INSTRUCTION FOR USERS
SCHEDULING APPOINTMENTS FOR LOADING

Content

1. Introduction

Welcome to HIP-Petrohemija a.d. Pančevo online application for scheduling appointments for goods loading.

To start using this application visit our web site:
https://load.schedule.hip-petrohemija.com/

The first step is to create a user account. After creating an account and data verification you may log in and start using the application.

Once you are logged in, by entering the reference number provided by HIP-Petrohemija a.d. Pančevo or your principal applicant, you will be able to schedule, cancel, or re-schedule a term for loading, and to review or print all your scheduled terms.
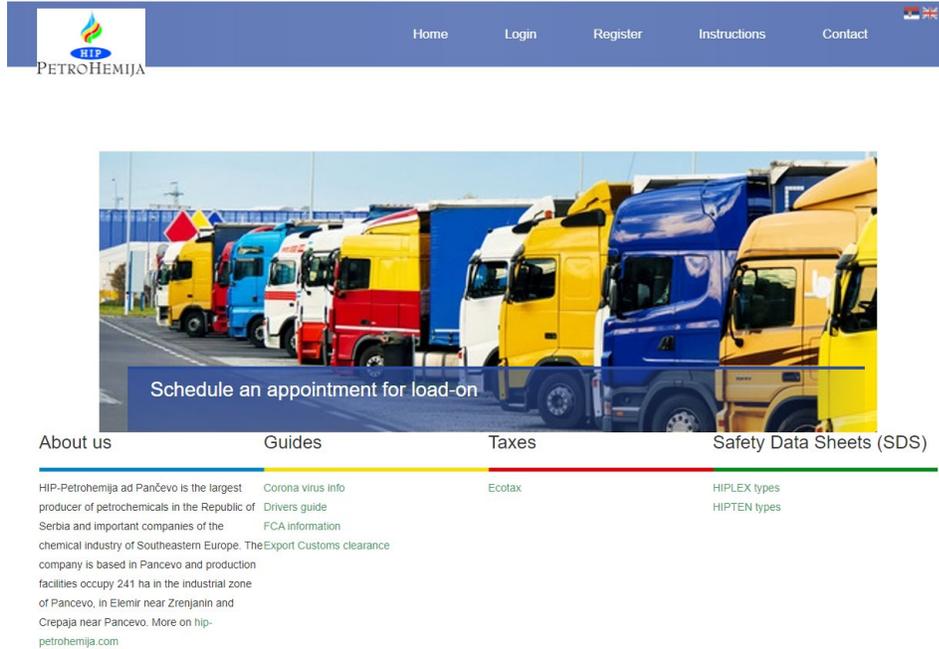
Scheduling of loading can be done any day at any time.

The application will enable you to plan your loadings in advance.

Thank you for using the application "**Scheduling appointments for loading**".
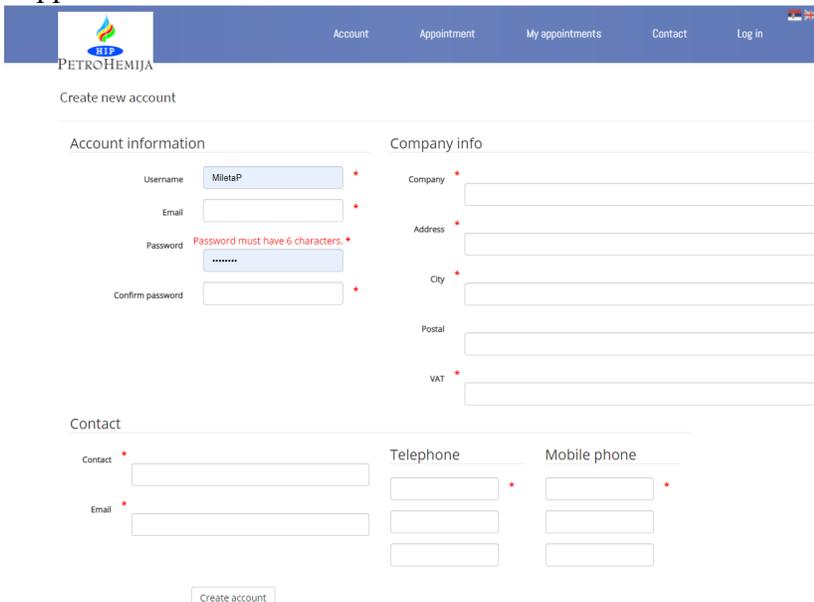
2. New user registration

When you enter the link https://load.schedule.hip-petrohemija.com/ in your web browser, the following screen will appear:

In the main menu select your preferred language (Serbian/English).

