriage: Departure from main carriage destination and Arrival at destination, Clear Customs (if applicable), Proof of Delivery.





Each time the shipment crosses borders and customs are cleared it needs to be reported. Since the occurrence could be different for each shipment it is marked as 'if applicable'.

### Optional Events:

Besides the mandatory events the following events are optional and should be provided if available.

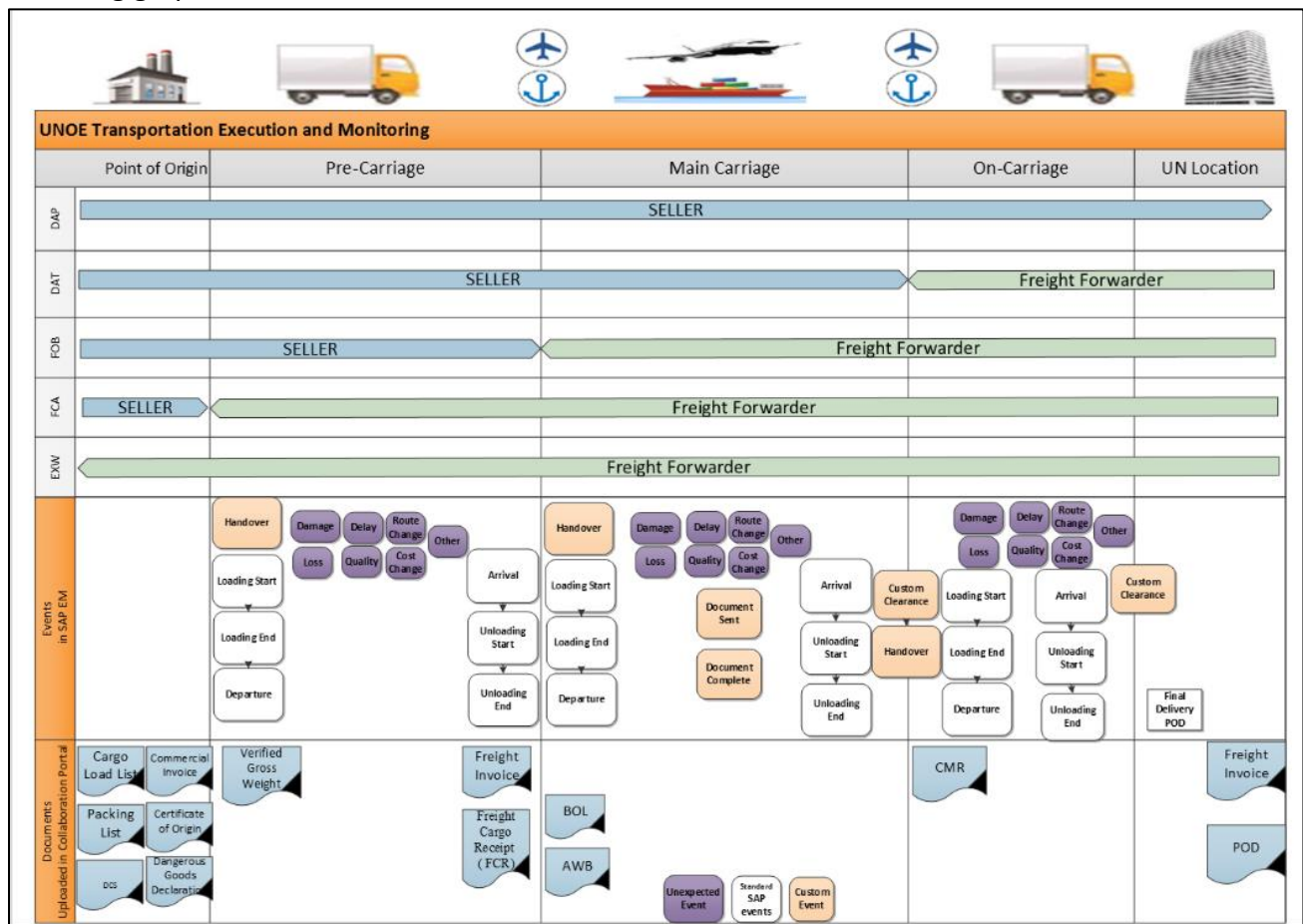
Loading Begin, Loading End, Unloading Begin, Unloading End.

### Unexpected Events:

In case of the following unexpected circumstances, events must be reported:

Damage or loss of goods, delay, route change, freight cost change, or quality issues. Further important circumstances should be reported as 'other' events. Each transshipment must be reported, currently under 'others' and in the comment section the vessel/voyage number + transshipment shall be mentioned.

An overview of events/documents and the point when they are expected can be found in the following graphic:





**3. Who will be using the CCP?**

Only Vendors that have been awarded contracts will be granted access to the CCP. Once a contract has been awarded, you will be contacted by a Procurement Division Focal Point and be provided guidance on how to access and use the CCP.

**4. What is the process for obtaining CCP access?**

Once a contract has been awarded to your company, a Procurement Division focal point will contact you to obtain necessary details of focal points/ staff within your company that will be using the CCP. The focal points will then be provisioned with the necessary CCP access and roles and be provided with instructions and training for the use of CCP.

**5. My company submitted all required contact information; however, we have received no instructions and cannot access the CCP. What should we do?**

Kindly contact the United Nations Procurement Division focal point that you were initially contacted by.

