MYCRANE MANUAL

Customer

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Contents

1 Introduction

Welcome to MYCRANE. We are glad to have you as Customer on our Platform!

This manual will give you a complete overview of all functionalities of the MYCRANE Crane Rental Platform. The manual can be used to assist you in completing your first crane inquiry, and to give you an overview of all functionalities.

Some of our users have extensive experience in the crane industry. For those people a manual is not required and you can start the MYCRANE product immediately. Therefore, we have included a short explanation in Section 3. Other users are new to the crane industry, for those people we have added a full explanation in this manual.

If you're a first-time user or if you're an experienced crane expert, don't hesitate to contact our support department. We are available 24 / 7 to help you with all questions related to MCYRANE, or the crane industry in general. You can contact us at in.info@my-crane.com, or by phone at +91 93210 03850.

Thank you again for joining MYCRANE - We look forward to working with you.

2 Registration

2.1 MYCRANE webpage

Visit in.my-crane.com and click in the top right corner on register (see Figure 1). A pop-up will open, enter the required information and agree with the user agreement to use the website.
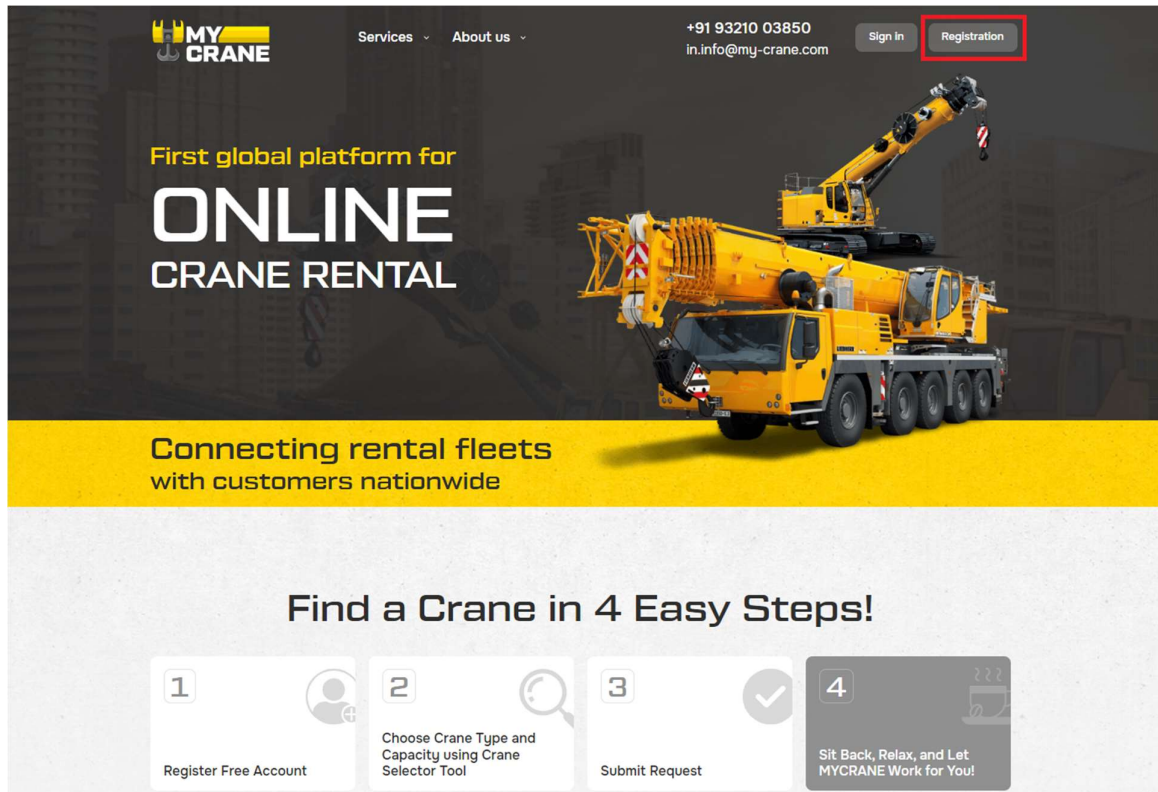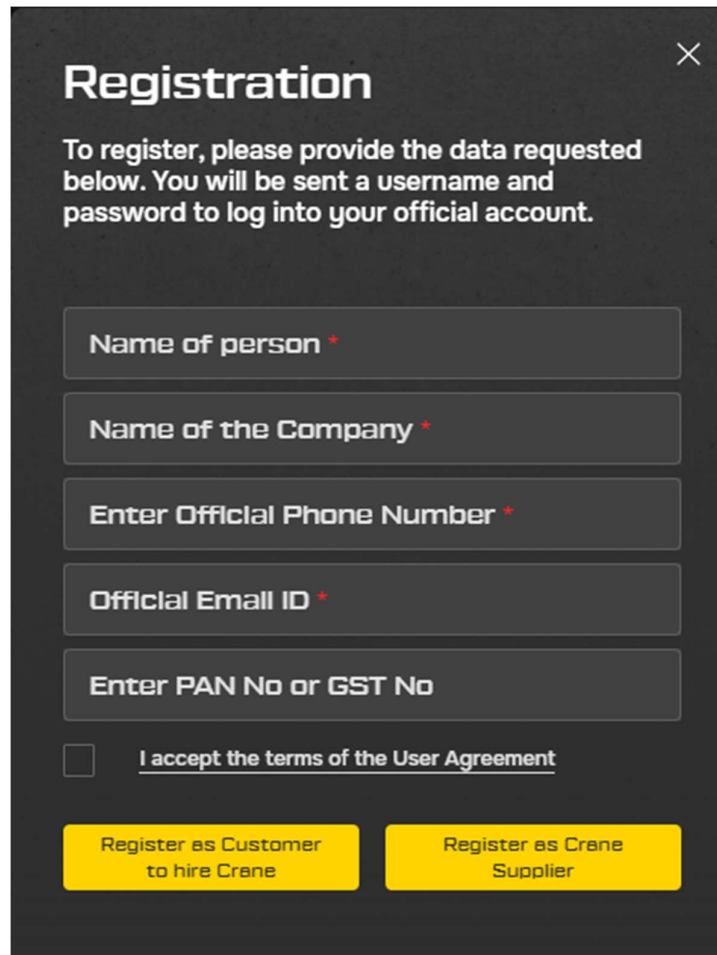

