The Next Generation ULD CARE IULDUG System

User Guide V1

Introduction

The purpose of this document is to provide user guidance for the latest version of the IULDUG.
Since its beginning in the 1970s the IULDUG has developed from its initial mainframe system through a web-based system and now to the latest generation. However, the basic principles remain and changed the purpose of the system is to process and display transactions where ULD are transferred between parties in the course of air cargo operations.
The latest system can be said to comprise of three basic functional areas:

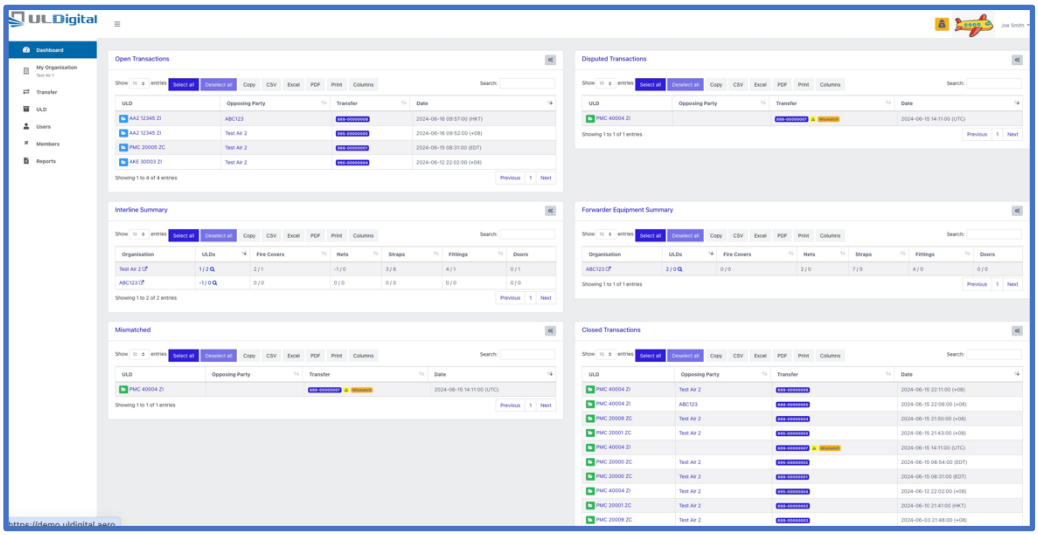
- Interline functions involving airline to airline transfers
- Extended coverage involving transfers having non airline participants
- Integrated use of Smartphone App to capture UCR data at point of transfer.

While these three functions create an integrated system it is also possible to perform transactions independently of each other function,so each area will be covered with separate user instructions.

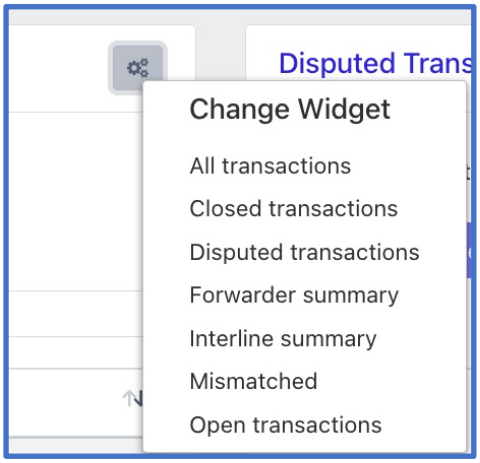
Overview

Interline functions involving airline to airline transfers

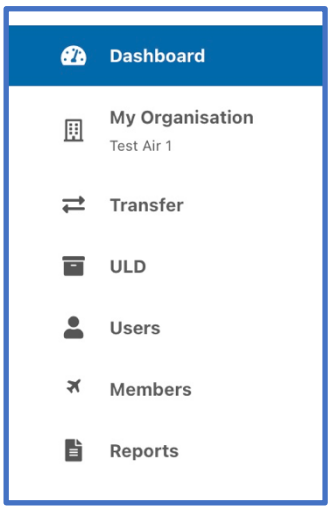
The new system has been designed to as far as possible of the same user experience as the existing IULDUG in order to facilitate a smooth transition. For the purpose of this document, we will use a dummy airline ULDAIR 1 and a dummy operator Joe Smith, performing transfers with ULDAIR 2 whose administrator is Stann Mann.



