

eEIR Version 3.3.0

User Manual

Electronic EIR

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eEIR for Non Maersk Containers

PDF eEIR

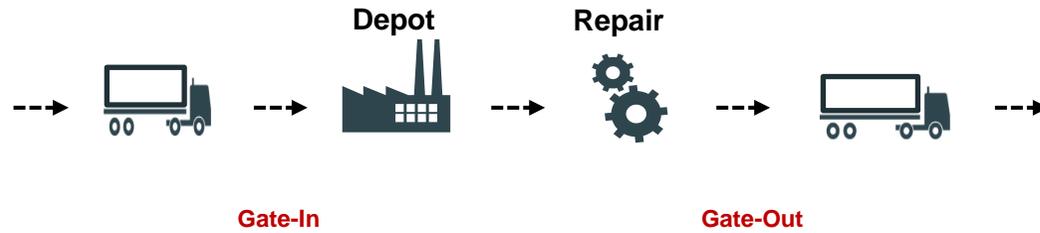
Report an Issue

Classification: Internal

electronic Equipment Interchange Report (eEIR) is a report that is to be produced **every time** a container interchange between two parties (trucker to depot, depot to trucker, etc.) to record the health of the container and to capture any damages

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Gate-In

Gate-Out



Electronic EIR

Vendor

Customer

User ID

Password

Forgot Password?
Sign Up

Login

eEIRSupport@maersk.com

Version: 3.2.0

Location	Can I use eEIR?
Depot	Yes
Repair Shops	Yes
Empty Yards	Yes
Terminals	No
ICDs	No
CFS	No
Customers	Yes

eEIR v 3.3.0 Release Notes

Release date for eEIR v 3.3.0 : **19th Nov 2021**

New Features

- Handling Duplicate eEIRs/Update existing eEIR/Multiple user working on same eEIR- [User will be able to Merge inspection with previous eEIR and Parallel inspections will be handled, when 2 users are doing inspection of container in parallel.](#)
- Revamped eEIR PDF will be available for other languages
- Report an Issue- [This will enable the user to report issues real-time to us and we will be capturing error details automatically.](#)
- Translation of remaining Russian fields and Korean language added in app for translation
- OCR scanning in iOS also available
- Help and Manual Section added having In App user Manual and FAQs
- Addition of New Field Sub-Code- [User will be able to view this field along with other container attributes. This field denotes type of Reefer containers.](#)
- Changes to getEIR API (first API we released in 2020) related to h-captcha

Note: We have a dedicated eEIRSupport team eEIRSupport@maersk.com since January who can be reached at anytime if there are questions or issues in application, they also have expertise on RKEM and ForgeRock processes.

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Upcoming features

- Image Analytics Integration
- Previous PTI performed location
- Zoom images inside app
- Post repair

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Minimum Smartphone Requirements

- App works on Smartphones and Tables
- App supports latest 3 versions of IOS and android operating systems
- eEIR app is now available in both Android Play store and IOS App store
- eEIR app is now available in both Baidu and Xiaomi app stores in China

To get the latest version of application follow below steps-

Open your Android Play Store/IOS App store and search for one of the keywords below

Equipment Interchange Report (or)

Maersk EIR (or)

Maersk (or)

EIR (or)

