

# **SCN Members *Service Search* User Guide**

[www.securitycargonetwork.com](http://www.securitycargonetwork.com)

*Welcome to SCN's Service Search Users Guide!!!*

# SUMMARY

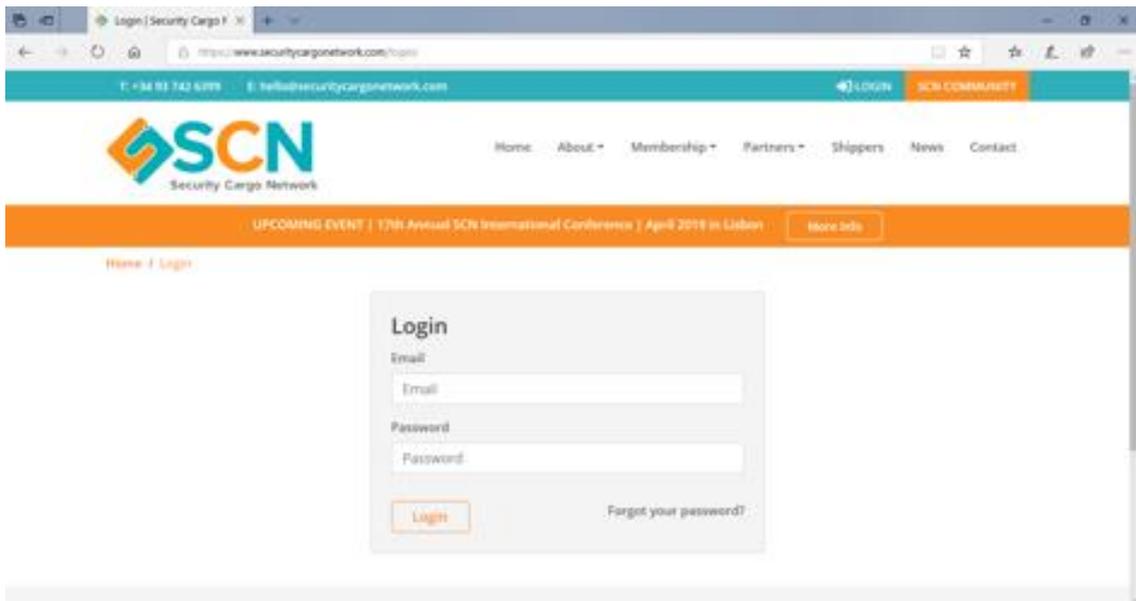
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# 1. Login

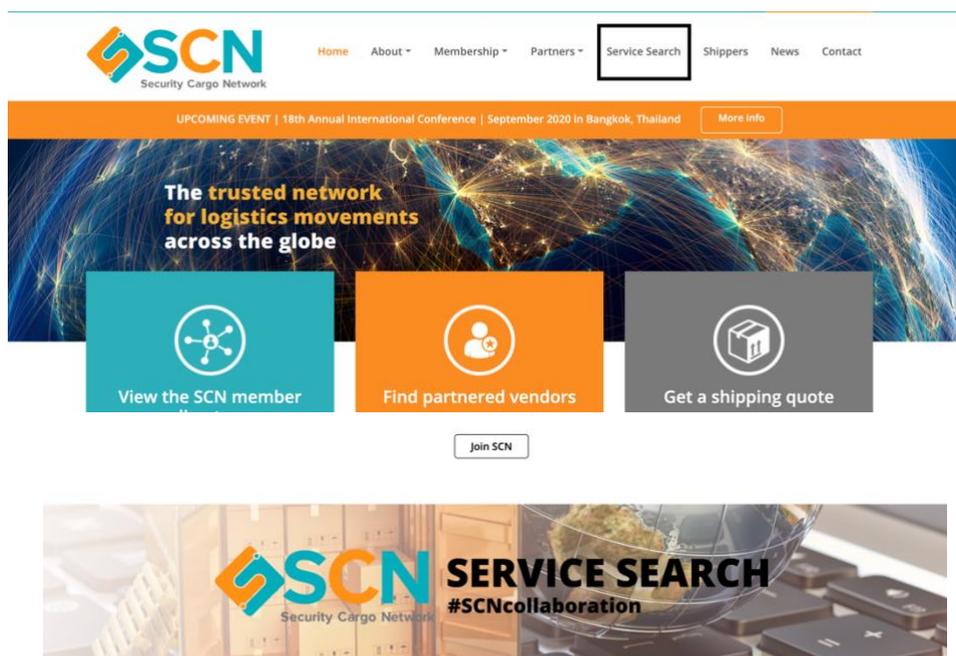
## 1.1. Login

Please go to: <https://www.securitycargonetwork.com/login/>

User the login link at the top right of the website to login with your provided login details. If you haven't received them, please contact us on: [hello@securitycargonetwork.com](mailto:hello@securitycargonetwork.com) and we will resend login details.



