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## **Appendix 1: Survey Questionnaire**

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**SURVEY QUESTIONNAIRE**

This questionnaire is used to gather information from Freight Forwarders of their views about the usage of Information Technology in business functions related to port activities for the research project “ Usage of Information Systems by sea ports in Sri Lanka” by C.A.Hewavithana of the MBA/IT 2002/2004 group of University of Moratuwa. The information given by you will purely be used for the research work and will be kept as highly confidential.

### **PART 1**

#### **Company Profile**



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1. Name of Company \_\_\_\_\_
2. Mailing Address \_\_\_\_\_
3. Name of Person Filling in questionnaire \_\_\_\_\_
4. E-mail Address \_\_\_\_\_
5. Title of Person Filling in Questionnaire \_\_\_\_\_

## **Part 2**

### **Question 1:**Familiarity Level of Information Technologies.

Please indicate your familiarity level of Information Technologies in the appropriate box in the table below using the following choice type.

#### **Choice Types**

- 1 = I have never head of
- 2 = I use a few times a year
- 3 = I use about 2 or 3 times a month
- 4 = I use once a week
- 5 = I use daily

	<b>Information and Communication Technology</b>	<b>Choice</b>
1.	PC	
2.	Windows	
3.	Fax Machines	
4.	Electronic Mail	
5.	Internet	
6.	Electronic Data Interchange	
7.	Satellite Positioning	
8.	Bar Coding	
9.	Electronic Imaging	
10.	Pagers	
11.	SMS	
12.	Voice Mail	
13.	Spreadsheets	
14.	Search Engines	
15.	Databases	
16.	Word Processors	

17.	Local Area Networks	
18.	Electronic Funds Transfer	
19.	Automatic Equipment Identification Tags	

Question 2: Reasons for Implementing or Continuing to IT

Please indicate your choice for implementing or continuing to use IT in the appropriate box in the table below using the following choice type.

Choice Types

1 = I strongly agree

2 = Agree

3 = Undecided

4 = Disagree

5 = I strongly disagree

	Reason	Choice
1.	Customer service enhancement	
2.	Improve operations planning	
3.	Improve communications with customers	
4.	Maintain a competitive advantage	
5.	Meet customer requirements	
6.	Reduce costs	
7.	Improve profits	
8.	Reduce paperwork	
9.	Increase office/clerical efficiency	
10.	Improve security	
11.	Improve monitoring of company equipment and drivers	
12.	Manage documentation better	
13.	Improve integration of information	
14.	Measure the performance of carriers and facilitators	

15.	Improve communication with company drivers	
16.	Identify the best rates and levels of service available from carriers and facilitators	
17.	Book, issue, account for, and generate reports of freight shipments	
18.	Plan the routing of equipment and cargoes	
19.	Examine the sequence of operations at my company	
20.	Respond quickly to emergencies or change of operational orders	

Question 3:Types of Company Activities Affected by IT

Please indicate your choice for the types of company activities affected by IT in the appropriate box in the table below using the following choice type.

Choice Types:

1 = Strongly Agree

2 = Agree

3 = Undecided

4 = Disagree

5 = Strongly Disagree

	<b>Activity</b>	<b>Choice</b>
1.	Billing	
2.	Costing	
3.	Dispatching	
4.	Payment	
5.	Vehicle Tracing	
6.	Shipment Tracing	
7.	Loading/Unloading	

8.	Vehicle Routing	
9.	Load Preparation	
10	Answering Customer Calls	

Question 4 :Satisfaction with IT

Please indicate your level of satisfaction of the facilities provided by SLPA and SAGT in the appropriate box in the table using the choice types given below.

Choice Types:

1 = Highly Satisfied

2 = Satisfied

3 = Moderate

4 = Dissatisfied

5 = Highly Dissatisfied



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	Business related activity	SLPA	SAGT
1.	Event Notification		
2.	Container tracking		
3.	Billing method		
4.	Billing queries		
5.	Online billing inquiries		
6.	Document processing time		
7.	Truck turnaround time		
8.	SMS		
9.	Email inquiries		
10.	Fax messages		
11.	Telephone inquiries		
12.	Obtain container details		
13.	Payment methods		
14.	Port tariff notification		
15.	Disputes handling		
16.	Web Access		

## **Appendix 2: UN/EDIFACT standard container messages**

### **BAYPLI**

A message to transmit information about equipment and goods on a means of transport, including their location on the means of transport. The message can be exchanged between (liner) agents, tonnage centres, stevedores and ships masters/operators

### **MOVINS**

A Stowage instruction message contains details of one means of transport vehicle, giving instructions regarding the loading, discharging and restowage of equipment and/or cargoes and the location on the means of transport where the operation must take place.