Figure 1: Register at in.my-crane.com

2.2 User registration form

After clicking on the registration link, the pop-up with the registration form will open (see Figure 2). You can indicate if you're looking for a crane or if you want to supply a crane. If you select the option: 'Register as Customer to hire crane' you will be able to request quotes from suppliers. If you select 'Register as Crane Supplier' you will be able to add equipment and quote on jobs.

For Customers, the first option is the option to select.

Figure 2: Complete the registration form

2.3   Validation of your account

After registration you will receive an email with a verification link & your password. The first step is to validate your e-mail address (and account) by clicking on the 'Confirm Registration' button.

After your account is validated, you can now login. The Login ID is your provided E mail ID and Password is sent on your provided E mail.
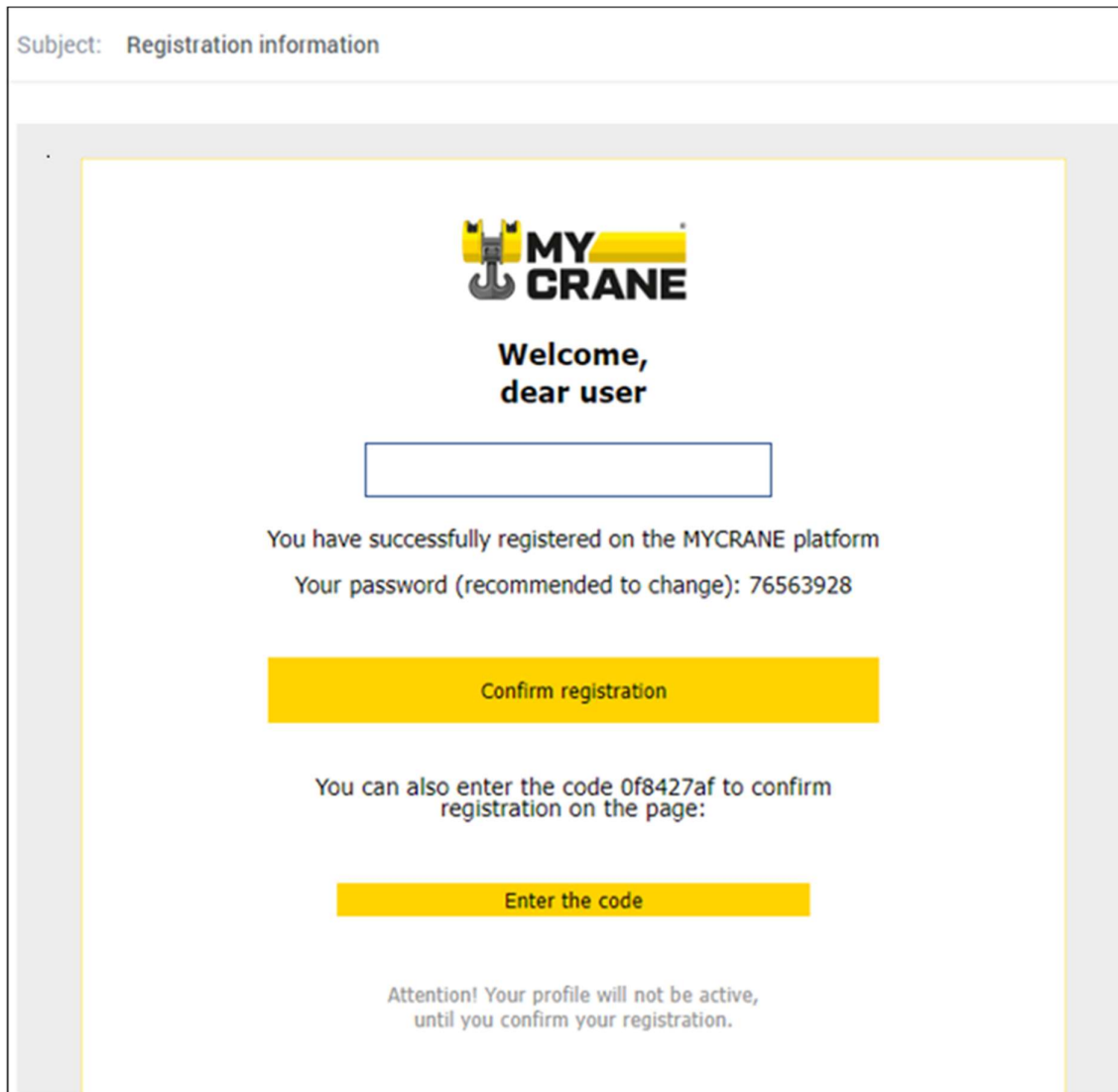
Figure 3: Welcome email

3 Summary in 6 Steps

This section is for people that don't like to read the manual. It gives a short summary of the steps required to create your first inquiry and accept the offer of the crane suppliers.

Step 1: When clicking on 'Hire crane' on the Crane Rental Dashboard, the Crane Inquiry form will open. You can include all your Job details, required information about the crane, the Responsibility Matrix details and contractual requirements.

Step 2: MYCRANE will share your inquiry with our database of Crane Suppliers. Your request is shared with companies that have matching available equipment in the location of your project. No action is required from your end. Crane Suppliers will quote on the job within 1-5 business days.

Step 3: After you have received quotes from Crane Suppliers, you will select the best option based on price and MYCRANE's company rating. This allows you to find the best company to execute your project successfully.

Step 4: When you have selected your preferred Crane Supplier, you will send a work order to the sleeted supplier or contractor. This ensures that you can use your standard company T&C's, payment terms and insurance details.

Step 5: The job will be executed according to the contract.

Step 6: The Crane Company will send you an invoice according to your agreed payment schedule, and you are responsible to pay the Crane Supplier directly.

