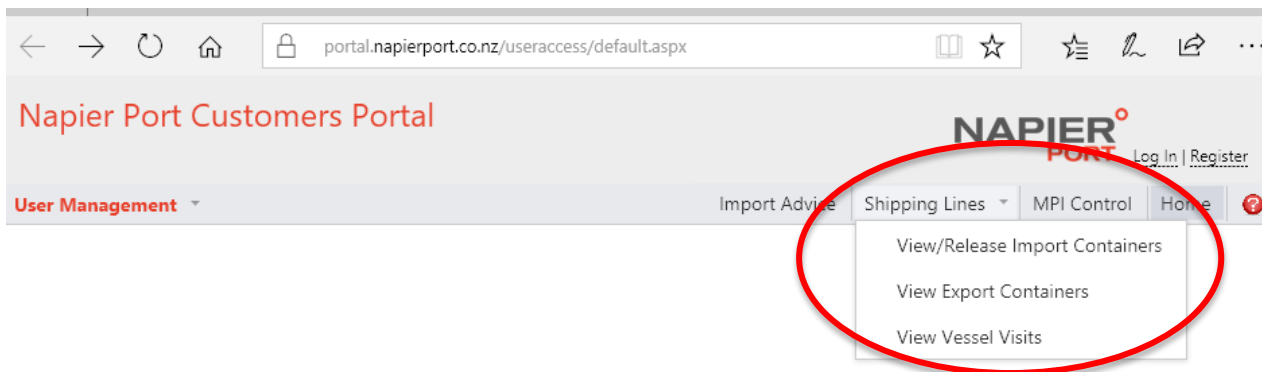# THE NAPIER PORT CUSTOMERS PORTAL

When you arrive at the [Napier Port Portal](), please select one of the options from the drop down menu located in the top right corner:

1. **View/Release Import Containers**
   Lists all the Import containers in our system that are allocated to your Line Operator ID. This is where you will manage the release/application of your Line hold.
2. **Vessels Visits**
   To be used to find the I/B Visit ID for the vessel you are wanting to manage the Import Line holds:
3. **Export Containers**
   Lists all the Export/Tranship containers in our system that are allocated to your Line Operator ID.

Before you can continue, you will be prompted for your credentials, so ensure that you have:
- A User Name and Password
Note: you will be provided with a user name and password

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Logging into Napier Port Customers Portal:


After providing your credentials, you might see a safety pop-up asking you to mark certain parts of the picture (i.e. all squares containing vehicles) – this feature is protecting the page from automated attacks trying to guess the username and password using brute-force attacks. Please follow up the instructions i.e. by clicking on all required elements on the picture.

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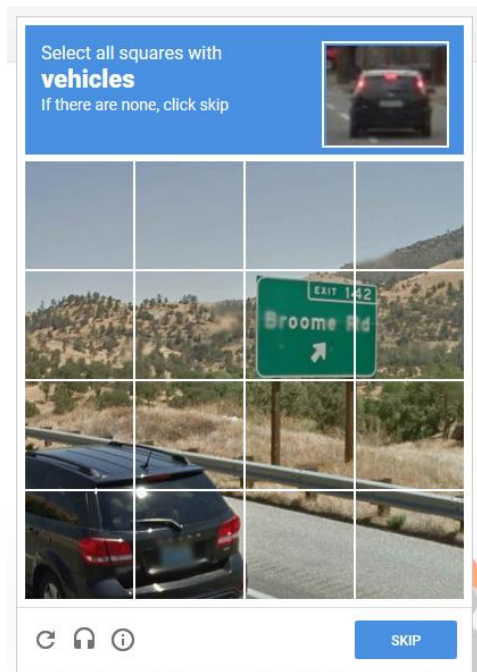
Glossary to using the action buttons:

| Select All Visible Rows | Clear Selection | Hold Containers | Release Containers | Export To Excel |

Select all Visible Rows:
To be used when all the containers listed on the screen are to be released or held.

Clear Selection:
To be used to untick selected containers *en masse*.

Hold Containers:
To apply a hold to the selected containers (note: you can add hold only to containers that had holds in the past created by EDI).
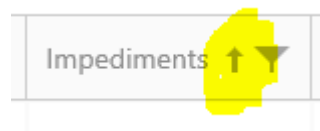
Release Containers:
To release the hold on the selected containers.

Export to Excel:
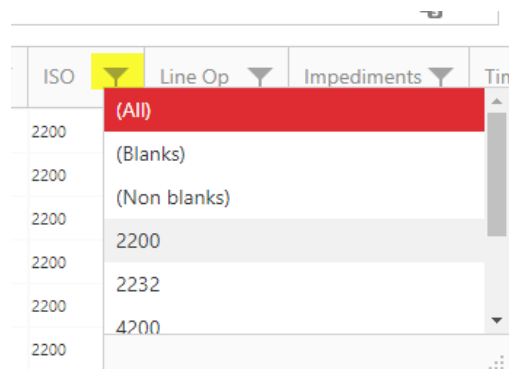The list of containers can be exported on to an Excel spreadsheet.

