

INSTRUCTION FOR USERS SCHEDULING APPOINTMENTS FOR LOADING

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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.

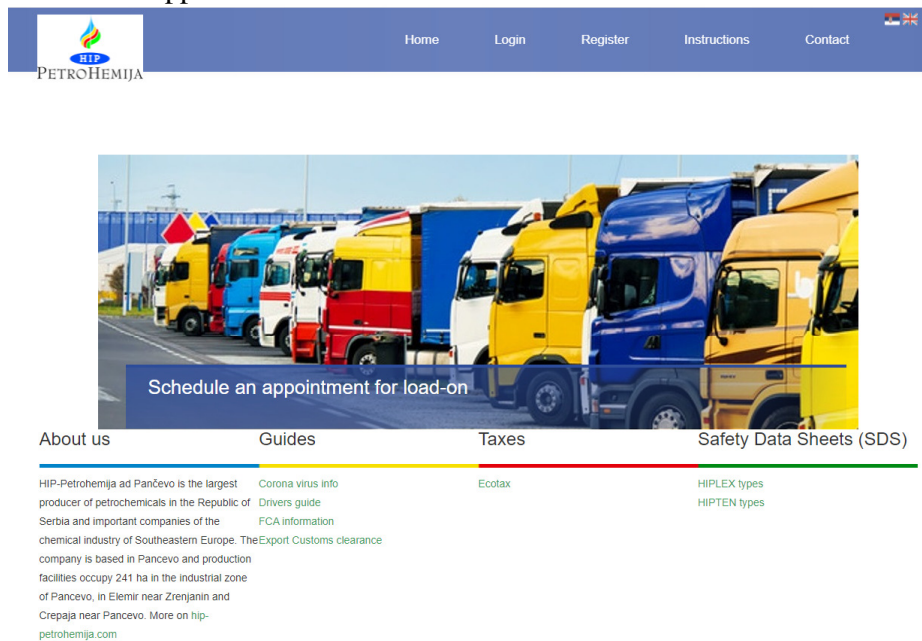
Scheduling of loading can be done any day at any time.

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

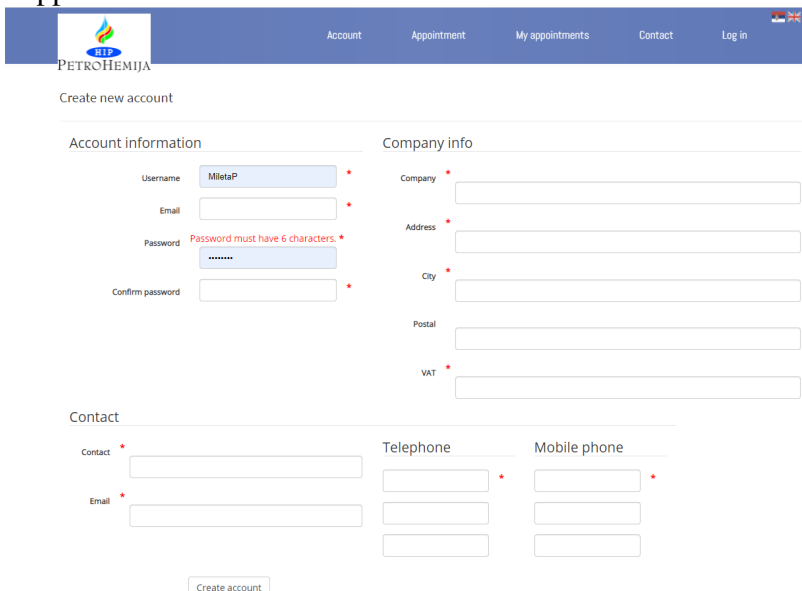
When you enter the link <https://load.schedule.hip-petrohemija.com/> in your web browser, the following screen will appear:



The screenshot shows the HIP website home page. At the top, there is a navigation menu with links for Home, Login, Register, Instructions, and Contact. Below the menu is a large banner image of several colorful trucks (yellow, blue, red) parked in a lot. A text overlay on the banner reads "Schedule an appointment for load-on". Below the banner, there are four main menu items: About us, Guides, Taxes, and Safety Data Sheets (SDS). Under "About us", there is a paragraph of text describing HIP-Petrohemija as the largest producer of petrochemicals in the Republic of Serbia and important companies of the chemical industry of Southeastern Europe. The text also mentions production facilities in Pancevo and Zrenjanin. Under "Guides", there are links for Corona virus info, Drivers guide, and FCA information. Under "Taxes", there is a link for Ecolax. Under "Safety Data Sheets (SDS)", there are links for HIPLEx types and HIPTEN types.

