

P400 Performance

Month of May 2026

Orange Club Scorecard - example

Auto In-Gate %

90.1%

Missed Appointment %

Type	Drop off rate
EMPTY DROPOFF	1.2%
IMPORT PICKUP	1.4%
Total	1.3%

TEL Zone Adherence %

94.3%

Dual Transaction %

8.1%	91.9%
Single%	Dual%
1,362	
Count	

Auto In Gate:

Driver arrives at terminal on time with all information correct in appointment. Key items are correct license plate, chassis type and accurate container information.

Missed Appointment:

A missed appointment is when an appointment is not cancelled or used by the end of the appointment time window.

Zone Adherence:

Drivers utilize assigned zone and corresponding lane numbers that are provided on ticket. Not utilizing correct zone/lane area is considered out of zone.

Dual:

Driver has a drop off and pick up transaction.

What is Orange Club? How do I qualify?

Auto In-Gate:

Better than 90%

Missed Appt %:

Less than 5%

TEL Zone Adherence:

Better than 85%

Timely exit from TELs:

(Reviewed Separately)

P400 Transactions per month:

More than 300



Auto-In Gate Achieved by:

- Having all the correct information in a confirmed appointment slot which includes: container number, truck license plate, chassis number.
- Driver arrives within the appointment window

Missed Appointment Achieved by:

- Driver arriving within the scheduled appointment window.
- If the driver does not arrive with the window, or not at all, then it is counted as a "missed" appointment.
- If an appointment is not going to be utilized, then the company can cancel it any time before the appointment window time expires.

TEL Zone Adherence Achieved by:

- Drivers complete their transaction within the assigned zone they are given at their in-gate transaction

Timely Exit from TELs

- Drivers do not loiter in the TELs – measured in a separate report.

Minimum number of transactions per month:

- 300

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Navigate to **TERMPoint** → **Company Profile** → **Email Address** and update as needed to ensure timely delivery of your monthly report.

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(APM Terminals, Los A)

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