eEIR

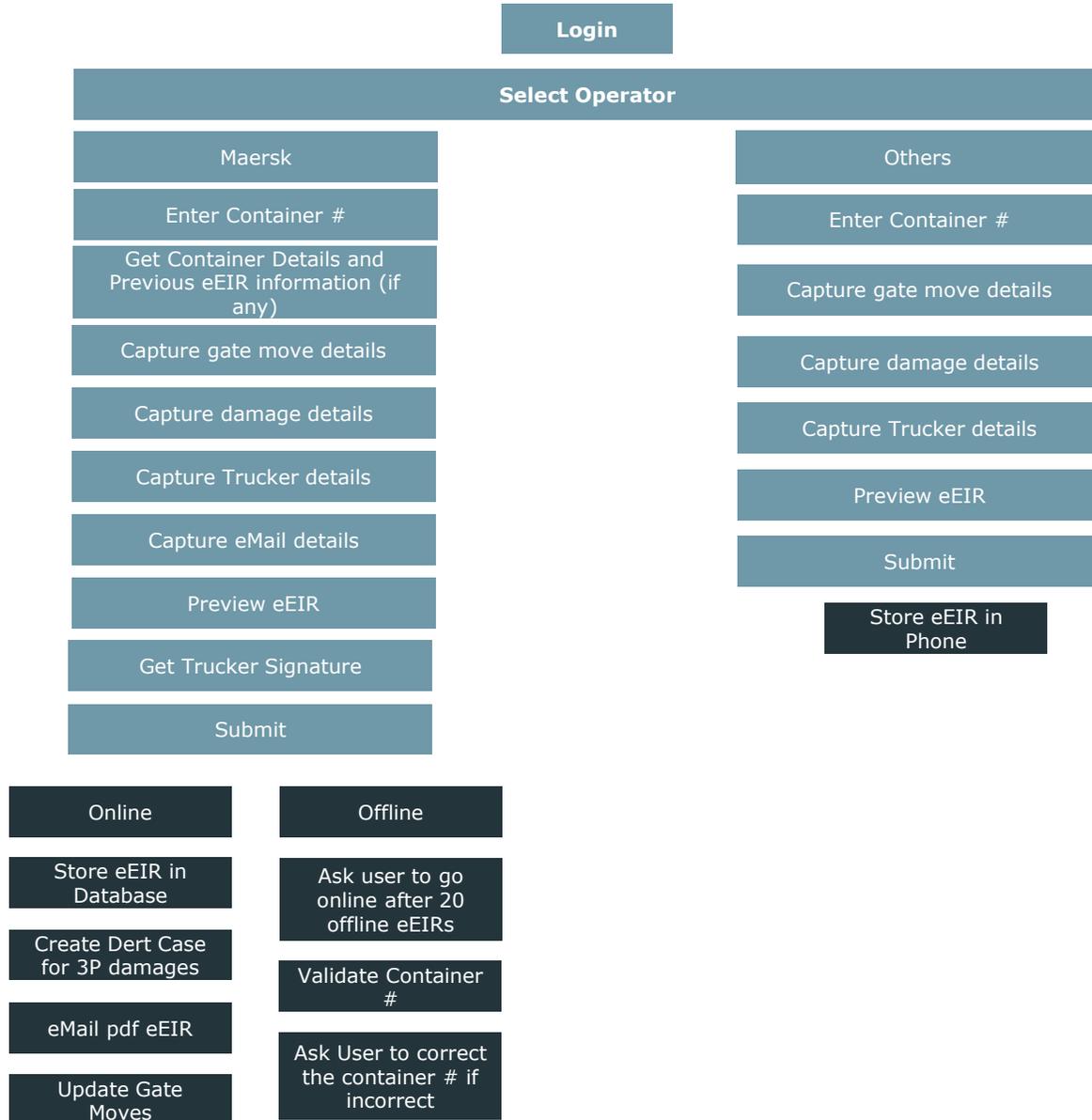


Just in case if you don't find the app in the app stores, please use the below link to install:

<https://www.maersk.com/solutions/digital-solutions/mobile-solutions/eir-app>

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Manual
Automatic



Electronic EIR

How do I login to the app?

Use existing Merc+ user id and password to login to the eEIR app.

I have Merc+ user id and password, when I enter it gives me error or doesn't login?

It might be because of one of the reason below

- Your Merc+ user id is not onboarded in eEIR app.
 1. Please check with your Maersk EMR contact to onboard you.
 2. Additionally we have added useful links on Login screen, where user can directly click and sign up in Merc+ and can also request for password if he has forgotten the password or account locked.
 3. It is important to note that by following the links user will be registered on Merc+ after approval by Merc+ team, but to access to eEIR mobile application. Please reach out to eEIRsupport@Maersk.com (link mentioned beneath login is clickable and we can write to them directly) with below details to onboard
 - Merc+ Userid:
 - Shop Code:
 - RKEM Location Code:
 - Shop email:
- Once onboarded eEIR Support team will communicate Maersk EMR team
 1. PIN Number
 2. Finger Print
 3. Facial Recognition
 4. Pattern

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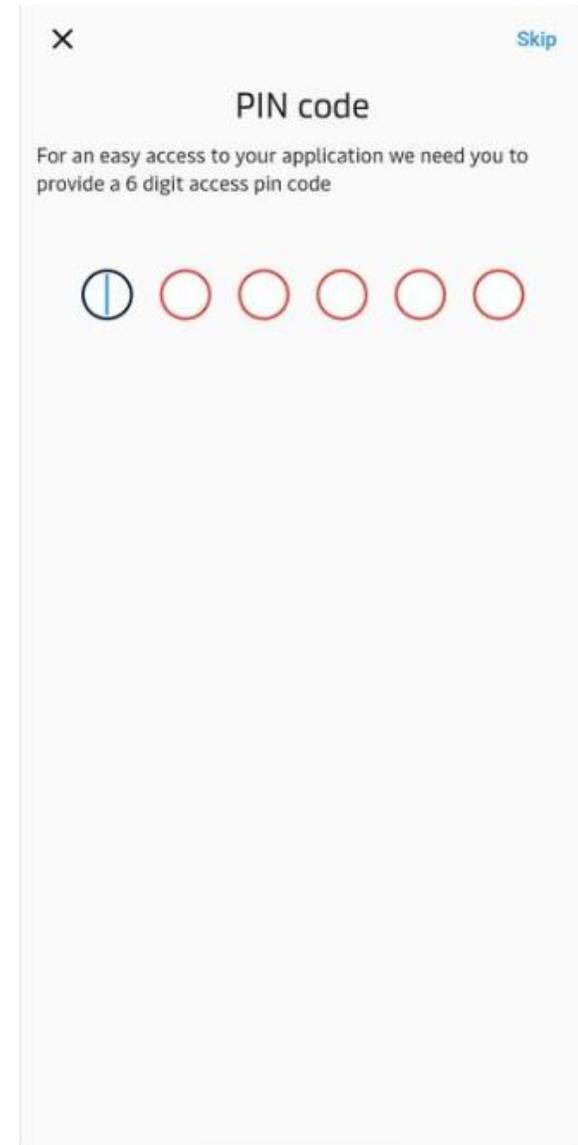
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How do I login to the app? (contd)

- **Your Merc+ ID is blocked/disabled**
 1. Please try login to Merc+ application in the below link
 2. If your user id is blocked then reset the password in the below link <https://ereg.maerskline.com/vendorreg/mercext> or from eEIR login page, you can see Forgot Password link to reset the password or unlock the account.

Please ensure that every user has their individual Merc+ account to login to eEIR.

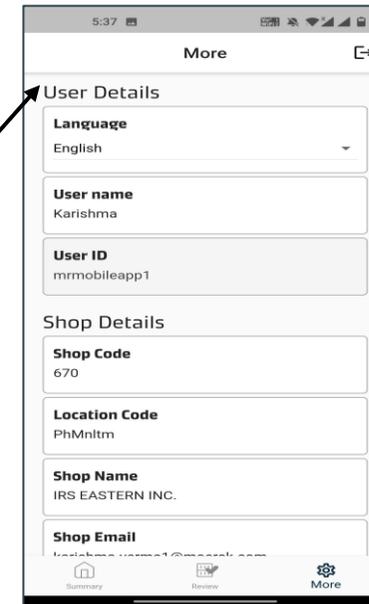
- When a user logs in for the first time then it is required to enter userid and password. Thereafter for quick login for further login to application user can make use of following:-
 1. 6 digit PIN code- User is asked to confirm the PIN code and next time when user logs in then he can enter only 6 digit PIN code.
 2. Biometrics- User can login by fingerprint impression easily for every login. On iOS we have Face Recognition also enabled.



