

E-Service Training

BUSINESS

ROUTES

LOCAL INFO

E-SERVICES

NEWS

INVESTOR

SUSTAINABILITY

ABOUT US

Select Country



HOMEPAGE

Version Control: 1.0.29



Welcome to RCL Online Exclusive!

Not a member yet? Register now to enjoy the benefits
of our e-Services. Let's go!

REGISTER



Regional Container Lines

User Id | Username*

User name

Password*

Password



[Forget Password?](#)

Start Your Journey



Auto-Confirmation



Skip Document Fee



Special Rewards



Welcome to RCL E Service Registration



Watch later



Share

WELCOME TO RCL E-SERVICE



YouTube

For Internal Use only



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Customer Registration



Customer Registration (Auto approve)

PIC

Customer

Create
new
account

Input detail
- Personal & Account
- Company detail
- Service request

Submit

Receive the
Registration
approval mail

In case add customer code & customer
email address domain match with CRM

RCL

Received
Notification

Auto Approved

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RCL

Customer Registration (Manual approve)

PIC

Customer

Create
new
account

Input detail
- Personal & Account
- Company detail
- Service request

Submit

In case didn't add customer code
or Customer email address
domain does not match with CRM

Receive the
Registration
approval mail

Receive the
Registration
Rejection mail
with the Reason
of rejection.

RCL

Location

Received
Notification

Verify &
Provide
CRM code

RCL

HQ

HQ Verify

Approved

Rejected

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RCL

Customer Registration – First times register (Customer view)

How to register in RCL E-services ?



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Customer Registration Additional user ID for the Existing Company

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Customer Registration (RCL view)

