

# QUICK REFERENCE GUIDE

This Quick Reference Guide is designed to save you time and provide you with instructions to successfully use our self-service tools. It's all right here – exactly what you need to know, step-by-step.

## eSERVICES REGISTRATION

We are excited to announce our new eServices Registration process with the new security platform Okta. Some of the enhanced features will include the ability to register and create your own unique password upon registration. Due to the new upgraded platform, all current registered web users will need to re-register their accounts online.

### HOW TO REGISTER (OR RE-REGISTER)

From the [tropical.com](http://tropical.com) Homepage, click on the Registration button on the top right-hand side of the page.

1. Fill out the New User Registration form. Fields with asterisk (\*) are required.
  - If you are an active Tropical Customer, please ensure you enter your Partner ID, this will give you access to your account information.
  - If you have shipped with Tropical previously and cannot locate your Partner ID number, please contact Customer Care at [CustomerCare@tropical.com](mailto:CustomerCare@tropical.com), call 1-800-638-TROP (8767) or contact your local office.
  - It is not required to have an active Tropical Partner ID to become a web user.
2. Click on the "Register" button at the bottom of the page.
3. A verification email will be sent to you from email address: [noreply@okta.com](mailto:noreply@okta.com)  
*Note: You will need to verify your email address to activate your account.*
4. Click "Activate Account"
5. You will be automatically re-directed to your eServices account.



## PAY MY BILL

Eliminate delays in receiving your cargo. You can now pay inside eServices, making the process more efficient. View all billing documents at any time.

1. Log in to your Tropical Shipping eServices account.
2. On the left side of the screen, go to Pay My Bill.
3. All of your invoices will appear.
4. Click on a blue shopping cart.
5. If the amount owed is more than \$10,000, please contact our Credit Department at: [CreditandCollections@tropical.com](mailto:CreditandCollections@tropical.com).
6. Then, continue to Payment.
7. Click Pay with a PayPal account, Debit or Credit Card.
8. Enter your payment and contact information.
9. Then click Pay Now.
10. You will receive a success message if your payment has been successful. Your payment will automatically be applied to your booking.
11. If you want a receipt, click on where it shows Paid.
12. A receipt will appear that you can download for your records.



## CARGO TRACKING

Once logged into Tropical eServices, click on the Cargo Tracking menu item. Three separate tabs will be displayed. Select the tab to view all shipments of that type:

- Full Load Container (FLC) Shipments
- Less Than Container Load (LCL) Shipments
- Break Bulk (BB) Shipment

In Cargo Tracking you will be able to view:

- The Job/Booking Number
  - Clicking on the Job/Booking Number will display the Cargo Details
- Job Type
- Job Status
- Shipper
- Consignee
- Available Documents to View icon
- Add Documents icon

When cargo has reached a certain status, the status marker will change color. To review the status, hover over the status icon.



## CARGO ON HAND

Cargo on Hand displays all cargo that is currently in a Tropical Receiving Warehouse. From here you can see the status and pertinent information about the Job/Booking, including Reference Numbers and if a Shipper's Invoice has been received. Documents can be added directly from Cargo on Hand using the Add Documents icon.



## CREATE/COPY BOOKING

Once logged into Tropical eServices, click on the Create Booking menu item.

- Select Your Port of Load and click the Next button
- Select Your Port of Discharge (destination) and click the Next button
- Select a Requested Sale Date from the calendar tool and click the Next button. Suggested dates are displayed at the top of the section
- Select Make a New Booking? Or Copy Previous Booking
- Selecting Copy Previous Booking will display the most recent bookings for this port pair for selection.
  - Selecting a booking and clicking Continue will auto-populate the booking request screen with the previous voyage information. All information displayed can be tailored to your new voyage requirements.
- Whether creating a new booking or copying a previous one, make sure that all the required fields have been completed.
- Click the Create Booking link located at the bottom of the page.
- Once the Booking has been requested, the system will display a Job Number for your records and tracking.



## UPLOAD DOCUMENTS

- Log in to your eServices account.
- Locate the booking to which you would like to add a document.
- Click on the plus (+) sign to add documents.
- In the dropdown menu, select the name of the type of the document you are uploading.
- Click Select and Upload.
- Search for and select the document to be uploaded. Click Open.
- You will receive a success message if your document has been uploaded successfully.



## MANAGE MY ACCOUNT

Tropical.com web users have access to the suite of account management tools listed below:

**Update Your Profile** - Update the profile created at registration right from your web account.

**Change Password** - New passwords must:

- Not contain significant portions of your User Name
- Be at least seven characters long
- Not be one that has been previously used
- Contain three characters from the following categories:
  - English uppercase (A through Z)
  - English lowercase (a through z)
  - Base 10 digits (0 through 9)
  - Non-alphabetic characters (ex: !, \$, #, %)

**Manage Event Notifications** — Select cargo-and shipment-related events for automatic email or text message updates.

- Click the Active box next to the desired event(s)
- Specify method of notification (email or SMS) from the dropdown menu
- Select Time of Delivery from the dropdown menu
- Supply email or mobile number in the Address field
- Click the Update My Notifications link

**Addresses & TropBox** — Shipping Less Than Container Load (LCL) Cargo has never been simpler. Locate the TropBox number associated with your destination address and find instructions on how to use your TropBox number when shopping online.

### Forgot Password?

To request a new Password, click on Forgot Password on the eServices login page or from the eService menu dropdown from the home page of **tropical.com**.