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User Detail

Language: Select between English, Spanish, Portuguese, Chinese, Russian, Polish, French, Korean and German.

User Name: Editable field - Preferably use Surveyors full name

User ID: For Depot users it is Merc+ user id. For customers it is Maersk.com user id.

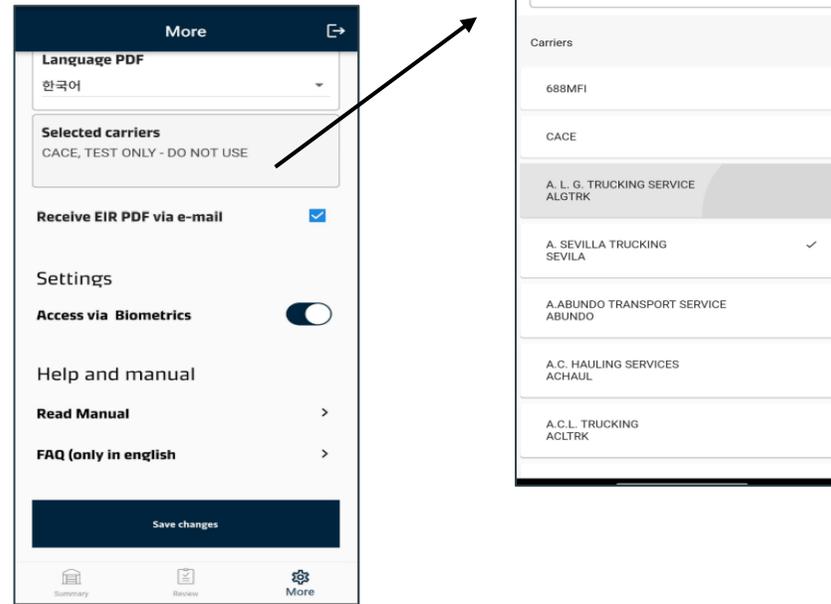
Shop Code: **Mandatory*** Editable field. Make sure your shop code is reflecting always (3 Chars)

Location Code¹: **Mandatory*** editable field. Location code should be same as the RKEM location code (7 or 8 Character) from where Gate moves are being sent for the respective depot

Shop Name¹: Editable – please enter full shop name

Contd in next page...

Electronic EIR



User Detail

Shop email¹: eEIR pdfs will be sent to this email address by default. Please make sure to enter Shop email and not individual email id.

PDF Language¹: Select one of the language from the list.

EDI Carrier Name/Code¹: **Mandatory Field if RKEM EDI moves are enabled from the app*:** Here user can specify the list of Carrier codes that will be used for gate moves. System automatically filters the applicable carrier codes for the shop user and country. From which user needs to specifically choose the ones that are applicable for the shop. It is a one time setup by any one user in the location.

Receive eMail notification¹: Every eEIR once it is submitted can be sent to the above-mentioned email address. App will not send the pdf if this field is not checked.

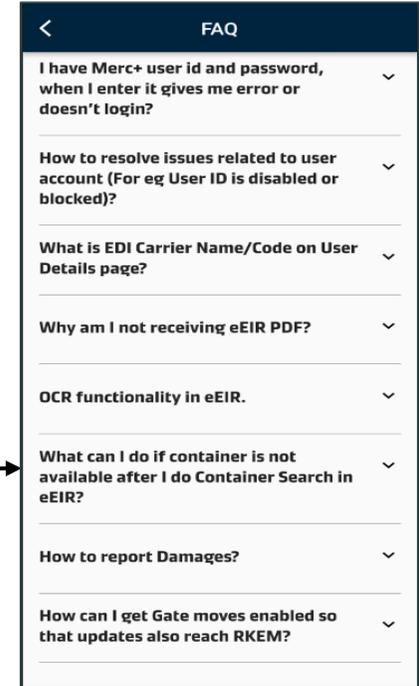
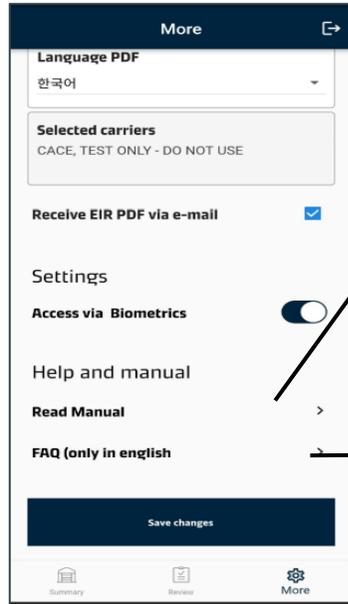
¹These settings are applicable at the shop level. If one user of the shop changes these settings, they will reflect for all the users in that shop.

***If any of the mandatory fields are missing, user will be redirected to the user settings screen automatically when they login. They must ensure these details are complete and correct before using the app.**