4 Crane Rental Dashboard

After your first login, the Crane Rental Dashboard will open. (see Figure 4). This is the main screen that will be used throughout the manual. When you add crane inquiries they will show up in this section as well.
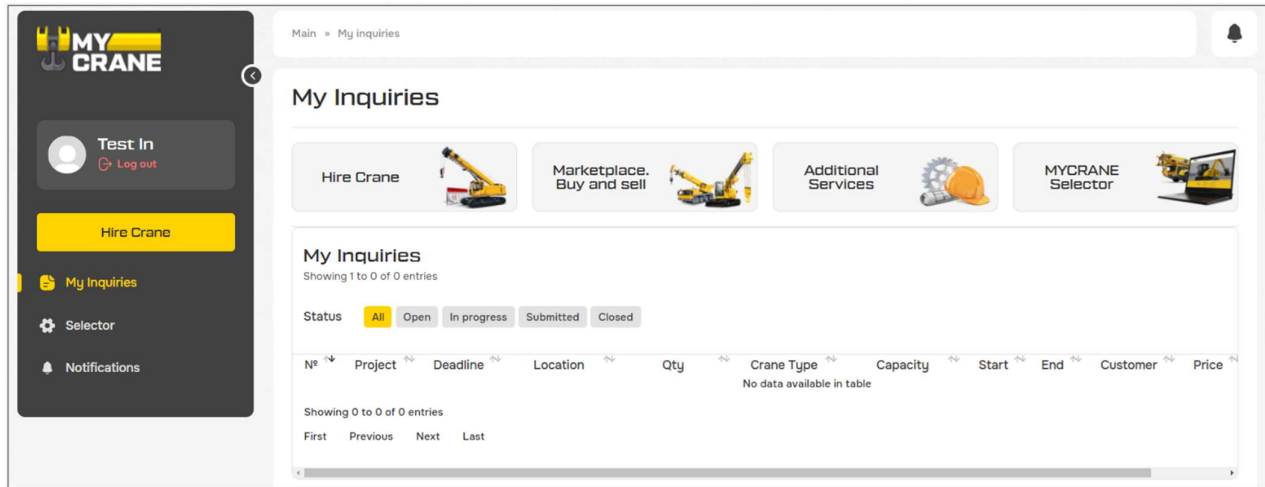

Figure 4: Crane Rental Dashboard

There are several options available:

1. *Profile section:*   Manage your profile & account settings.
2. *Log-out:*   Securely log-out of your account.
3. *Hire crane:*   Open a new inquiry form to request a crane.
4. *My Inquiries:*   Overview of your ongoing projects.
5. *Notifications:*   Notifications about inquiries (new bids).
6. *Selector:*   Our free-to-use Crane Selector to size the crane capacity.

5 Request Your First Inquiries

5.1 Order lifting services OR order additional services

Click on the 'Hire crane' button.

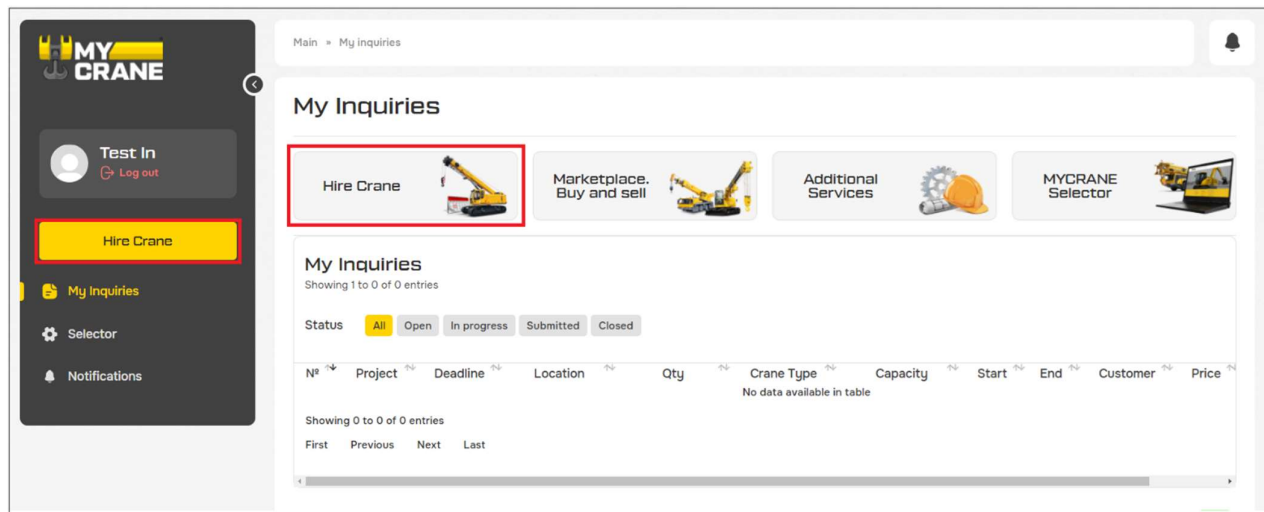To add your first inquiry, click on Hire crane to start

