

<b>SSIT</b>	<b>Written by:</b> Hung Tran	<b>User Guide</b>
		<b>Version:</b> 1.3 <b>Date:</b> Jan 05, 2024
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# SSIT ePort

## USER GUIDE VERSION 1.3



### Revision History

Version	Released Date	Author	Notes	Approved by
1.0	Sep 10, 2023	Hung Tran	First release	Vu Phan Hoang- DGD Thinh Nguyen Viet- CFO Chuong Nguyen Manh- Head of IT
1.1	Oct 16, 2023	Hung Tran	Revised and added the descriptions for refund.	
1.2	Nov 16, 2023	Hung Tran	Revised after GUI updated.	
1.3	Jan 05, 2024	Hung Tran	-Update account registration procedure. -Insert link to refund request form. -Update the link to the guideline on how to enable and share 2FA.	

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## 1. Introduction.

### 1.1. About SSIT ePort.

- **SSIT ePort** is a website for customers to look up information (containers, vessel visits) and make online payments for services through **SP- SSA International Terminal (SSIT)** gate.
- **SSIT ePort** assists customers to track:
  - Containers by criteria: **container number/ Bill of Lading number/ Booking number.**
  - Vessel visits by criteria: **(vessel name + inbound voyage)** or **(vessel name + outbound voyage)** or **(vessel name + inbound voyage + outbound voyage).**
- **SSIT ePort** supports customers in registering online container delivery/ receipt and other VAT services at SSIT gate, as well as making online payment for those services through various methods:
  - Domestic cards (Vietcombank, BIDV, Agribank, VIB...)
  - International cards (VISA, Master, JCB, Amex)
  - QR scanning, e-wallets (Momo, Zalo Pay...)
  - Bank transfer

Hence, it will be greatly beneficial for both customers and SSIT.

- **For customers:** you will have the ability to monitor your goods/ vessel visits to have efficient plans for import/ export containers. In addition, all the service fees will be paid in advance to gate in time and online with full trackable payment history. Therefore, gate wait time will be reduced dramatically and every transaction at SSIT will be well-controlled by your finance team.
- **For SSIT:** our gate clerks know when and how many jobs they will be handling at gate to actively arrange shifts, labor and equipment to best serve customers.

### 1.2. System requirement.

- SSIT ePort is best used with Google Chrome, Firefox, Microsoft Edge, Safari.

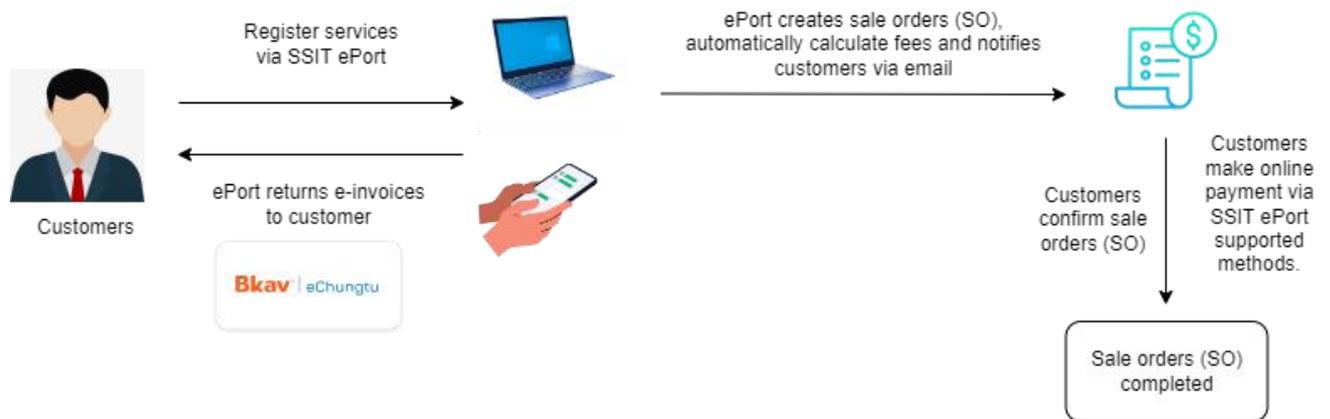
### 1.3. Contact information.

- **SSIT gate office-** for online booking and payment issues:
  - **Phone:** 08.6857.1907
  - **Email:** [ssitopsgate@ssit.com.vn](mailto:ssitopsgate@ssit.com.vn)
- **SSIT billing team-** for refund and other finance issues:
  - **Email:** [ssitbilling@ssit.com.vn](mailto:ssitbilling@ssit.com.vn)
- **SSIT IT team-** for resolving technical problem (login account, connection timeout...)
  - **Email:** [ssititapps@ssit.com.vn](mailto:ssititapps@ssit.com.vn)