HOW TO APPROVE USER ID

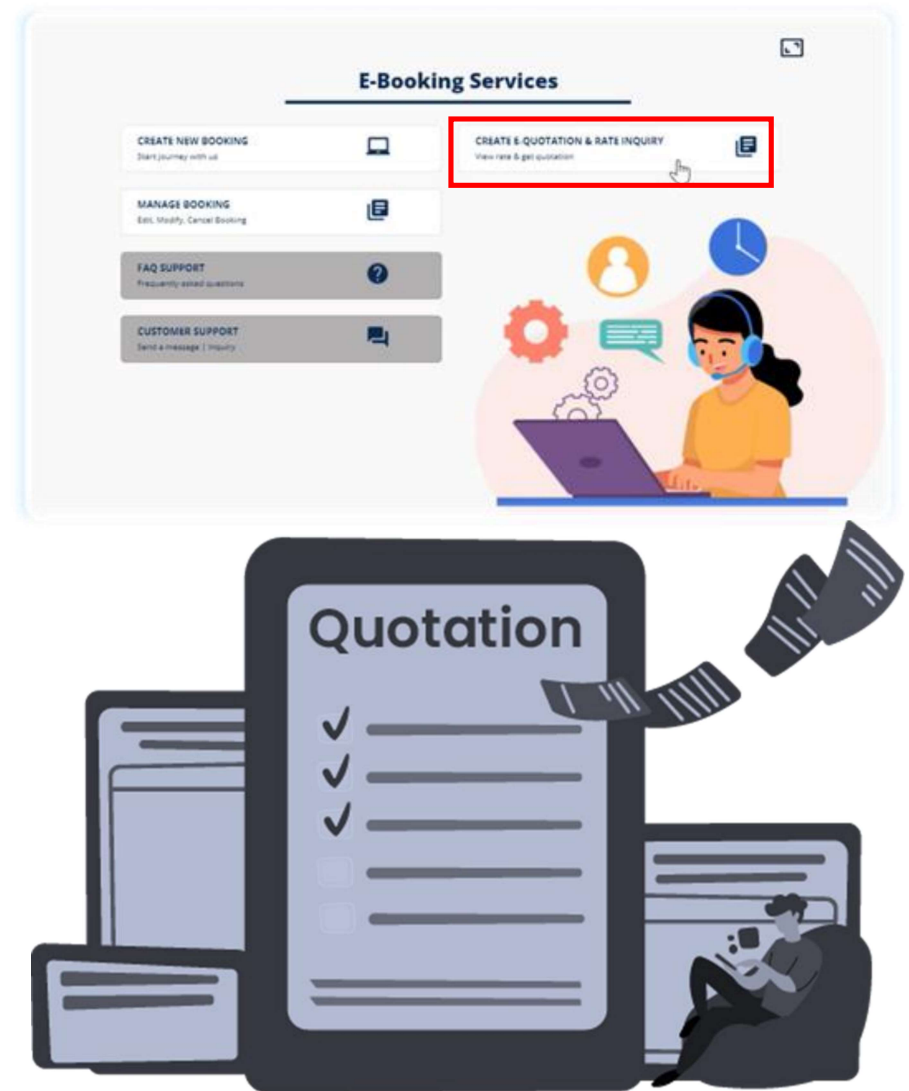


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E-Quotation & Rate Inquiry



E-Quotation

PIC

Customer

Select detail
- POL, POD
- Containers details
- Commodity details

Get rate

System auto
generate Freight
& Surcharge .

Get Quotation

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E-Quotation (Customer View)

