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-Petrohemije 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.

You may schedule your loading every day. In order to have your loading successfully scheduled for the desired date, it is necessary to schedule appointments before 3 o’clock p.m. on the last working day before the desired date of loading.

The application will enable you to plan your loadings in advance.

We appreciate your choosing to use our application “Scheduling appointments for loading“.
2. New user registration

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

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:
It is mandatory to fill in the following fields:
- Account data
- Company data
- Contact

After filling in the required data, click on the “Create account” button. Soon after creating an account you will get an e-mail to 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 menu choose the option “**Logging in**“. The following screen will appear:

![Login Screen]

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:

![Logged In Screen]
4. Scheduling appointments

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

![Screen capture](image)

In the field “Reference number“ enter the reference number provided by HIP-Petrohemije a.d. Pančevo or by your principal applicant.

The reference number you enter must be in the 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 terminals, you will be given two reference numbers. Use either of them to schedule loading appointment for one terminal, and the term for another terminal will be automatically scheduled either just before or just after the term scheduled for 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 calendar with available terms for loading will appear on the screen as follows:

<table>
<thead>
<tr>
<th>Sun 28/10</th>
<th>Mon 29/10</th>
<th>Tue 30/10</th>
<th>Wed 31/10</th>
<th>Thu 01/11</th>
<th>Fri 02/11</th>
<th>Sat 03/11</th>
</tr>
</thead>
<tbody>
<tr>
<td>08:00 a</td>
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<tr>
<td>08:30 a</td>
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<td>09:30 a</td>
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<td>10:30 a</td>
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<td>11:00 a</td>
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<td>12:30 p</td>
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<td>14:00 p</td>
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<tr>
<td>15:00 p</td>
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<td>15:30 p</td>
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<td>16:00 p</td>
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<td>16:30 p</td>
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</tr>
</tbody>
</table>

Use the arrows in the top left corner to choose the date. You may also choose the desired display choosing the appropriate button (day, week, month). The button “**Today**“ will return you to today’s date.

Click on the desired term to schedule your appointment. After you complete your scheduling you will be returned to the page with your scheduled terms.
4.2. Option 2 – Loading goods at two terminals

A 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.

You are required to choose at which terminal you want to have your first loading.

Use the arrows in the top left corner to choose the date. You may also choose the desired display choosing the appropriate button (day, week, month). The button “Today” will return you to today’s date.

Click on the desired term to schedule your appointment. After you complete your scheduling you will be returned to the page with your scheduled terms.
5. Updating existing data

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

Enter the desired changes and press “Change“ button. Your data will be updated.
6. Scheduled appointments review, printing and cancellation

In order to check the reference numbers used and appointments scheduled, select the option “Scheduled appointments” in the main menu:

<table>
<thead>
<tr>
<th>Terminal</th>
<th>Date</th>
<th>Referent number</th>
</tr>
</thead>
<tbody>
<tr>
<td>PEVG</td>
<td>05.11.2018 12:00 - 12:30</td>
<td>2-322318-0-10418-1-3.07</td>
</tr>
<tr>
<td>PEN3</td>
<td>05.11.2018 12:30 - 13:00</td>
<td>2-322318-0-10418-1-3.88</td>
</tr>
</tbody>
</table>

By clicking on the desired term, it will become blue. 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 chosen 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 for making a new appointment.

If you want to print the data referring to chosen 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