In order to register choose the option "**Registration**" in the main menu. The following screen will appear:

The fields with the red asterisk sign (*) are mandatory to fill in:

- Account information
- Company information
- Contact

After filling in the required data, click on the "**Create account**" button.
Soon after creating an account you will get an e-mail at the e-mail address you entered, with a link which you should follow to verify your registration. Once your registration is verified you may start using the application.

If you have any problem with registration, please do not hesitate to contact the administrator:
- Phone: +381 13 307667; +381 13 351392
- E-mail: admin.zakazivanje@hip-petrohemija.rs

3. Logging in

In the main manu choose the option "**Logging in**". The following screen will appear:
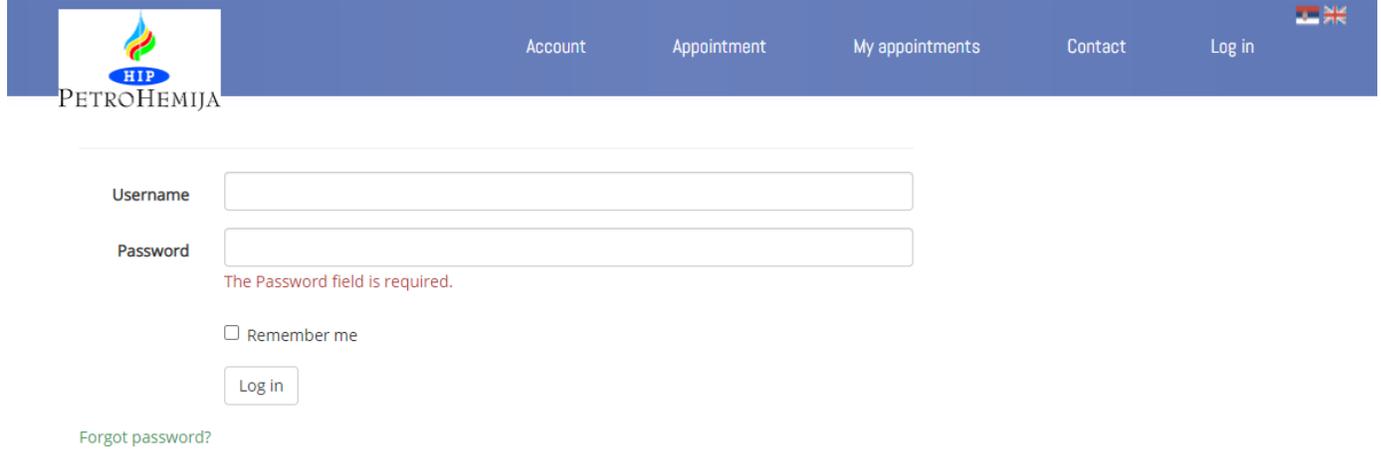
| | Account | Appointment | My appointments | Contact | Log in |

Username [   ]

Password [   ]