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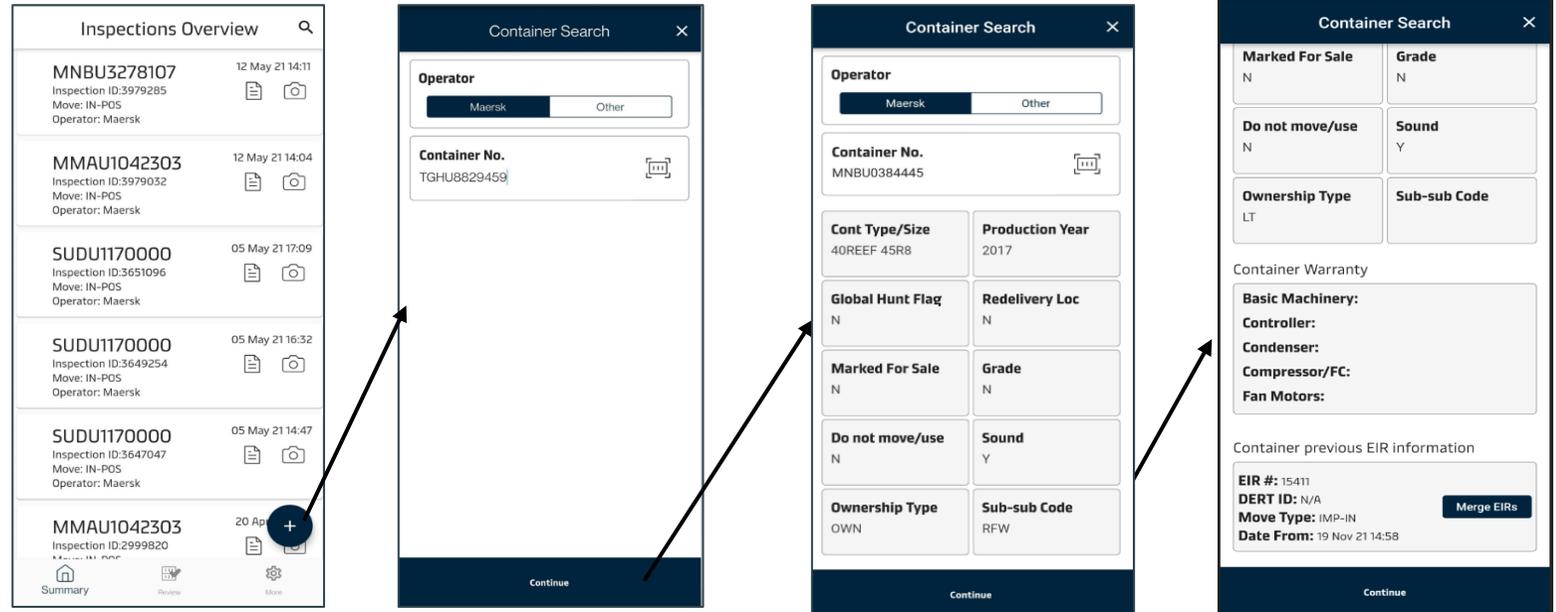


Help and Manual Section

This section has two categories

1. Read Manual : Here user will have access to latest User Manual inside the app
2. FAQ : This will enable user to get details related to eEIR and globally frequently asked questions that we have recorded. User needs to click on question and answer will be expanded

Electronic EIR



Container Details:

During any time, user can fetch container information using eEIR app using this feature

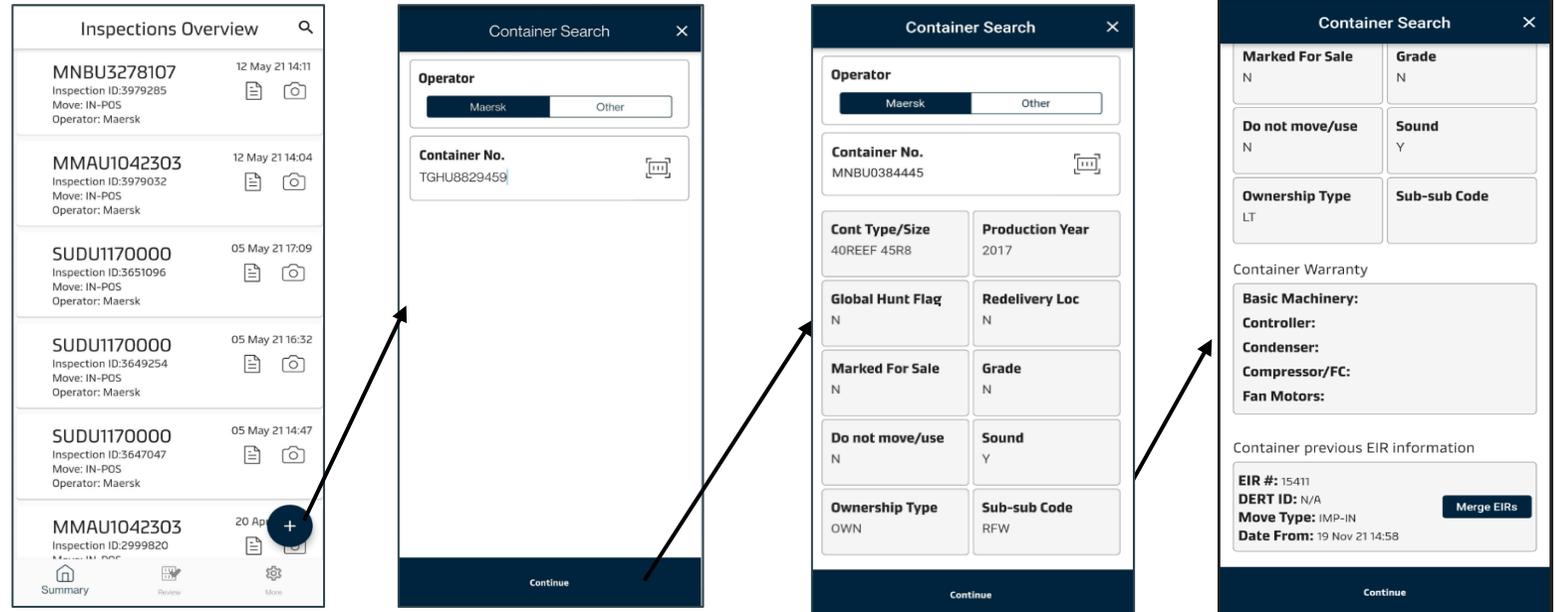
Please note this feature works only for Maersk containers, hence it is necessary that user selects Maersk as operator and enter Maersk container number. Otherwise app will provide an error message.

Once a valid container number is entered, app provides valuable informations like **Global Hunt Flag, Redelivery Location flag, Sale flag, Container Grade, Container Ownership Type, Do Not Move status and Damage/sound flag, Sub-Sub Code from RKEM.** During Gate in and out, users can use this information for better stacking and organising. This will tremendously **reduce the unwanted container movements** inside the premises there by **decreasing the cost and also increase safety for the operators.** If for some reason the app is not able to populate the container data, user can still proceed further and capture eEIR.