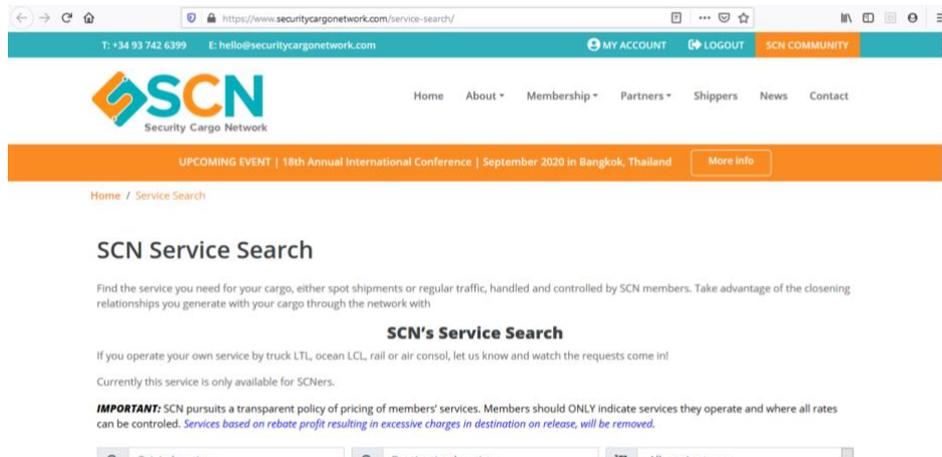
Once logged in this will grant you access to view all public information from SCN network, plus private area information i.e. further details on Service Search (available routes).



## 2. SCN Service Search

Find the service you need for your cargo, either spot shipments or regular traffic, handled and controlled by SCN members.

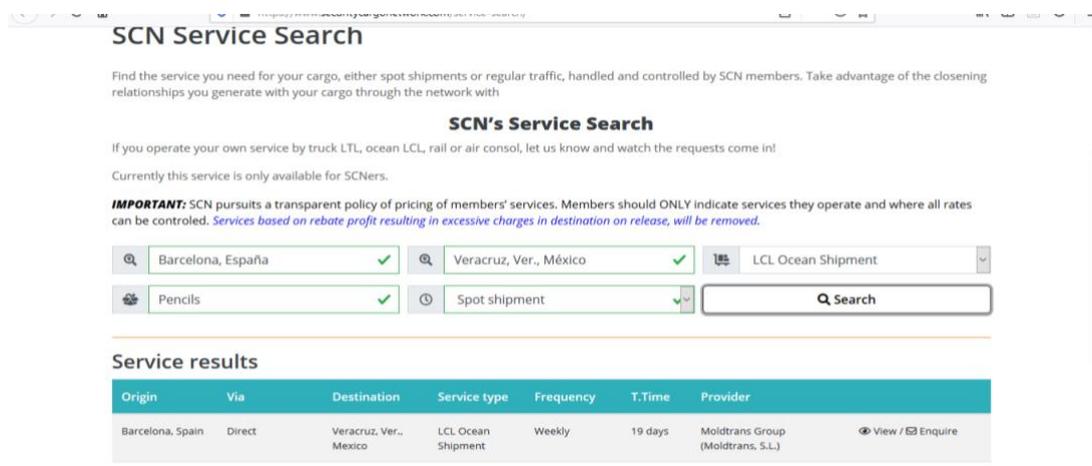
<https://www.securitycargonetwork.com/service-search/>



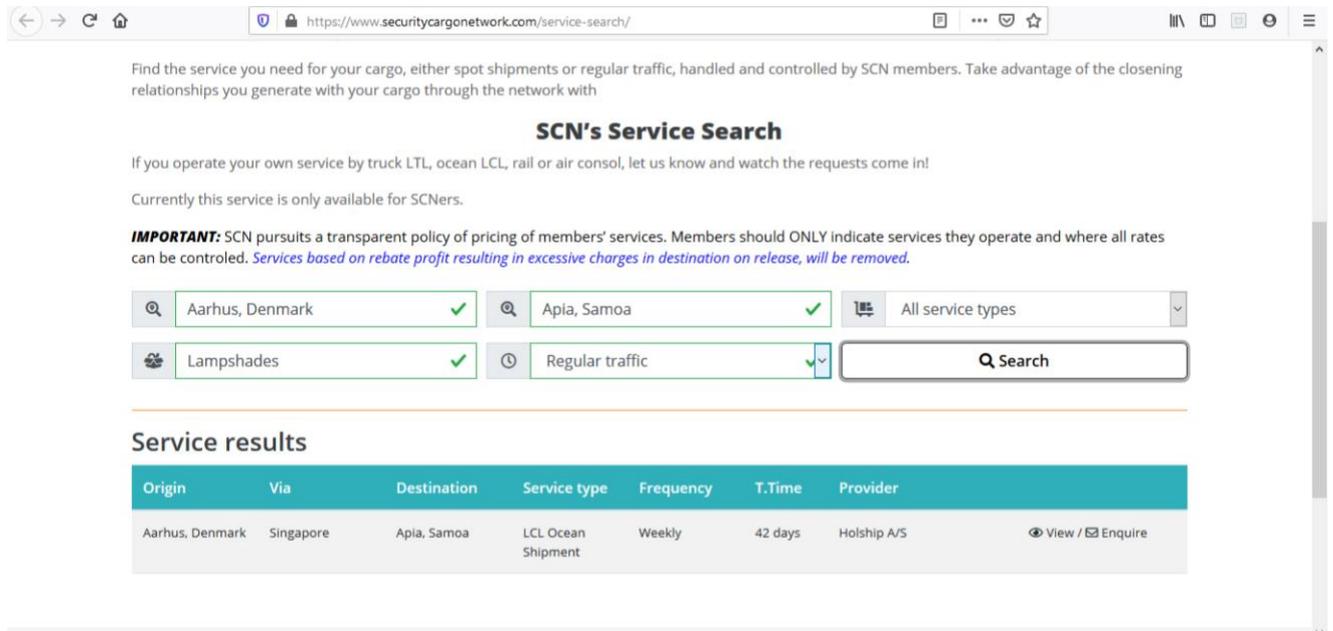
Searching for services / routes:

