Frequently Asked Questions
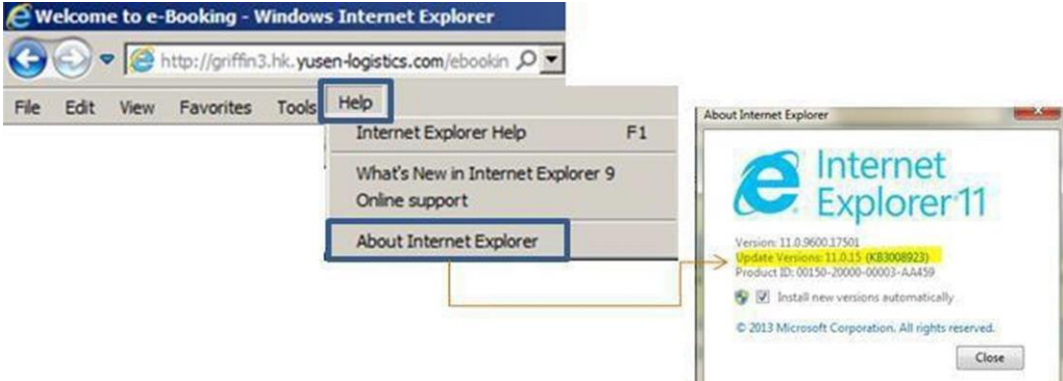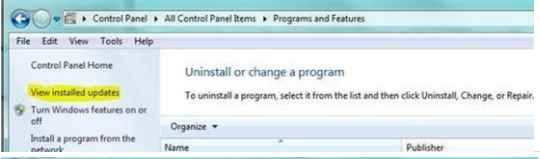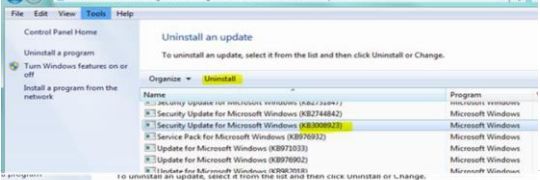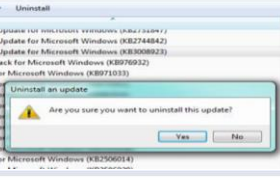
This document provides a general guideline on what to do can do in case   user encounter basic issues when accessing Yusen Logistics Griffin.Supplier portal (e-Booking/e-Invoice/CTPAT system)
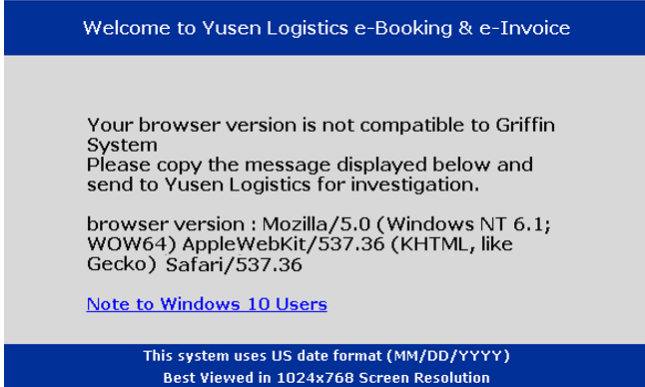
Yusen Logistics