In addition for reefer container, app also provides **ePTI information.** At any given time, user can use this feature to check the ePTI status for **better stacking, planning and organising resources.**

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Container Previous EIR Information

Also if there is an existing eEIR for a container then there is a feature to show list of **Previous eEIRs of a container** if user tries to create eEIR within 7 days of previous inspection. So user will see a list of previous eEIRs if he did inspections before.

It is important to note, that in eEIR we have controlled Duplicate inspection scenario, by giving Merge Inspection button (Merge eEIR) to the user, so he can opt to merge the damages he wants to report within 7 days of previous inspection, at the same location. In later sections we have tried to cover all details of Duplicate Inspection.

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Container Details Description:

eEIR Container Data	Description
Container Type/Size	Container Type and Size in RKEM
Production Year	Production year of Container in RKEM
Global Hunt Flag	Values-N/Y, For leased containers, when the lease is about to get over, this is marked as Yes
Redelivery Loc	This Flag denotes if container has to be redelivered at vendor's current inspection location
Marked for Sale	Values-N/Y, if Yes, then it can be sold off or disposed if old
Grade	This denotes Grade of a container, for which purpose container will be used. Values are M, S, K, E, Q, N M Food grade type S Flexi-bag and premium food grade K General cargo - clean container/premium shipment E General cargo Q Scrap cargo N No classification
Do not Move/Use	Values-Y/N, When it is marked as Yes, it means that it should not to be moved or used
Sound	Values- Y/N, Yes means sound, when it is No then damage code in bracket has values 1to 8 Denotes the Ownership type and has below values in first column being displayed onscreen EQOWNTP Container Ownership (NOT to be shown) <BLANK> Maersk Owned 3RD Third Party LT Long Term Leased ONE One way OWN Maersk Owned PLA PLA SO Shipper Owned ST Short Term Leased SUB Sublet VSA VSA
Equipment Ownership Type	VSA VSA

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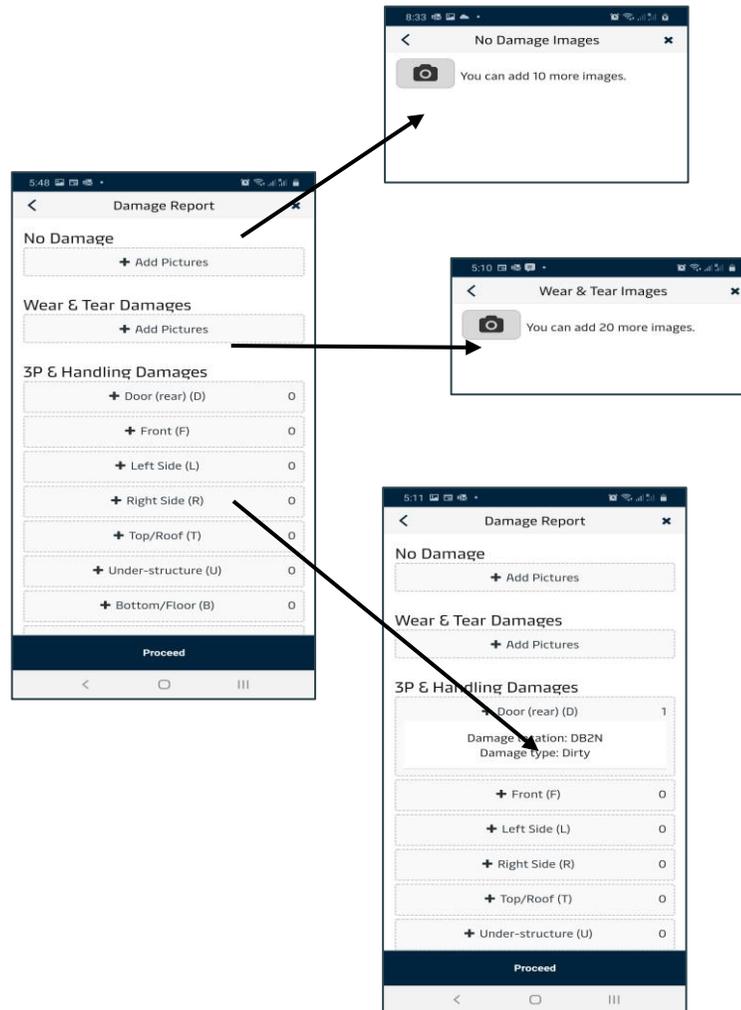
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**Damage Screen**

Damage section has been split into 3.

No Damages:

- When ever a container is found no damages during gate in/out, user can capture upto 10 images of the container.
- Capture images of good container during gate-out which again serves as a proof of good container to the customers.

Wear & Tear Damages:

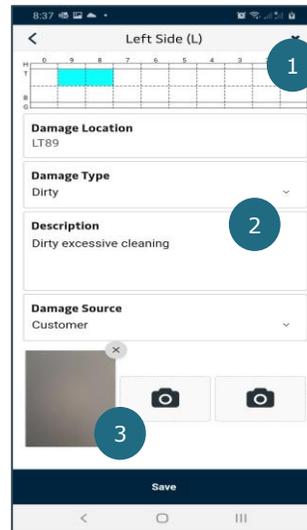
- During e-EIR capturing if user finds a damage on container is more of a wear and tear and doesn't they don't need to capture detailed damage descriptions. Instead just capture pictures in this section.