Ensure you complete all required information to enable search to work:

- Origin location (POL) – search by City/Count/State or Country, Geocoder will show available locations.
- Destination location (POD) - search by City/Count/State or Country, Geocoder will show available locations.
- Service type (LCL Ocean Shipment, LTL Truck Shipment, Rail Consol or Air Consol)
- Type of goods
- Frequency (spot shipment or regular traffic)



## 2.1. View Service results



Find the service you need for your cargo, either spot shipments or regular traffic, handled and controlled by SCN members. Take advantage of the closing relationships you generate with your cargo through the network with

### SCN's Service Search

If you operate your own service by truck LTL, ocean LCL, rail or air consol, let us know and watch the requests come in!  
Currently this service is only available for SCNers.

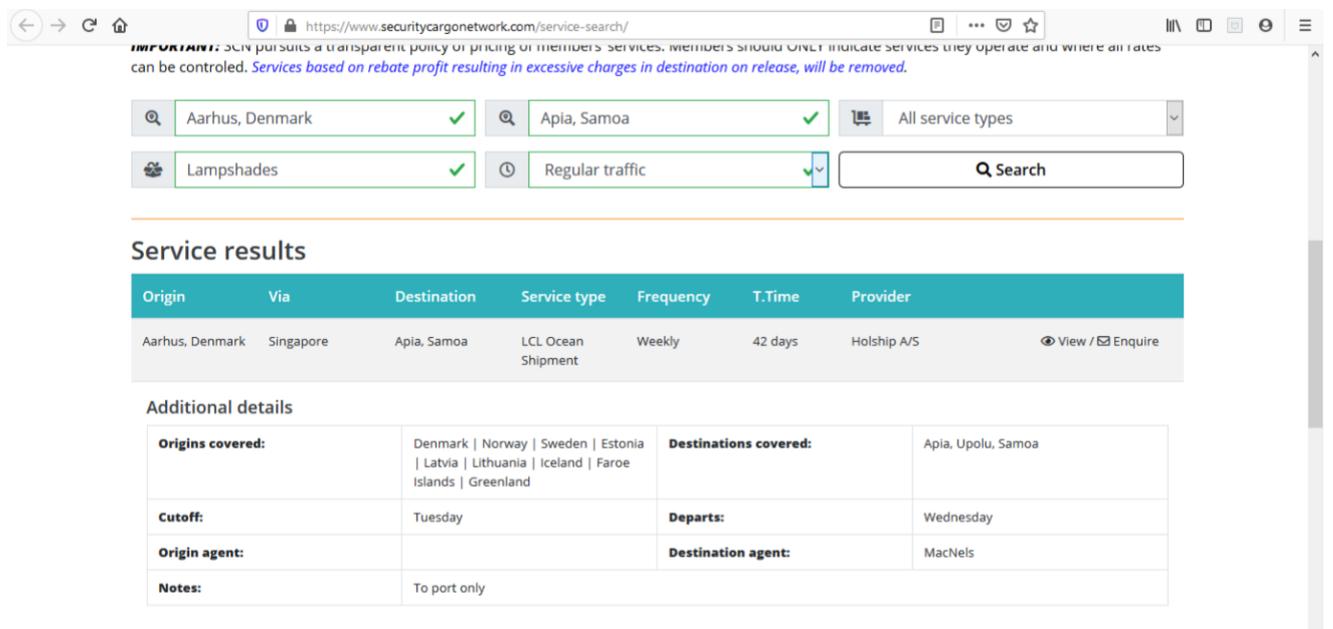
**IMPORTANT:** SCN pursues a transparent policy of pricing of members' services. Members should ONLY indicate services they operate and where all rates can be controlled. *Services based on rebate profit resulting in excessive charges in destination on release, will be removed.*

