

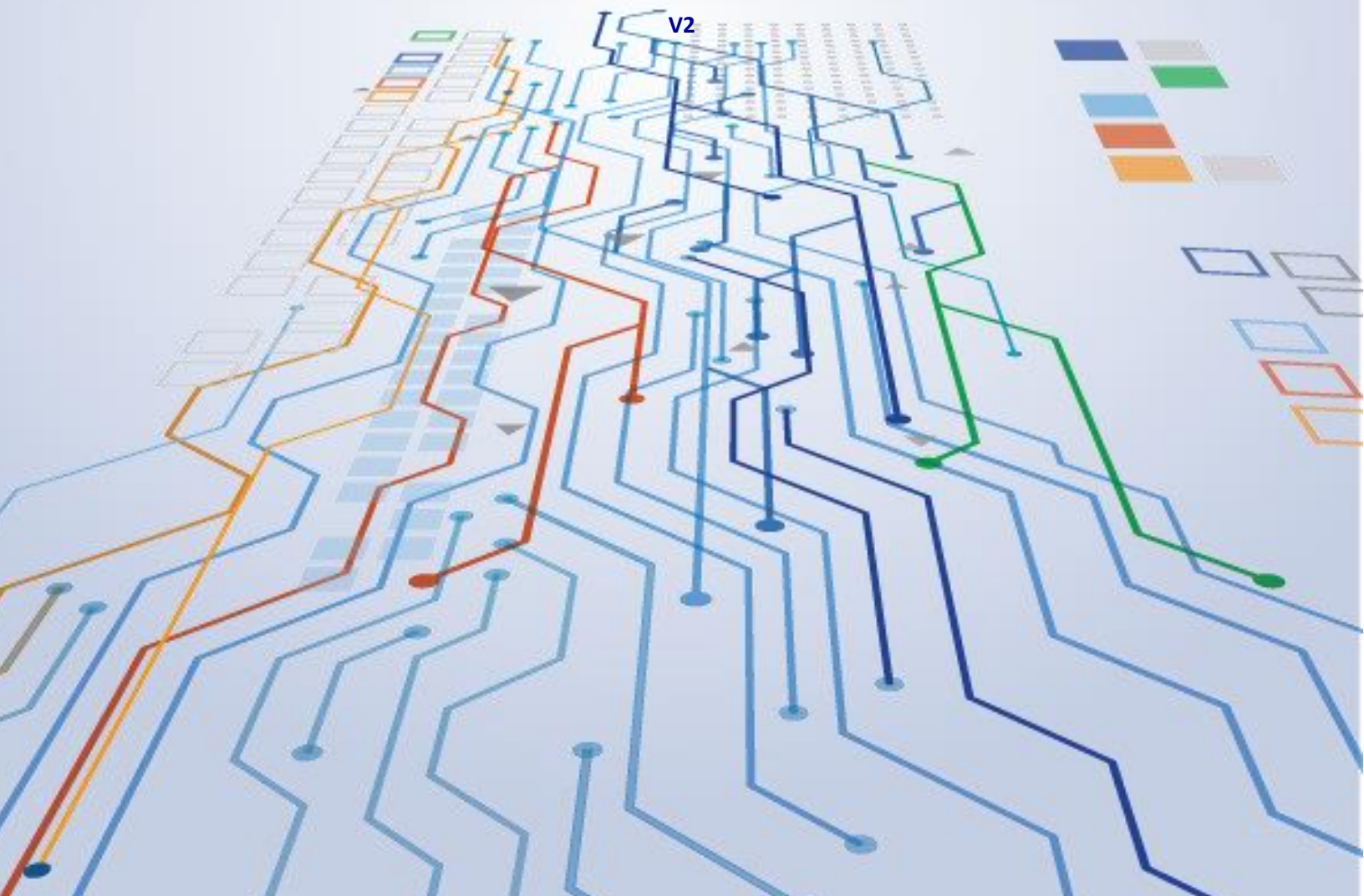
# Carrier Collaboration Portal (CCP)

## Information Pack

*for (Troops) Freight Forwarders*

February 2019

V2





## Contents

Overview: Accessing and Navigating the CCP .....	3
CCP Training Material .....	7
CCP Questions and Answers .....	8
Troubleshooting: Accessing and Navigating the Unite Self Service.....	12
Quick Links .....	14