**6. I followed instructions provided in the email received from Unite Identity, yet I still cannot access the CCP?**

Kindly ensure the following:

- a. That you are using the correct credentials to access the CCP.
- b. That you have changed your temporary Unite password, as instructed by the Unite Identity Team when you were sent the Unite username and Unite password.
- c. If this does not resolve the issue, kindly reset your Unite Id by accessing the following link: [Unite Identity](#). (See answer to question 9 for instructions)

**7. What link should I use to access the CCP?**

The Carrier Collaboration Portal (CCP) is accessible through: [Link](#)

You will need your Unite ID (Unite Username and Unite Password provided by the United Nations) to access the portal.

**8. How do I obtain the credentials for accessing the CCP?**

Following the submission of the required contact details by your company to the designated Procurement Division Focal Point, the nominated company focal points will receive an email from the UN Unite Identity team. The email will contain the Unite ID which consists of:

- a. Unite user name
- b. Unite password (Temporary)

The instructions in the email will guide you through the process of changing your temporary password as to ensure an added level of security.



**9. I have lost my log in credentials. How do I obtain new credentials?**

Kindly reset your Unite Id (Username or Password) by accessing the following link: [Unite Identity](#). As you can see in the screenshot below, you have the option of resetting your User name, your password or both, if necessary.

The screenshot shows the 'Login to Unite Identity' interface. On the left is the United Nations emblem with the text 'unite identity' below it. On the right, there is a login section with a lock icon and the title 'Login to Unite Identity'. Below this is a label 'Unite ID:' followed by a text input field. Under the input field is a yellow 'CONTINUE' button. At the bottom of the login section are three links: 'Where do I enter my password?', 'Forgot your Unite ID?', and 'Forgot your password?'.

**10. A colleague with CCP access credentials has left the company. How do we disable his/her access credentials?**

Kindly contact the UN Procurement Division Focal Point immediately with the details of the individual that will no longer be required to access the CCP.

**11. How many contact points within a company can have access to the CCP?**

A company should have a minimum of 2 focal points with access to the CCP. Depending on the requirements, more focal points can be provisioned with access to the CCP. Kindly discuss this matter with your Procurement Division focal point.

**12. Where can I access the CCP Training Material?**

CCP Training Material can be accessed via the website <https://umoja.un.org/dos>.

**13. Can attachments be uploaded under Freight order details, as I would like to use this feature to keep track of communication such as e-mails?**

Yes. Attachments can be uploaded under Freight order details, however, only in the following file format: pdf, docx, xlsx and jpeg. Soon, the system will be optimized to allow doc and xls attachment. For now, please make sure that the file you are uploading is in the required format: **pdf, docx, xlsx and jpeg**. For example, E-mail correspondence could be saved in pdf format and then uploaded.



**14. Can Tour Events be amended once uploaded?**

Yes, that is correct. However, in unexpected (Tour) events, details such as timing and comments cannot be amended. A new event with correct entries, if necessary, could be submitted to ensure the correct information is captured in the system.

**15. In the CCP, each Purchase Order (PO) has three separate status lines per freight order: pre-carriage; sea freight; and on-carriage. Can these be grouped under one line, to appear as sub-lines, to provide better visibility when more POs are generated in the CCP?**

No. The Freight Orders cannot be grouped into one line, but the search function could help to show the ones belonging together, for example by Freight PO, Goods PO (UNOE), or MOU Reference (COE/Troops).



## 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'



**unite self service** Home Profile Logout Unite

### Raise a Request

This screen enables you to place a request for any service/product available to you, as well as reporting any issues requiring support. Initiate request by first selecting the relevant catalogue. Then use the filters to display the corresponding available services/products below. Please proceed by submitting or sharing the service/product of your selection.

Search Catalogue... Match all words

Choose a catalog from below:

Filters:

CHOOSE AN ITEM 1 - 7 of 7 YOUR CHOICE

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)'.

**unite self service** Home Profile Logout Unite

Choose a catalog from below:

Filters:

CHOOSE AN ITEM 1 - 3 of 3 YOUR CHOICE

CCP - Other

Document Management

Event Reporting

CCP - Other



You can raise a ticket regarding 'Document Management', 'Event Reporting' or 'CCP-Other' by clicking on the respective item and clicking on 'Continue'.

unite self service

Home Profile Logout Unite

Choose a catalog from below:

Enterprise Applications Support Geospatial Services Catalogue OICT Catalogue Records Management Catalogue UNDSS Safety & Security Catalogue UNHQ - Facilities UNHQ BSC IT Catalogue Umoja Catalogue

Filters: Logistics Carrier Collaboration Portal (CCP) Clear

CHOOSE AN ITEM 1 - 3 of 3

CCP - Other  
Document Management  
Event Reporting


YOUR CHOICE

CCP - Other  
Continue Share

Please fill in the form with contact details, summary of the issue and attach a screenshot, if required.





 unite self service

[Home](#) [Profile](#) [Logout](#) [Unite](#)

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**SUBMIT REQUEST**

[Go Back](#) [Submit](#) [Add Screenshot](#) [Cancel](#)

Please fill out the sections below.

You have requested: CCP - Other

Fill out Contact Details

Fill out Request Details

**Summary**  
(max 100 characters)

Request for: CCP - Other

**Describe/Justify your Request**  
(max 2000 characters)

**Asset#:**

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: [Link](#)
- Unite Identity (for managing credentials): [Link](#)
- Unite Service Desk for troubleshooting: [Link](#)