Search criteria: Aarhus, Denmark; Apia, Samoa; Lampshades; Regular traffic; All service types

#### Service results

Origin	Via	Destination	Service type	Frequency	T.Time	Provider	
Aarhus, Denmark	Singapore	Apia, Samoa	LCL Ocean Shipment	Weekly	42 days	Holship A/S	<a href="#">View</a> / <a href="#">Enquire</a>

Click on "View" so all details are displayed:



Search criteria: Aarhus, Denmark; Apia, Samoa; Lampshades; Regular traffic; All service types

#### Service results

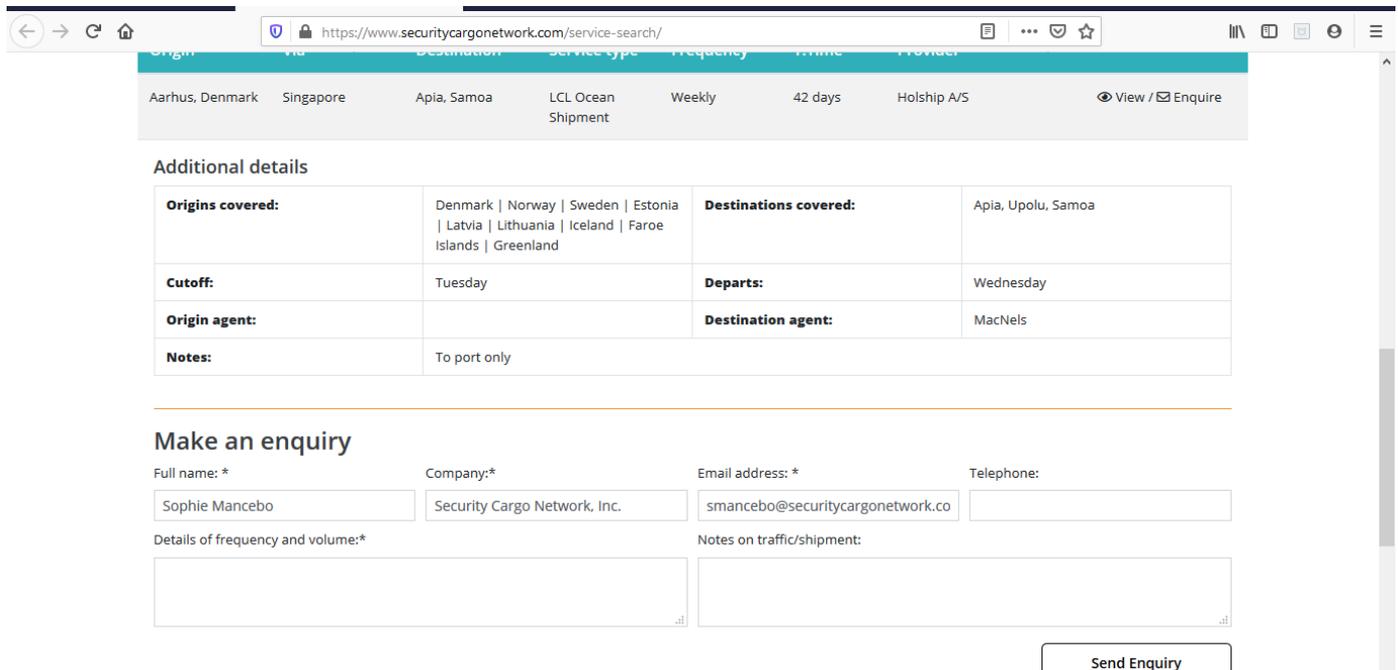
Origin	Via	Destination	Service type	Frequency	T.Time	Provider	
Aarhus, Denmark	Singapore	Apia, Samoa	LCL Ocean Shipment	Weekly	42 days	Holship A/S	<a href="#">View</a> / <a href="#">Enquire</a>

#### Additional details

<b>Origins covered:</b>	Denmark   Norway   Sweden   Estonia   Latvia   Lithuania   Iceland   Faroe Islands   Greenland	<b>Destinations covered:</b>	Apia, Upolu, Samoa
<b>Cutoff:</b>	Tuesday	<b>Departs:</b>	Wednesday
<b>Origin agent:</b>		<b>Destination agent:</b>	MacNels
<b>Notes:</b>	To port only		

## 2.2. Make an enquiry

Add any missing information or required to enable SCN member to answer to your query:



The screenshot shows a web browser displaying the SCN service search results. The search criteria are: Origin: Aarhus, Denmark; Via: Singapore; Destination: Apia, Samoa; Service type: LCL Ocean Shipment; Frequency: Weekly; Transit time: 42 days; Provider: Holship A/S. Below the search results is a table with the following details:

<b>Origins covered:</b>	Denmark   Norway   Sweden   Estonia   Latvia   Lithuania   Iceland   Faroe Islands   Greenland	<b>Destinations covered:</b>	Apia, Upolu, Samoa
<b>Cutoff:</b>	Tuesday	<b>Departs:</b>	Wednesday
<b>Origin agent:</b>		<b>Destination agent:</b>	MacNels
<b>Notes:</b>	To port only		

Below the table is a "Make an enquiry" form with the following fields:

- Full name: \* (Text input: Sophie Mancebo)
- Company: \* (Text input: Security Cargo Network, Inc.)
- Email address: \* (Text input: smancebo@securitycargonetwork.co)
- Telephone: (Text input: empty)
- Details of frequency and volume: \* (Text area: empty)
- Notes on traffic/shipment: (Text area: empty)

A "Send Enquiry" button is located at the bottom right of the form.

Once you press "send enquiry" button and email is sent to SCN member contact person so that your enquiry can be taken care off.

\*Example enquiry email:

### SCN Consolidation Enquiry



SCN <noreply@securitycargonetwork.com>  
Para Hello SCN

A new consolidation route enquiry has been submitted via the SCN website.

**Company:** Security Cargo Network, Inc.  
**Full name:** Sophie Mancebo  
**Email:** [smancebo@securitycargonetwork.com](mailto:smancebo@securitycargonetwork.com)  
**Telephone:**

**Type of goods:** Lampshades  
**Shipment frequency:** regular traffic

**Frequency notes:** Monthly 30  
**Traffic notes:**

#### Route Details

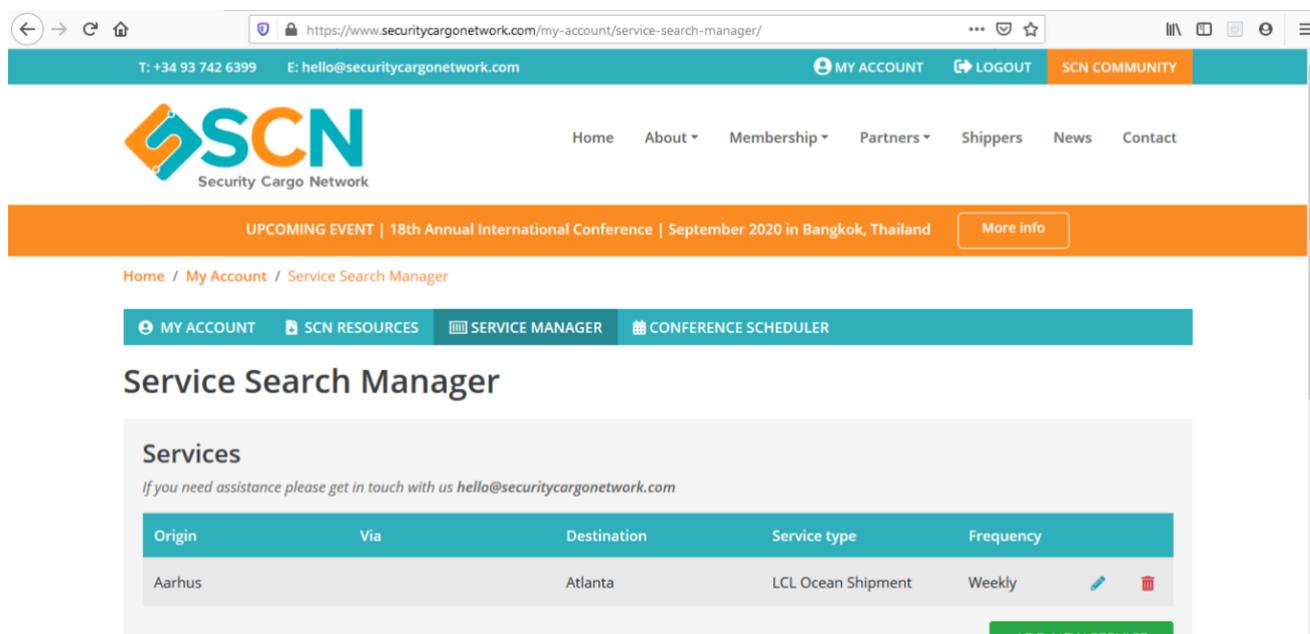
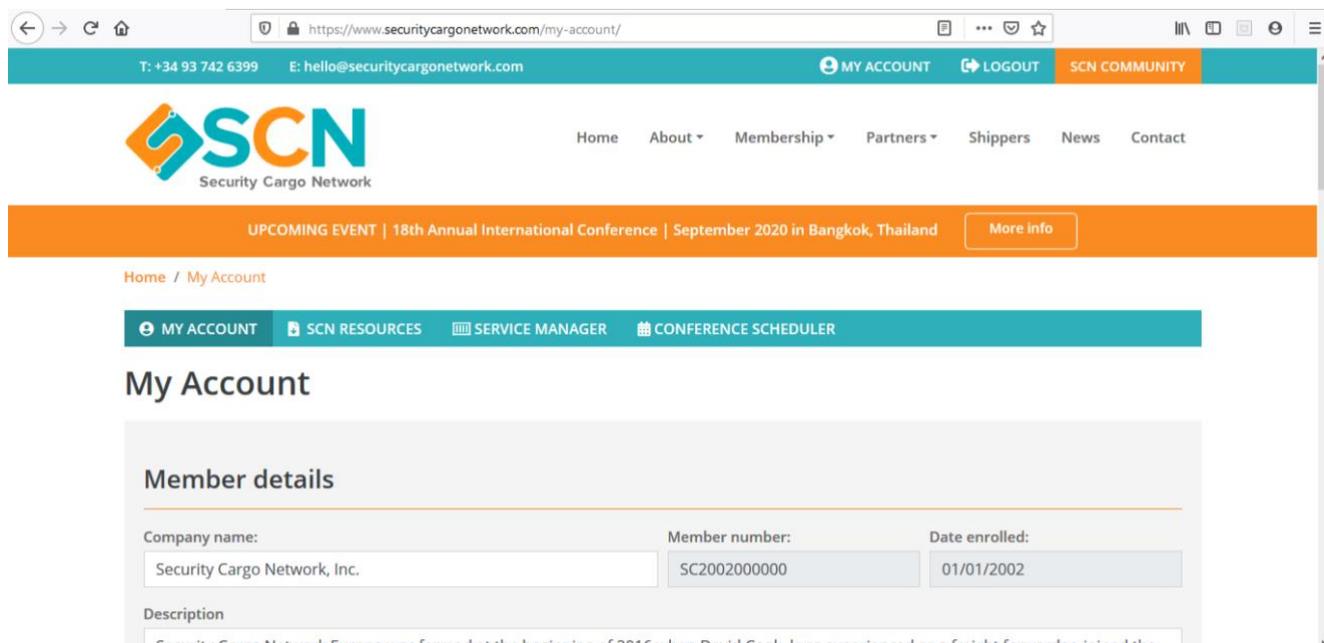
**Searched origin:** Aarhus, Dinamarca  
**Searched destination:** Apia, Upolu, Samoa