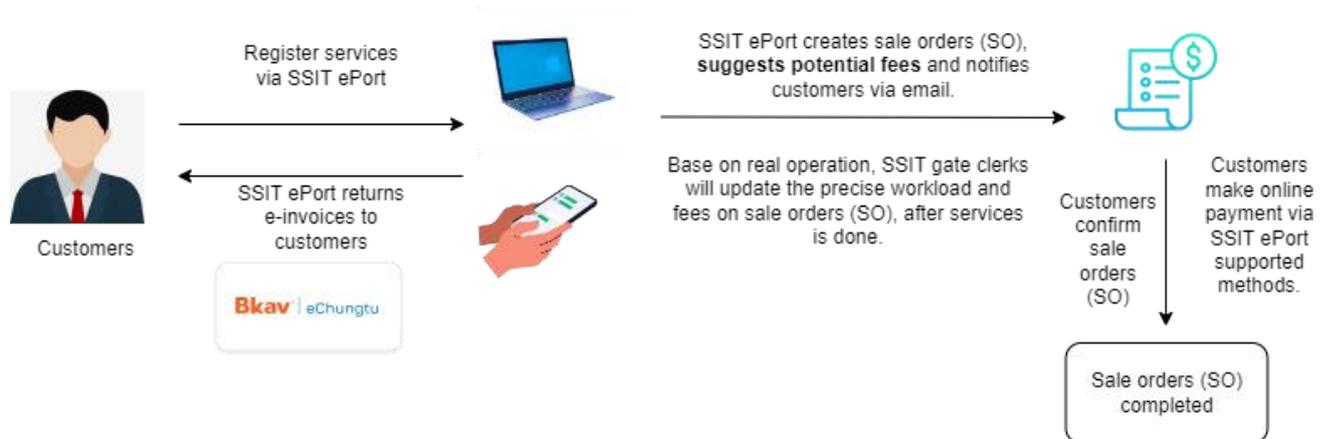
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#### 1.4. Procedures for online service booking and payment/ refund via SSIT ePort.

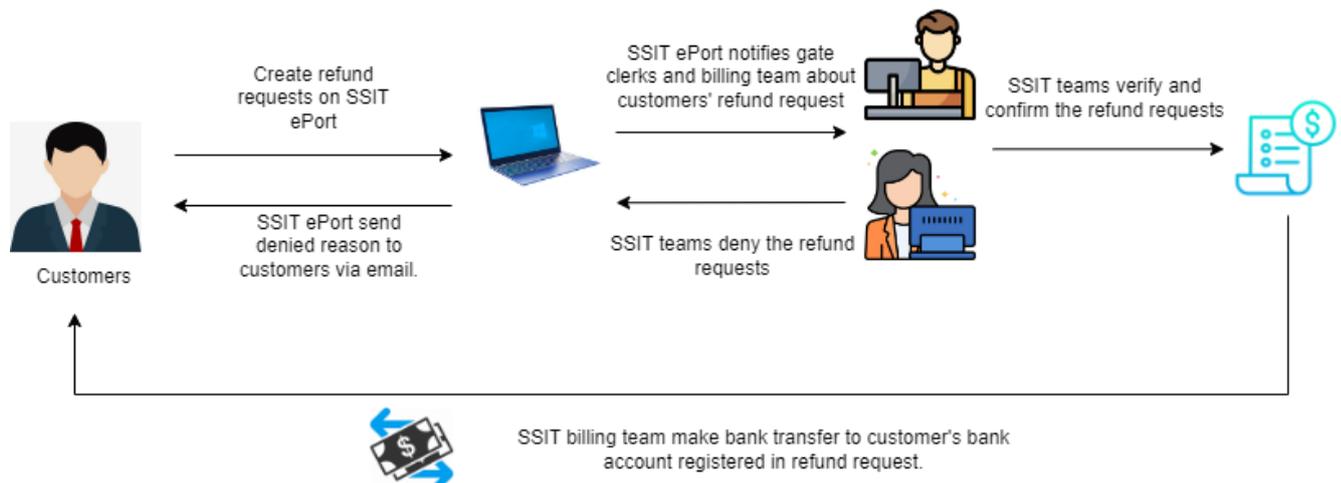
### Procedure for ordinary service bookings



