

# TERMPoint

## APM Terminals Port Elizabeth Appointment System

### My Dashboard

The screenshot shows the 'My Dashboard' interface. At the top, there is a 'Schedule a new appointment' button and a date selector with options for 'Today', 'Tomorrow', and 'Custom range'. Below this, a summary bar shows 'Total appointments on Thu, Oct 6, 2022: 0'. The main section is titled 'Appointment status' and contains seven tiles, each with an icon and a count of 0:

- Missed appointments:** Represented by a question mark icon. Callout: 'Missed appointments were cancelled after the appointment end time'.
- Completed appointments:** Represented by a checkmark icon. Callout: 'Completed appointment were successfully used by a driver'.
- In progress appointments:** Represented by a clock icon. Callout: 'In progress appointments are currently being used by a driver at the terminal'.
- Confirmed appointments:** Represented by a checkmark in a circle icon. Callout: 'Confirmed appointments have completed terminal validation and are ready to be dispatched during the appointment window'.
- Tentative appointments:** Represented by a warning triangle icon. Callout: 'Tentative appointments have a warning message that may need to be resolved before the appointment can be used. Click on the warning icon to view the warning message. The tentative appointment can be used by a driver if the issue is resolved'.
- Rejected appointments:** Represented by a red 'X' icon. Callout: 'Rejected appointments had an error and an appointment could not be created. Click on the error icon to view the error message'.
- Invalid appointments:** Represented by a red 'X' in a circle icon. Callout: 'Invalid appointment requests had an error and an appointment could not be created. Click on the error icon to view the error message'.

At the top right of the dashboard, a callout points to the date selector: 'Click "Tomorrow" or "Custom range" to view appointments for future dates'.

### My Appointments

#### Pending Appointments

Pending appointments are waiting to be checked by the terminal

The screenshot shows a horizontal filter bar with several buttons: 'Cancel', 'Manage', 'Merge', 'Refresh', 'EIR Inquiry', 'Pending Requests', and 'Advanced Search'. The 'Pending Requests' button is highlighted with a red box and has a toggle switch next to it.

- Appointments can be submitted once they are made available, but are only processed during the gate hours and will remain pending overnight
- To see the pending appointments, select on an appointment status tile or the My Appointments tab on the left and click on the "Pending Requests" button to slide the button to the right

## Managing Appointments

Manage an appointment to add or edit information

The screenshot shows a table with columns: APPOINTMENTS, TYPE, EQUIPMENT ID, LINE OP, CARGO REF, SIZE, OWN CHASSIS, STATUS, and ALERT. The 'Manage' button in the top toolbar is highlighted with a red box. The first row of the table is also highlighted with a red box and contains the following data:

APPOINTMENTS	TYPE	EQUIPMENT ID	LINE OP	CARGO REF	SIZE	OWN CHASSIS	STATUS	ALERT
<input checked="" type="checkbox"/> Appt#: 519786 Slot: 02/12/2024, 06:00 Driver:	<input checked="" type="checkbox"/> EMPTY DROPOFF		TEST		22G1		TENTATIVE	

- The appointment will be cancelled if it is managed after the appointment end time
- The appointment cannot be managed after the driver passed through OCR in at the terminal

## Merging Appointments

All the driver's moves for a single visit to the terminal should be merged so they only have one appointment number when they arrive at the terminal. Select the check box next to all the appointments the driver will be completing in the same visit and select "merge" at the top of the page.

The screenshot shows the same table as above, but with the 'Merge' button in the top toolbar highlighted with a red box. Two rows in the table are highlighted with red boxes, both containing the following data:

APPOINTMENTS	TYPE	EQUIPMENT ID	LINE OP	CARGO REF	SIZE	OWN CHASSIS	STATUS	ALERT
<input checked="" type="checkbox"/> Appt#: 519786 Slot: 02/12/2024, 06:00 Driver:	<input checked="" type="checkbox"/> EMPTY DROPOFF		TEST		22G1		TENTATIVE	
<input checked="" type="checkbox"/> Appt#: 519788 Slot: 02/12/2024, 06:00 Driver:	<input checked="" type="checkbox"/> EMPTY DROPOFF		TEST		22G1		TENTATIVE	

Then select "Merge" again to complete the merge. Up to 2 X 20' pickups and 2 X 20' dropoffs can be merged on the same appointment.

The dialog shows "Selected appointments are merging:" with two appointment cards. Each card displays: Slot: 2024-02-12,06:00, Type: EMPTY DROPOFF, Container ID, and Cargo ref. To the right of the cards are "Merge" and "Cancel" buttons, with the "Merge" button highlighted by a red box.

To change which moves are merged, select the check box next to each container and select merge at the top of the page.