**Matched origin:** Aarhus, , , Denmark  
**Matched destination:** Apia, , Upolu, Samoa  
**Via:** Singapore, , , Singapore  
**Service type:** LCL Ocean Shipment  
**Frequency:** Weekly  
**Provider:** Holship A/S  
**Origins covered:** Denmark | Norway | Sweden | Estonia | Latvia | Lithuania | Iceland | Faroe Islands | Greenland  
**Destinations covered:** Apia, Upolu, Samoa  
**Cutoff:** Tuesday  
**Departs:** Wednesday  
**Origin agent:**  
**Destination agent:** MacNels  
**Transit time:** 42  
**Notes:** To port only

**Service contact:** Christian Thomsen ([ct@holship.com](mailto:ct@holship.com))

### 3. My Account / Service Manager

From SCN home page if you access “My Account” you’ll be able click on “Service Manger”. Once there you will be able to view /edit your member services.



Within “Service Manager” you will be able to perform the below features:

1. Editing Service details
2. Add new Services
3. Delete Services

3.1. Editing Service details (<https://www.securitycargonetwork.com/my-account/edit-service/>)

Click on the pencil related to the Service you want to amend and service details will be displayed.

Here you will be able to update Service details such as:

- Origin location (city, county, state, country...geocoder will provide available locations)
- Destination location (city, county, state, country...geocoder will provide available locations)
- Via (city, county, state, country...geocoder will provide available locations)
- Service Type ((LCL Ocean Shipment, LTL Truck Shipment, Rail Consol or Air Consol)
- Frequency (daily, weekly, monthly...)
- Cut-off day (must be exactly one of the below)
  - a. -
  - b. Monday
  - c. Tuesday
  - d. Wednesday
  - e. Thursday
  - f. Friday
  - g. Saturday
  - h. Sunday
- Departure day (must be exactly one of the below)
  - a. -
  - b. Monday
  - c. Tuesday
  - d. Wednesday
  - e. Thursday
  - f. Friday
  - g. Saturday
  - h. Sunday
- Origin Agent name
- Destination Agent name
- Transit time (should be a number only, no text)
- Enquiry contact name (only available names of contacts set as such within SCN directory)
- Notes
- Origins covered
- Destinations covered

Service details

Origin: Dinamarca  
 Destination: Atlanta, Georgia, EE. UU.  
 Via: Via location

Service type: LCL Ocean Shipment  
 Frequency: Weekly  
 Cutoff: Thursday  
 Departure: Saturday

Origin agent: Agent name  
 Destination agent: Agent name  
 Transit time: 20  
 Enquiry contact: Sophie Mancebo

Notes: Only to port

Origins covered: Add Origin  
 Destinations covered: Add Destination

### 3.2. Add new Service

Press "add new service" to create a new one.