### Procedure for special service bookings



### Procedure for Making Refund Requests



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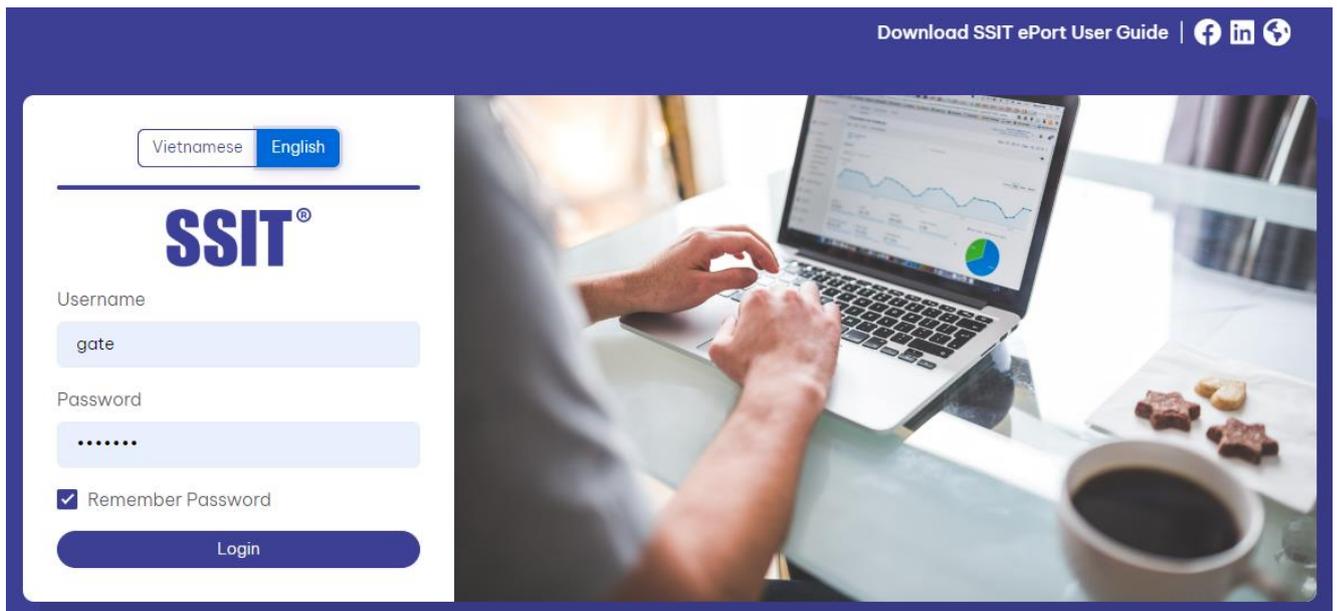
## 2. Guideline on how to use SSIT ePort.

### 2.1. Registering an account.

- To register your ePort account, you must download this form, sign and stamp on it.  
[https://ssit.com.vn/assets/uploads/myfiles/files/Procedures/SSIT\\_ePort/SSIT\\_ePort\\_DK\\_TK.docx](https://ssit.com.vn/assets/uploads/myfiles/files/Procedures/SSIT_ePort/SSIT_ePort_DK_TK.docx)
- After that, send the **account registration form + Certificate of Business Registration** to our Gate team (ssitopsgate@ssit.com.vn) and IT team (ssititapps@ssit.com.vn).
- After verifying, we will reply your email with the login information (ID and password).

### 2.2. Logging in.

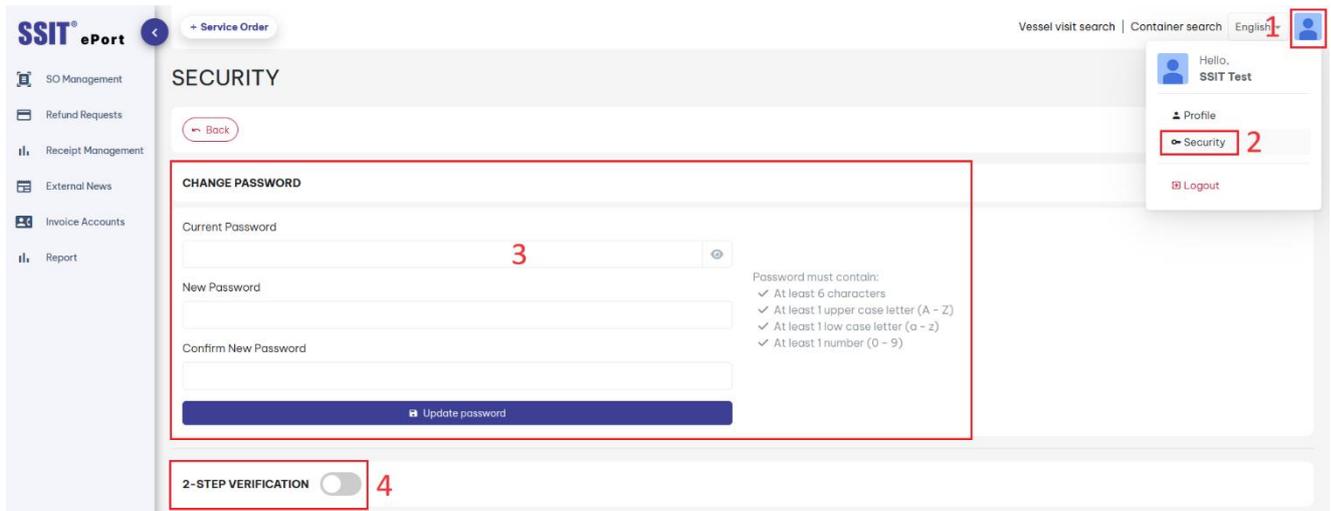
- Access <https://eport.ssit.com.vn> by the web browser on your smartphones, tablets or PCs.
- Use tax code (for companies), or login ID (for individuals) as your username.
- **Notes:** for companies, your login accounts will be created base on your current company profiles saved at SSIT with a default password. Hence, you **MUST** change your password and enable 2FA right after your logging in.