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 screenshot shows the HIP website registration form. The form is titled "Create new account" and is divided into several sections. The "Account information" section includes fields for Username (pre-filled with "MiletaP"), Email, Password (with a note "Password must have 6 characters"), and Confirm password. The "Company info" section includes fields for Company, Address, City, Postal, and VAT. The "Contact" section includes fields for Contact, Telephone, and Mobile phone, each with a corresponding Email field. A "Create account" button is located at the bottom of the form.

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.

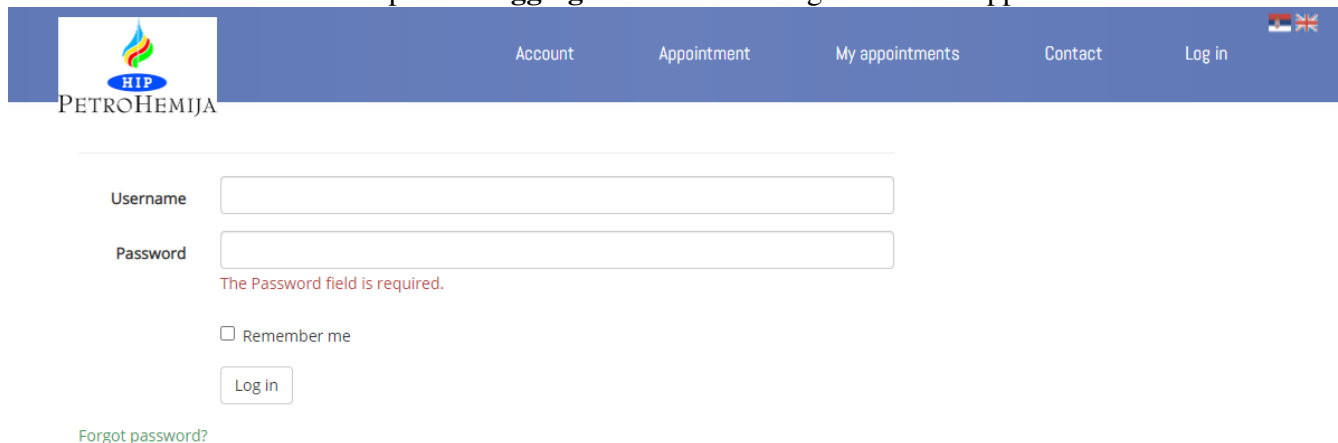
Soon after creating an account you will get an e-mail at the e-mail address you entered, with a link which you should follow to verify your registration. Once your registration is verified you may start using the application.

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:



The screenshot shows the login page with a blue header containing the HIP logo and navigation links: Account, Appointment, My appointments, Contact, and Log in. The main content area has a white background with the following elements:

- Username input field
- Password input field
- Red error message: "The Password field is required."
- Remember me checkbox
- Log in button
- Forgot password? link

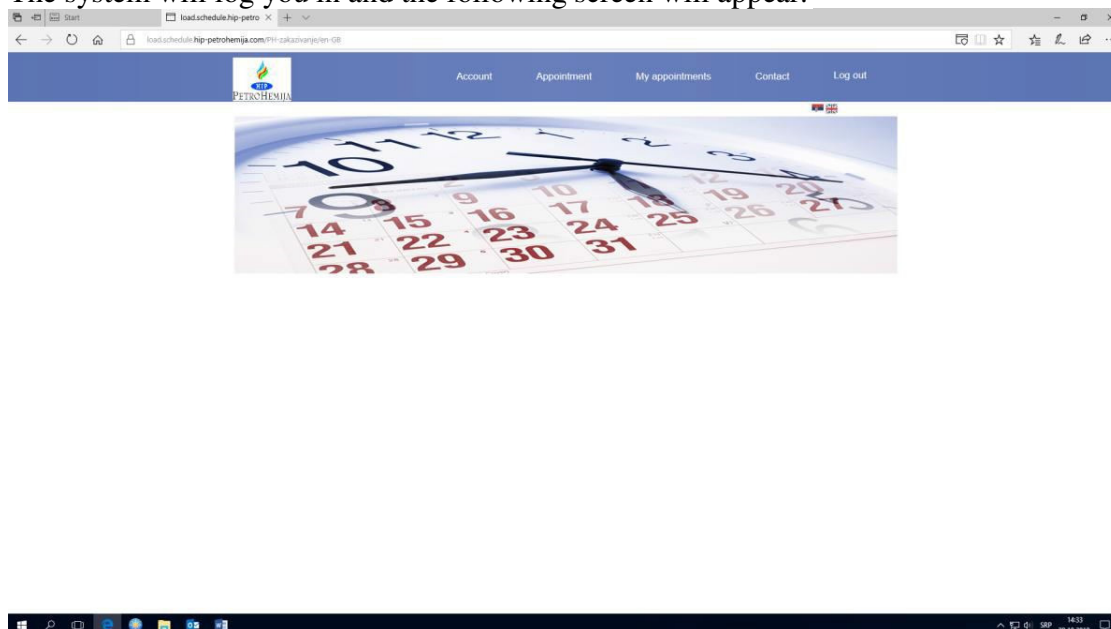
Fill in the fields:

- User's name
- Password

entering the same data as in your registration.

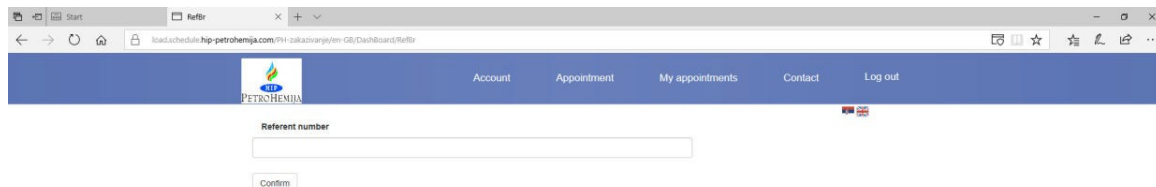
Click on **“Log in“** button.

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



4. Scheduling appointments

In the main menu choose the option “**Appointment**“. The following screen will appear:



In the field “**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 screen will appear, which may vary depending on your reference number.

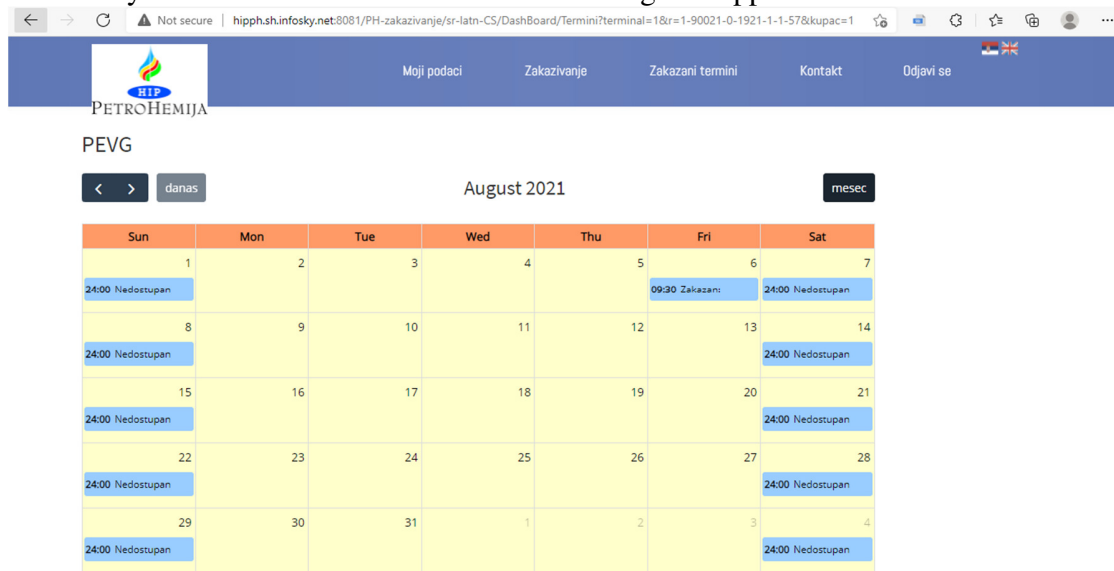
The reference number defines the terminal at which the loading will be scheduled. If the same vehicle should be loaded at two different terminals, you will be given two reference numbers. Use either of them to schedule loading appointment for one terminal, and the appointment at another terminal will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