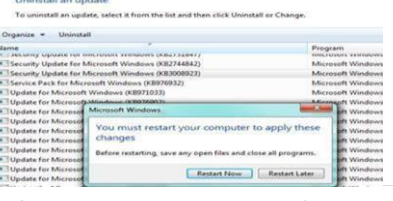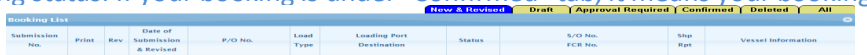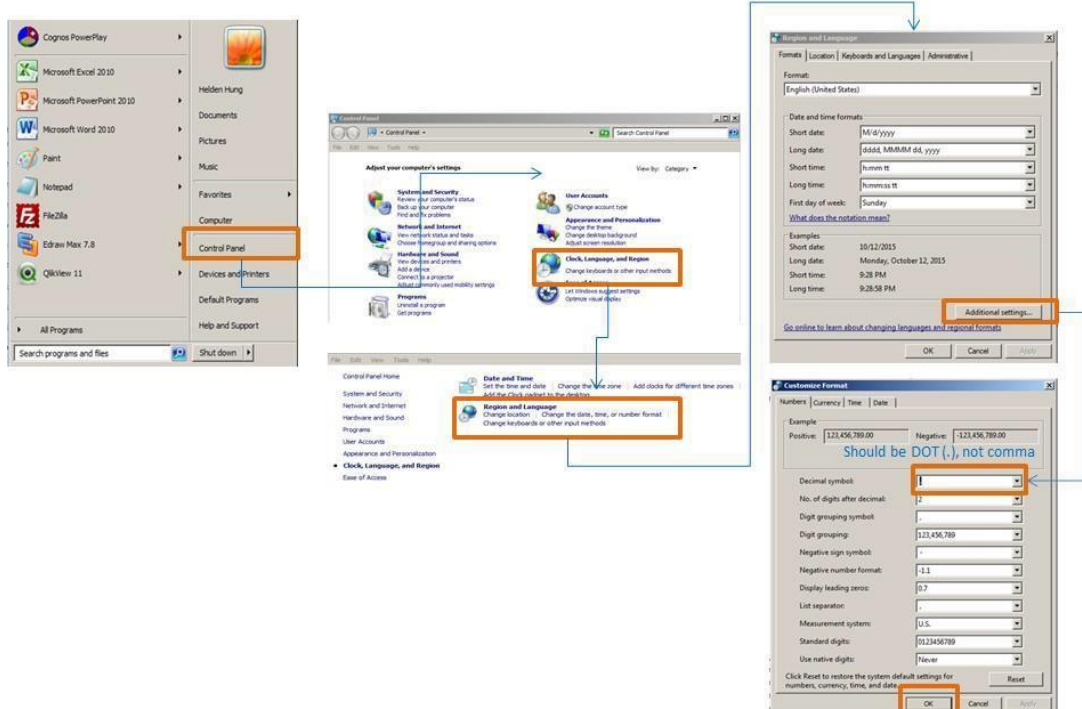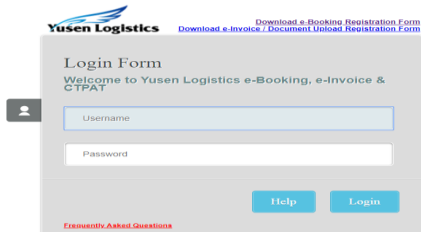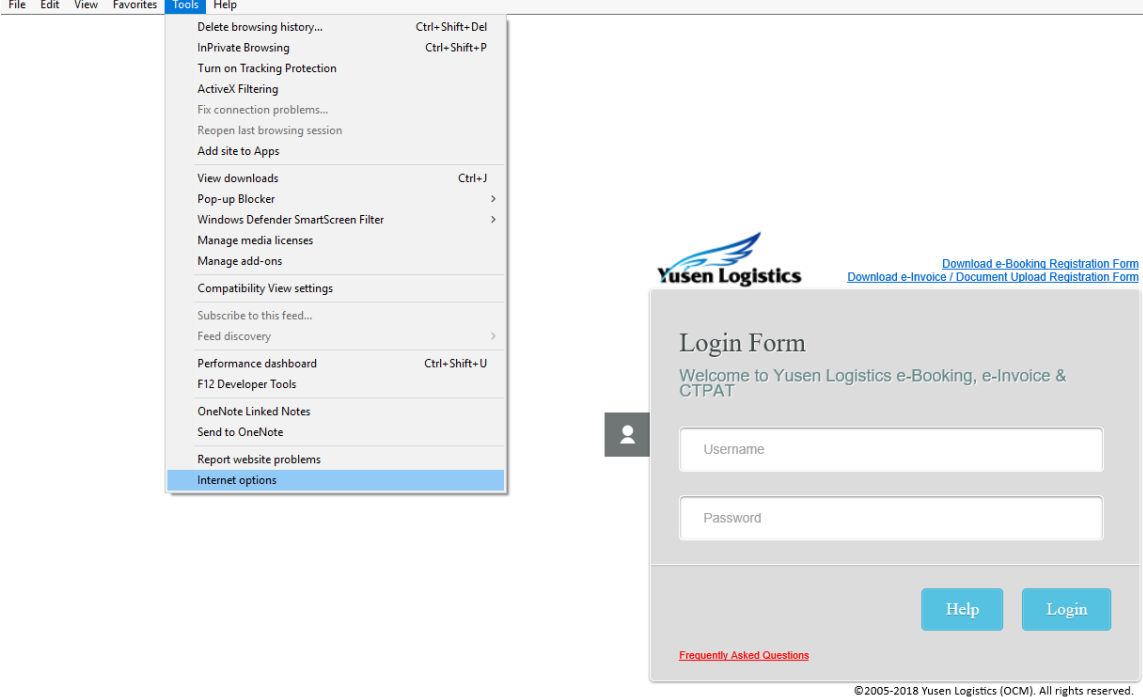| Question and Answer	
Question 1	**I have not received my Griffin.Supplier/e-booking login for more than 48 hours from my application submission?**
Answer	The login and password will be sent to your inbox via our system, please watch out for sender " bot@yusen-logistics.com.hk"
	Please check your spam mails or include sender "bot" in your email whitelist to avoid blocking YL notifications
	Please double check the website if correctly entered, If all is correct, please send follow-up email or call your local Yusen Logistics office
Question 2	**I received my login but when I enter, it says login incorrect?**
Answer	Login and password are case sensitive, please ensure you are entering the login and password exactly as provided and without any space before and after
	If after entering the exact login and password but the problem persists, please send email or call your local Yusen Logistics office
Question 3	**Is there any a basic setting or PC requirements in order to access Griffin.Supplier/e-booking?**
Answer	Hardware: CPU – Intel P4 2.8GHz or above, RAM – 1GB or above, Software: OS – Windows 7 or above, Browser – MS IE 6.5 or above with latest service pack, Internet bandwidth: 1GB for 1 - 2 users, 2GB or above for more users
	Set security setting to "Open Internet Options > click Security tab, select Trusted sites icon > click Sites button, Clear cookies and IE temporary internet files
	Under Privacy tab, please do not turn on pop-up blocker
Question 4	**I can usually access your system but after I upgraded to Windows 8.1 with Internet Explorer 11, I could no longer access Griffin properly, what should I do?**
Answer	Click on Internet Options from the Internet Explorer Menu -> Click on Advanced Tab -> Under Settings Window, please UNTICK Enable Enhanced Protected Mode as below. Thereafter, click OK button and then restart your computer.