## Overview: Accessing and Navigating the CCP

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

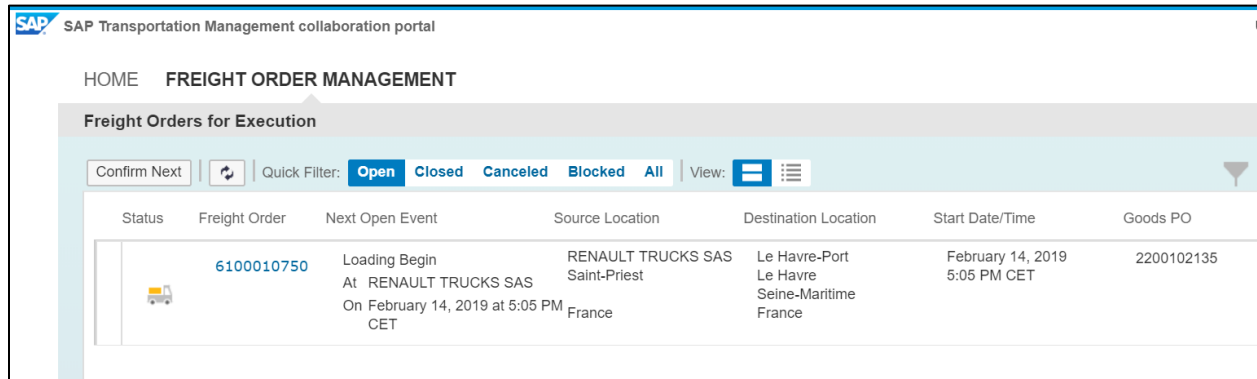
Please use your **Unite Username** and your **Unite Password** to log into the system.

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).

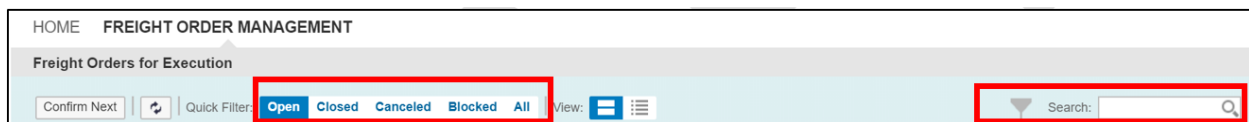


By clicking the FREIGHT ORDER MANAGEMENT tab, you will be provided by a list of Open Freight Orders.



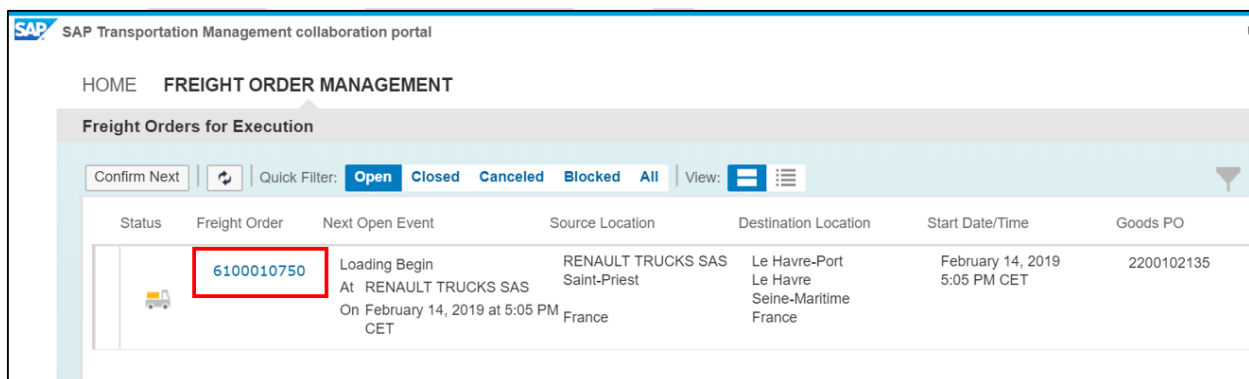
Status	Freight Order	Next Open Event	Source Location	Destination Location	Start Date/Time	Goods PO
	6100010750	Loading Begin At RENAULT TRUCKS SAS On February 14, 2019 at 5:05 PM CET	RENAULT TRUCKS SAS Saint-Priest France	Le Havre-Port Le Havre Seine-Maritime France	February 14, 2019 5:05 PM CET	2200102135

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.



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

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.



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

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 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

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
-----------------------	---------------	--------------------------------	----------------------	----------------------	--------------------

**Tour Events**

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:...	<input type="button" value="Delete"/>

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 on the UCS Training Team [YouTube Channel](#).