Sorting the Data on screen:
There is the option to sort the data by different columns. Click on the column heading you want the data to sort by. An arrow will show how the page is sorted:

Impediments ↑ ▼

Filtering the Data on the screen
If you'd like to filter the data, please click the funnel icon on the desired column and select option from the menu

ISO ▼	Line Op ▼	Impediments ▼	Tim
(All)			
2200	(Blanks)		
2200	(Non blanks)		
2200	2200		
2200	2232		
2200	4200		
2200			

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To remove a line hold from a single container

You may remove a line hold from a single container or from multiple containers.

Single container release e.g. TGHU5036770:

1. In the Search field start typing in the container number and as long as it has been entered in our system, the below result will occur:

2. Click on the word Release and the IMPORT LINE hold will be released.

Multiple container release – containers on the same vessel.

You will need to know the I/B Visit ID for the vessel which you can get from the Vessels Visit page.

1. In the Search field start typing in the I/B Visit ID e.g. CPS190N.
    Result: All containers on that vessel for your line will be displayed

		Unit Nbr	ISO	Line Op	Impediments	Time In	Dwell	Category	Agent One	Location	I/B Visit	O/B M
Add New Container												
Cancel		TGBU5235364	4500	ANL	!!IMPORT CUSTOMS		0	Import		Inbound	CPS190N	Truck
Release		CMAU0838750	2200	ANL	!!IMPORT CUSTOMS,!!IMPORT LINE		0	Import		Inbound	CPS190N	Truck
Cancel		TCNU1100822	4500	ANL	!!IMPORT CUSTOMS		0	Import		Inbound	CPS190N	Truck
Cancel		CMAU7097155	4500	ANL	!!IMPORT CUSTOMS		0	Import		Inbound	CPS190N	Truck
Release		CMAU0507582	2200	ANL	!!IMPORT CUSTOMS,!!IMPORT LINE		0	Import		Inbound	CPS190N	Truck
Cancel		TCNU1112124	4500	ANL	!!IMPORT CUSTOMS		0	Import		Inbound	CPS190N	Truck

2. From this list of containers click on the box next to the container numbers you wish to release the line hold from:

CPS190N

		Unit Nbr	ISO	Line Op	Impediments	Time In
Add New Container						
Cancel		TGBU5235364	4500	ANL	!!IMPORT CUSTOMS	
Release	✓	CMAU0838750	2200	ANL	!!IMPORT CUSTOMS,!!IMPORT LINE	
Cancel		TCNU1100822	4500	ANL	!!IMPORT CUSTOMS	
Cancel		CMAU7097155	4500	ANL	!!IMPORT CUSTOMS	
Release	✓	CMAU0507582	2200	ANL	!!IMPORT CUSTOMS,!!IMPORT LINE	
Cancel		TCNU1112124	4500	ANL	!!IMPORT CUSTOMS	
Cancel		BMOU6988775	4500	ANL	!!IMPORT CUSTOMS	
Release	✓	TRHU2344149	2200	ANL	!!IMPORT CUSTOMS,!!IMPORT LINE	
Cancel		XINU1451099	2200	ANL	!!IMPORT CUSTOMS	

3. Click on the Release containers button at the bottom of the page:

Release Containers

Result: in the Impediments column the wording IMPORT LINE will have been removed and Release has changed to Cancel.

To add a line hold

1. The search process is the same as above either by one container number or by I/B Visit. Click in the box next to the container number/s.

		Unit Nbr ▼	ISO ▼	Line Op ▼	Impediments ▼	Time In ▼	Dwell ▼	Cat
Add New Container								
Cancel		TRLU9492758	4300	ANL	!IMPORT CUSTOMS	12-Oct-17 1057	4	Import
Cancel	✓	BSIU2815910	2200	ANL			0	Import
Cancel		ECMU1775197	2200	ANL			0	Import

2. Click on the Hold Containers button at the bottom of the page:

Hold Containers

Result: If the hold has been successfully applied[1], in the Impediments column the wording IMPORT LINE will now show and Cancel has changed to Release.

When you have finished using the Portal data, please Log Out.

NAPIER PORT Welcome anlline ! [Log Out]

Vessel Visits   Exports   Imports   Home   ❓

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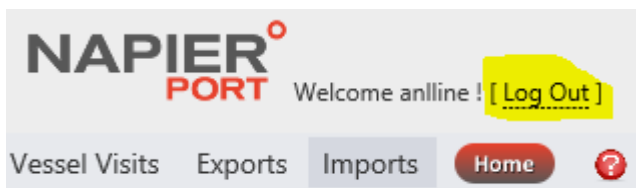
[1] You can only create holds on containers that had holds originally created by EDI.

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