When Joe logs in the first screen is the system dashboard



With key information displayed in 6 widgets. The widgets can be changed by click on the top right corner of any widget and select the desired information from the drop-down list. Up to 6 different widgets can be displayed on your dashboard.



The sidebar listing can be hidden or displayed by toggling the “hamburger” icon beside the ULDigital icon

Entering transfers into the system:

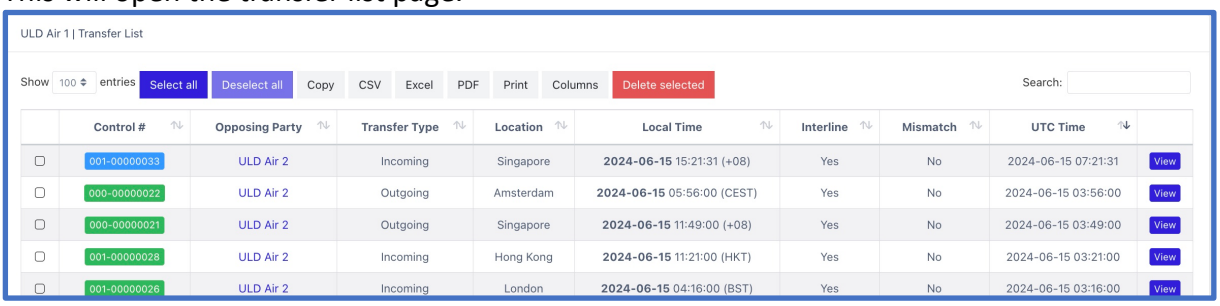
As covered in the introduction the system can manage transfers between any parties not just airlines to airlines, actually the Data input process is the same regardless of the category of parties, once the data is entered the system will identify if this is an interline or an off-

airport transfer and will process the data accordingly and put the information into the different reports and on-screen widgets.

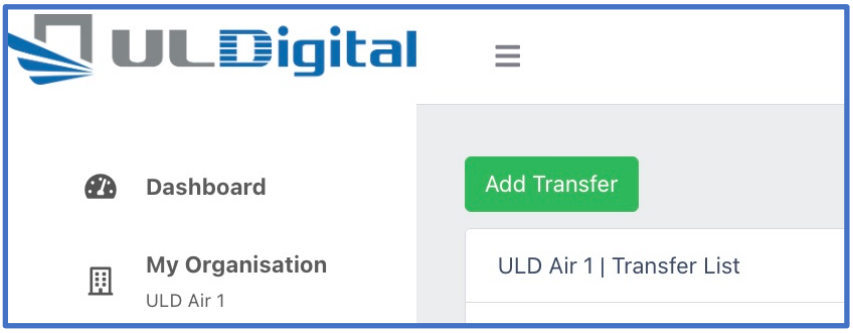
The ultimate objective of the whole system is that data will be transferred automatically from either the app or from terminal systems removing the need for any kind of paper or manual inputs. However, for the purpose of using the system initially for the smaller volume of traditional IULDUG interline transactions the current option is to do manual inputs. This section of the instructions covers this process.

Select Transfer from side bar menu. This will open a page listing all transactions performed by your organisation (airline).

This will open the transfer list page.