The Password field is required.
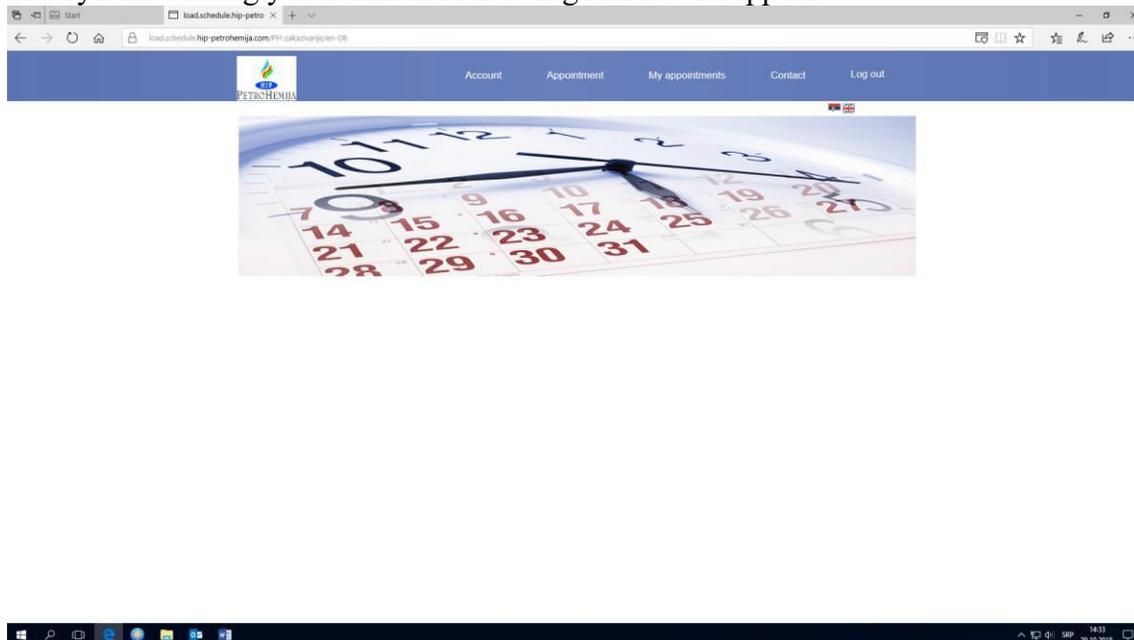
☐ Remember me

[Log in]

Forgot password?

Fill in the fields:
- User's name
- Password

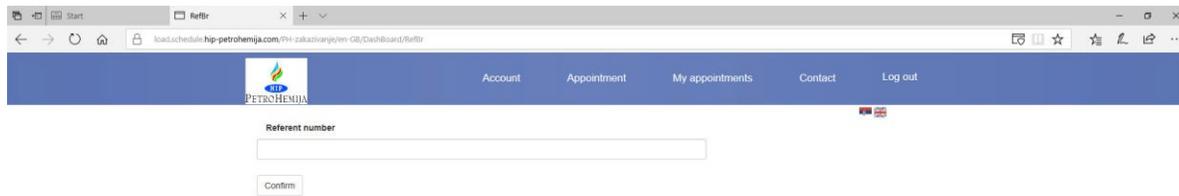entering the same data as in your registration.

Click on "**Log in**" button.

The system will log you in and the following screen will appear:

4. Scheduling appointments

In the main manu choose the option "**Appoinment**". The following screen will appear:

In the filed "**Reference number**" enter the reference number provided by HIP-Petrohemija a.d. Pančevo or by your principal applicant.

The reference number you enter must be in the same form you received it including slashes/dashes.
After entering the correct reference number click "**Verify**" button to confirm it. A new sccreen will appear, which may very depending on your refrence number.

The reference number defines the terminal at which the loading will be scheduled. If the same vehicle should be loaded at two different terminals, you will be given two reference numbers. Use either of them to schedule loading appointment for one terminal, and the appointment at another terminal will be automatically scheduled either immediately before or after the appointment scheduled at the first terminal.

Depending on the reference number, there are two options:
- Option 1 – loading at one terminal, a screen will appear with the name of terminal for scheduled loading
- Option 2 – loading at two termianls, a screen will appear which will offer you to choose at which terminal you want to have the loading first.