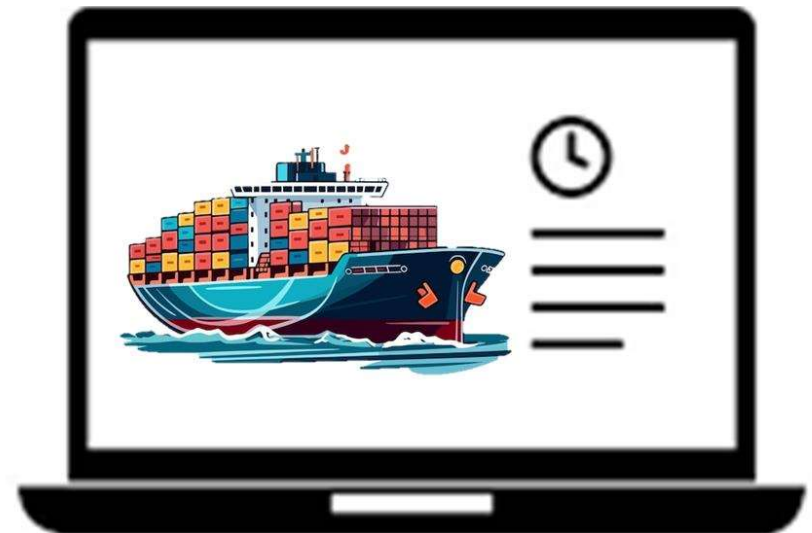
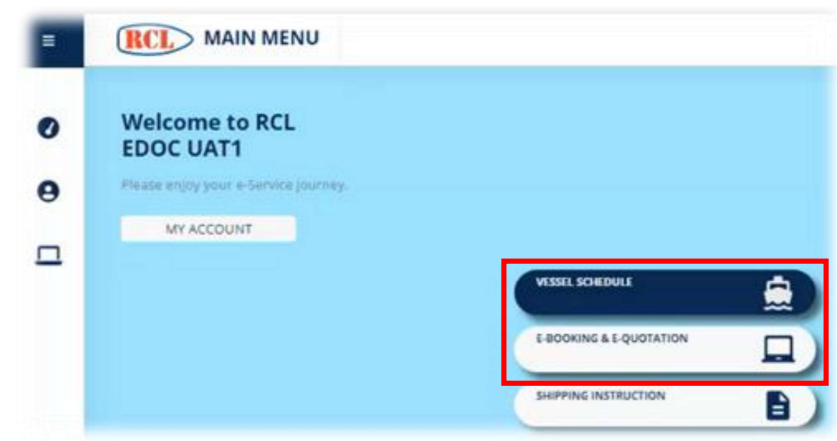
HOW TO Create E-Quotation & Rate Inquiry

[Click to play Video](#)

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Booking Journey



E-Booking Journey

PIC

Customer

Input
POL & POD

Select Vessel
schedule to
Booking

Add quotation &
Cargo
information

Select
available
voyage

Get Booking
Ref No.