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Question 5	**When I try to access Griffin.Supplier/e-Booking, the below error appear**
Answer	Griffin.Supplier/e-Booking are compatible to Internet Explorer ![IE icon] and Chrome ![Chrome icon] browsers. If you are using Windows 10 and could not find Internet Explorer icon in the taskbar, type "**Internet Explorer**" from Windows 10 taskbar search and it will appear in the results. Clicking on it will open Microsoft Internet Explorer
	To pin IE icon to Windows 10 Start or Taskbar, right-click on the Start search result and select Pin to Start or Pin to taskbar, according to your preference. The IE icon will get pinned.
	If you are using IE frequently, you may set IE as default browser in Windows 10 via Internet Options > Programs tab > Internet programs > Set programs. Control Panel will open. You can set Internet Explorer as the default browser under Set your Default Programs applet.
	If the problem persists after above settings, please screen capture and send via email to local Yusen Logistics team for further investigation

Question 6	I could not access Griffin.Supplier/e-Booking after I upgraded my browser to Internet Explorer 11?
Answer	Check IE version. Under Help, Click "About Internet Explorer." If update versions are 11.0.15(KB3008923), please follow the below steps A to E to remove the update.
	Step A: Go to Control Panel and click Programs and Features
	Step B: Clicking View installed updates
	Step C: Click the update that you want to remove (KB3008923) and then click Uninstall
	Step D: Click "Yes" to uninstall
	Step E: Restart your computer
	Please choose KB3049563 when selecting Commutative Update for internet explorer 11 for windows 8.1 for X64-based systems
Question 7	How would I know if my booking has been approved?
Answer	Please login to our Griffin.Supplier/e-Booking website and go to "View/Edit booking" menu to see the below booking status. If your booking is under "Confirmed" tab, it means your booking has been approved.

