



Tel. : (852) 2753 2962

Fax : (852) 2753 2959

Request password reset for HEx (Hacis e-logistics System) in hacis.com

To : Systems Support Team
Hong Kong Air Cargo Industry Services Limited
RM 616, 6/F North Office Block
SuperTerminal 1
Hong Kong International Airport

Company Name** : _____

Address** : _____

Telephone No.** : _____ Fax No.** : _____

Contact Person** : _____ Title** : _____

We would like to reset the password of the following staff accessing HEx:

<u>User id</u>

Authorized Signature : _____ Title : _____

Date : _____ Company Stamp : _____

Note: 1. Hacis.com Member Account which is inactive for 90 days will be removed for security purpose.
** - denote required fields

Hex-003

Appendix 1 Addition, deletion and update of user id & password for HEx

1. Addition of user id and password

Fill in form Hex-001

Fax or mail to Hacis with company stamp

Quota – Group 1

3 Managers / Supervisors

10 Operations

5 Readers

Group 2

2 Managers / Supervisors

5 Operations

2 Readers

Lead time – 3 work days for normal case

2. Deletion of user id and password

Fill in form Hex-002

Fax to Hacis with company stamp

Lead time – 3 work days for normal case

Exceptional case – 0.5 work day with reasons and follow up by phone

3. Update of password (reset password)

Fill in form Hex-003

Fax or mail to Hacis with company stamp

Lead time – 1 work day

Exceptional case – 0.5 work day with reasons and follow up by phone

4. Regular checking

A copy of the updated HEx user account report will be sent to you every three months. You are requested to ensure that all the user authorizations of your staff's sign in code are corrected.