Get
Booking No.

In case customer cannot find POL& POD
Please contact HQ-Trade
TradeIACluster@rclgroup.com
TradeIDMECluster@rclgroup.com
TradeIntraWestCluster@rclgroup.com
TradeSEACluster@rclgroup.com



Received
Notification

Confirm
Booking

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E-Booking Journey

Booking Journey:
Vessel Selection



Booking Journey :
Create Booking



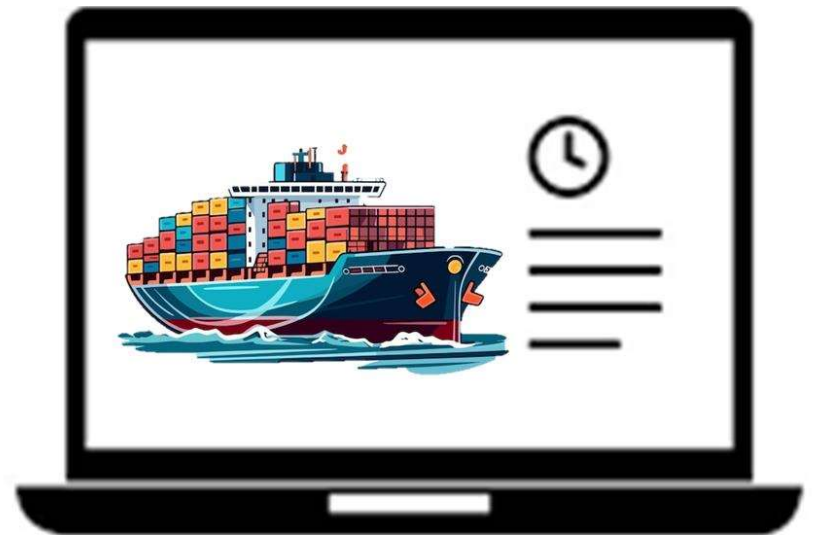
Booking Journey:
Manage Booking



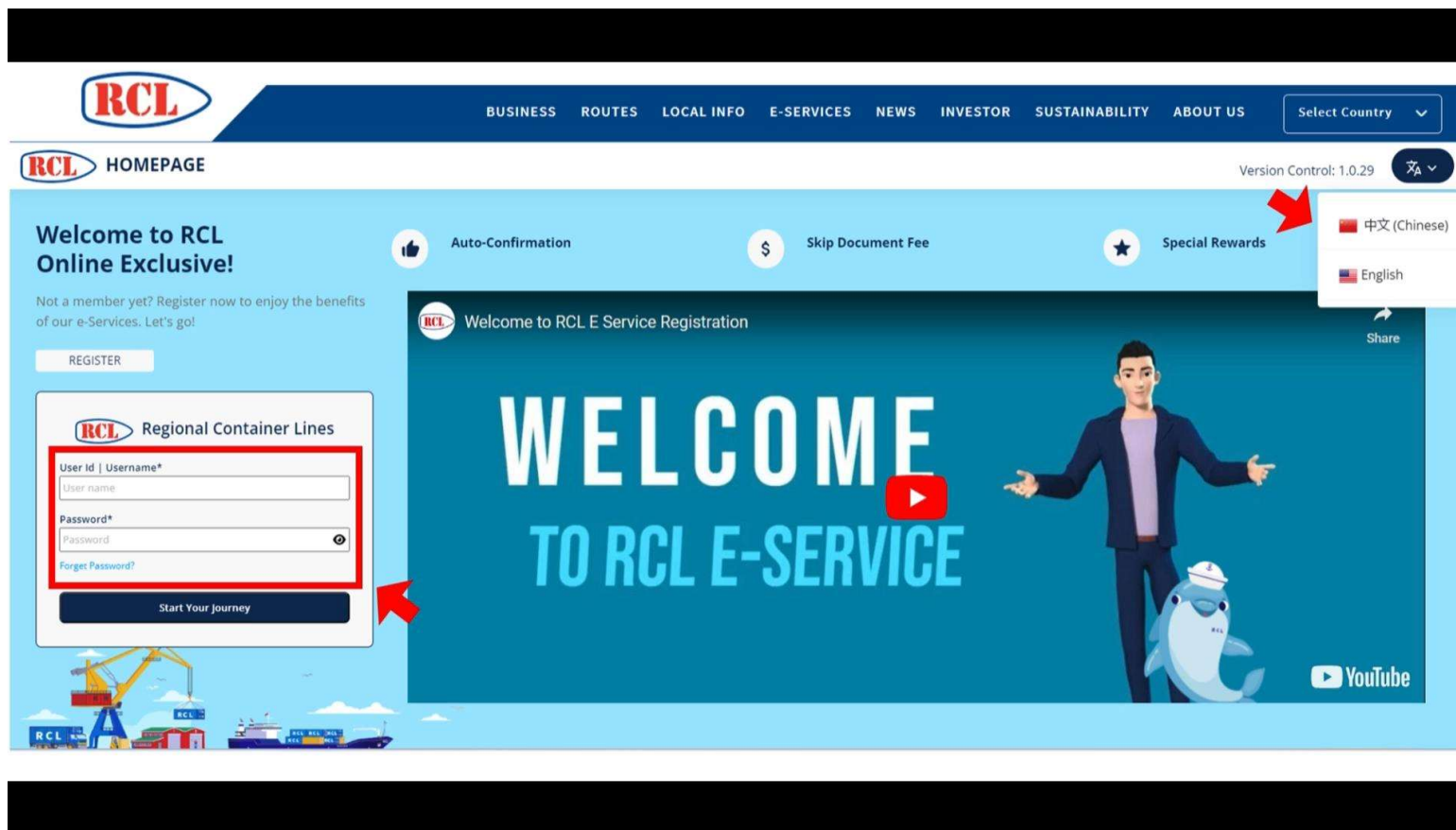
Booking Journey:
Confirm Booking



Booking Journey: Vessel Selection



E-Booking: Vessel selection (Customer view)



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Booking Journey : Create Booking



E-Booking: Create Booking(Customer view)

HOW TO Create Booking

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Booking Journey: Manage Booking



E-Booking: Manage Booking(Customer view)

HOW TO Manage Booking

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Booking Journey: Confirm Booking



Confirm Booking (RCL view)

**HOW TO CONFIRM BOOKING
AFTER CUSTOMER CREATE BOOKING THROUGH E-SERVICE**



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Download attach file from E-Service (RCL view)

