

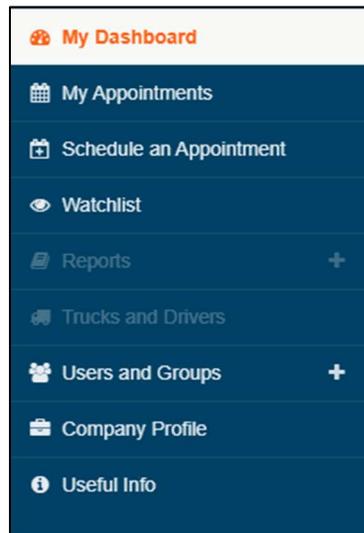
Welcome to TERMPOINT (Quick Guide and FAQs)

Benefits of TERMPOINT:

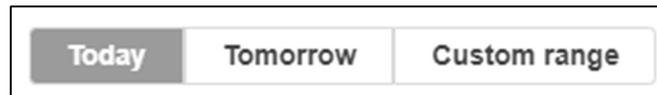
- Efficiently schedule, merge or update appointments using real time terminal availability information.
- Easily track appointment statuses including terminal and live gate updates
- Avoid long lines and Congestion at the Terminal.

Navigation – Landing Page (My Dashboard)

The landing page directs you to the dashboard. This screen provides a summary of appointments by status, type, and allows for easy navigation to TERMPOINT's features. The navigation bar will be docked to the left in TERMPOINT (below).



The dashboard landing page displays an overview of current appointments. The default window will display information for the current day. Use the buttons to select the date you would like to view. Options include *today*, *tomorrow*, and *select custom range*.



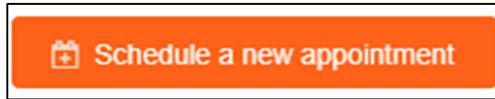
NOTE: To change the language settings for TERMPOINT, click on one of the flags listed at the top right corner of the page. The options are English, Spanish, and Italian.



Making New Appointments

Click the number in each appointment status window to view the appointments with each status (*missed, completed, in progress, confirmed, tentative, rejected or invalid*) for the selected date(s).

To Make a **NEW APPOINTMENT**, Click on SCHEDULE NEW APPOINTMENT on the landing page.



Once the required data has been submitted and validated - **Select the date and time slot, driver, truck and any additional information required for the selected appointment type.** Then click 'Schedule Appointment' at the bottom.

Scheduling Appointments – Status

NOTE: Please see specialized cargo section for appointments on refrigerated, Out-of-gauge and Hazardous containers

Import Pickup:

- Pick Import Pickup
- Enter container number
- Choose the pick-up date, time slot, driver and truck then hit submit

1. APPOINTMENT TYPE:

IMPORT PICKUP

Container # Group code

Add container number(s)

(Maximum 20 numbers, separated by comma are allowed)

Submit

3. SCHEDULE:

CONTAINER ID	DATE	SLOT
	Date	SLOT
+ CRTU7412606	04/30/2021	SLOT

Schedule appointment Cancel

Empty Drop-off:

- Pick empty drop-off
- Enter container number for empty drop-offs and your Steamship Line
- Choose pick-up date, size, time slot, driver, truck then hit submit

3. SCHEDULE:

Line OP : CMA-CGM

CONTAINER ID	EQUIP SIZE	DATE	SLOT	DRIVER
		Date	SLOT	
<input type="text"/>	<input type="text"/>	Date	SLOT	DRIVER

Export Drop-Off

- Pick export drop-off under appointment type
- Enter booking number
- Enter container number, driver, truck, date and time slot, then hit submit

The order details will appear above the scheduling window headers and displays information on the booking, such as the steamship line, total quantity, quantity received, submitted appointments, and the number of remaining appointments.

1. APPOINTMENT TYPE:

EXPORT DROPOFF

2. DATA:

SFCTTEST ✖

3. SCHEDULE:

Booking number : SFCTTEST

Line: **CMA** Total Booked: **10** Total Received: **0** Confirm/Tentative Appt: **0** Remaining: **10**

Scheduling Appointments – Specialized Cargo

Additional details may be required for specialized bookings when dealing with **hazardous, over dimensional and reefer cargo**. Expand/hide the additional details section using the +/- to the left of the container ID. Enter the applicable information required for the transaction before proceeding to submit.

CONTAINER ID Date SLOT DRIVER

seal2: SEAL2 GENSET: GENSET HAZ: NO REF: NO O/D: NO

Appointment Types

- Import Pickup
- Import Dropoff ("import dray in")
- Export Pickup ("export re-delivery")
- Export Dropoff
- Empty Pickup
- Empty Dropoff

Scheduling Appointments – Status

Confirmed appointments will be given an appointment number. If there is an informational message for your appointment, please click read more to view the information.