### 2.3. Security.

- To change your password, click on your profile picture at the upper right corner → choose **“Security”** → input **“Current password”**, **“New password”**, **“Confirm new password”** → then press **“Update password”**.

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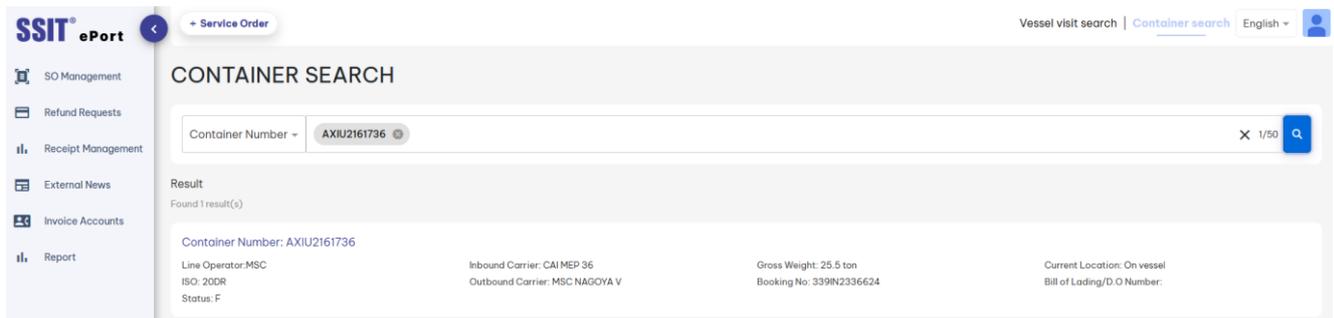
- Refer to this link to enable 2FA method.

[https://ssit.com.vn/assets/uploads/myfiles/files/Procedures/SSIT\\_ePort/SSIT-EnableAndShare2FA.pdf](https://ssit.com.vn/assets/uploads/myfiles/files/Procedures/SSIT_ePort/SSIT-EnableAndShare2FA.pdf)

## 2.4. Container and Vessel Visit search.

### 2.4.1. Container search.

- To search for a container, you can use below filters:
  - **Container number:** you can copy a list of container numbers (max 50) from an excel column to paste into the search box, or you can copy them inline which are separated by colon ( , ) or semi- colon ( ; ).  
*If you are Line Operator, you just can search for your containers only.*
  - **Bill of Lading number.**
  - **Booking number.**



### 2.4.2. Vessel visit search.

- You can use the below filters to search for a vessel visit:
  - Vessel name + inbound voyage
  - Vessel name + outbound voyage
  - Vessel name+ inbound voyage + outbound voyage
- **Notes:** you can have a vessel name suggestion when you type at least 3 characters in "Vessel name" field.

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**SSIT ePort** + Service Order

Vessel visit search | Container search English

### VESSEL VISIT SEARCH

Vessel name: MSC DURBAN IV Inbound voyage: HI338A Outbound voyage: [ ]

Search

Result  
Found 1 result(s)

MSC DURBAN IV	ETA: 02-10-2023 23:00	ATA: 02-10-2023 23:55	Barge COT at ICD : 01-10-2023 20:00	Gate cut - off time (COT): 02-10-2023 18:00
Inbound voyage: HI338A	ETD: 03-10-2023 22:00	ATD: 03-10-2023 11:00	Barge COT at SSIT : 02-10-2023 18:00	
Outbound voyage: HI338A				

## 2.5. Using your dashboard.

- Your dashboard is a place where you can have an overview of your created/ paid/ cancelled/ refunded sale orders (SO).
- In addition, you can filter your SO by a specific date or month to know approximately the cost of your requested services in that period.
- To access your dashboard, please go to <https://eport.ssit.com.vn/admin/dashboard>  
Or click on the **SSIT ePort** icon logo as below figure.

**SSIT ePort** + Service Order

Vessel visit search | Container search English

### DASHBOARD

From Date: 19/09/2023 To Date: 19/10/2023

17 Total SO	1 SO New	5 SO Paid	1 SO Cancel
----------------	-------------	--------------	----------------

Total refunded amount 3,378,438 đ	Total unpaid amount -8,960,078 đ
Total SO Amount 35,993,459 đ	Total paid amount 44,953,537 đ