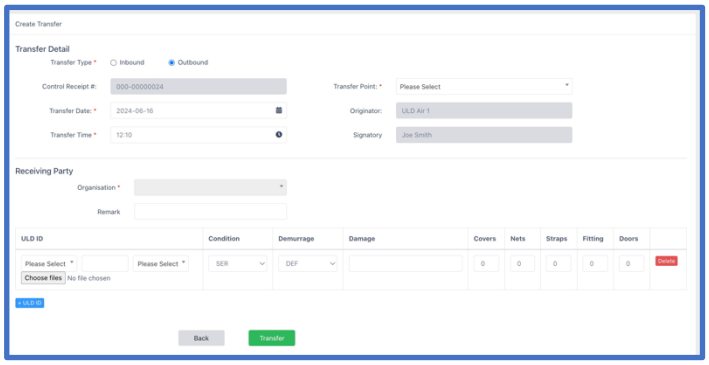


Entering a transaction

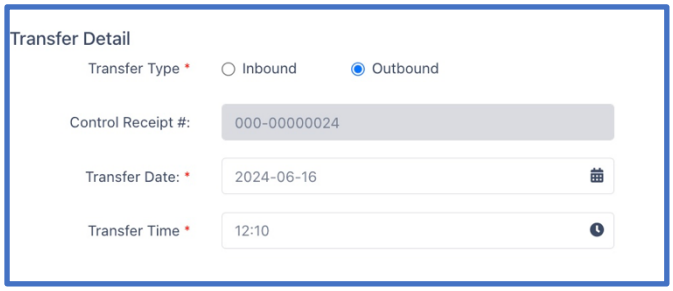


Select Add Transfer by click the green Button

This opens the create transfer screen

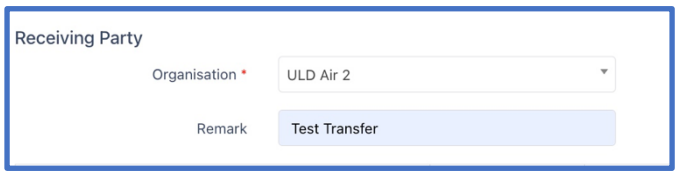


The upper part of this screen is for entering the details of the transferring and receiving party the bottom section is for entering the details of the ULD(s) and also the accessories.



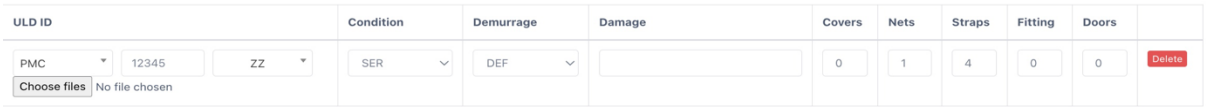
Select inbound (e.g. your organisation is receiving a unit) or outbound (e.g. your organisation is transferring a unit)
The control receipt # date and time (local) are automatically entered as current time but can be manually adjusted.

Select the transfer point (airport) from the drop-down list. Organisation and Signatory will be automatically entered for your airline and for the person logged into the system.

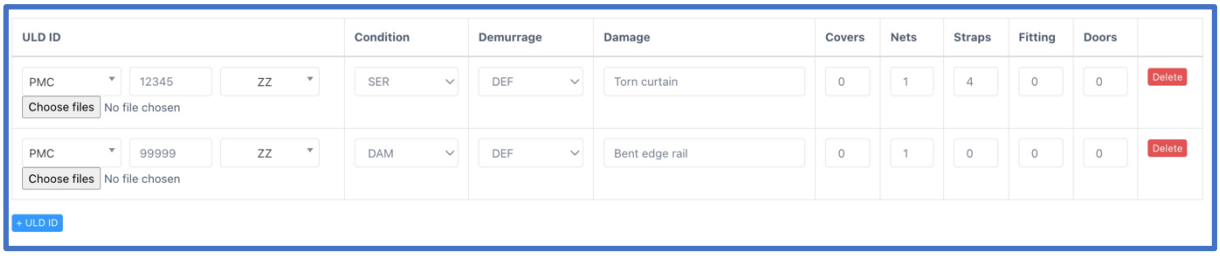


For the receiving party select the receiving airline (in this case ULD Air 2) and also enter any remarks necessary.

Now move down the page to enter the unit detail(s)



1. Enter the ULD ID code (PMC 12345 ZZ in this case) in the 3 boxes
2. Select condition and demurrage codes (SER and DEF in this case)
3. Enter any damage remarks using free text.
4. Use the increase/decrease arrow heads in the covers/nets/straps/fittings/doors boxes to indicate the number of accessories in this transaction.
5. The “choose file” is for uploading pictures if required.