| Question 8	I want to update or change my login details?
Answer	For email address change, you could make the necessary update in the user menu of the Griffin Supplier/e-Booking
	For additional user or factory, please fill-up another registration form
Question 9	Does e-Booking/e-invoice have online manuals available?
Answer	Yes, user can find e-Booking/e-Invoice manuals, supplier guideline and procedures under "Useful Information" of our Griffin Supplier/e-Booking
Question 10	I was entering the details of my e-Booking or e-Container Load Plan but system says "Connection is busy now! Please Try to save work Later!"
Answer	This is due to the regional setting of your PC which is probably in European operating system when entering "KGS/CBM". Please ensure that decimal symbol is set in dot (.) not comma. Please do not copy and paste a whole string of numbers into the input field, the system will show "NAN" which will result to error "System is busy, please try again".
Question 11	When I access Griffin.Supplier/e-Booking, I do not have an option to create e-Invoice or submit/upload shipping documents?
Answer	For security reasons, login to e-Booking and e-Invoice features are separately issued. You should submit another registration form for e-Invoice login application

Question 12	**I am trying to upload my scan documents thru Griffin Supplier (e-invoice) but unsuccessful?**
Answer	Your scan file should be in black and white, one single PDF file in 200 DPI compression and file size should not be more than 4MB. Please do not upload protected file as it is not allowed. To check if the file is protected, open the PDF file > Properties > Security. It should be set as no security Invoice No. field only accepts alphanumeric and Dash ("-"). Please avoid using the following symbols as it is not allowed to enter under Invoice No. field.
Question 13	**How do I know if my FCR (Forwarder's Cargo Receipt) is ready?**
Answer	Please go to "View/Edit booking" to see the FCR number and image for each respective container. Once you verified the draft FCR and paid the local charges, you could collect the original FCR

Question 14	**When I click on anyone of Submission or e-Invoice from "View/Edit Commercial Invoice" or "View/Edit Booking" but most of the information shown as blank on the detail screen.**
Answer	1. Open "Internet Explorer" to load the front page of Griffin.Supplier.
	2. Do not login. Instead, click icon to select "Internet options" as below screen.

3. Then, in the "Internet Options" screen, select the second tab "Security".

4. Select "Trusted site".

5. Check to ensure the "Security level for this zone" is set to "Medium".

6. Click "Sites" button.

7. On the following screen, untick the "Require server verification (https:) for all sites in this zone" checkbox.

8. If the front page of Griffin.Supplier is loaded as per step 2, then the website URL should be ready in the "Add this website to the zone:" box. Otherwise, please add the URL manually.

9. Please make sure to add *http://*.hk.yusen-logistics.com* and *https://*.hk.yusen-logistics.com*, and click "Add" button. Then, click the "Close" button.
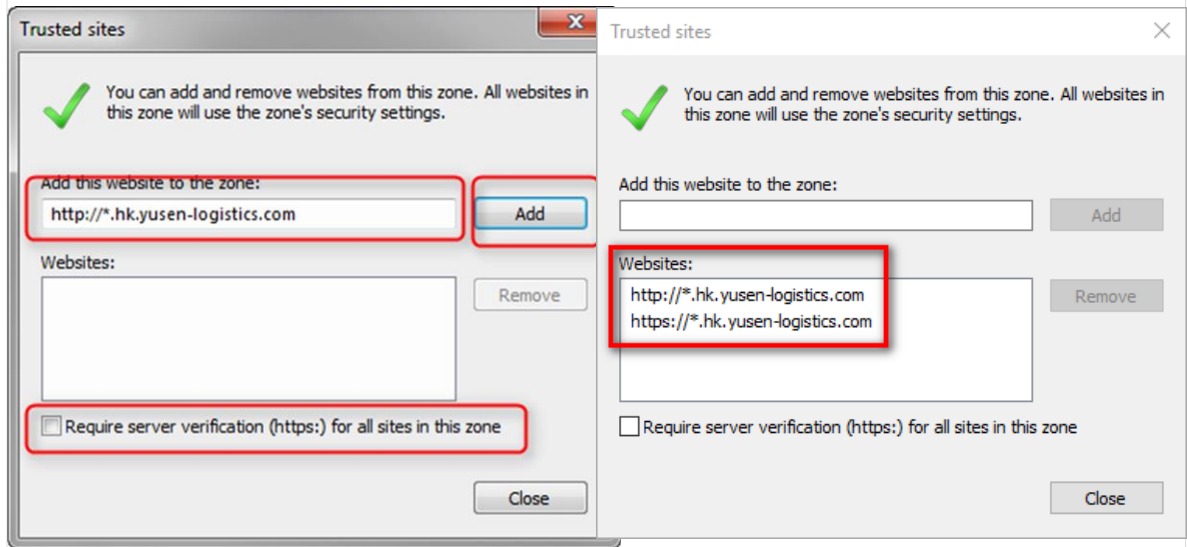
Answer