4.1. Option 1 – Loading at one terminal

A monthly calendar with available dates for loading will appear on the screen as follows:
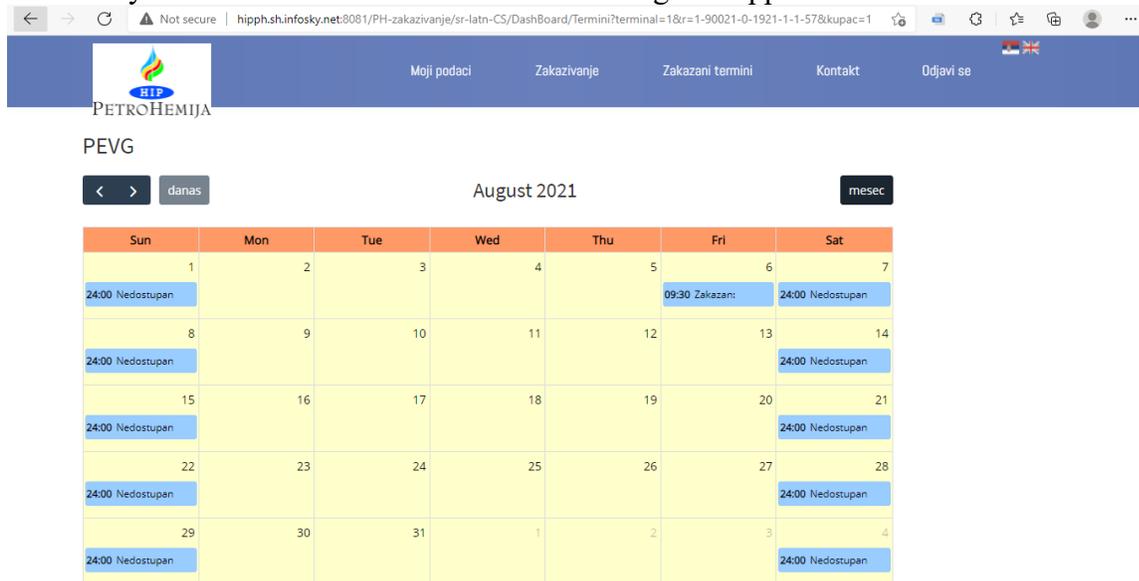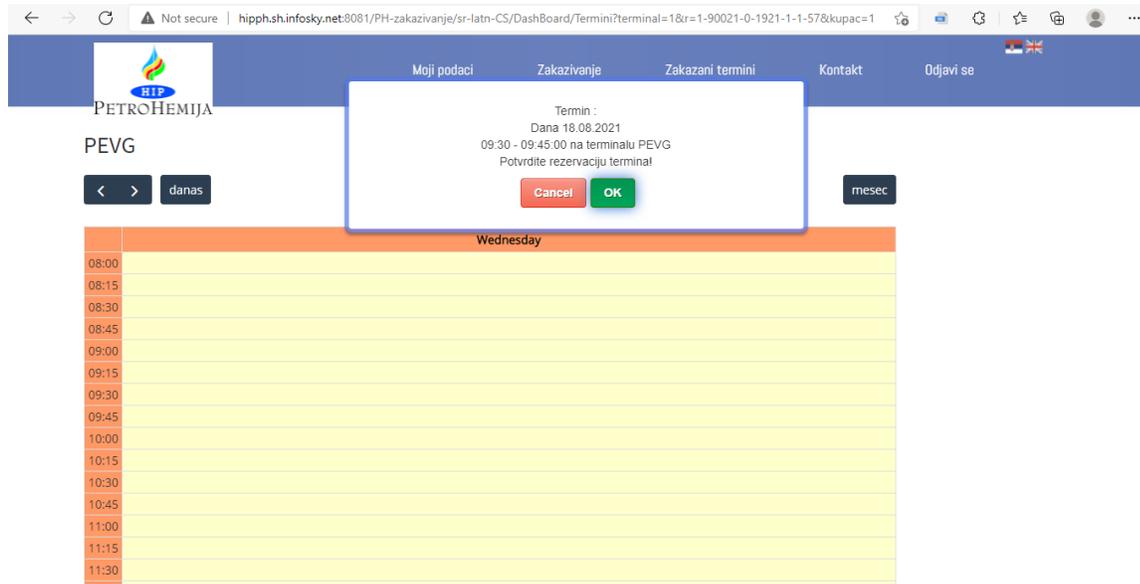