Figure 5: Click on Hire crane to start your first crane inquiry

You have two options in this form (see Figure 6).

- <u>Hire crane:</u> In this screen you can complete the Crane Inquiry form. If you want to order a crane or receive a budget estimation you should select this option.

- <u>Order additional services:</u> If you want to use MYCRANE's engineering services, method statements, transportation of the crane or request a site visit, this is the form you'll use.

Figure 6: Hire crane OR order additional services

5.2 General Job Information

In the first step, you will enter the general Job information (Figure 7).

Figure 7: Insert the general project information.

There are 3 different options that you could select:

- **Urgent work:** The suppliers will receive a special notification indicating this is an urgent request and you want to receive quotes immediately.
- **Budget assessment:** If you're in the bid phase and want to receive a budgetary quote, please choose this option. If you have the work on-hand and are ready to order the crane, don't choose this option.
- **Final offer:** If you check this box, inquiry will be marked with a special sign informing Suppliers that this inquiry is final round.
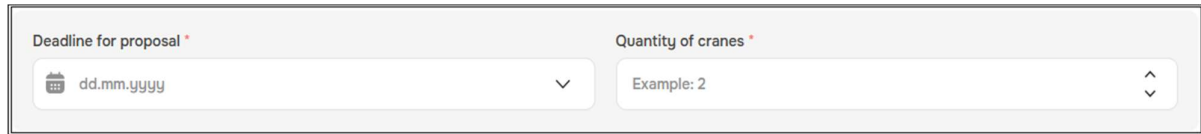
The required fields in this first section are: project name, contact name and project location.

- **Project Name + Contact name:** Indicate the name of the project.
- **State:** Select the state where the project will be executed.
- **Job Nearest Location:** Add further details of the project location. You can use the map functionality.

5.3 Proposal deadline, quantity of cranes and job duration

In the next step you include the deadline for the proposal. This is the latest date crane suppliers can add their proposal.

The number of cranes is included in the quantity of cranes field. If you need 1 crane you select 1, if you need 2 cranes you select 2, etc.

Deadline for proposal *		Quantity of cranes *	
📅 dd.mm.yyyy	⌄	Example: 2	⌃⌄

Figure 8: Proposal information

If you know the capacity of the crane required for your project you can enter the requirements here. If you don't know what crane is required, you can use the MYCRANE Selector to find the crane with the right capacity. The MYCRANE Selector can be found in the menu on the left-hand side of the page.

If you have questions please contact MYCRANE's support to get assistance in finding the right crane for your job.

Figure 9: Enter the crane details

Type of crane: Select the right type of crane.