APPOINTMENTS	TYPE	EQUIPMENT ID	LINE OP	CARGO REF	SIZE	OWN CHASSIS	STATUS	ALERT
<input type="checkbox"/> Appt#: 519786 Slot: 02/12/2024, 06:00 Driver:	<input checked="" type="checkbox"/> EMPTY DROPOFF		TEST		22G1		TENTATIVE	
	<input type="checkbox"/> EMPTY DROPOFF		TEST		22G1		TENTATIVE	
<input checked="" type="checkbox"/> Appt#: 519790 Slot: 02/12/2024, 06:00 Driver:	<input checked="" type="checkbox"/> EMPTY DROPOFF		TEST		22G1		TENTATIVE	

### Cancel Appointment

Select the check box to the left of the appointment(s) you would like to cancel, then the cancel button at the top of the page.

APPOINTMENTS	TYPE	EQUIPMENT ID	LINE OP	CARGO REF	SIZE	OWN CHASSIS	STATUS	ALERT
<input checked="" type="checkbox"/> Appt#: 519786 Slot: 02/12/2024, 06:00 Driver:	<input checked="" type="checkbox"/> EMPTY DROPOFF		TEST		22G1		TENTATIVE	

You will get a popup message to confirm that you would like to cancel the appointment before it is final.

**Confirmation**

Are you sure you want to cancel selected appointment(s)?

## What Appointments Become Available Each Day

	Monday	Tuesday	Wednesday	Thursday	Friday
0600	Export Dropoff for Tuesday	Export Dropoff for Wednesday	Export Dropoff for Thursday	Export Dropoff for Friday	Export Dropoff for Monday
0900	Empty Pickup & Dropoff for Tuesday	Empty Pickup & Dropoff for Wednesday	Empty Pickup & Dropoff for Thursday	Empty Pickup & Dropoff for Friday	Empty Pickup & Dropoff for Monday
1300	Import Pickup and Dual Empty Dropoff for Friday (same week)	Import Pickup and Dual Empty Dropoff for Monday (following week)	Import Pickup and Dual Empty Dropoff for Tuesday (following week)	Import Pickup and Dual Empty Dropoff for Wednesday (following week)	Import Pickup and Dual Empty Dropoff for Thursday (following week)

\*Check the APMTerminals.com Port Elizabeth homepage banner or sign up for terminal notifications for confirmation if the terminal is open or closed on weekends. No reefer, out of gauge (OOG), or wheeled locations are available on weekends.

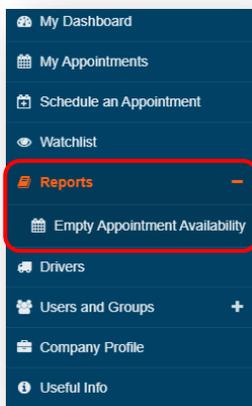
## Watchlist

The watchlist can track the status of up to 50 import containers. You can add containers that are not available for an appointment to the watchlist, such as containers still on the vessel or on hold. The user that added the container to the watchlist will receive an e-mail notification from TERMPoint once the container is available.

## Empty Appointment Availability Report

To view how many empty dropoff or pickup appointments are available, select the Reports section on left side and then the Empty Appointment Availability. The appointments are broken down by equipment pool, equipment type, and grade.

Equipment Grade	Description
FG	Food Grade
HB	Hanger Beam
MIN	Minor Damage
MJ	Major Damage
PTR	Pre-Trip Reefer



Appointment Date: 02/09/2024 Appointment Type: EMPTY DROPOFF View Report

1 of 1 Find | Next

**APM TERMINALS** Using Global Tools

**\*\*\* APM Terminals Port Elizabeth \*\*\***

**Empty Appointment Availability**

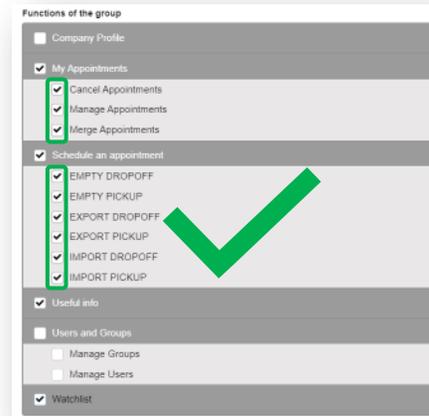
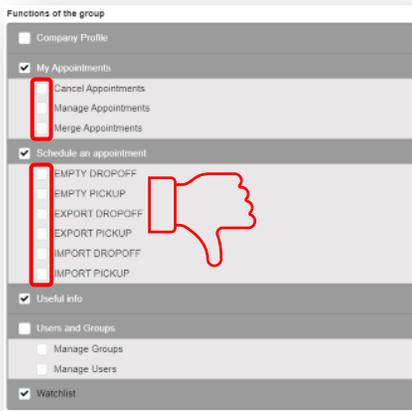
Last Refresh Time: 02/09/2024 16:30:31 - EST Appointment Date: 02/09/2024  
 This report is updated every 5 minutes; the next update will occur in 1 minute(s) and 43 second(s). Appointment Type: EMPTY DROPOFF