UPCOMING EVENT | 18th Annual International Conference | September 2020 in Bangkok, Thailand [More info](#)

Home / My Account / Service Search Manager

MY ACCOUNT | SCN RESOURCES | SERVICE MANAGER | CONFERENCE SCHEDULER

## Service Search Manager

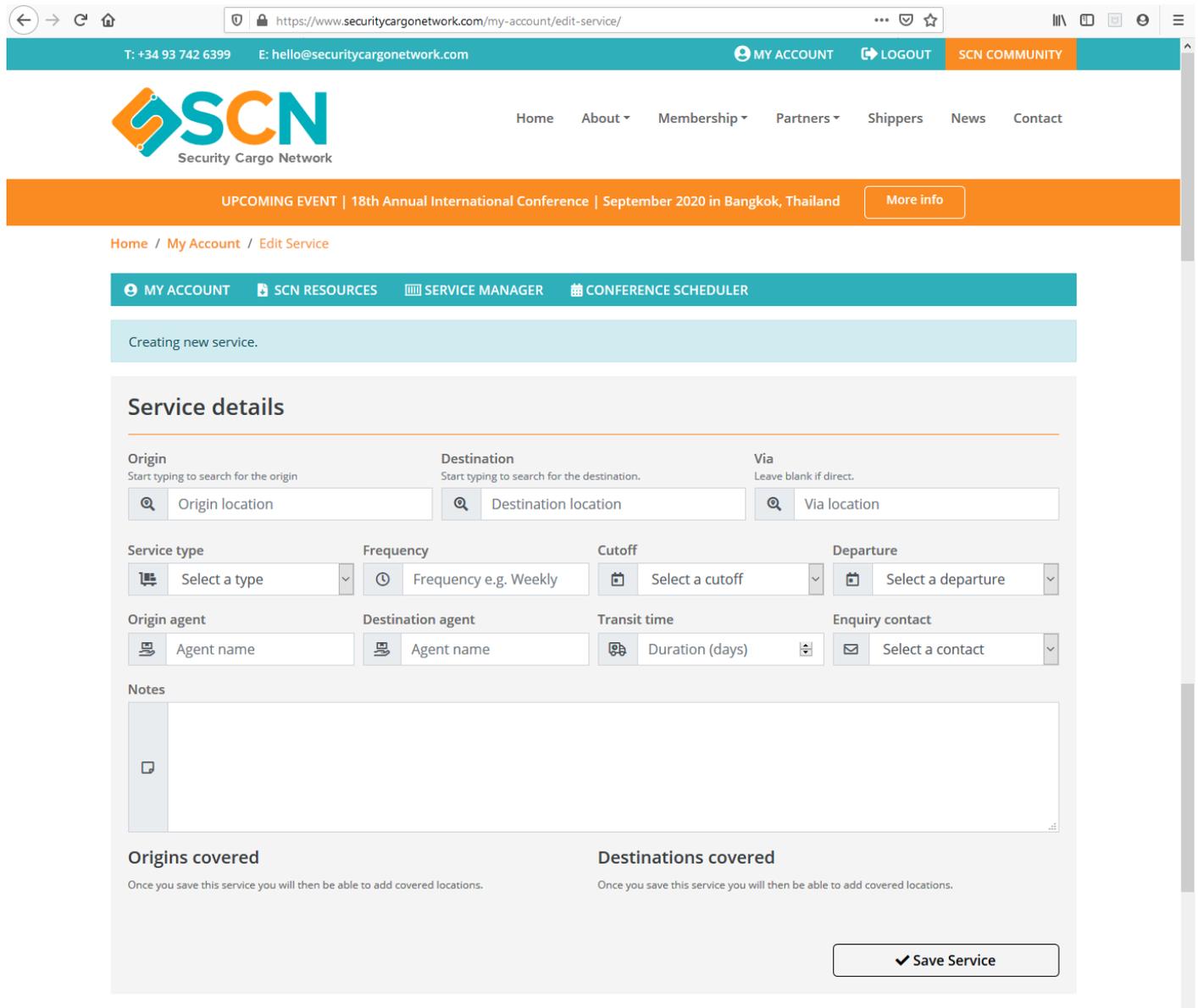
Services

*If you need assistance please get in touch with us [hello@securitycargonetwork.com](mailto:hello@securitycargonetwork.com)*

Origin	Via	Destination	Service type	Frequency	
Aarhus		Atlanta	LCL Ocean Shipment	Weekly	<a href="#">Edit</a> <a href="#">Delete</a>

[ADD NEW SERVICE](#)

You will be required to complete below data/ fields:



Creating new service.

