Check-in Feature at ITS

Business Objective

- To increase gate fluidity and expedite the ingate process to improve driver experience while allowing un-used appointments to be claimed by another trucker.

Check-in Concept

- To allow an appointment to be scheduled without requiring the Tractor Plate. The Tractor Plate will need to be added at the time of check-in which is 60 minutes before the start of the appointment time. If the check-in is performed successfully by satisfying the requirement, the appointment will be confirmed. If the check-in is not performed, the appointment will be cancelled.
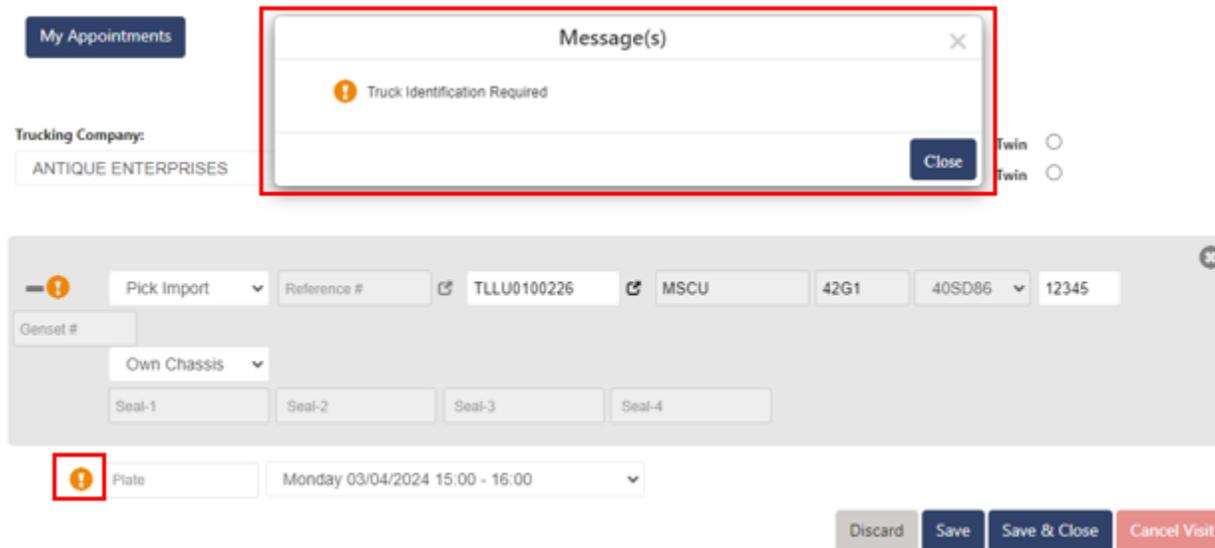
Transaction Types

- Check-in will be required for import delivery transactions only. Both single and dual transactions will require check-in. Single empty and export transactions will not require check-in at this time.

- All other transactions will no longer require Tractor Plates at the time of appointment creation. Tractor Plate will be encouraged, but not mandatory.

Rules & Requirements

- Check-in must be performed 60 minutes prior to the start of the appointment time. Example, if the appointment is 0900-1000 – check-in must be performed by 0759. Tractor plate can be edited after if needed.
- If check-in is not performed the appointment will be auto cancelled and will need to be re-scheduled.
- Drivers arriving with a checked-in appointment with incorrect data will be rejected at the gate.
- Drivers arriving with a checked-in appointment with accurate data will be auto processed at the gate and admitted swift entry.
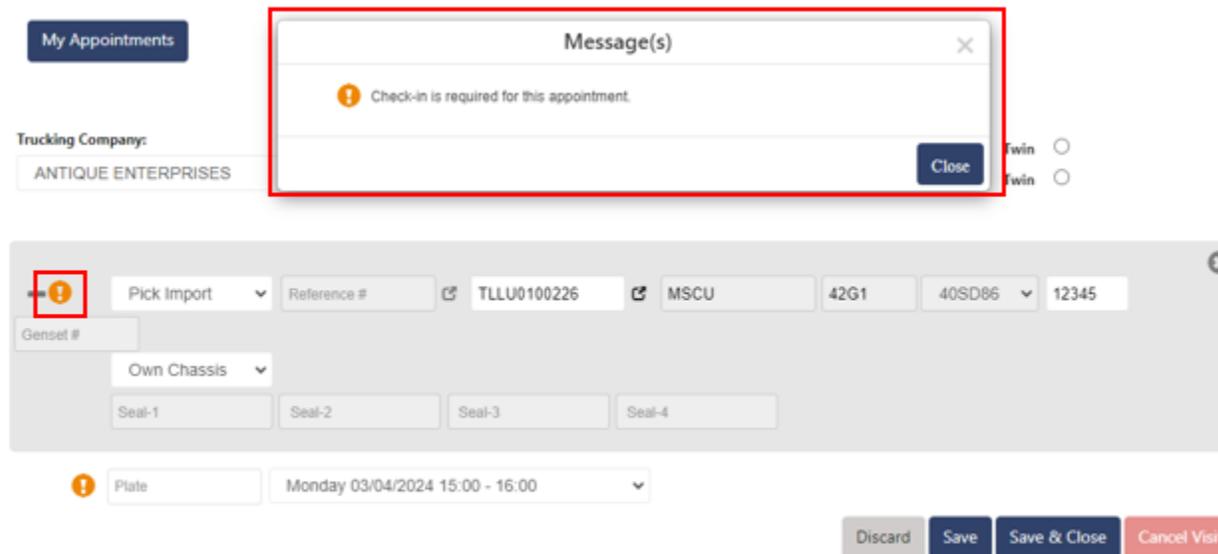
Appointment Creation

Tractor Plate will no longer be required at the time of appointment creation. User will receive the amber colored warning advising that the Truck identification is required.