3P & Handling Damages:

- Identify & Capture damages as much as possible as this will be used as proof of damages with customers and other downstream processes.
- There is no mandatory fields/sides to capture damage, hence please make sure to go through each of the item and capture damage or mark no damage and capture images as appropriate.
- To capture damage -> select the side (Door, Front etc) and click + symbol

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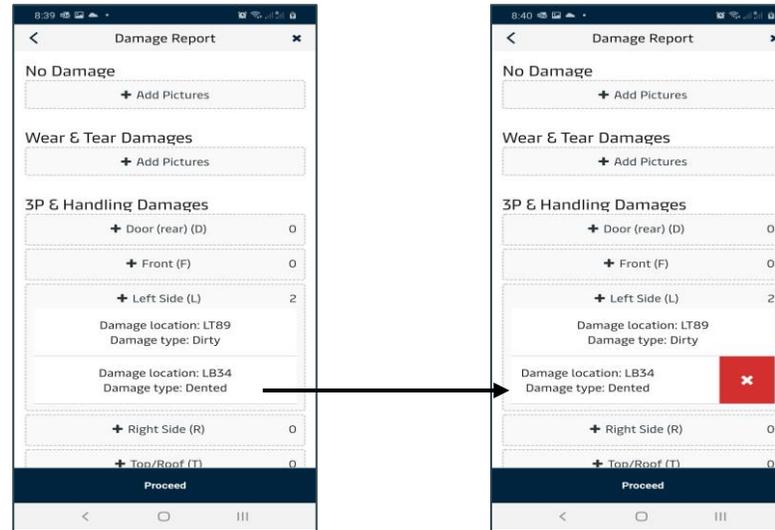
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- Based on the side selected in the previous screen, app will provide a sketch in the detail page, on which user can select to record damage on the particular part. Once the selection is made system automatically populates the damage location. If there are multiple damages in different part of the same side, then please do the **steps multiple times** to capture multiple damages.
- For each of the damage selected on the sketch, User can fill in the below detail.
 - Damage Location: Automatically populated based on the selection on sketch
 - Damage Type: Select from the dropdown
 - Description: any additional description can be entered as a free text.
 - Damage Source: Select whether the damage is caused by Customer, Handling, Trucker or Unknown
- User can click the camera icon to capture images. And delete any unwanted pictures by clicking X mark on the image.

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1. Each of the damages captured in the detail screen will be listed under each side in the summary screen. To capture additional damages on the same side, click + symbol.
2. If user decides to delete any of the entered damage, slide the individual entered damage towards left. By doing so system provides delete option. Short slide towards left will provide X button to delete. Long slide towards left will delete the item.

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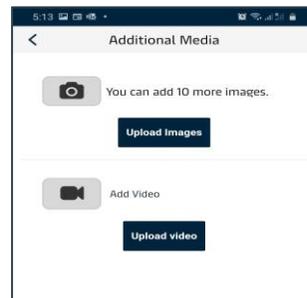
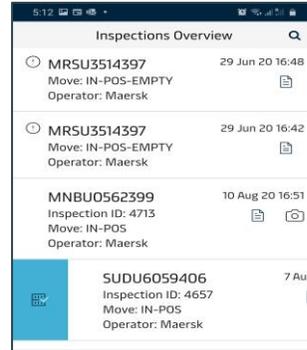
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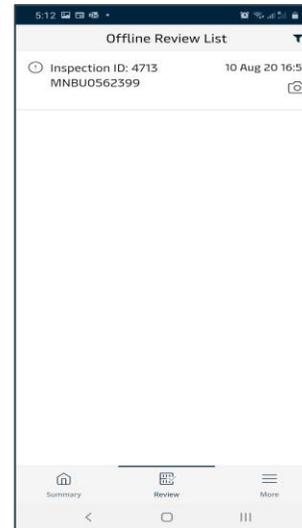
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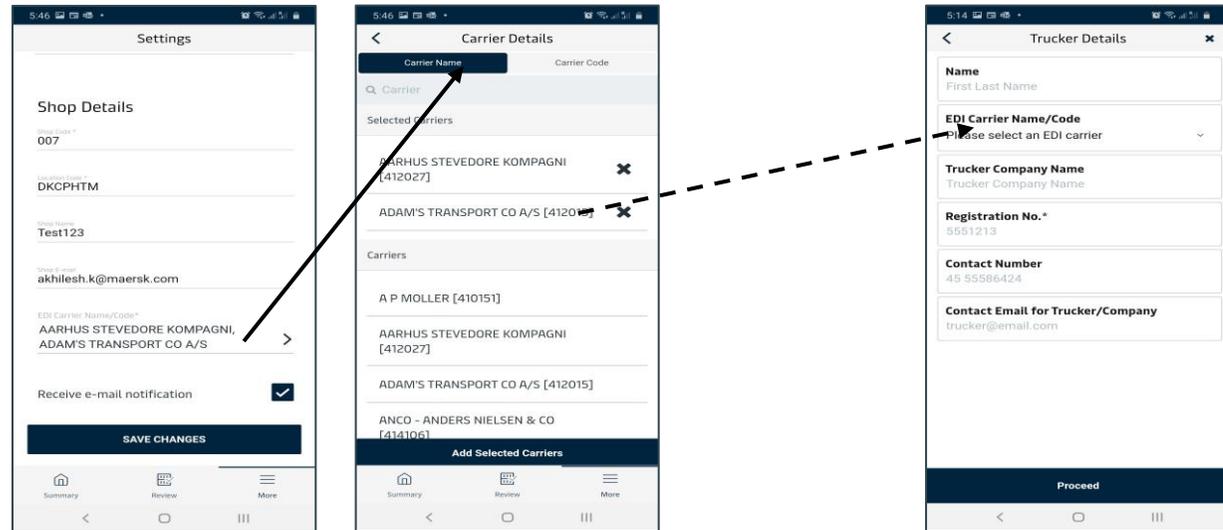
- When user wants to add additional images to an existing eEIR. User the search option (Please refer How to search old eEIRs page) to find the correct eEIR to add additional images.
- To add additional images, click the camera button.
- We have introduced functionality that PDF will be recreated when additional images are added, the same is also shared with shop mail address.(Please refer to section of PDF, to see version history details)



- Note: When user wants to work offline, the search result will go off. Hence user can move the eEIR to Review section by sliding the eEIR from left to right.
- Once the eEIR is moved to Review section, then click the review section at the bottom.
- User can also remove an eEIR from Review by sliding right to left

- User can add upto 10 images at a given time as additional images. If more images to be added, then do this process again.
- Instead pictures, user can also capture videos. User can either capture video from the eEIR app or add it from the gallery
- Video upload can only be used while user is online.
- Video upload limit it Max size of 30 MB. Please change the camera setting to low resolution
- User would have to stay on the additional media page while the video is being uploaded

Electronic EIR



...More -> User setup

...While capturing eEIR

Gate Moves

User can now use eEIR app to send Gate Moves directly. This will help locations with no EDI capability or using emails to send gate moves. Also this feature will help reduce any delays and F1 errors that are existing today because eEIR is captured at the time of gate in/out and gate moves are sent automatically with the time stamp of eEIR capturing.

