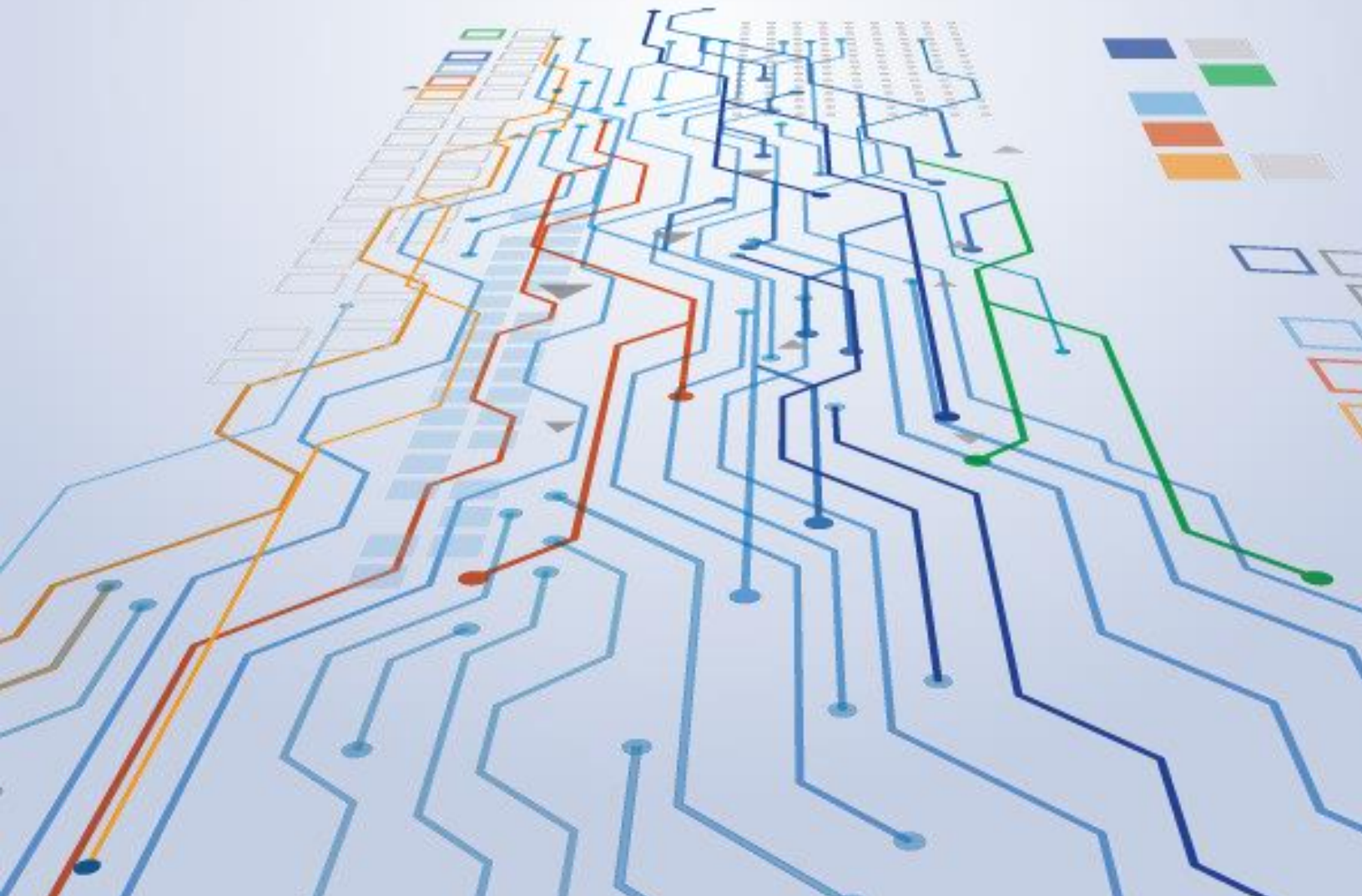


Questions and Answers

for (Troops) Freight Forwarders

May 2019





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:

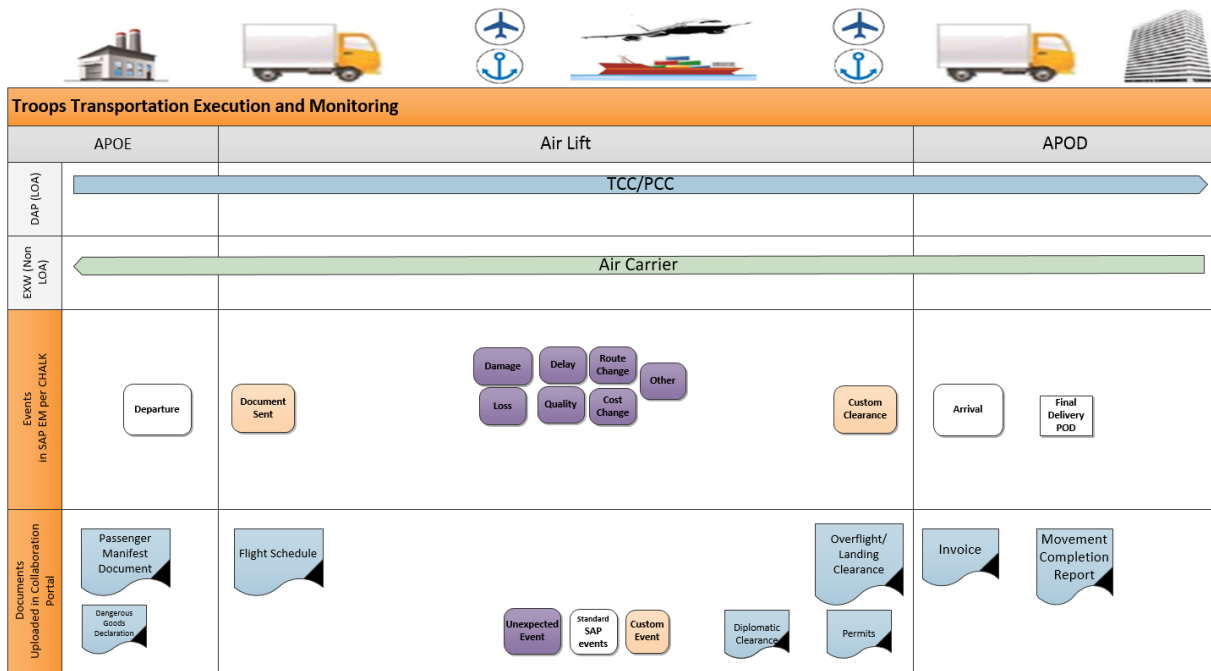
In case of the following unexpected circumstances, events must be reported: Damage or loss of cargo or baggage, delay, route change.

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:

- 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.





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).



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](#)