

PLANNER

A. What is a Planner?

- Planner is a feature of mjSEAPROC, which replace the manual planning of upcoming Bunker requirement,
- Instead of maintaining a manual note of upcoming Bunker requirement, Buyer can use the planner, in which they must fill some data and their email id,
- As result it will automatically set a reminder prior to laycan date and user can directly create RFQ using the Planner data and circulate the RFQ.

B. How do I get started using the Planner Features? / How to create a Plan?

Simply Log into the mjSEAPROC application using provided login credentials, Click on Menu Bar > Click on planner > Create New Plan > fill required details & email Id to receive reminders, its user-friendly and intuitive.

C. How does the planner feature work?

Users can input details of their future enquiries including laycan date and email id & other relevant information, then the application sets a reminder sending an email notification to the users before the specified laycan date.

D. What are the advantages of using the Planner?

- **Efficient Bunkering Planning:** The planner feature replaces manual Bunkering Planning, making it more efficient and less prone to error & it eliminates the needs of constantly monitor dates & deadlines.
- **Timely Reminder:** Users receive email reminders before the laycan date ensuring they do not miss critical dates.
- **Improved Organization:** Users can keep track of upcoming inquiries and easily manage their Bunkering schedule.

E. Can I edit or delete a planned inquiry in the Planner?

- Absolutely! You can edit or delete planned inquiries in the planner feature as needed, Users can Navigate to Existing Planning and can change schedule and requirement as per their need.
- Follow the below Process - **Login > Click on Planner > View Existing Plan > Click on Edit > revise data > Save.**

F. Is the planner feature available for all users?

Yes, the Planner feature is available to all users of our app, if you have subscribed to any of our existing plans, you can use this feature.

G. What if I encounter issues or have questions about using planner feature?

If you encounter any issues or have question, feel free to contact our Admin team, Email- Debasish.Mondal@mjunction.in or Srijeet.Bhowmick@mjunction.in , we are here to assist you.

RFQ

A. What is RFQ\Request for Quotation?

- It is a mandate, through which Bunker Buyer/Client share their Bunker requirement details like Bunker Grade, Vessel name, Laycan date, Port, any clauses, and other details about their requirement to the Bunker Suppliers/Bidders
- After generating RFQ every attached bidder will receive an auto generated email.

B. How to float/Generate an RFQ?

- Login > Click on RFQ > Create RFQ > Can select from Plan > Otherwise fill the RFQ form > Save.

C. What details need to be filled in an RFQ?

Client/Buyer need to fill details like Vessel Name, IMO Number, Laycan date, Port, Agent Name, Auction Date & time Duration, Currency, UOM, Bidding details, Schedule email date & time, Email id, Grade, attaching Bidder, can add additional terms for selected bidder, and additional note or any clause.

D. How does RFQ Works?

Clients' needs to Fill in all necessary details or they can select from Plan, after saving the RFQ an autogenerated email will be floated to Attached Supplier/Bidder to participate in Auction.

E. How do I identify potential supplier to send the RFQ to?

Select Create RFQ> Select Attach Bidder > add or remove from Register Bidder > can add attach bidder list suggested by mj.

F. Can I negotiate with Supplier after floating RFQ?

No, Client can't negotiate with supplier after floating RFQ, there is a standard procedure for negotiation which will happen after Auction during Counter stage.

G. Can I customize the RFQ as per my needs?

Yes absolutely, Client can restrict bidder from his registered bidder list, and they can add one additional term for selected bidder.

H. Can I edit RFQ? /How to edit RFQ?

- Please follow the below process to edit RFQ.
- Click on RFQ > List of RFQ > Select the Vessel name / Enquiry Number > Revise Data > Save.

I. Which all Bunker Grade is available?

- Currently Bunker Grade such as 2017 VLSFO 0.5%, 2010 VLSFO 0.5%, 2017 DMA 0.1%, 2017 HSFO RMG380 3.5%, 2010 HSFO RMG380 3.5%, 2017 VLSFO, 2017 LSMGO are added in Garde List,
- In Case Client want to add Another Grade they can email to admin team - Debasish.Mondal@mjunction.in or Srijeet.Bhowmick@mjunction.in.

J. What to do if my Bunker Grade is not available on the list?

Please Write an email to admin team at Debasish.Mondal@mjunction.in or Srijeet.Bhowmick@mjunction.in specifying your Bunker Grade so that we can add to the Grade list.

K. Which ports are available in mjSEAPROC?

Currently listed ports are as follow Las Palmas, Cochin, Kolkata, Fujairah or Mina Saqr, Fujairah, Gibraltar, Singapore, RBCT, Singapore Anchorage, Mumbai, Qingdao, Dongjiakou, Paradip, Algeciras, Anchorage Lisbon, Portugal, or Las Palmas.

L. My port name is not available! What to do?

Please Write an email to admin team at Debasish.Mondal@mjunction.in or Srijeet.Bhowmick@mjunction.in specifying the port details. Admin will add the new port name to the list.