Check-in Warning

User will receive an amber colored warning advising that Check-in is required for the appointment.

Check-in

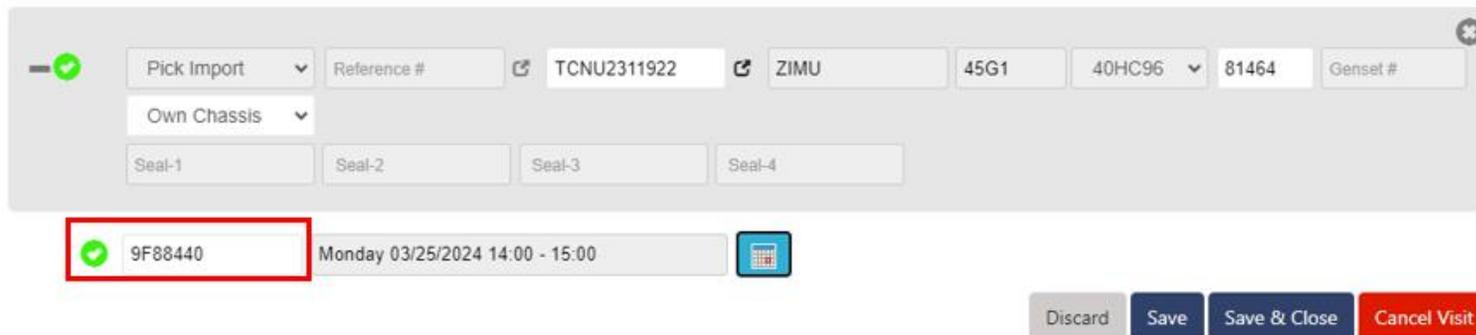From the 'My Appointments' tab, user will select the check-box to the left of the container, select actions and then Check-In.
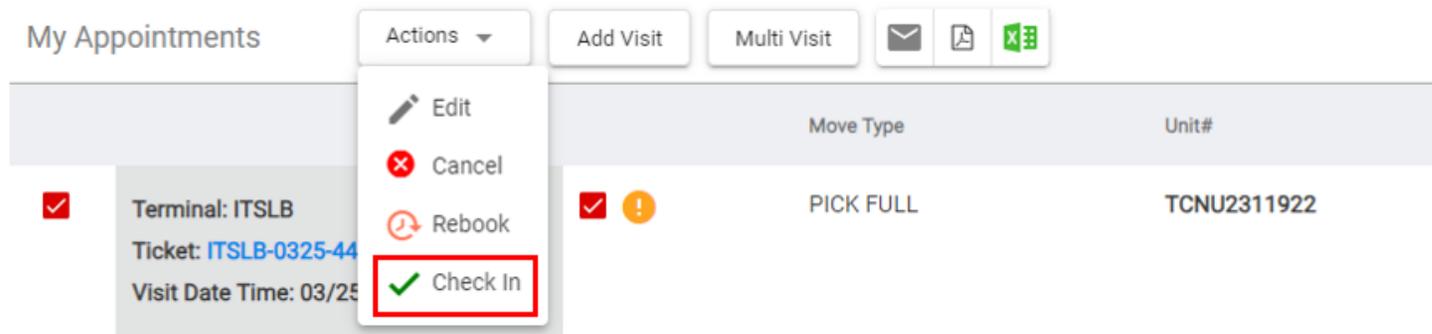
User will be prompted to the Appointment Creation screen where the License Plate can be added.

The appointment will then be confirmed and checked-in.

		Move Type	Unit#	Ref	Appt Status	Gate Status	Line	ISO	Checked In
Terminal: ITSLB Ticket: ITSLB-0325-44854 Visit Date Time: 03/25/2024 14:00 Truck Plate: 9F88440	☐ ✅	PICK FULL	TCNU2311922		CONFIRMED	ACCEPTED	ZIMU	45G1	YES

FAQ

Q: When does this take effect?

A: Friday, 3/29/2024

Q: Do I have to check-in for all transactions?

A: Import transactions only at this time. Both single and dual.

Q: When do I have to check-in by?

A: Check-in needs to be performed 60 minutes prior to the start time of the appt.

Q: What happens if I do not check-in?

A: Your appointment will be automatically cancelled if not checked in by the 60 minute cutoff.

Q: Can I edit the Tractor Plate after the appointment time has started?

A: Yes, the LP can be edited after the start of the appointment time.

Q: If I enter the Tractor Plate at the time of appointment creation, do I still need to check-in?

A: Yes, appointment still requires check-in.