Recent Activity

- Top SO New
- Top SO Paid
- SO Need Create Refund

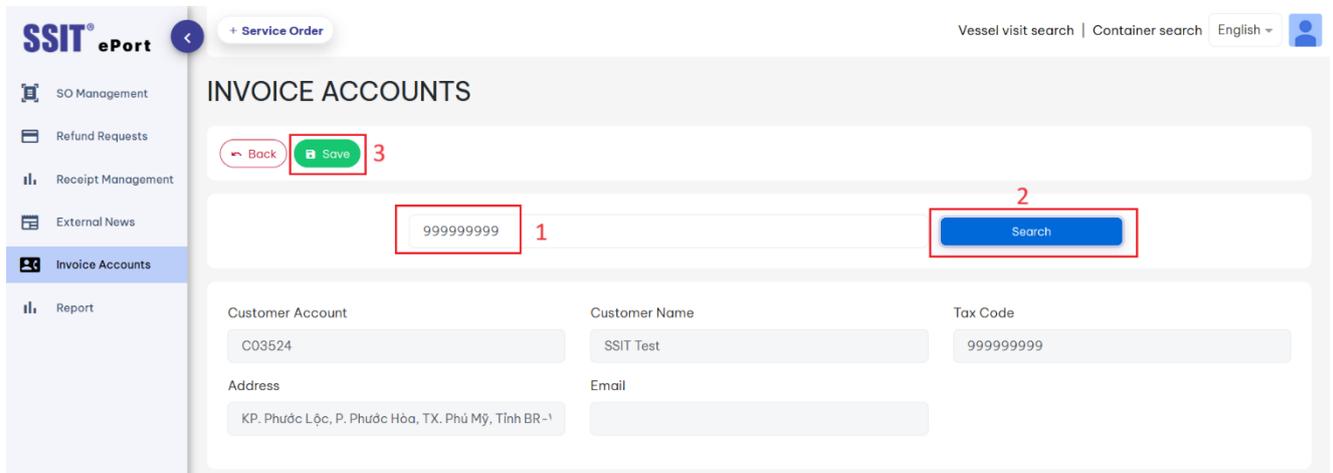
18-10-2023

SO20231018-00001	CÔNG TY TNHH	402,545
------------------	--------------	---------

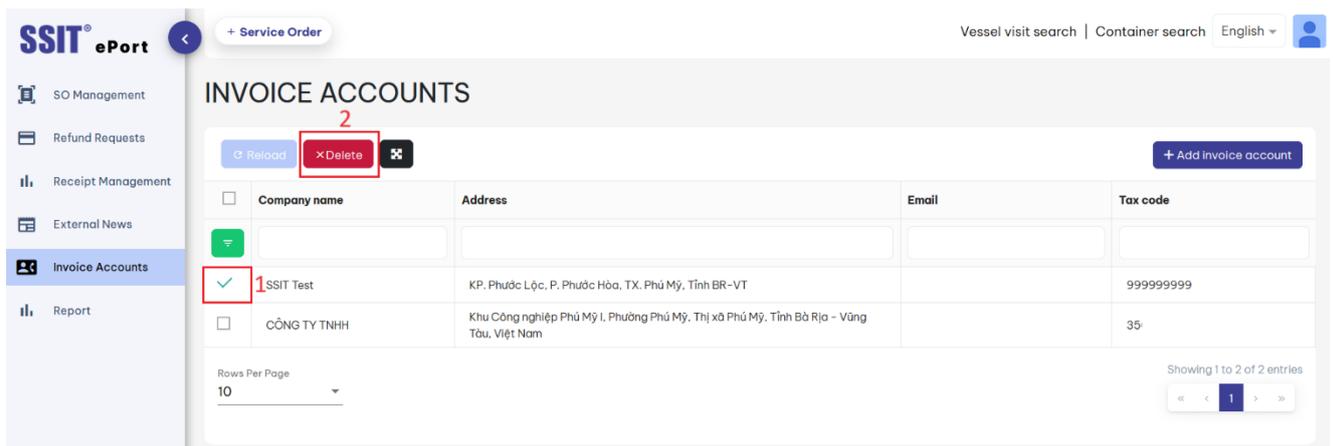
## 2.6. Adding/ removing your invoice accounts.

- You can use your default invoice account (which is stuck to your SSIT ePort account by default) to issue e-invoices or can register a new one.
- To register a new invoice account:
  - Go to menu **“Invoice accounts”**.
  - Choose **“Add invoice account”**.
  - Input a **Tax Code** of the company which will be used to issue e-invoice.
  - Click **“Search”**.
  - Click **“Save”** after the search result appears.

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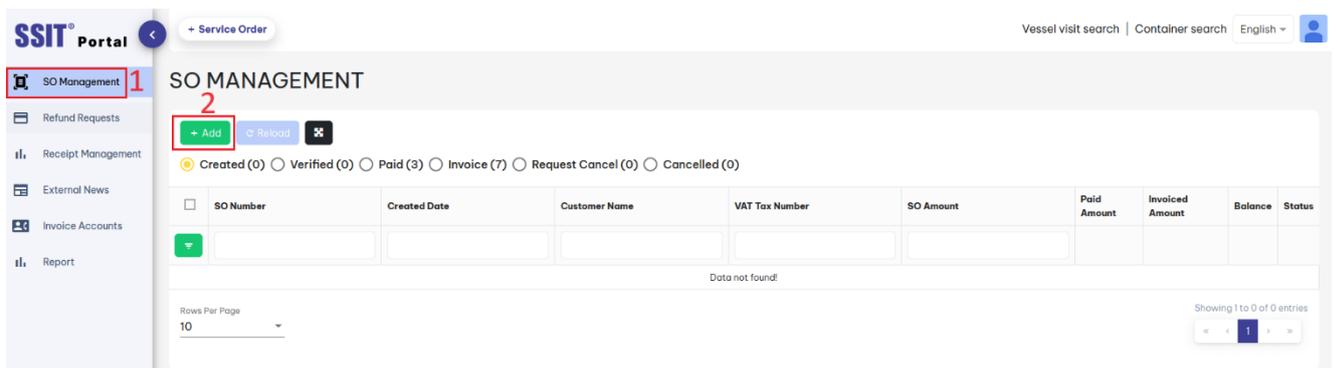
- To remove one or multiple invoice accounts, just select them and click “Delete” button.