10. Then, IE will go back to the "Internet Options" screen. Click "OK" to finish.
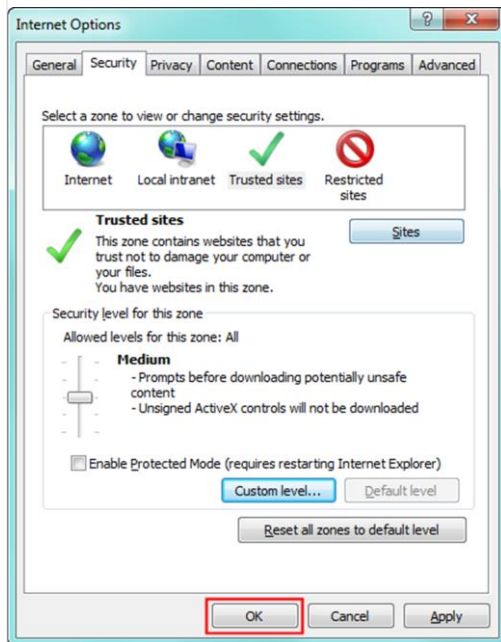
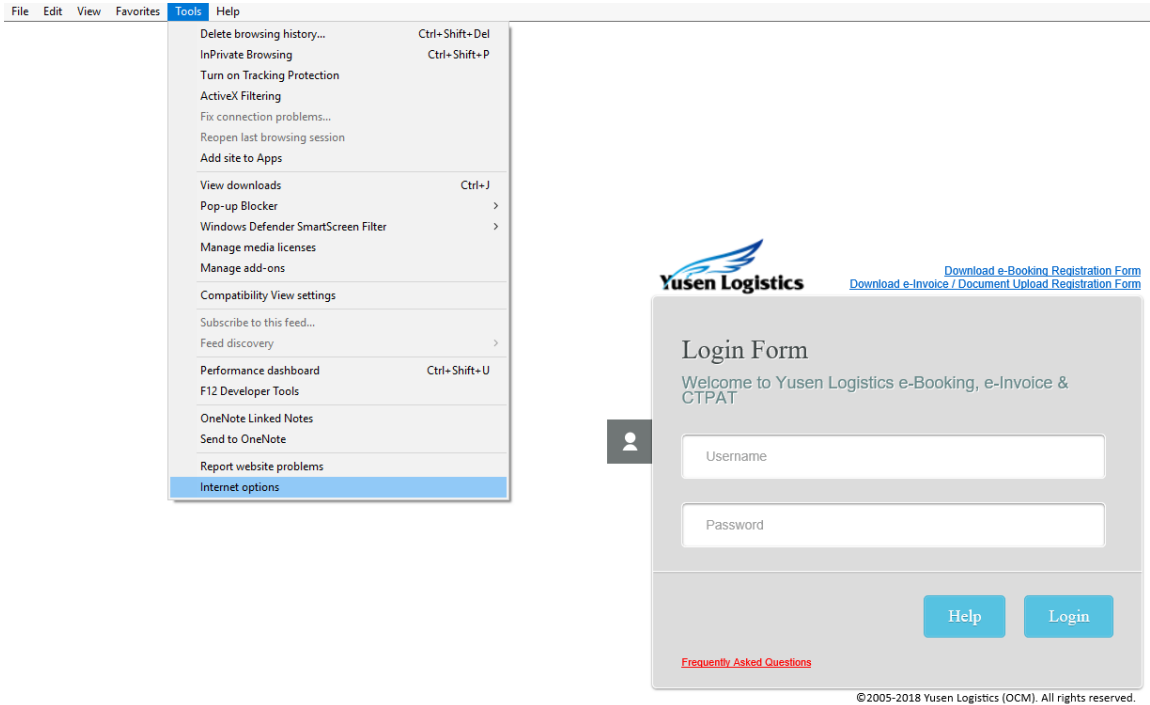11. Now user may login and start using Griffin.Supplier.