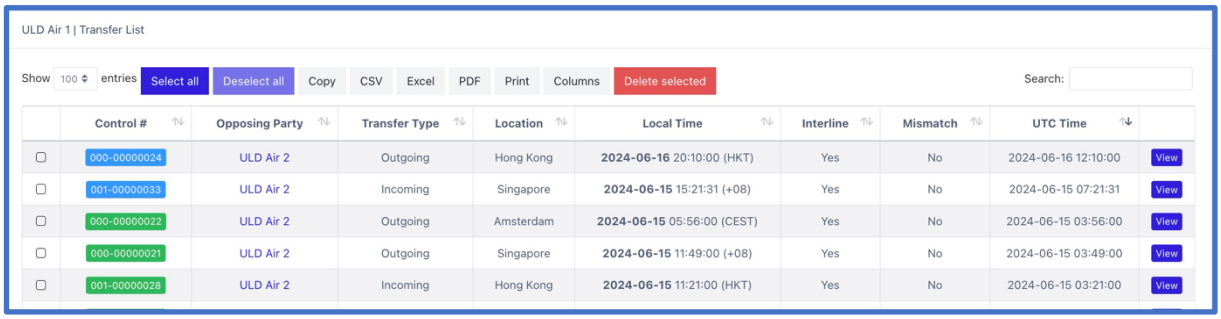


Where there are more than one ULD against a particular transfer (UCR) click the blue +ULD ID button to add an additional ULD. There is no upper limit at present.

Finally hit the green transfer button at the bottom of the page, the transaction will be immediately entered into the system and will show in your transactions list with a blue UCR # if still open and a green UCR # if now closed.

To review the transaction

In the transfers page are listed all the transfers:



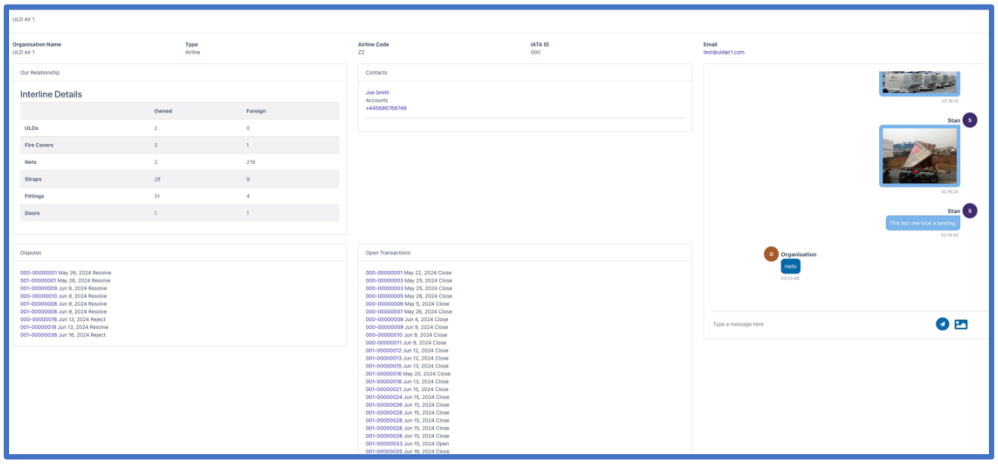
The default is to sort by transfer date, ascending or descending however you can also sort by any of the other headings such as Location, opposing party or control number.

Clicking on the control number blue or green icon will open the transfer detail.

The counterparty (in this case ULD AIR 2) can also now see the transactions in their “Open Transfer” widget

In this screen clicking the blue folder button (to the left of the ULD ID) will display the transaction information relating to the connected transactions for this unit from the time it left the owner to the time it is returned to the owner.

The ULD ID is also hyperlinked, click that will display all records in the system for that particular ULD ID.



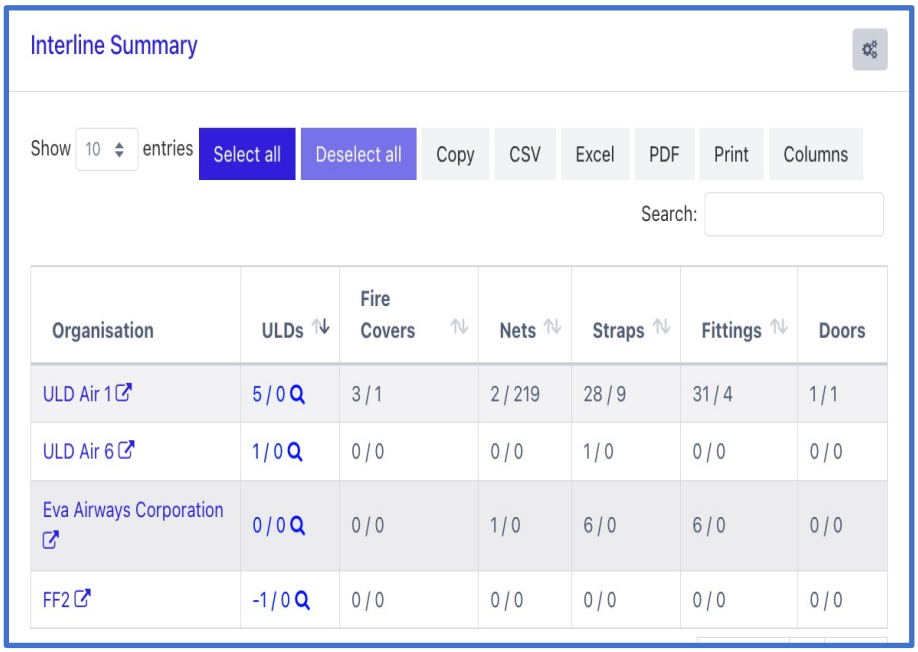
Pressing the listed Opposing Party (e.g., ULD Air 1 in this case) will open a member's screen for the opposing party. This gives ability to obtain contact info or direct "in system" chat. This screen also provides a comprehensive summary of all transactions with the opposing party.

