

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

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

## My Appointments

### Pending Appointments

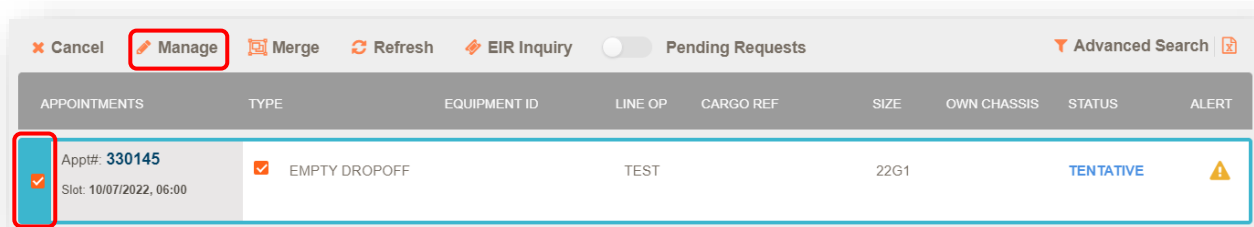
Pending appointments are waiting to be checked by the terminal



- Appointments can be submitted once they are made available, but are only checked during the inbound 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



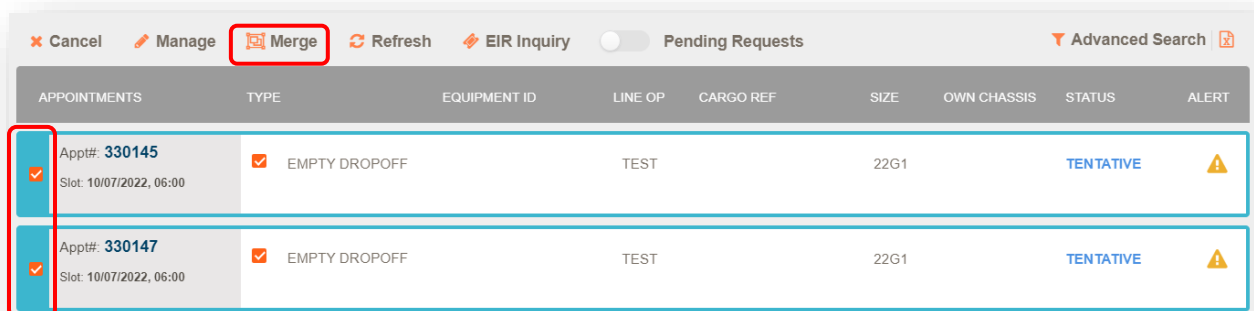
The screenshot shows a table of appointments. The 'Manage' button in the top navigation bar is highlighted with a red box. The first row of the table is also highlighted with a blue box and has a checkmark in the leftmost column.

APPOINTMENTS	TYPE	EQUIPMENT ID	LINE OP	CARGO REF	SIZE	OWN CHASSIS	STATUS	ALERT
<input checked="" type="checkbox"/> Appt#: 330145 Slot: 10/07/2022, 06:00	<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

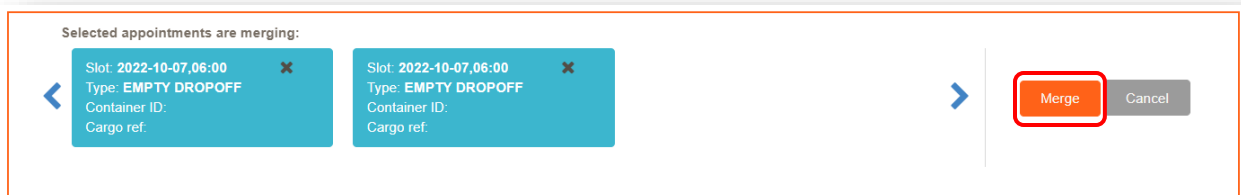
All the driver's moves for a single visit to the terminal should be merged so they only have one appointment number when they arrive at the terminal. Select the check box next to all the appointments the driver will be completing in the same visit and select "merge" at the top of the page.



The screenshot shows the same table as above, but with two rows. Both rows have a checkmark in the leftmost column. The 'Merge' button in the top navigation bar is highlighted with a red box.