## 2.7. Creating your sale orders and making online payment.

### 2.7.1. Creating your sale orders.

- Click on menu “SO management” → choose “+ Add”



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- Click "Add service order".

SSIT Portal

+ Service Order

Vessel visit search | Container search | English

SO Management

Refund Requests

Receipt Management

External News

Invoice Accounts

Report

### CREATE SO

← Back

General information | Status

Header

Customer Name: CÔNG TY TNHH  
Tax Code: 030  
Address:   
Tel: 090   
Email:

+ Add service order

Calculate service charges You have just changed the service, click "Calculate Service Charges" to recalculate the price

Item number	Product name	Quantity	Unit Price	Net amount	Tax amount	Total amount	Currency
-------------	--------------	----------	------------	------------	------------	--------------	----------

- Please input required information for fields marked by asterisk (\*).
- **Notes:** you can gather multiple services (from 1 to 8) into 1 sale order (SO). Furthermore, service number 9 and 10 cannot be included into 1 SO with the remaining services (1-8) because we need to verify exactly the workload after the services are done at SSIT.
- Please give us your "Estimated Start Date" so that we can actively arrange plan and resources to support your demands.

Choose a service or multiple services to create SO

- 1. Receiving Full Container
- 2. Receiving Empty Container
- 3. Delivering Full Container
- 4. Delivering Empty Container
- 5. Inspection
- 6. Fumigation
- 7. Seal Discrepancy
- 8. Late Gate-in
- 9. Checking Seal/ Cutting Seal
- 10. Forklift Rental

Submit Close

SSIT ePort

+ Add service order

Receiving Full Container X

Bill Of Lading/D.O Number\*: BOLL001  
Line Operator\*: MSC - Mediterranean Shipping Company S.A.  
Phone Number\*: 123

Estimate Start Date\*: 17/10/2023 08:52

+ Add ISO

ISO information by quantity:

ISO\*: 20DR - 20' DRY CONTAINER  
Quantity\*: 1

Reefer Container

OOG

DG

Note

Calculate service charges You have just changed the service, click "Calculate Service Charges" to recalculate the price

Item number	Product name	Quantity	Unit Price	Net amount	Tax amount	Total amount	Currency
-------------	--------------	----------	------------	------------	------------	--------------	----------

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- Click on “+Add ISO” to clarify each ISO type in your service order.
- Please declare reefer container/ OOG/ DG information in details as well.
- **Notes:** we need your input of “Estimated Unplugging Time” to calculate reefer fees correctly. It will be re-verified by the system.

- Press “Calculate Service Charge” after you fully declare all mandatory information. Repeatedly, you can edit the SO details and click “Calculate Service Charge” to update the newest charges.

- Next, please check all the sale order information as well as the fees listed in the table below and click on “Confirm Service Order” to proceed to payment step. After that, you cannot revise the SO details anymore. Insteads, you just can “Cancel SO” or delete the SO.

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ISO information by quantity:

ISO \* 20DR - 20' DRY CONTAINER Quantity \* 1

Reefer Container

OOG

DG

Note

Calculate service charges

Item number	Product name	Quantity	Unit Price	Net amount	Tax amount	Total amount	Currency
LOLO20F	LOLO Full 20'	1	381,818	381,818	30,545	412,363	VND
<b>Total</b>				<b>381,818</b>	<b>30,545</b>	<b>412,363</b>	<b>VND</b>

Confirm Service Order

**Notes:**

- For service No.9 and 10, SSIT gate clerks will update the actual workload on your sale order after those services are done at SSIT gate. As the result, you will make payments afterward with below supported payment methods:
  - Domestic card (Vietcombank, BIDV, Agribank, VIB...)
  - International cards (VISA, Master, JCB, Amex)
  - QR code scanning, e-wallets
  - Bank transfer
- If you see some mistakes in creating a sale order, but you have just confirmed it, use **"Cancel SO"** to cancel service request.

Choose a service or multiple services to create SO

- 1. Receiving Full Container
- 2. Receiving Empty Container
- 3. Delivering Full Container
- 4. Delivering Empty Container

---

- 5. Inspection
- 6. Fumigation
- 7. Seal Discrepancy
- 8. Late Gate-In

---

- 9. Checking Seal/ Cutting Seal
- 10. Forklift Rental

Submit Close

- This Service Order is aimed to book the service in advance, not a confirmation of SSIT. SSIT will check and notify the availability of the service at your booking date and time later.  
- The total charge(s)/fee(s) is based on the actual operational time use. Please ask your Representative(s) or Person in charge comes to SSIT Pre-Gate Office for the most updated information.