Use the arrows to choose the desired loading date. You may also choose the desired view by choosing appropriate button (day, week, month). When you select a loading date you will get a daily view of free loading terms:
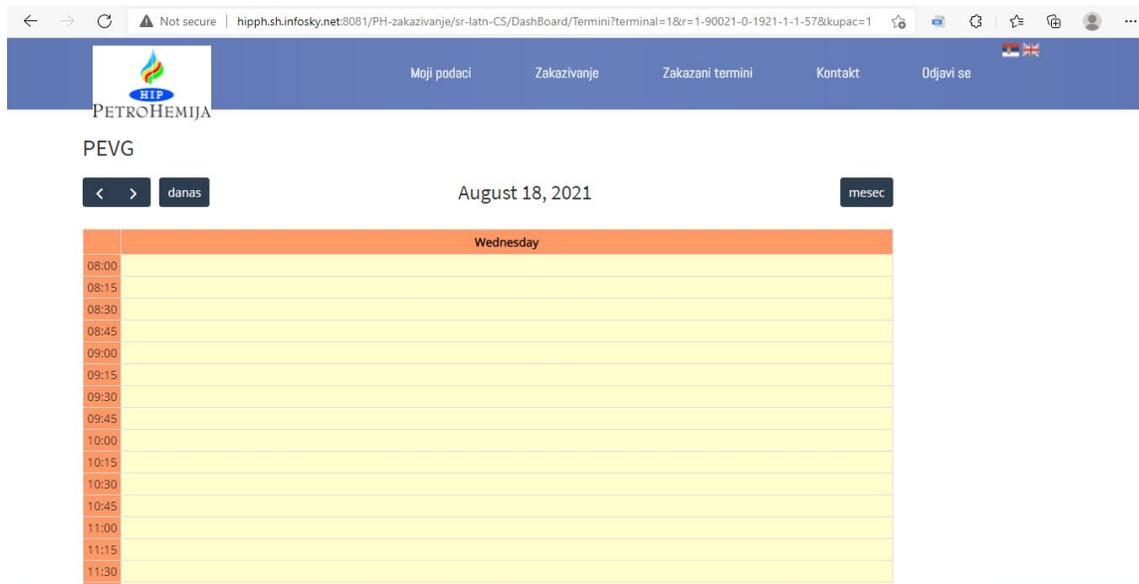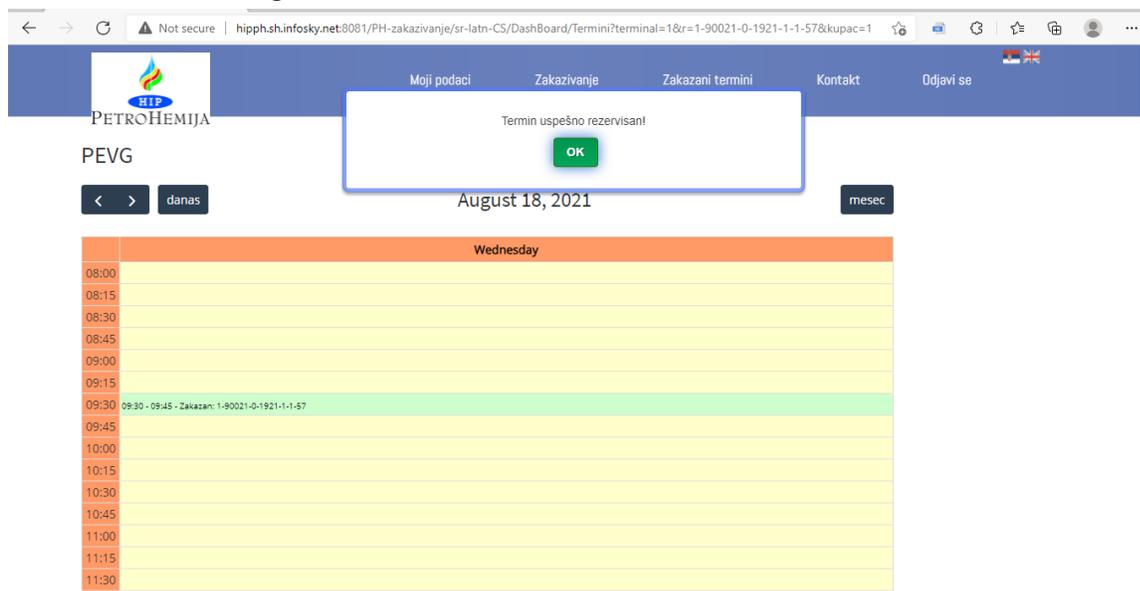

Use the mouse to choose the desired loading time. When you select a loading time you will get a "Confirmation screen" with data of your schedule term.