APPOINTMENTS	TYPE	EQUIPMENT ID	LINE OP	CARGO REF	SIZE	OWN CHASSIS	STATUS	ALERT
<input checked="" type="checkbox"/> Appt#: 330145 Slot: 10/07/2022, 06:00	<input checked="" type="checkbox"/> EMPTY DROPOFF		TEST		22G1		TENTATIVE	
<input checked="" type="checkbox"/> Appt#: 330147 Slot: 10/07/2022, 06:00	<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 two appointment slots being merged. Each slot is represented by a blue box with a close icon (X) in the top right corner. The 'Merge' button is highlighted with a red box.

Selected appointments are merging:

Slot: 2022-10-07,06:00 ✕  
Type: EMPTY DROPOFF  
Container ID:  
Cargo ref.

Slot: 2022-10-07,06:00 ✕  
Type: EMPTY DROPOFF  
Container ID:  
Cargo ref.

Merge Cancel

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
App#: 330145 Slot: 10/07/2022, 06:00	<input checked="" type="checkbox"/> EMPTY DROPOFF		TEST		22G1		TENTATIVE	⚠
	<input type="checkbox"/> EMPTY DROPOFF		TEST		22G1		TENTATIVE	⚠
App#: 330149 Slot: 10/07/2022, 06:00	<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"/> App#: 330145 Slot: 10/07/2022, 06:00	<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)?

## When Appointments Become Available

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday*
Import Pickup	Thursday at 13:00	Friday at 13:00	Monday at 13:00	Tuesday at 13:00	Wednesday at 13:00	Thursday at 13:00
Export Dropoff	Friday at 06:00	Monday at 06:00	Tuesday at 06:00	Wednesday at 06:00	Thursday at 06:00	No exports
Empty Pickup & Empty Dropoff	Friday at 09:00	Monday at 09:00	Tuesday at 09:00	Wednesday at 09:00	Thursday at 09:00	Friday at 09:00

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

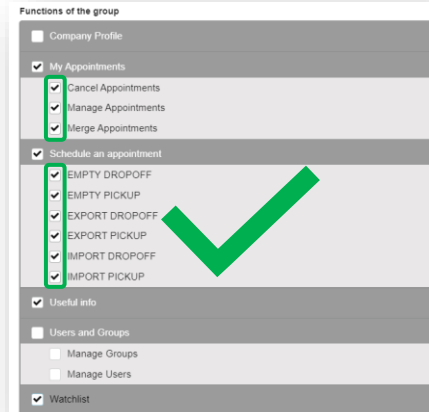
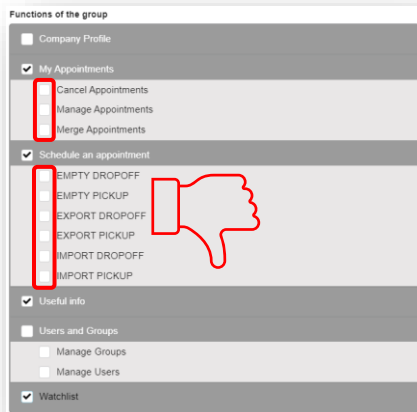
## Watchlist

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.

## 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

- 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 reschedule.
- Import pickup appointments are subject to a missed appointment fee if they are not used or cancelled by the end of the appointment window's 30 minute tolerance. If the appointment is cancelled after the appointment window but before the 30 minute tolerance ends, you will not be charged for a missed appointment, but it will show as a missed status on TERMPoint
- TERMPoint only performs terminal operating system (TOS) validation when the appointment is created for most situations. 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 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.
- If a gate transaction is started with a wrong appointment number, then the driver can call Driver's Assistance to cancel their ticket. A wrong trucking company on the driver's ticket is likely caused by a wrong appointment number.
- 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 #	SEAL1	
Date						
	CONTAIN	EQUIP ... ▾	Date	SLOT ▾	CHASSIS #	SEAL1
GENSET:	GENSET	HAZ: NO ▾	REF: NO ▾	O/D: 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.

Track & Trace

Import availability

Export & EDO Enquiry

Equipment History

Vessel Schedule

Export & EDO Enquiry Results

Show pre-advised & delivered containers

Export as CSV

Print All

- The chassis field is optional on all appointment types
- 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)

[Terminal contact details](#)

Phone : 866-855-8552

[Click here to contact us](#)

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## 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