Container Number MSCU1234567

Booking No BN001 Estimate Start Date \* 16/10/2023 15:25 Estimated Hours 12

Quantity \* 1 Phone Number \* 123

Note

Item number	Product name	Quantity	Unit Price	Net amount	Tax amount	Total amount	Currency
CONT_EQUIPMENTRENT	Equipment rental	2	2,727,273	5,454,546	436,364	5,890,910	VND
<b>Total</b>				<b>5,454,546</b>	<b>436,364</b>	<b>5,890,910</b>	<b>VND</b>

Note:  
- This Service Order is aimed to book the service in advance, not a confirmation of SSIT. SSIT will check and notify the availability of the service at your booking date and time later.  
- The total charge(s)/fee(s) is based on the actual operational time use. Please ask your Representative(s) or Person in charge comes to SSIT Pre-Gate Office for the most updated information.

Cancel SO

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### 2.7.2. Making online payment.

- If you want to issue e-invoice for other beneficial party, please navigate to **(2) Invoice** → **“Other invoice information”** and choose an invoice account.

DETAIL SALE ORDER

← Back

CÔNG TY Created

General information **1** SO History

1 Header **2 Invoice** 3 Payment

Company Name  Customer Account

Tax Code  Address  Email

**2** Other Invoice Information

Company name	Customer account	Tax code	Address	Email
<input type="checkbox"/> CÔNG TY TNHH				
<input checked="" type="checkbox"/> CÔNG TY TNHH				
<input type="checkbox"/> CÔNG TY TNHH				

× Cancel SO

- Navigate to **(3) Payment**, click **“Make payment”** and choose your expected payment method.

SSIT ePort + Service Order Vessel visit search | Container search | English |

SO Management Refund Requests Receipt Management External News Invoice Accounts Report

DETAIL SALE ORDER

← Back Save

CÔNG TY TNHH Create

General information Status

1 Header **2 Invoice** **3 Payment**

Item number	Product name	Quantity	Unit Price	Net amount	Tax amount	Total amount	Currency
LOLO Empty 20'	LOLO20E	1	327.273	327.273	26.182	353.455	VND
<b>Total</b>				<b>327.273</b>	<b>26.182</b>	<b>353.455</b>	<b>VND</b>

**3** Make Payment

× Cancel SO

- Input your card information (for “domestic cards” or “international cards”) or use your bank application/ e-wallet application to scan QR code (for QR scanning option).

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Mã đơn hàng **SO20231117-00001** ⊕

Số tiền **353.455 đ**

  
 Thẻ nội địa

  
 Thẻ quốc tế  
(VISA, Master,  
JCB, Amex)

  
 QR Bank

  
 Ví điện tử

Nhập 15 hoặc 16 số.



 Giao dịch an toàn với PCI-DSS và ISO 27001

TIẾP TỤC

Bằng cách sử dụng Dịch vụ, Bạn đồng ý với [Thỏa Thuận Người Sử Dụng](#) và [Chính Sách Quyền Riêng Tư](#) của VietUnion.

Mã đơn hàng **SO20231117-00001** ⊕

Số tiền **353.455 đ**

  
 Thẻ nội địa

  
 Thẻ quốc tế  
(VISA, Master,  
JCB, Amex)

  
 QR Bank

  
 Ví điện tử



QR5GGDNK

**⚠ Lưu ý quan trọng**

- Không điều chỉnh số tiền **353.455 đ**.
- Không điều chỉnh mã **QR5GGDNKTT** trong nội dung ghi chú.

[Không quét được mã QR?](#)

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- If you just want to do traditional bank transfer (not using QR code via bank application), click on the text *“Không quét được mã QR?”* and follow the next instructions.
- **Notes:** do not change the amount of money and the bank transfer notes.

Mã đơn hàng SO20231117-00001
Số tiền **353.455 đ**

  
 Thẻ nội địa

  
 Thẻ quốc tế  
(VISA, Master,  
JCB, Amex)

  
 QR Bank

  
 Ví điện tử



QR5GGDNK

**Lưu ý quan trọng**

- Không điều chỉnh số tiền **353.455 đ**.
- Không điều chỉnh mã **QR5GGDNKTT** trong nội dung ghi chú.

*Không quét được mã QR?*

Sử dụng Internet banking/Mobile banking để chuyển khoản nhanh **napas 247** đến tài khoản sau

**SSIT**

Số tài khoản **00668929600003**

Số tiền **353.455 đ**      Nội dung

  
**QR5GGDNKTT**

- We will issue e-invoice **right after the services are completed at SSIT and with your successful payment.** Afterward, you can download your e-invoice in **(2) Invoice.**
- **Notes:** we just issue 1 e-invoice for 1 sale order (SO). Therefore, if you wish to have 1 e-invoice for each service in the SO separately, please create as many SO(s) as your need.