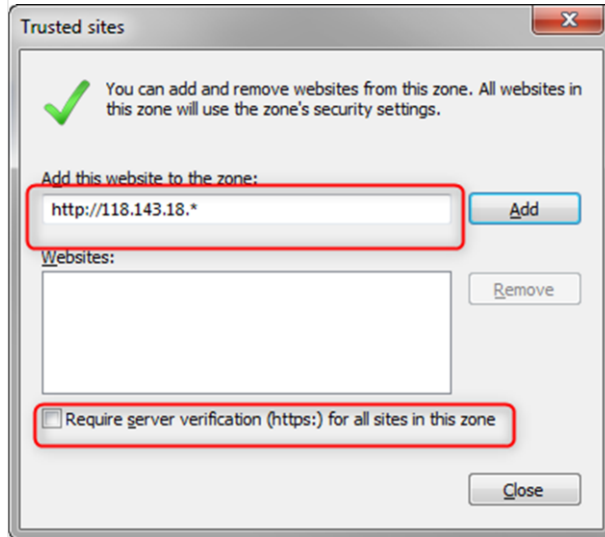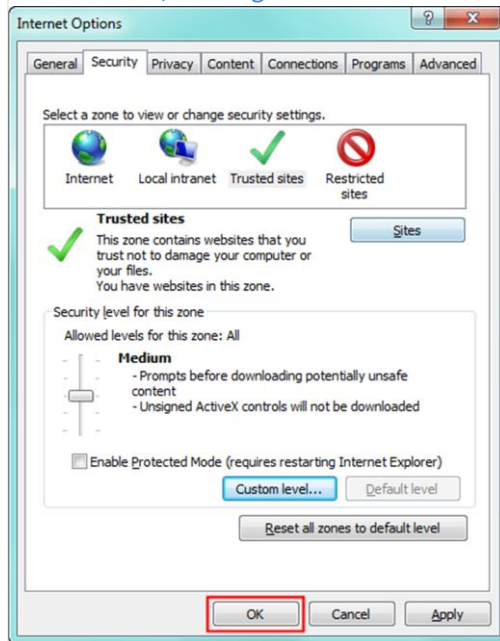| Question 15	When I click on anyone of Submission or e-Invoice from "View/Edit Commercial Invoice" or "View/Edit Booking" but most of the information shown as blank on the detail screen.
Answer	1. Open "Internet Explorer" to load the front page of Griffin.Supplier. 2. Do not login. Instead, click icon to select "Internet options" as below screen. 3. Then, in the "Internet Options" screen, select the second tab "Security". 4. Select "Trusted site". 5. Check to ensure the "Security level for this zone" is set to "Medium". 6. Click "Sites" button.

7.   On the following screen, untick the "Require server verification (https:) for all sites in this zone" checkbox.

8.   If the front page of Griffin.Supplier is loaded as per step 2, then the website URL should be ready in the "Add this website to the zone:" box. Otherwise, please add the URL manually.

9.   Please make sure to add *http://118.143.18.** *and* **https://118.143.18.***, and click "Add" button. Then, click the "Close" button.

Answer

10. Then, IE will go back to the "Internet Options" screen. Click "OK" to finish.

11. Now user may login and start using Griffin.Supplier.