Appointment Window	Total Singles	Single Appointments	Avail Singles	Total Duals	Dual Appointments	Avail Duals
06:00 - 08:00	600	313	287	-	-	-
08:00 - 10:00	600	318	282	-	-	-
10:00 - 12:00	600	400	200	-	-	-
12:00 - 14:00	600	388	212	-	-	-
14:00 - 16:00	600	375	225	-	-	-
CMA-CGM+USL+APL / 20 / -	10	4	6	-	-	-
CMA-CGM+USL+APL / 20 / HB	0	0	0	-	-	-
CMA-CGM+USL+APL / 20 / MIN	0	0	0	-	-	-
CMA-CGM+USL+APL / 40 / -	6	1	5	-	-	-
CMA-CGM+USL+APL / 40 / HB	0	0	0	-	-	-
CMA-CGM+USL+APL / 40 / MIN	0	0	0	-	-	-
CMA-CGM+USL+APL / 40HC / -	15	12	3	-	-	-

## Manage Users and Groups

Under the Users and Groups tab on the left sidebar use the Manage User Groups to customize the level of access and the Manage Users to make accounts for other people at your company. It is best practice to provide each user with individual logins with only the necessary access.

If you want to give a group access to all the features in a section, all the features in the section need to be selected, not only the top box.



## Frequently Asked Questions and Tips

- If a user cannot secure an import pickup appointment within free time, the [tsc@apmterminals.com](mailto:tsc@apmterminals.com) will adjust LFD to next available appointment date.  
All gate transactions except out of gauge (OOG) or bundles of flat racks require an appointment.
- Appointments can be used 30 minutes early or late. If a driver arrives early for their appointment, they can return during their appointment time. If the driver arrives after their appointment time, the appointment is missed and will have to be rescheduled.
- TERMPoint only performs terminal operating system (TOS) validation when the appointment is created.
- If an appointment is cancelled by the terminal, then all TERMPoint users for the trucking company will receive an email notification.
- An appointment can only be reused if all the gate transactions associated with it are cancelled. If part of the appointment was completed, then a new appointment needs to be created.
- When creating an appointment, the driver is optional until 1 hour before the appointment start time. You can add a driver later by merging it with an appointment that already has a driver or managing the appointment and adding a driver. If a qualified driver is not added 1 hour before the appointment start time, then the appointment will be cancelled.
- When creating empty dropoff appointments, the container number is optional until 1 hour before the appointment start time. Manage the appointment to add the container. If a valid container is not added 1 hour before the appointment start time, then the appointment will be cancelled.
- If you no longer see the appointment pending and cannot find it in the confirmed section, check the tentative and invalid sections.
- Export dropoff appointments will show the number of appointments remaining for each booking in the upper right

Line: **TEST** Total Booked: **5** Total Received: **0** Confirm/Tentative Appt: **0** Remaining: **5**

- When making export dropoff appointments, use the plus sign on the left to show more options such as marking the container as hazardous or reefer.

CONTAINER ID	EQUIP SIZE	DATE	SLOT	CHASSIS #	SEAL 1
Date 					
 CONTAIN	EQUIP ... ▾	Date 	SLOT ▾	CHASSIS #	SEAL 1 
GENSET: <input type="text" value="GENSET"/>	HAZ: <input type="text" value="NO"/>	REF: <input type="text" value="NO"/>	O/D: <input type="text" value="NO"/>		

- Only hazardous exports need to be preadvised. The preadvised containers can be checked on the APMTerminals.com Track & Trace feature for Export & EDO Enquiry.

- If you cannot determine the issue from your warning or invalid message, contact the Terminal Solution Center (TSC). The TSC's phone number and support form link are in the lower left corner of the TERMPoint website. TSC email: [TSC@apmterminals.com](mailto:TSC@apmterminals.com)

## Container ISO Codes

Length	Height	Type
2: 20 Feet	2: 8 Feet 6 Inches	G: General Purpose Container
4: 40 Feet	5: 9 Feet 6 Inches	R: Refrigerated Container
L: 45 Feet		U: Open Top Container
M: 48 Feet		P: Platform Container
		T: Tank Container

Container Type	ISO Code
20' Dry	22G1
20' Reefer	22R1
20' Tank	22T1
40' Standard	42G1
40' High Cube	45G1
40' Reefer High Cube	45R1
45' Dry	L5G1