Pressing the UCR # in the Transfer column will open the actual transfer screen showing all details for this transfer, including viewing the UCR, the LUC, signatures, pictures and also the ability to raise a dispute.

While this is the equivalent of the old system "List 1" it offers far more information through the various links.

Any units listed in this category will be accumulating demurrage after 5 free days as per tradition.

The dashboard contains an interline widget.



This widget provides quick access to data of all interline transfers to any particular party.

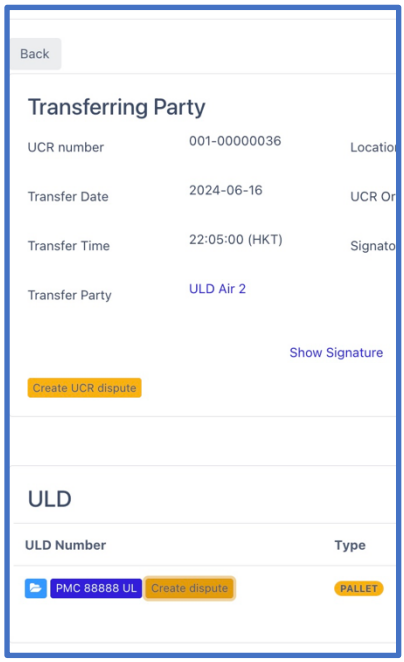
The two numerals in the ULDs column show the number of your airline's units now handed to the counterparty (eg ULD Air 1 in this case) and the other side of the "/" shows the number of ULD's from that airline transferred to your airline. Clicking either number will expand the summary to list all the unit details, and from within those details clicking the UCR# will open the specific UCR details.

Disputes.

A "Dispute"is the action to create one or more "change request" in the legacy system. It follows the same basic principles that either side of any particular party can raise a dispute if they disagree with the contents of the transaction.

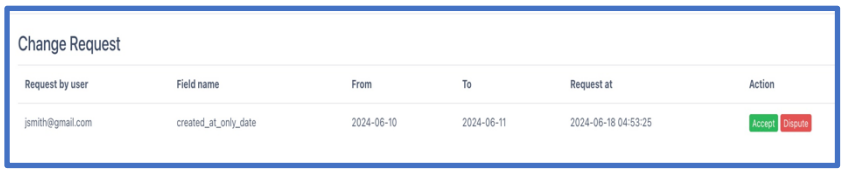
NOTE THAT THERE IS A 30 DAY TIME LIMIT FROM THE DATE THE TRANSFER WAS ENTERED IN THE SYSTEM TO TRIGGER A DISPUTE.AFTER 30 DAYS THE DISPUTE BUTTONS NO LONGER APPEAR.

Disputes can be created at two levels the top level being the UCR itself which would mean a change to the date or time or the lower level which would mean a change to any one particular ULD.



To open a dispute, select yellow box, the upper one creates a UCR level dispute, the lower one, adjacent to a particular ULD ID simply creates a dispute about one ULD.