The Depot or location must be enabled in eEIR in order to send Gate Moves. If not enabled, the location can still use the eEIR but no gate moves will be sent. Please reach out to your EMR contacts to enable.

Few things to keep in mind to have smooth gate move feature are

1. User Detail and Shop detail are updated properly. Please refer Updating User & Shop detail section of this manual. Please attention to Shop location and EDI Carrier Name/Code fields.
2. Appropriate EDI Carrier Name/Code must be selected in the Trucker Details section of eEIR.

Once the above two items are taken care by the user, and the shop is enabled to send Gate Moves, upon submitting each eEIR, the app will automatically send the gate moves.

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eEIR for Non Maersk Containers

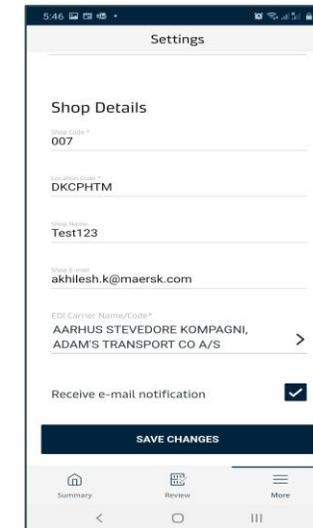
PDF eEIR

Report an Issue

eEIR app is capable of sending a copy of completed eEIR via email in pdf format.

1. Each shop is configured with a shop email id, hence eEIR copy will be sent automatically to these shop email ids.
2. While capturing eEIR, user can also specify any additional email in the Trucker Detail screen so the pdf will be send to this email as well.

Note: Please refer Updating User and Shop Detail section to configure shop email id.



Electronic EIR

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5:15 Confirm and Sign

MMAU1042303

Operator Maersk	Production Year 2010
Container Type 40REEF 45R8	Global Hunt Flag N
Grade N	

Warranty

Basic Machinery:

Controller:

Condenser:

Compressor/FC:

Fan Motors:

PTI

PTI Status: ● *PTI/SPTI
PTI Action: No additional details available.

Moves

Last Move GATE-IN F EXP	Last Location ECGYETM
-----------------------------------	---------------------------------

Submit

5:15 Confirm and Sign

Dhdj

Contact Number	E-mail
-----------------------	---------------

Surveyor

ID user114	Name Test
----------------------	---------------------

Comments

Characters left: 255

Signature Clear

Submit

Preview provides a complete overview of all the details captured for the eEIR. User can also add any final comments to the eEIR in the comments section.

During the process, the same can be shown to the trucker for confirmation before submitting the eEIR.

Once all the details are captured and confirmed with the trucker, user can collect trucker signature on the preview screen itself. It is an on screen signature capturing feature. Either by finger or stylus the signature can be captured.

Electronic EIR

Submitting an eEIR

Submitting an eEIR means different for Maersk container vs Other liner containers. System behaves differently for these two types.

1. Other Operator – As Maersk do not want to store any information about other Liner containers, all the data captured stays in the mobile itself. Once submitted, app will store it as a pdf in the mobile and user can send that pdf to any email id from the phone or share it by any other means.
2. Maersk Containers – if user has selected and capturing eEIR for Maersk as operator, then all the captured data will be sent to the centralised database and stored for future references.

User needs to make sure to check below mention icons to status of each eEIR submitted for Maersk containers.

When user is working with active internet connection during capturing eEIR, there is no chance that they can enter or submit eEIR with incorrect Container Number (This is applicable for Maersk containers only)

Whereas during working on offline mode, if they have entered incorrect container number, system will identify when it tries to sync it with the database. And in the inspection overview screen, user can correct the container number and resubmit.

eEIR Submitted, registered in the database and Dert case is created if damage recorded

eEIR Submitted and yet to register in the database (offline) – Previous this was indicated with Green Cloud icon
eEIR will be submitted when user goes online again.

eEIR not submitted. Previously this was indicated with Red Cloud Icon

Submit eEIR

Duplicate Inspection Handling

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Duplicate Inspection Handling in eEIR

Situation 1: Two vendors inspecting the same container at the same time and same shop code - **Parallel Inspections**

Situation 2: eEIRs created (from the same shop with in 7 days, irrespective of the shop users) for the same container (this could be coming using the app or using the API). This is different from the case of additional images- **Merge eEIR via UI**

The screenshot shows the 'Container Search' screen with the following details:

Marked For Sale N	Grade N
Do not move/use N	Sound Y
Ownership Type LT	Sub-sub Code

Container Warranty

Basic Machinery:

Controller:

Condenser:

Compressor/FC:

Fan Motors:

Container previous EIR information

EIR #: 15411	Merge EIRs
DERT ID: N/A	
Move Type: IMP-IN	
Date From: 19 Nov 21 14:58	

Continue

The screenshot shows the 'Container Search' screen with a dialog box overlay. The dialog box contains the following text:

Electronic EIR

You chose to merge current EIR with EIR no. 15411

Cancel OK

The background screen shows the same details as the previous screenshot, but the 'Merge EIRs' button is now disabled.

For the first Scenario of parallel inspection, in background of eEIR inspections are automatically merged, surveyor Id will be ID of user who initiated the inspection first

For the second scenario, there is a Merge eEIR button available, so that user can choose to Merge new details with existing eEIR. This button is available in list of Previous eEIR.

After clicking Merge option user directly reaches the Damage category screen, where he can report additional damages and the merged inspection will be visible in summary screen with previous eEIR number.

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Working with eEIR app without internet connection

Many of the Depots or yards are located in a remote area with sometime no data network availability. During such case, eEIR allows them to work in an offline mode.