HOW TO DOWNLOAD ATTACH FILE FROM E-SERVICE

Click to play Video

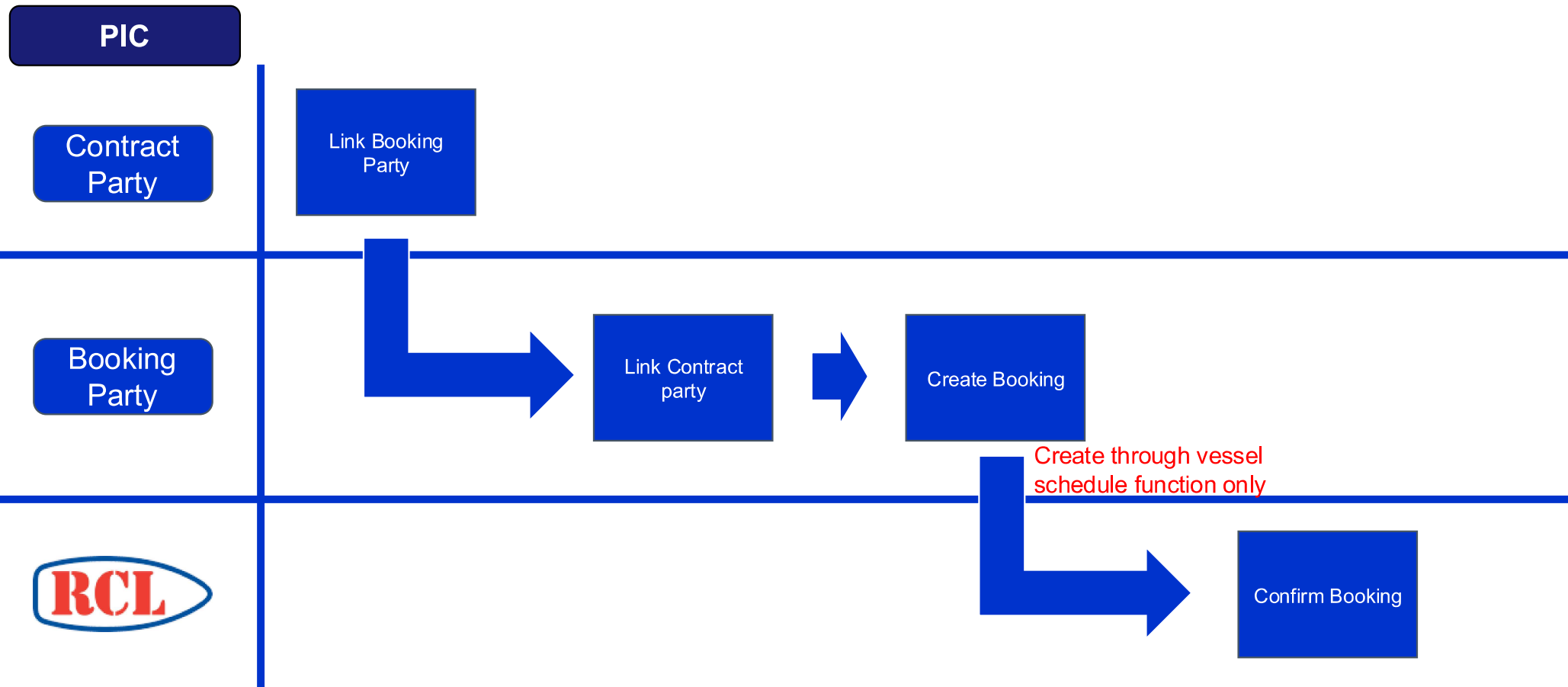
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Contract Party and Booking Party Linkage



Contract Party and Booking Party Linkage



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Contract Party and Booking Party Linkage

How to link between Booking & Contract party

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Booking creation

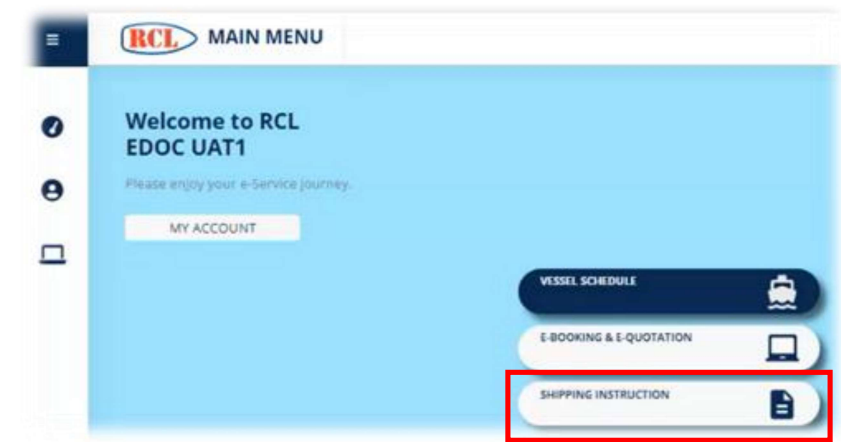
How Booking party book for Contract party

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E-SI



E-SI

PIC

Customer

Create SI

Input Detail
- Shipment
- Equipment & Commodity

Submitted SI

RCL

Received
Notification by
email

Process BL

For Internal Use only

RCL

E-SI (Customer View)

HOW TO CREATE SI (SHIPPING INSTRUCTION) ON E-SERVICES

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Thank you