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Invoice number	Date	Company name	Invoice amount	Created by	Created date and time	Download pdf
SI000074364	04/10/2023. 09:10		1.394.182	Gate	04/10/2023. 09:10	

## 2.8. Creating refund request and receiving refund.

- You can only create a refund request if the number of actual services consumed at SSIT is smaller than those paid in advance.
- 1 refund request is made for only 1 sale order (SO) at a time.
- To identify SO(s) which can be refunded, go to **SO Management** and filter all SO in “**Invoiced**” status. If the column **Balance** > 0, it means those SO can be refunded.

SO Number	Created Date	Customer Name	VAT Tax Number	SO Amount	Paid Amount	Invoiced Amount	Balance	VAT Invoice Number	Status
SO20231116-00004	16/11/2023		0306033041	0	932.728	0	932.728	IV20231116-00004, IV20231116-00003	Invoice
SO20231114-00007	14/11/2023		0306033041	0	353.455	0	353.455	IV20231114-00003, IV20231114-00004	Invoice
SO20231114-00003	14/11/2023		0306033041	13.932.009	19.416.451	13.932.009	5.484.442	IV20231114-00001, IV20231114-00002	Invoice
SO20231113-00002	13/11/2023		0306033041	0	1.870.364	0	1.870.364	IV20231113-00002, IV20231113-00001	Invoice

- To make a refund request, please follow these steps:
  - Go to “**Refund Requests**” → choose “**+Add**”.

Refund ID	LABEL.DSO_CODE	VAT Invoice Number	Amount	Request Date	Status
Data not found!					

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- Click on “Add SO” → choose one sale order (SO) in the list → click “Submit”.

REFUND REQUESTS

General information | Status Back

**Company Information**

Customer Name: \_\_\_\_\_ Tax Code: \_\_\_\_\_ Address: \_\_\_\_\_

Tel: \_\_\_\_\_

**Transfer information**

Note: The refund payment request must be confirmed by the buyer's signoff and company seal.

Beneficiary: \_\_\_\_\_

Upload: \_\_\_\_\_

Total amount: 0 VND (Amount in words: Zero VND)

Item number	SO No	Invoice No	Invoice Date	Description	Amount
<input type="checkbox"/>					

Danh sách SO

	Item number	SO NO	Invoice No	Invoice date	Description	Amount
<input checked="" type="checkbox"/>	1	SO20231114-00007	IV20231114-00003	14-11-2023		353,455
<input type="checkbox"/>	2	SO20231113-00002	IV20231113-00002	13-11-2023		1,870,364
<input type="checkbox"/>	3	SO20230926-00016				324,000
<input type="checkbox"/>	4	SO20230926-00015	IV20231114-00009	14-11-2023		1,678,910

- Next, input the beneficial party information and attach a .pdf file which contains signature and company stamp to confirm the legal beneficial information (you can download the Refund Request Form at: [https://ssit.com.vn/assets/uploads/myfiles/files/Procedures/SSIT\\_ePort/RefundRequestForm.docx](https://ssit.com.vn/assets/uploads/myfiles/files/Procedures/SSIT_ePort/RefundRequestForm.docx))
- Click “Send Request” to send refund request to SSIT. After checking and confirming valid beneficial party and amount of money, we will make bank transfers in next few days.

REFUND REQUESTS

General information | Status Back

**CÔNG TY TNHH**

**Company Information**

Customer Name: CÔNG TY TNHH Tax Code: \_\_\_\_\_ Address: \_\_\_\_\_

Tel: \_\_\_\_\_ Email: \_\_\_\_\_ Customer Account: C00027

**Transfer information**

Note: The refund payment request must be confirmed by the buyer's signoff and company seal.

Beneficiary: Beneficial Information Bank Account: 123 Bank Name: ABC

Upload: Bb91829b-81fe-48ea-8cda-257b913f43a9.Pdf

Total amount: 353,455 VND (Amount in words: Three hundred and fifty-three thousand four hundred and fifty-five VND)

Item number	SO No	Invoice No	Invoice Date	Description	Amount
<input type="checkbox"/>	1	SO20231114-00007	IV20231114-00003	14-11-2023	353,455

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## 2.9. Using reporting module.

- The reporting module assists you to extract transactions at SSIT gate (filtered by status and type of services requested) in a period in excel format.

SO Number	SO D365 Number	Created Date & Time	Estimate Start Date	Service	Quantity	SO Amount	VAT Invoice Number	Status
SO20231017-00008	SO-0076721	Oct 17, 2023	Oct 17, 2023	Dịch vụ nhận container hàng	4	1,649,454		Create
SO20231017-00006	SO-0076719	Oct 17, 2023	Oct 17, 2023	Dịch vụ nhận container hàng	1	412,363		Create
SO20231017-00001	SO-0076714	Oct 17, 2023	Oct 17, 2023	Dịch vụ nhận container hàng	1	412,363		Create
SO20231016-00001	SO-0076713	Oct 16, 2023	Oct 16, 2023	Đăng ký sử dụng xe nâng	0	5,890,910		Create
SO20231015-00001	SO-0076712	Oct 15, 2023	Oct 15, 2023	Đăng ký sử dụng xe nâng	0	5,890,910		Invoice

## 2.10. Using news module.

- We create this module to give you updates on our most current policies relating to provided services and market / operation news.