User still needs to be online in order to login to the app and so make sure to be in a place where there is an internet connection to the phone.

After login, user can move around in the place where there are no internet connection and start capturing eEIRs.

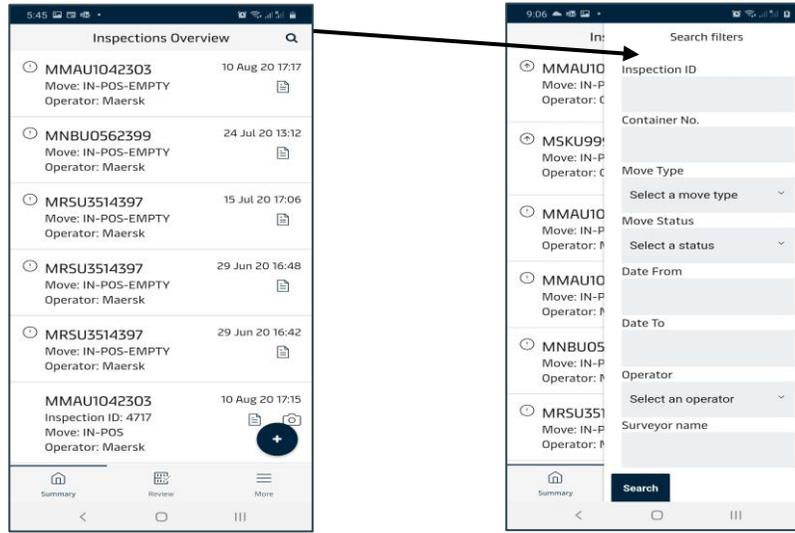
User must be aware that Container detail along with container validation feature will not be available for the user while working on offline mode.

Once the eEIR is captured, user can still go ahead and submit the eEIR. Please refer Submit eEIR section for more details.

Once the user goes online, app will process the submitted eEIR in terms of Email, Gate Moves, storing in the database.

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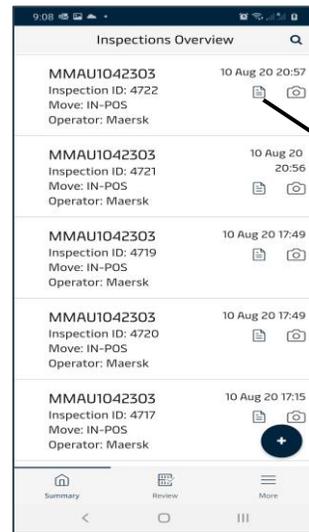
Search eEIR

Once eEIR is submitted, the same gets listed in the inspection overview screen. This screen can list only handful number of eEIRs. If you need to look for an older eEIRs then please use the search option.

In addition, User can also search for previously submitted eEIR using the search option. Search option provides various filters to help searching for a particular set of eEIRs

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How to capture eEIR for non Maersk containers

Please refer Process Flow section of this manual and Submit eEIR to know the eEIR app behaves for Non Maersk Containers. For Non Maersk containers, it is obvious that Maersk will not have the container data and also do not want to store the data in their databases. Hence to maintain the data integrity eEIR app will keep the non Maersk data in the phone in pdf format. So user can always use the mobile features to open the pdf and share it with another party.

Electronic EIR

eEIR PDF is created within few seconds after inspection is submitted, there are certain changes in PDF related to look and feel.

		Shop: IRS EASTERN INC.	Inspection Time: 01/Jul/2021 12:44:59	
CONTAINER DETAILS				
Container No.	Operator	Container Type	Production Year	
MMAU1042303	Maersk	40REEF 45R8	2010	
Move Type	Grade	Seal Number	Booking No.	
OUT-Full-DELIVERY	N	1234567	123456756	
REEFER INFORMATION				
ePTI status	Setpoint(°C)	Humidity(%)	Ventilation(%)	
	50.0	100.0	55.0	
TRUCKER DETAILS				
Company Name	Trucker's Name	Truck Reg. No	Contact No.	Email ID
this	this	1234567		
Comments				
this is test on 1 July				
EIR Reference No.	Surveyor's ID	Surveyor's Name		
1126	mmobileapp1	Biswa		
Trucker's Signature				
				

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Pdf eEIR

Report an Issue

Classification: Internal

When eEIR PDF is recreated with more additional images, it is differentiated as below

UPDATE

NEW PICTURES



Electronic EIR

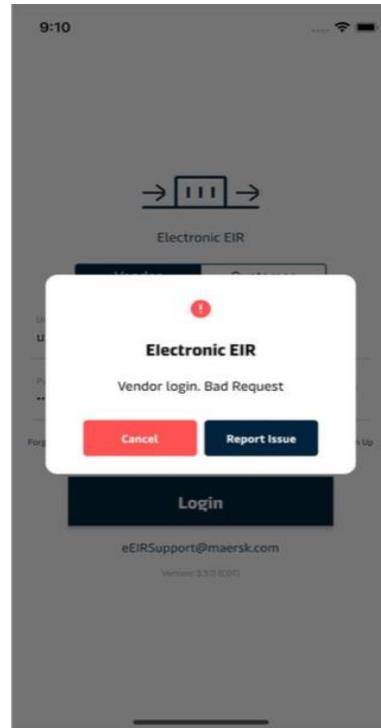
When eEIR PDF is recreated with more additional images, it is differentiated with a version history as well, In future releases we are coming up with more additions here for duplicate and parallel inspections.

VERSION HISTORY

Version 0.0	01-07-2021 07:15 - Additional Damages/Photographs Added
Version 1.0	01-07-2021 07:29 - Additional Damages/Photographs Added
Version 2.0	01-07-2021 07:29 - Additional Damages/Photographs Added

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- PDF eEIR
- Report an Issue**



Report an Issue in eEIR

This will enable the user to report issues real-time to us and we will be capturing error details automatically. This feature is useful in scenarios where Backend APIs are not functioning and user will be presented Report an Issue popup.

Thank You!