

# Manual para creación de usuario vía Web

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Mayo, 2023

# ¿Cómo obtener mi usuario?

- Ingresar al siguiente link: <https://www.hmm21.com/company.do>
- Dirigirse a la opción “E-Service” > “Login” > “Registration”
- Leer las cláusulas asociadas a la creación de usuario en la web de HMM.
- De estar de acuerdo seleccionar la opción “Agree”.
- Seleccionar la opción “Submit”.

The screenshot shows the HMM website's main navigation bar with 'e-Service' highlighted. A modal window is open with the HMM logo and the text 'Welcome to HMM'. Below this, there are two input fields: 'ID' and 'Password'. A 'Save ID' checkbox is present below the ID field. At the bottom of the modal, there are two buttons: 'Login' (dark blue) and 'Registration' (white with dark blue border). A link 'Forgot your ID or Password?' is located at the bottom left of the modal.

The screenshot shows the 'Register' page on the HMM website. The page title is 'Register'. Below the title, there is a section for terms and conditions, followed by three sections: '1. General', '2. Eligibility', and '3. Use Restrictions'. At the bottom of the page, there are two buttons: 'Cancel' and 'Submit' (highlighted with a red box). A 'Login' button is visible in the top right corner of the page.

# Paso 1. Completar formulario

- Completar toda la información solicitada en el formulario de manera obligatoria.
- **En Company Type: es necesario indique si es un usuario como embarcador directo o un forwarder.**
- Se sugiere detallar email o grupal de la persona encargada del ingreso de información de reservas, VGM y matrices.
- Luego de completar información deberá seleccionar la opción “Submit”.

**Register**

Please fill out this registration form and our customer center will review your application and you will be assigned access rights to our online service. Generally, E-mail confirmation will be completed immediately after your registration, but in rare cases it may take up to two working days. Please fill in all the blanks in the '\*' marked section completely. Please make sure to distinguish the capital letter and small letter for your ID and Password.

User ID *	user id	<a href="#">Duplicate check of user ID</a>	
Password *		Length 8 to 15 characters, numbers and symbols(-!@#%&*~<>)	
Password Confirm *			
Name *			
Company *		Department	
Company Type *	---Select---	Bound *	Select
Nation *	-----Select-----		
E-mail Address *			
E-mailing Service *	<input type="radio"/> YES <input type="radio"/> NO		
Zip Code *			
Address *			
Telephone No. *			
Trade Lane	-----Select-----	* Please select appropriate customer based	
Latest Shipment (B/L No. Shipper Code, S/C No.)			
Comments			

[Cancel](#) [Submit](#)

# Paso 2. Activación de usuario

- Luego del registro se deberá enviar un cuestionario para la activación de usuario, formato se encuentra registrado en la página web de Globaldesk lo pueden ubicar como “Formato cuestionario”: <http://globaldesk.pe/documentacion/>
- Posterior a ello se deberá enviar cuestionario completo vía correo al Customer service de la línea y área de documentación [pehmmsexp@kenrick.com.pe](mailto:pehmmsexp@kenrick.com.pe) [docexpo@transtotalperu.com](mailto:docexpo@transtotalperu.com)



To Our Valued Customers,

We thank you for your interest in our Internet Bill of Lading Service.

Please complete **Customer Contact information** below and email to:

**\*\*\*LAT AGENT : Edit this section. Input your agency Contact information here and save it as template. Include your email so the customer knows where to send this application**

This form is to ensure that your company is properly registered with HMM, so please answer the below questions in its entirety and **send to the above email address.**

*\*Freight Forwarders inputting on behalf of another HMM customer must complete **questionnaire** for Shipper + Forwarder **INTERNET BILL OF LADING**. Customer must submit written authorization for your company to input B/L's via HMM's website on their behalf on their own company letterhead./*

**Customer Contact information:**

Company Name	
(Contact Person's) Name	
HMM website ( <a href="http://www.hmm21.com">www.hmm21.com</a> ) User ID	

Datos a completar en formato son los siguientes:

**Company name:** razón social que figura en la reserva enviada.

**Contact name:** persona de contacto.

**HMM User ID:** detallar usuario creado según instrucciones brindadas en el paso 1.

**La activación de usuario podría tomar de 12 a 24 hrs ya que es realizada por nuestra oficina principal (Dallas) es por ello que se sugiere tomar sus precauciones para la creación de reservas e ingreso de matrices.**

# Usuarios Forwarder

- En caso el usuario haya sido registrado como Forwarder deberán enviar carta de autorización firmada y membretada por el embarcador (razón social que figura en la reserva) a fin de asociar reservas de su cliente a su usuario como forwarder, formato de carta se encuentra publicado en nuestra web: <http://globaldesk.pe/documentacion/>
- Luego enviar cuestionario vía correo a los siguientes correos: [pehmmsexp@kenrick.com.pe](mailto:pehmmsexp@kenrick.com.pe) [docexpo@transtotalperu.com](mailto:docexpo@transtotalperu.com)



LATIN AMERICA **Shipper + Forwarder** INTERNET BILL OF LADING  
QUESTIONNAIRE

To Our Valued Customers,

We thank you for your interest in our Internet Bill of Lading Service.

Please complete **Customer Contact information** below and email to:

**LAT AGENT : Edit this section. Input your agency Contact information here and save it as template. Include your email so the customer knows where to send this application**

This form is to ensure that your company is properly registered with HMM, so please answer the below questions in its entirety and send to the above email address.

\* Freight Forwarders inputting on behalf of another HMM customer:  
Customer must submit written authorization for your company to input B/L's via HMM's website on their behalf on their own company letterhead.

**Customer Contact information:**

Forwarder Company Name	
Forwarder (Contact Person's) Name	
Forwarder HMM website User ID ( <a href="http://www.hmm21.com">www.hmm21.com</a> )	
<b>Shipper</b> Company Name	

**Must be on Shipper's own letterhead\***

**FREIGHT FORWARDER AUTHORIZATION LETTER**

TO: HMM America Shipping Agency, Inc.

FM: **Shipper Company Name**

Our company, **Shipper Company Name** has selected **Freight Forwarder Company Name** as our Freight Forwarder. They are located at **Freight Forwarder address.**

We hereby grant **Freight Forwarder Company Name** full authorization to input B/L instructions on our behalf via HMM's website [www.hmm21.com](http://www.hmm21.com).

Sincerely,

**Signature of Shipper Company Representative**  
**Shipper Company Name**

# Gracias

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De tener alguna consulta o duda podrá canalizarlo a través de nuestro correo grupal  
**pehmmsexp@kenrick.com.pe / docexpo@transtotalperu.com**

<http://globaldesk.pe/>



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Callao - Perú