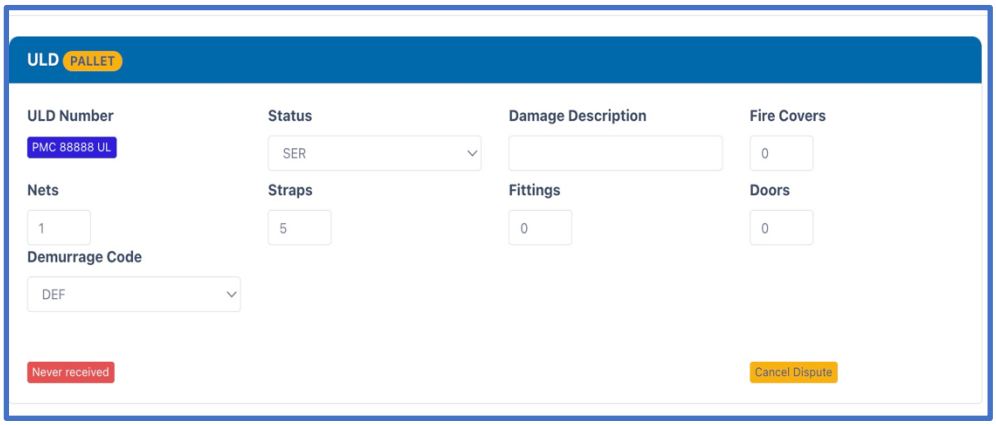
Creating a dispute at UCR level means that every item on a particular UCR is disputed, an example might be where multiple pallets were all transferred on a single UCR but the date is being disputed. Selecting this option will create a change request for a complete UCR, applying to all units on that UCR.



In this request the transfer date for the entire UCR has been changed by one day. Once accepted then all the units in the transfer will be updated to reflect the new UCR date.

Where the requirement is to dispute just one particular unit even though there might be multiple units on a particular UCR then the “create dispute” (yellow) box adjacent to the specific ULD listed under the UCR is selected and that will open the dispute screen for that particular unit. This would be appropriate for a unit found to be damaged or perhaps having a different number of accessories than listed on the original input.

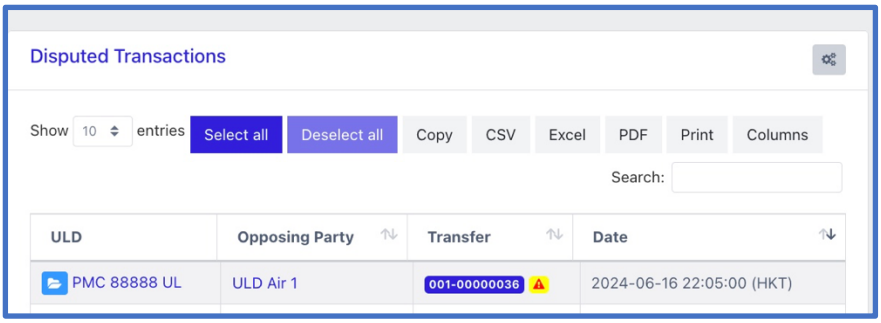
Selecting either of the dispute creation buttons brings up this input screen, the dispute title is automatically the ID code of the ULD or the UCR # if the dispute if about a UCR, it can be used or amended at will.



At the top of the dispute screen is a section showing the details in the transaction. Any of these can be individually disputed, and once any item is changed a green request box appears and once clicked will submit the dispute to the other party.
There are also buttons for “never received” in other words the entire unit was never received or to cancel this dispute if you wish to no longer proceed with this dispute.

To the right-hand side of the page is a section for conducting chats related to this dispute with the counter party, this removes the need for email, as the complete correspondence between the two parties involved in the dispute will be recorded in this chat box.

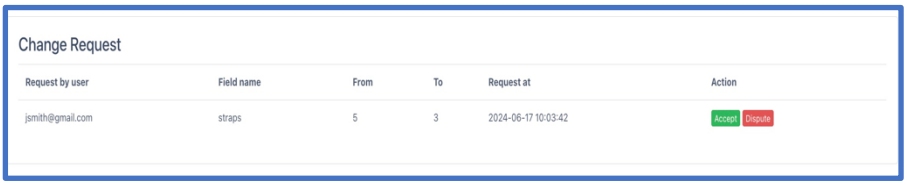
Once a dispute has been initiated it will show up in the “Disputed Transactions” widget on the dashboards of both parties to the transaction.