### Service details

**Origin**  
Start typing to search for the origin

**Destination**  
Start typing to search for the destination.

**Via**  
Leave blank if direct.

Origin location    Destination location    Via location

**Service type**    **Frequency**    **Cutoff**    **Departure**

Select a type    Frequency e.g. Weekly    Select a cutoff    Select a departure

**Origin agent**    **Destination agent**    **Transit time**    **Enquiry contact**

Agent name    Agent name    Duration (days)    Select a contact

**Notes**

**Origins covered**  
Once you save this service you will then be able to add covered locations.

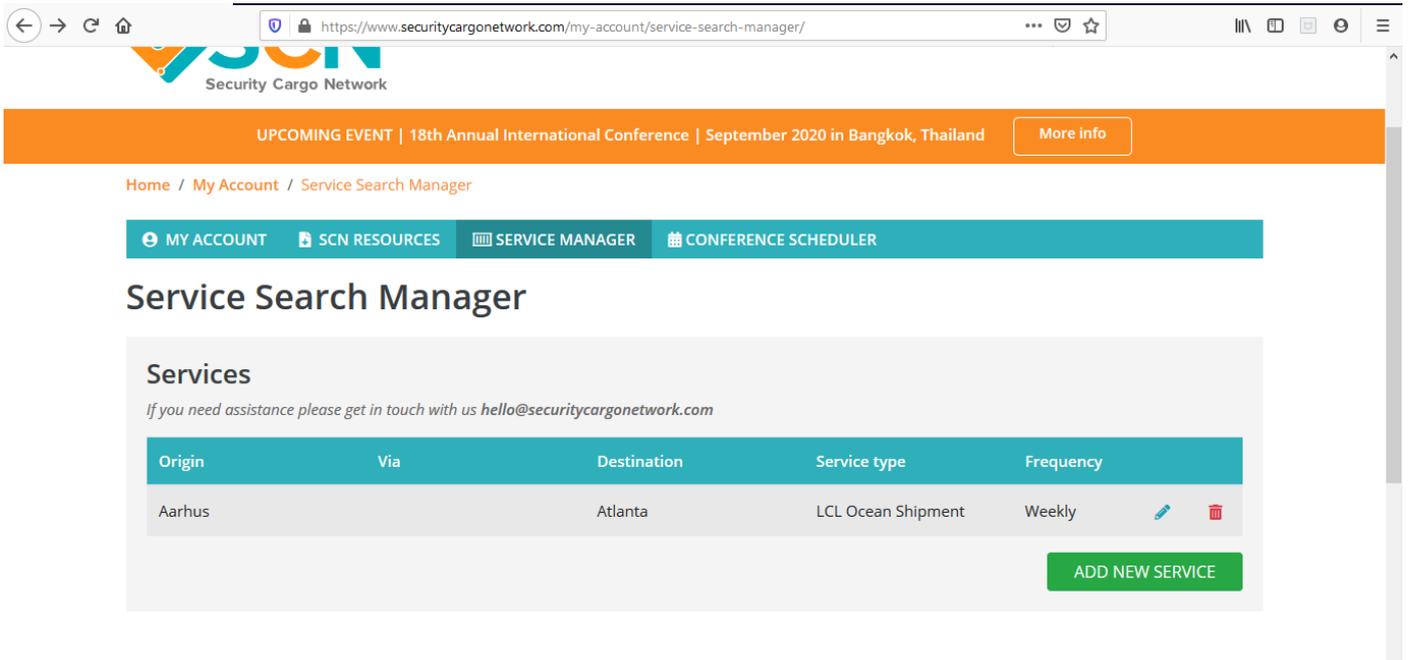
**Destinations covered**  
Once you save this service you will then be able to add covered locations.

- Origin location (city, county, state, country... geocoder will provide available locations)
- Destination location (city, county, state, country... geocoder will provide available locations)
- Via (city, county, state, country... geocoder will provide available locations)
- Service Type ((LCL Ocean Shipment, LTL Truck Shipment, Rail Consol or Air Consol)
- Service Type
- Frequency (daily, weekly, monthly,..)

- Cut-off day (must be exactly one of the below)
  - a. -
  - b. Monday
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  - h. Sunday
- Origin Agent name
- Destination Agent name
- Transit time (should be a number only, no text)
- Enquiry contact name (only available names of contacts set as such within SCN directory)
- Notes
- Origins covered
- Destinations covered

Once complete press "Save service"

### 3.3 Delete a Service



Click on the bin related to the service you want to delete.

\*\*\*\*\*

Hope this guide was of use to you. While using our Website, if you find any issues, problems or have comments on improvements please note these down. If you are reporting a problem please give as much detail as possible to help us replicate the problem, if you are able to provide screenshots this also helps. Please also provide details on the web browser you are using, you can do this by visiting <https://www.whatsmybrowser.org/> copying the link towards the top of the page alongside the green button and sending this link to us. The link will look something like **whatsmybrowser.org/b/CJRMVRT**

**Thanks** 😊