<input checked="" type="checkbox"/> Appt#: 000566 Slot: 04/28/2021, 07:00 Driver: MIRABAL, JOSE MANUEL Truck: EFH R17	<input checked="" type="checkbox"/> IMPORT PICKUP	BMOU9700938	HBG1490524	45R1	CONFIRMED
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Tentative appointments permit a temporary appointment to be created. These may not allow successful gate processing. Please click "... Read more >>" to view the tentative messages received. Further action may be required before the appointment can be allowed.

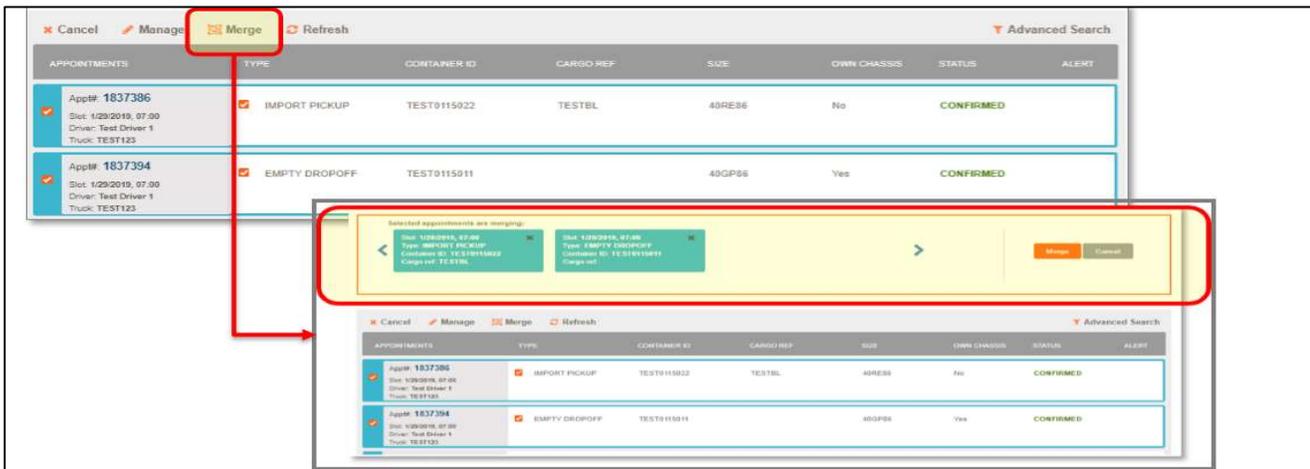
Invalid appointments requests that were not accepted due to issues with Availability, Booking Number, EDO, Customs Hold, Time Slot, etc. These do not allow successful gate processing. Please click "... Read more >>" to view the invalid messages received.

Merging Appointments

1. The merge icon will become available when multiple appointments are selected.

Note: Appts need to be in CONFIRMED state and have the same apt time slot.

2. After selecting appointments to merge, the selection window will appear above the appointments list. Review the appointments identified and confirm the appointments to be merged. Click Merge button to proceed.



3. Once the selections appear correct, proceed by clicking the Merge button.



NOTE: If the selections have different time slots, drivers or trucks assigned, you will be prompted to select the driver, truck and time slot for the merged appointment.

Appointment Modifications – Merging Appointments

After successful merging of appointments, the confirmation will be displayed with the new appointment number. The merged transactions will be grouped together under the new apt number in the appointments list.



TERMPOINT Frequently Asked Questions

Q. What happens if an appointment is not created in advance of the driver arriving at the terminal or the driver does not know the appointment number?

If a driver arrives at the terminal without an appointment or they do not know the appointment number, they will not be allowed to enter. **"No Appointment, No Service"**.

Q: What if I get an error about container needing to be ONHIRED?

If container needs to be onhired, contact the steamship line to onhire the container at the terminal.

Q: What happens if there are issues when creating an appointment?

To view the error, click on the X next to *Invalid* error and review invalid message for next steps.

Q: What if there is Demurrage owed?

After submitting an appointment, if there is demurrage owed, you will see this error message and the appointment will go to **TENTATIVE**. You must make sure you pay the charges before the driver can pick the container up. If not paid within that timeframe, the appointment will automatically be **CANCELLED**.

Q: What happens if I have a confirmed appointment and the yard block for my container gets closed?

The appointment will be canceled, and the user will receive an e-mail notification.

Q: How do I create an empty pick-up appointment for a specific empty?

The EDO number used for the empty pick up will need to be set for "reserved equipment" in the terminal system and state the specific empty container number(s).

Q: What are the ISO Codes?

<u>20' Dry</u>	<u>20 Reefer</u>	<u>20 Tank</u>	<u>40 STD</u>	<u>40HC</u>	<u>40 Reefer</u>	<u>40 Tank</u>
22G0	20R1	20T0	42G0	45G0	42R1	40T1
22G1	22R1	22T1	42G1	45G1	45R1	42T1

NOTE: If the dispatcher encounters an issue, please email TSC at TSC@apmterminals.com for assistance.