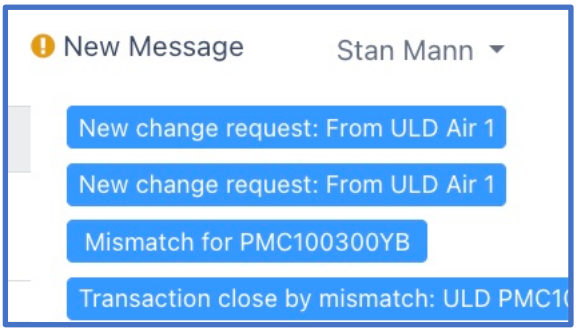


Once a dispute has been initiated it will show up in the "Disputed Transactions" widget on the dashboards of both parties to the transaction.

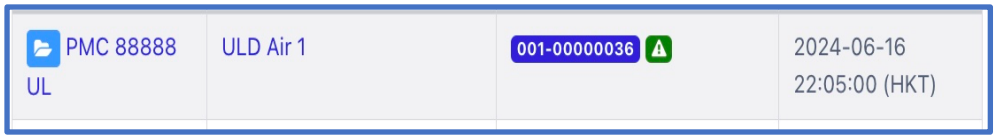
Click the UCR # (highlighted blue) and adjacent to a Red on Yellow alert to open the transfer details AND at the bottom (scroll down) is the Change Request section. The green button (accepted) accepts the change, the red (dispute) continues the dispute.

This box also provides summary details including who made the request, the disputed item, and the original and changed quantities





Additionally in the top right-hand corner of the screen an alert will appear, passing the cursor over the new message text will open the list and allow opening of the message.

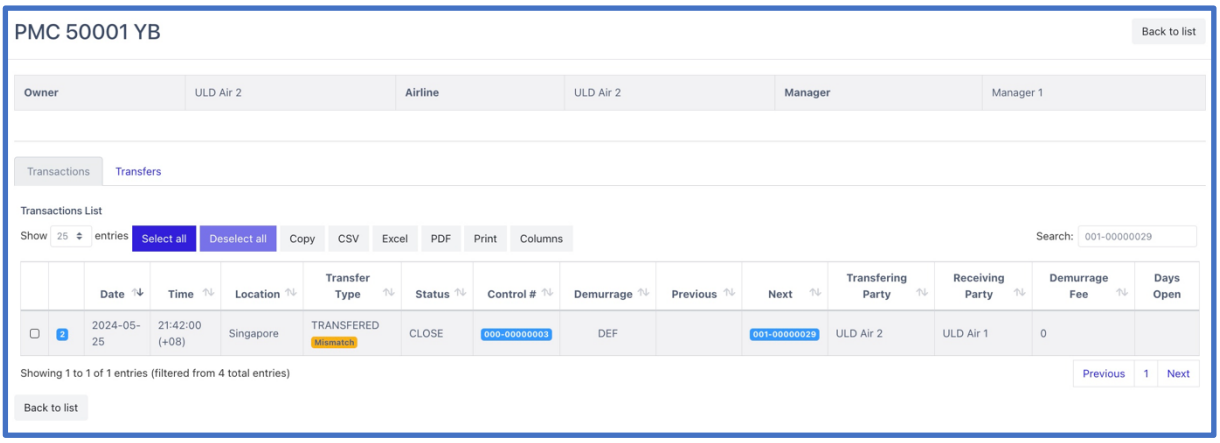


Once the dispute is settled the small alert button to the right of the UCR number will turn green, but will remain in the dashboard widget for disputed transactions.

Mismatch transactions

Mismatched transactions are those where there is not a continuous consecutive list of transfers e.g. out followed by In followed by out followed by in etc. Typically this will occur

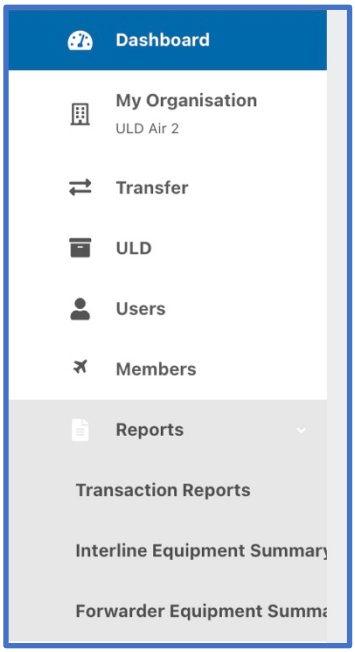
when a unit has been recorded in the system as going out but nobody has entered a return transaction and then there is a new out transaction. The system will detect social situation and list them under the “Mismatched” widget on the dashboard.



