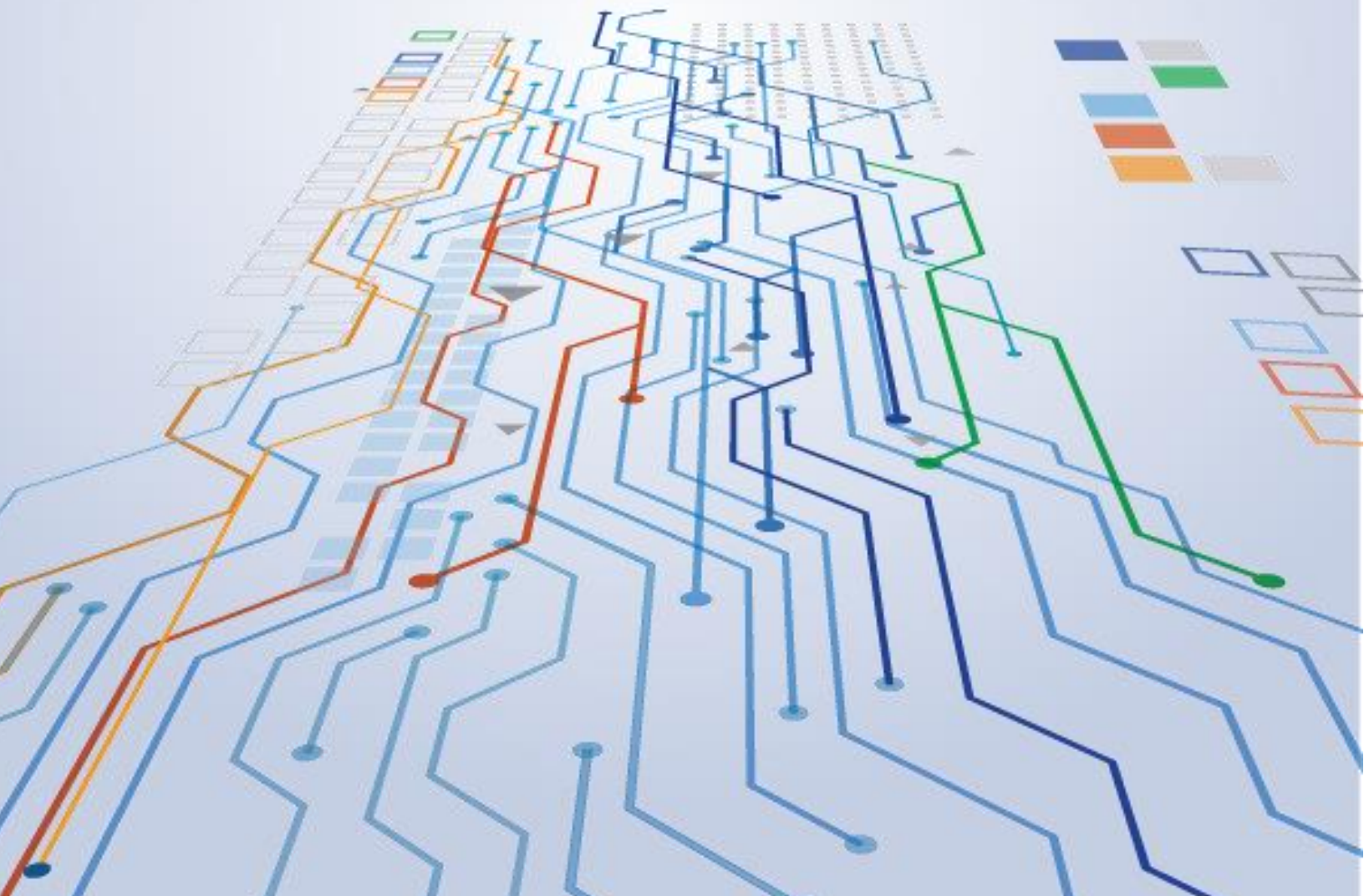


Carrier Collaboration Portal (CCP)

Information Pack

for (Troops) Freight Forwarders

January 2019





Dear Vendor,

Welcome to the Carrier Collaboration Portal (CCP).

This Information Pack will provide you with the necessary guidance regarding your use of the CCP.

However, before we can begin, several important actions need to be completed.

Following a contract award, the designated United Nations Procurement Division focal point will ask your company representative to provide the details of a primary and an alternate contact person within your company.

The information provided will enable the creation of an Unite Username and an Unite Password with which access can be granted to the CCP.

If you are a designated contact person, you will receive 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 access or CCP 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**



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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 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.