The screenshot shows the YouTube channel page for 'umoja'. The main video player displays a blue background with the text 'TRACK AND TRACE (T&T)' and 'Managing Events-Goods Suppliers (Vendors)'. Below the video, the channel name 'umoja' is visible, along with a 'Subscribe' button and '99' subscribers. The video title is 'Goods Suppliers TM' and it has '5 views'. The video was published on Jan 21, 2019, and is categorized under 'People & Blogs'. To the right of the video player, there is a list of recommended videos: 'TPTM - CCP Videos', 'Goods Suppliers TM', 'Freight Forwarder FCA TM', and 'Freight Forwarder COE TM'. Below the video player, there is a section for 'COMMENTS'.

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** section 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:

- Departure from origin airport and Arrival at destination airport. If there is more than one flight for each chalk the Departure and Arrival need to be submitted (please see unexpected events).
- The following documents must be uploaded, as applicable: Dangerous Goods Declaration, Flight Schedule, Overflight/Landing Clearance, Permits, Diplomatic Clearances, and Invoice.

#### Unexpected Events:

In case of the following unexpected circumstances, events must be reported: Damage or loss of cargo or baggage, delay, route change.

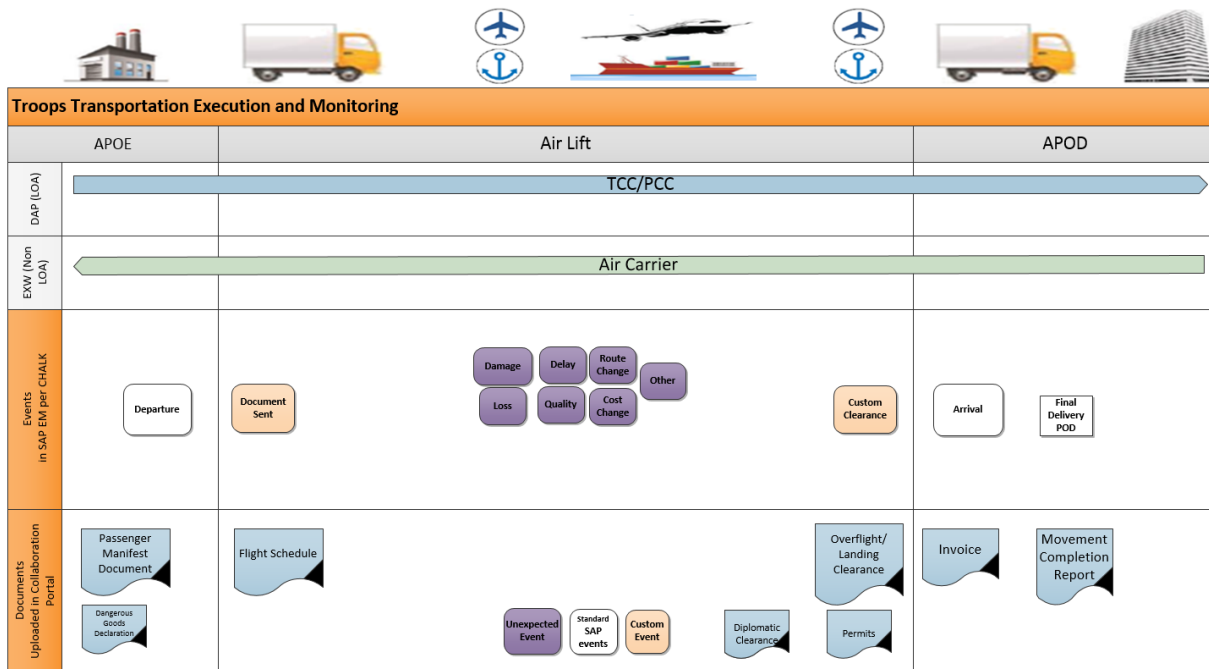
Furthermore, any additional important circumstances should be reported as 'others' event.

In case of several flights for each chalk an unexpected event 'Chalk Departure' and 'Chalk Arrival' need to be submitted.





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

- 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, under the heading 'Login to Unite Identity', there is a text input field labeled 'Unite ID:'. Below the input field is a yellow button labeled 'CONTINUE'. At the bottom of the page, there 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 [Umoja SCM webpage](#) or the [YouTube Training Channel](#).

**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 to 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 attaching documents, if required.

unite self service

Home Profile Logout Unite

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#:

## 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](#)