- **Lifting Capacity Range:** Select the right capacity range of the crane. MYCRANE will contact only the suppliers within this Lifting Capacity Range.
- **Crane Capacity:** Enter the capacity crane you're looking for. Please note this the crane capacity. If you are unsure, contact MYCRANE support to guide you through the process.
- **Crane Manufacturer & model:** If you have a preference for a certain crane manufacturer please select that Manufacturer & Model here.
- **Boom configuration or other details:** If you know the exact configuration enter this in the field.
- **Start & End date:** Select the right Start and End date for the project. Make sure these values are realistic. MYCRANE assists the customer in preparing their quotes based on the input of these fields.
- **Crane work details:** Be as precise as possible with the estimation of the number of working days per week, number of shifts per day and the number of working hours per shift. Based on the start & end date, and the estimation of the number of working hours, a Total Estimated number of working hours is calculated. Please check this number.

Figure 10: Enter the details of the crane work

If you anticipate a standby period, please indicate the start and end date of this standby period. We calculate the correct number of estimated standby hours. Usually crane companies charge a lower standby rate compared to the rate when the equipment is operational.

5.4 Responsibility Matrix

The Matrix of responsibility is used to define the scope of the provided services. Please indicate who will be responsible for each of the options listed in the table.

Figure 11: Responsibility matrix

5.5 Additional information on the inquiry

You have the opportunity to upload technical documentation including a plot plan, drawings and other technical specifications here. Please include the weight of the load to be lifted, including the radius and lifting height. The Supplier uses this information to validate if the proposed crane is the best option for the job. In this section you can include all of your contractual requirements. Indicate the preferred currency, payment terms & conditions here. You also have the possibility to upload documents such as T&C's or insurance requirements.

Figure 12: Additional information

5.6   Publish inquiry

In the last comment box, you can include any additional comments. If you are ready to rent the crane, please publish.

Figure 13: Submit the form

MYCRANE will notify the suppliers that are active in your selected region and have the required equipment. Within a business day we will validate the request, make sure all potential questions are answered and help you to find the best option.

Within 1-5 business days you will receive an overview of different quotes in your account. No further action is required.

6 Track the Progress of Your Inquiry

We will keep you notified automatically by email about new quotes received from suppliers. If you want to check this manually, you can go to your Crane Rental Dashboard and click on 'My Inquiries'.

An overview of all your inquiries will show up here (see 4). When you select your most recent project, you can see all of the inquiry details.

Clicking on the Project Name will open your inquiry form, including the different supplier quotes.
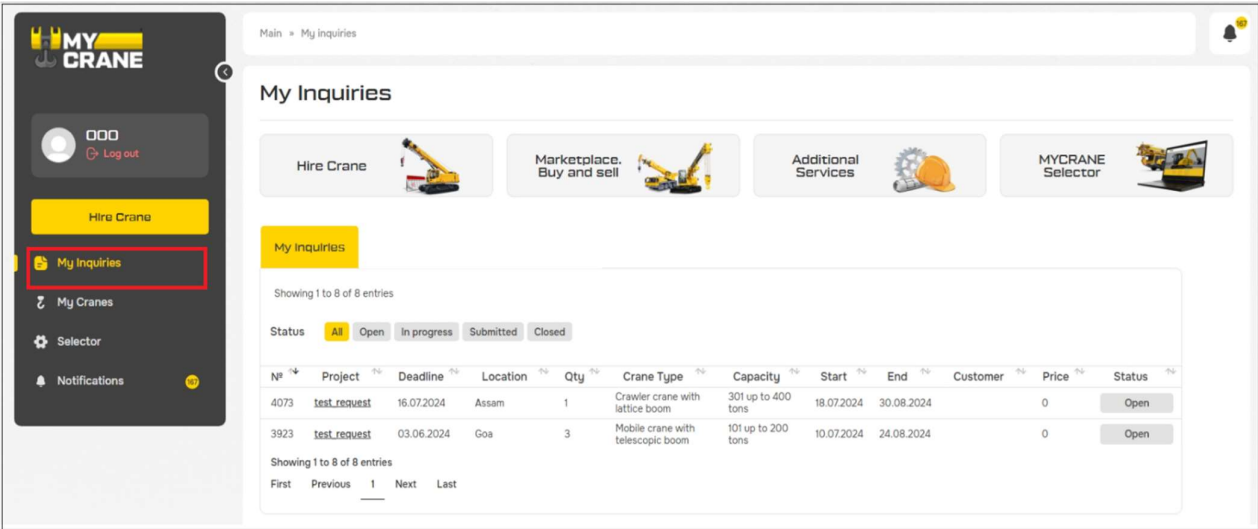
Figure 14: Track the progress

7 How to View the Different Quotations

To get access to the proposals, go to My Inquiries -> My Inquiries -> The name of your inquiry (see Figure 13).