Auction

A. How does Auction Work?

- It's a reverse auction and the auction strategy we used is Multi Sealed Bid where the Client will decide the start and end time of Auction and they also decide the duration of auction which usually lasts for 10 to 15 minutes.
- Bidders/Suppliers will participate in the Bidding process and the bidder with lowest price will get Rank 1 and everyone else can check their rank and can lower their bid to improve their Rank.

B. How rank will be decided when there Primary & Secondary grade?

In case Client have requirement of 2 Bunker Grade they must classify them into Primary and Secondary Grade, and Rank will be based on lowest bid on Primary Grade.

C. How to participate in Bidding?

Supplier can participate in bidding by Clicking on Available auction > Select Enquiry/ Vessel Name > Accept terms > Proceed to Bid > Put Price and Required details > Submit Bid.

D. How to observe an Auction?

Client can observe an auction by Clicking on Auction > Select Enquiry/ Vessel Name

E. Are there different types of Auctions available?

Currently Only multi sealed Bid Auction strategy is available, and we have provision to add more Auction strategy in future.

F. What happens if I win an auction?

After participating in Bidding, Suppliers will get their rank, then after completion of Counter stage, the Auction winner will receive an Email.

G. How do I know if I win an auction!

After completion of Counter stage Bidder/Supplier will receive an Email regarding it.

H. Can I retract a bid in Auction?

No, once you place a Bid you cannot retract it.

I. What will happen when more than one bidder's Bids are same?

In that case the bidder who bids first will get the higher rank.

Counter

A. What is Counter?

Counter is a feature Available in mjSEAPROC which allows the Buyers/Clients to negotiate with the Suppliers/Bidders, they can Counter each Bidders according to their rank, Starting from Rank 1.

B. How to initiate a Counter?

- Buyers/Clients can initiate a Counter by Clicking on Counter > In Process > Select Enquiry /Vessel Name > Click on Chat box Icon > Click on Counter and send.
- Buyers/Client must counter each Bidders according to their rank, Starting from Rank 1.

C. What is the Timeline for Counter?

The counter stage starts once the Bidding Stage is Over and each bidder gets their Rank.

Report

A. What is an Auction report?

Auction Reports consist of the whole summary of the Auction, it includes information about the requirement of Buyers/Clients Bidder participated, Bid Amount, Rank, and details about counter stage.

B. How to download a report?

- User can download report by following the below process.
- Click on Reports > Auction > Select Enquiry/ Vessel Name > Enable view bidder's name in report (Optional) > Download Report.

How to get Started

A. How do I register for mjSEAPROC?

Please Download the mjSEAPROC Application from Play Store (Android) or App Store (iOS) Open the app > click on submit interest form > fill relevant data and submit.

B. What is the System requirement of mjSEAPROC?

C. How to Change Password?

Users can change their Password by following the process below.

From Menu Bar > Click on change password > fill up the details > Change Password

D. How to change MPIN?

Users can change their Password by following the process below.

From Menu bar > Click on Change MPIN > Fill up the details > Save

E. How to enable Notification? / We are not receiving Notification from Application! What to do?

- Please enable Permission for Notification from Setting
- For Android - Setting > Notification > App Notification > Find mjSEAPROC and enable notification.
- iOS - Setting > Notification > Siri Suggestion > Find mjSEAPROC and enable notification.

Data Privacy & Security

A. How mj is storing & using Customer Data?

We are storing Customer Data in our Database hosted by Amazon AWS and we are using customer data for day-to-day operation usage only.

Pricing and Planning

Bunker price trends? Last Auction winning bid?

What is the pricing structure for availing mjSEAPROC Service?

mjSEAPROC

A. What is mjSEAPROC?

- A mobile based application to enable Clients and Bidders to discover, negotiate and finalize bunker prices with quick turnaround time.
- Mobile Application for Online Bunker Procurement which can be used by the bunker procurement desk in self-service mode across shipping companies.
- The Bunker Procurement function in shipping companies across the globe demands smart and effective negotiation due to the highly volatile market. Cost consciousness of the industry has fostered technology and cost innovations with many bunker procurement professionals.
- mjunction services limited providing freight solutions for cargo movement through the ocean since 2014, aspire to build a Mobile Application for Online Bunker Procurement which can be used by the bunker procurement desk in self-service mode across shipping companies.

B. Advantage of mjSEAPROC?

- Transparency
- Negotiations Friendly
- Quick Turnaround Time
- Cost Savings

C. On which Platform mjSEAPROC is Available?

mjSEAPROC is available in both Play Store (Android) and App Store (iOS).

D. How to Download mjSEAPROC App?

MjSEAPROC can be downloaded from Play Store (Android) and App Store (iOS).

E. I Have some Queries! How to reach out to the Customer Support Team?

Please Write an email to admin team at Debasish.Mondal@mjunction.in or Srijeet.Bhowmick@mjunction.in