Selecting an item from the mismatched translations list by clicking on the green folder icon to the left of the ULD ID will open a details box.

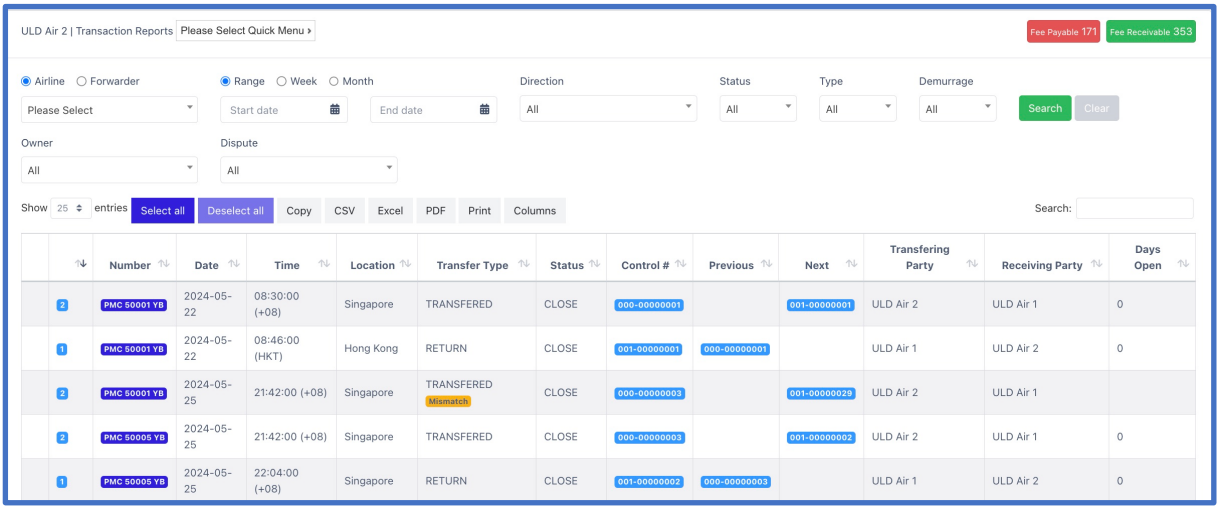
Clicking the blue box showing a number will also open additional lines of date relating to this unit, providing the use of the system all the information necessary to resolve the mismatch through entering a dummy return.

Reports

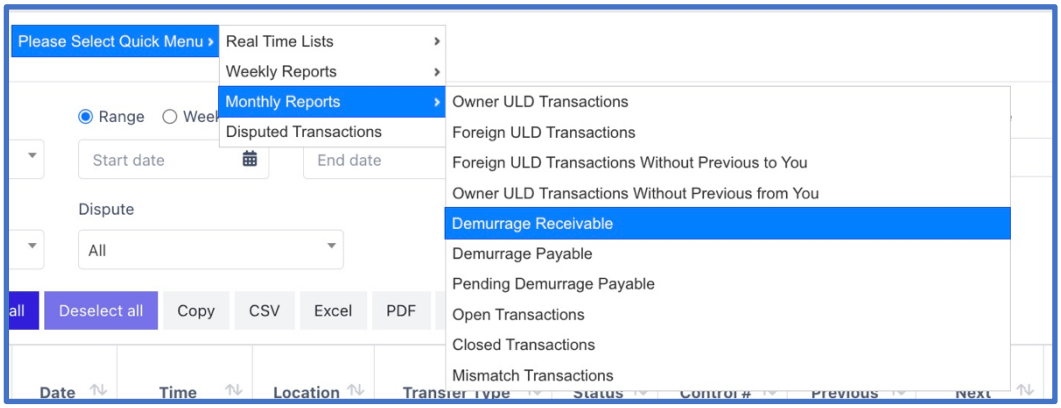


System reports similar to those found in the previous IULDUG can be found by selecting “reports” from the left-hand menu.

Selecting Transaction Reports opens a summary screen:



This can be managed either from the top box “Please select quick menu” very similar to the existing IULDUG.



Any report can be exported in various formats e.g. CSV, XLS, PDF.