Figure 13: Click on the request to see the proposals

On the received offers tab, you will see the table with quotes for your specific project (see **Error! Reference source not found.**)

Figure 14: Overview of your received offers

8 Select the Crane Supplier and Confirm

On the Received offers tab, check the previous section of this manual, select the yellow button: 'Award' is shown (see **Error! Reference source not found.**). Clicking on this button will open a new screen to confirm the selection of the crane suppliers.

A new screen (Figure 15) will open. The first thing you'll notice is that the supplier has not accepted the task yet. After you have chosen the crane supplier you prefer, they will be notified to confirm the job from their end.

Figure 15: Selection of supplier

In the overview screen you will be able to share documents and messages with the customer directly. This will help to keep all documents in a centralized location on your portal.

9 Closing of the Contract, Terms and Conditions

After selecting the Crane Supplier that you want to work with, a direct contract between the Customer and Crane Supplier will be created. This ensures that you can use your standard Terms & Conditions, Insurance Requirements and Payment Terms.

MYCRANE Support will guide you through this process and answer any question that may arise.

10 MYCRANE Selector

The MYCRANE Selector is an independent free-to-use crane selection tool. This helps you get an accurate idea what crane capacity is required for your project.

There are 2 main types of equipment included: Crawler Cranes & Mobile Cranes. Multiple makes of each are included in our selector. We are continuously adding new makes and models to our database as well (Liebherr, Demag, Tadano, Grove, XCMG, Sany, etc.).

Figure 16: MYCRANE Selector input screen

The information you enter here is what will be used to adequately size your crane. Figure shows the definition of the radius and lifting height, 2 parameters you will want to include.
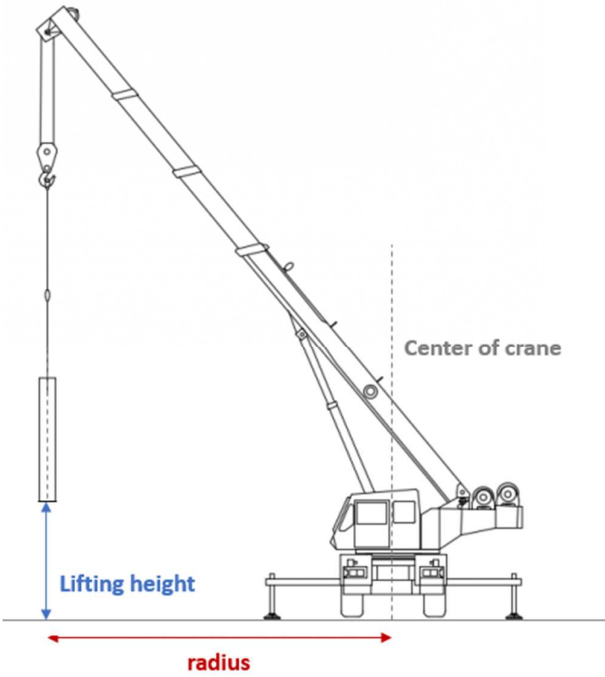

Figure 19: Lifting Height & Radius

The result of the Crane Selector is shown in Figure 17. On the left side of the screen the different Crawler Crane options are shown. On the right side, the Mobile Crane options are shown.

We take a safety margin of 3-meter, into account for the lifting height. This includes hook + hoist clearance and rigging. There is 1-meter, clearance included between the ground surface and bottom of the load. All of our load charts are utilized up to 100%.

MYCRANE can provide you with a method statement/lift drawing with our Engineering Services if needed. Please contact MYCRANE support to learn more about this option.

Figure 17: MYCRANE Selector results