If you agree with the scheduled time, confirm by clicking "OK". If you don't agree with the scheduled time, click "Cancel" and the previous screen will appear to indicate the new loading time.

The system will check all the parameters of your appointment and if everything is in accordance with the scheduling rules, you will get the "Information Screen" with the information that you have successfully scheduled the loading.

Please click on "Ok" to finish your scheduling.

4.2. Option 2 – Loading goods at two terminals

A mounthly calendar with available terms for loading will appear on the screen.
These are joint terms, when the loading at one terminal is completed, loading at another terminal will begin.

Use the arrow to choose the desired loading date (at this moment, it doesn't matter which terminal is chosen). When you select a loading date you will get a daily view of free loading terms:

At this point, it is important to choose at which terminal you want to load the goods first. After selecting a terminal and loading time, you will get a "Confirmation screen" with data of your schedule term on both terminals.

If you don't agree with the scheduled time, click "Cancel" and the previous screen will appear to indicate the new loading time. If you agree with the scheduled time, confirm by clicking "OK".

The system will check all the parameters of your appointment. If something isn't in accordance with the scheduling rules (e.g. the jointed loading term at the second terminal isn't aviable) you will get "information screen" why you can choose that time for loading. After confirmation that you understand the reason why isn't possible to make scheduling at desired time, you will get screen with Daily calendar. If everything is in accordance with the scheduling rules, you will get the "Information Screen" with the information that you have successfully scheduled the loading.
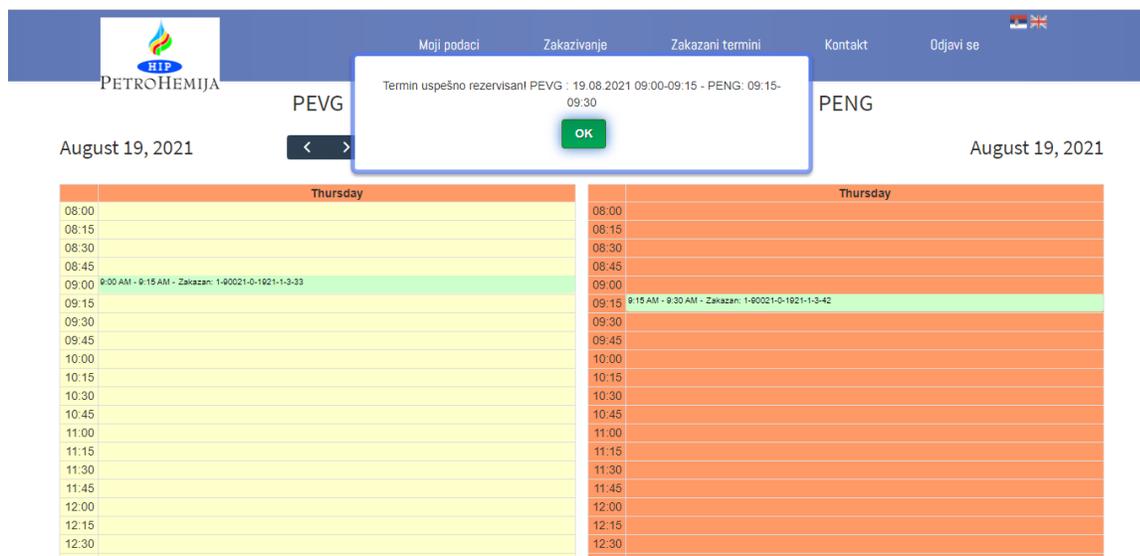
Please click on "Ok" to finish your scheduling.