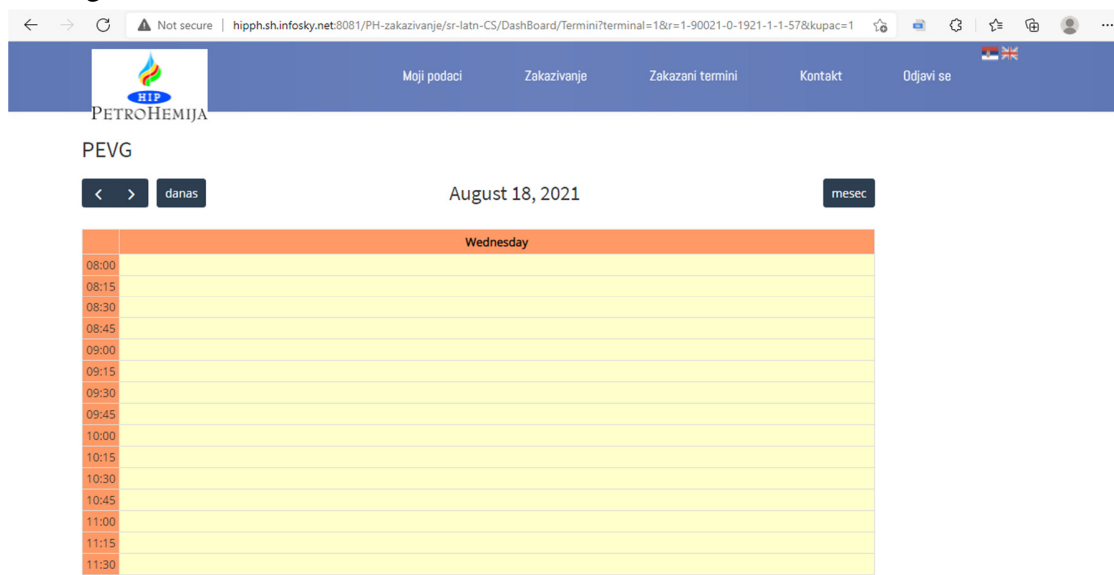
Moji podaci Zakazivanje Zakazani termini Kontakt Odjavi se

PEVG

August 2021

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1 24:00 Nedostupan	2	3	4	5	6 09:30 Zakazan	7 24:00 Nedostupan
8 24:00 Nedostupan	9	10	11	12	13	14 24:00 Nedostupan
15 24:00 Nedostupan	16	17	18	19	20	21 24:00 Nedostupan
22 24:00 Nedostupan	23	24	25	26	27	28 24:00 Nedostupan
29 24:00 Nedostupan	30	31	1	2	3	4 24:00 Nedostupan

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:



Moji podaci Zakazivanje Zakazani termini Kontakt Odjavi se

PEVG

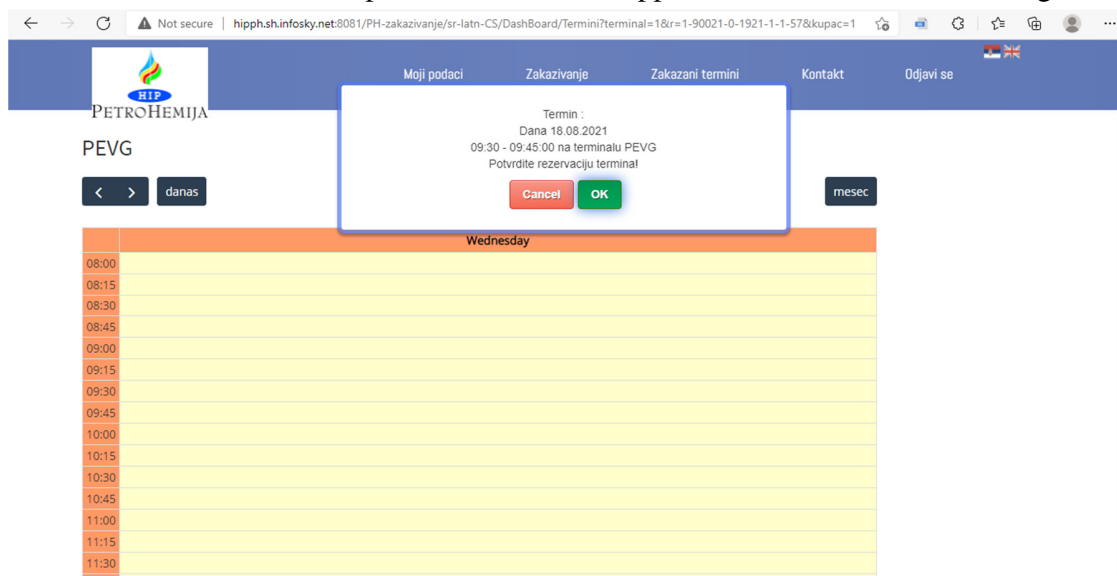
August 18, 2021

Wednesday

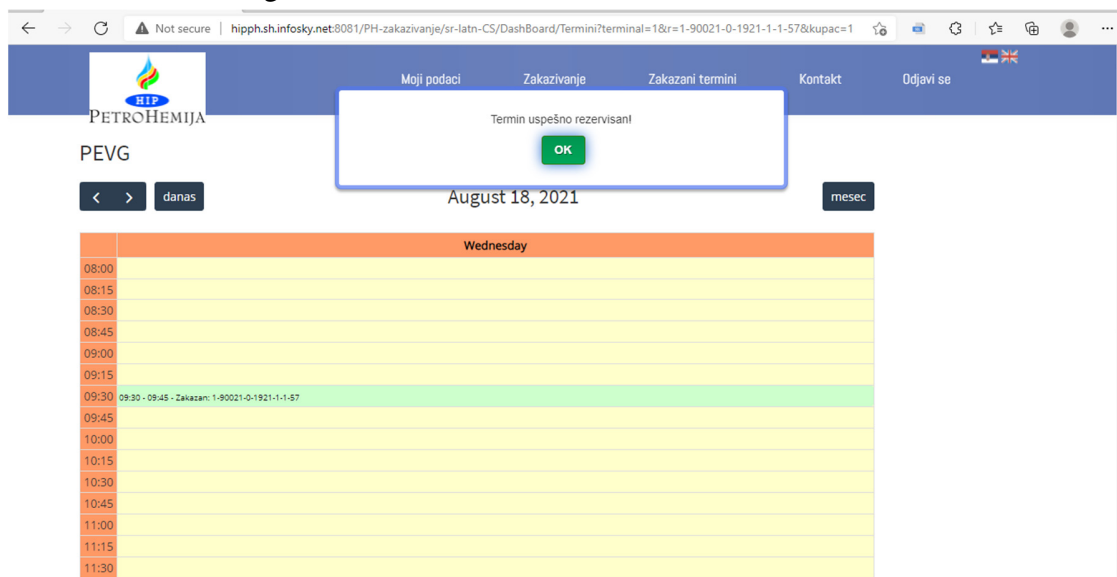
08:00
08:15
08:30
08:45
09:00
09:15
09:30
09:45
10:00
10:15
10:30
10:45
11:00
11:15
11:30

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 monthly 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:



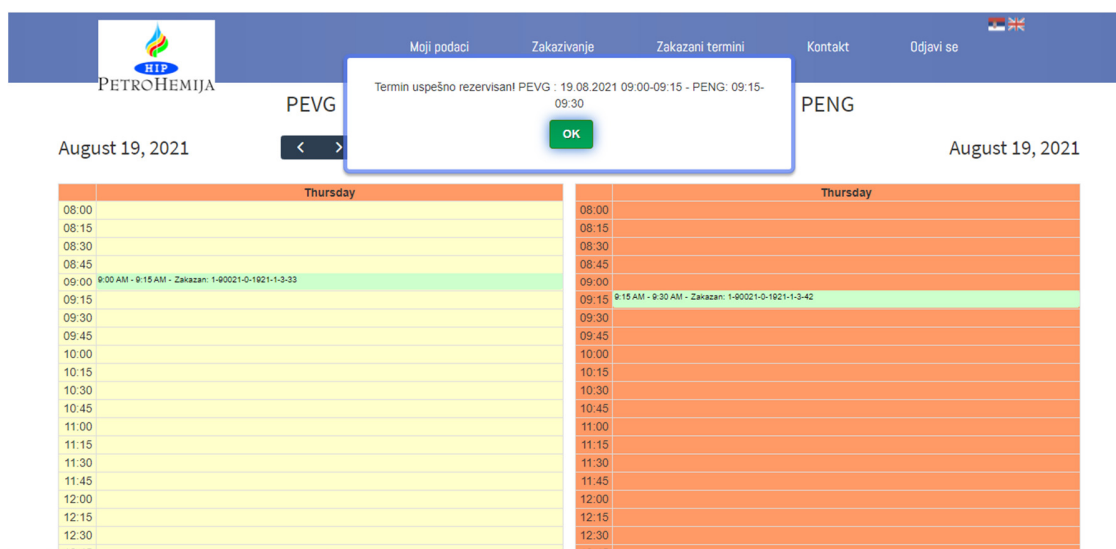
At this point, it is important to choose at which terminal you want to load the goods first. After selecting a terminal and loading time, you will get a "Confirmation screen" with data of your schedule term on both terminals.