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
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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
☐	Loading Begin	February 14, 2019 5:05 PM CET		Enter your comment	
☐	Loading End	February 14, 2019 5:05 PM CET		Enter your comment	
☐	Departure	February 14, 2019 5:05 PM CET		Enter your comment	

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
☒	Loading Begin	February 14, 2019 5:05 PM CET	Feb 12, 2019 4:00 PM CET	Enter your comment	
☐	Loading End	February 14, 2019 5:05 PM CET		Enter your comment	
☐	Departure	February 14, 2019 5:05 PM CET		Enter your comment	

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

Status	Event	Date/Time	Comment
☐	Unloading Begin	February 15, 2019 12:00 AM CET	Enter your comment
☐	Unloading End	February 15, 2019 12:00 AM CET	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

Confirm Cancel

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

Status	Event	Date/Time	Comment
☐	Unloading End	February 15, 2019 12:00 AM CET	Enter your comment

Tour Events

Add Event

Status	Event	Planned Date/Time	Reported Date/Time	Comment	Re
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:...	

Browse... **Upload**

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/dos>

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

The screenshot shows the Umoja YouTube channel interface. 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 Coordination Service' is visible, along with a 'Subscribe' button and '99' subscribers. The video was published on Jan 21, 2019, and has 5 views. To the right, a playlist titled 'TPTM - CCP Videos' lists three videos: 'Goods Suppliers TM', 'Freight Forwarder FCA TM', and 'Freight Forwarder COE TM'. Below the main video, there are recommendations for 'Complete User system using P database' and 'How to Install & Network Printer'.

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:

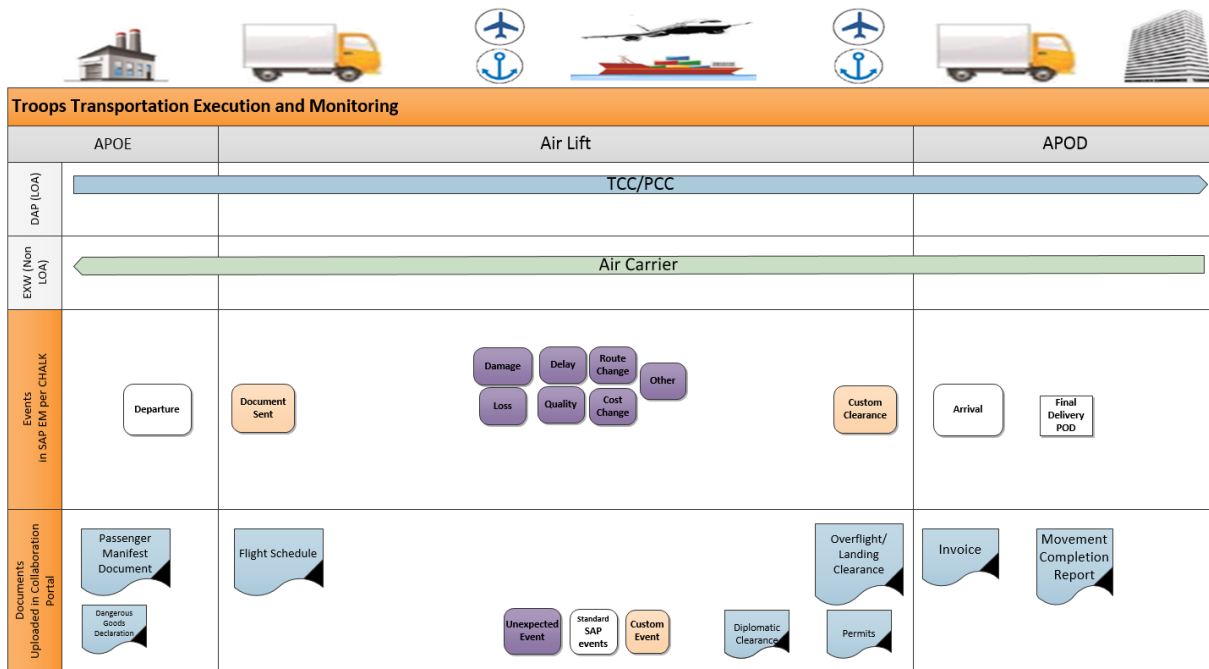
In case of the following unexpected circumstances, events must be reported: Damage or loss of cargo or baggage, delay, route change.

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 'Unite ID:' label and a corresponding text input field. Below the input field is a yellow button labeled 'CONTINUE'. At the bottom of the login area, 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 website <https://umoja.un.org/dos> .



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