5. Updating existing data

You may have your data updated anytime by selecting the option "**Account**".
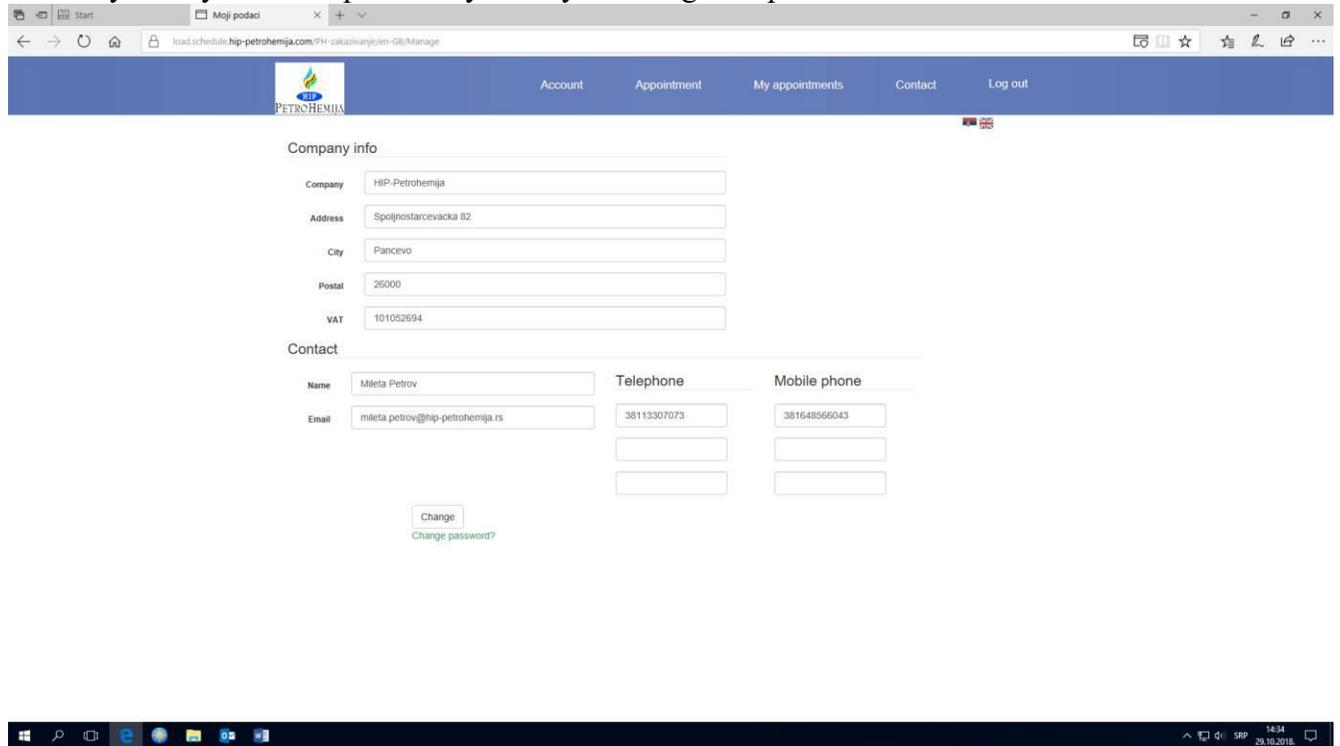
Enter the desired changes and press "**Change**" button. Your data will be updated.

6. Scheduled appointments review, printing and cancellataion

In order to check the reference numbers used and appointments scheduled, select the option "**Scheduled appointments**" in the main menu:

Reserved appointments

Cancel appointment	Print		
Terminal ▲	**Date**		**Referent number**
PEVG	05.11.2018 12:00 - 12:30		2-322318-0-10418-1-3-97
PENG	05.11.2018 12:30 - 13:00		2-322318-0-10418-1-3-88

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By clicking on the desired term, it will become marked. For the marked term you will have the options to cancel that term or to print the data which refer to it.

If you want to cancel the choosen term, just press the "**Cancel**" button. After a few minutes the system will allow you to use the reference number for which you have cancelled the term to make a new appointment.

If you want to print the data referring to choosen term / reference number, just press the "**Print**" button and your data will be printed.

THANK YOU FOR USING
THE APPLICATION FOR
SCHEDULING APPOINTMENT
FOR LOADING

HIP-PETROHEMIJA A.D. PANČEVO