The screenshot shows the HIP scheduling interface. At the top, there is a navigation bar with the HIP logo and menu items: "Moji podaci", "Zakazivanje", "Zakazani termini", "Kontakt", and "Odjavi se". Below this, there are two calendar views for "August 19, 2021", labeled "PEVG" and "PENG". A central dialog box is displayed, containing the following text: "Dana :19.08.2021", "PEVG 09:00 09:15:00", "Potvrdite rezervaciju terminala", and two buttons: "Cancel" (red) and "OK" (green).

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 available) 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.

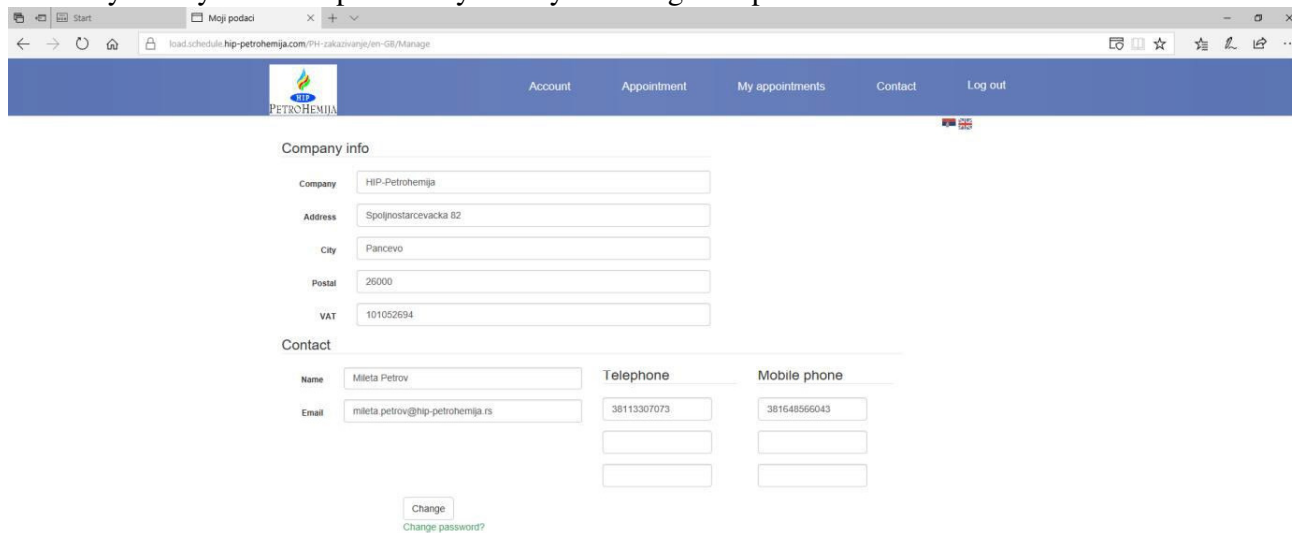


The screenshot shows the HIP scheduling interface after a successful booking. The navigation bar and menu items are the same as in the previous screenshot. The "PEVG" and "PENG" calendar views are visible. A central dialog box is displayed, containing the following text: "Termin uspešno rezervisan! PEVG : 19.08.2021 09:00-09:15 - PENG: 09:15-09:30" and a green "OK" button.

Please click on "Ok" to finish your scheduling.

5. Updating existing data

You may have your data updated anytime by selecting the option **“Account”**.



Company info

Company:

Address:

City:

Postal:

VAT:

Contact

Name: Telephone: Mobile phone:

Email:

[Change password?](#)

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