### **CALINF**

A message from a liner agent to a stevedore that provides information on the planned arrival of a vessel and the expected container operations.

### **VESDEP**

A message from a stevedore to a liner agent informing the latter party of the closing of a vessel's file and giving information on the actual container operations.

### **COPRAR**

A message to order the container terminal that the containers specified have to be discharged from a seagoing vessel or have to be loaded into a seagoing vessel.

### **COARRI**

A message by which the container terminal reports that the containers specified have been discharged from a seagoing vessel (discharged as ordered, overlanded or shortlanded), or have been loaded into a seagoing vessel.

### **TANSTA**



Tank Status Report Message. A message from a vessel to the ship planning department of a shipping line and vice versa (e.g. via satellite), giving details about the contents of ballast tanks, fuel tanks, water tanks and other figures necessary for the calculation of the stability of the vessel.

### **CODECO**

A message by which a terminal, depot, etc. confirms that the containers specified have been delivered or picked up by the inland carrier (road, rail or barge). This message can also be used to report internal terminal container movements (excluding loading and discharging the vessel).

### **COPARN**

The message contains an order to release, to make available, to accept or to call down containers or to announce the impending arrival of containers.

### **COEDOR**

A message to report containers that are in stock of the sending party (i.e., a terminal, depot or container freight station).

### **COPINO**

A message by which an inland carrier notifies of the delivery or pick-up of containers.

### **COSTOR**

Order that specified goods/consignments are to be stuffed into (already or still to be delivered) or stripped from LCL-containers

### **COSTCO**

Confirmation that specified goods/consignments have been stuffed into or stripped from LCL-containers.

### **COHAOR**

Order to perform a specified special handling and/or service on containers.

### **COREOR**

Order to release containers, and giving permission for them to be picked up by or on behalf of a specified party.

### **DESTIM**

A message for use by the container repair, shipping and leasing industry. It may be used by a container equipment repair depot to send an owner or user a description of damages to the equipment, as an estimate of the repair actions and costs needed to rectify such damages. A recipient owner may forward the estimate to a lessee. The message may also be used by an owner or lessee as an authorisation message to the repair depot to perform the repairs indicated in the estimate, and as an acknowledgement of his willingness to pay for those repairs indicated in the estimate for his account.

### **IFTFCC**

A message specifying freight, handling and transport costs and other related charges between transport service providers and their customers.

### **IFTSAI**



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The function of this message is to request transport schedule or availability information and to answer to such a request.

### **IFTDGN**

The International Forwarding and Transport Dangerous Goods Notification message is a message from the party responsible to declare the dangerous goods (e.g. carrier's agent, freight forwarder). The message is to the party performing the checks in conformance with the legal requirements on the control of dangerous goods, normally the Port Authority. It conveys the information relating to the means of transport such as a vessel, train, truck or barge and on the dangerous goods being loaded, unloaded, and/or in transit.

### **CUSCAR**

This message permits the transfer of data from a carrier to a customs administration for the purpose of meeting customs cargo reporting requirements.

## **CUSDEC**

This Customs Declaration Message (CUSDEC) permits the transfer of data from a declarant to a customs administration for the purpose of meeting legislative and/or operational requirements in respect of the declaration of goods for import, export or transit

## **CUSEXP**

This message permits the transfer of express consignment data to a customs administration for the purpose of combining all three types of customs reporting (conveyance report, cargo report and customs declaration) within a single message.

## **CUSPED**

This Periodic Customs Declaration Message (CUSPED) permits the transfer of data from a declarant to a customs administration for the purpose of meeting legislative and/or operational requirements in respect of the periodic declaration of goods for import or export. The message may also be used, for example:

- to transmit consignment data from one customs administration to another;
- to transmit data from a customs authority to other government agencies and/or interested administrations.
- to transmit data from a declarant to the appropriate data collection agency on the movement of goods between statistical territories.

## **CUSREP**

This Customs Conveyance Report Message (CUSREP) permits the transfer of data from a carrier to a customs administration for the purpose of meeting customs reporting requirements in respect of the means of transport on which cargo is carried.

## **CUSRES**

This Customs Response Message (CUSRES) permits the transfer of data from a customs administration to the sender of customs data. It may also be used by customs to transmit electronic customs clearance of goods.