



APPOINTMENT SYSTEM RULES AND REGULATIONS

EXPORT / EMPTY APPOINTMENT RULES

IMPORTS

- All Imports in the RTG runs will require an appointment
 - **Exceptions:** Peel Pile imports, Reefers and containers on Wheels DO NOT require an appointment
- Import appointments will be set in 1 hr increments with a 1 hr grace period given following the appointment window
 - Example: 0900 – 1000 appointment window will be given a 1hr grace period from 1000 to 1100
 - Exception: You will see an import timeslot of 0700 to 0900. We will use the time of 0700 to 0800 period to stage the yard and then begin servicing the trucks at 0800. The grace period will be from 0900-1000.
- Arrival prior to your appointment window will not be allowed. If you have a 0900 appointment you will not be processed at the pedestal prior to the appointment window. Drivers arriving early will be turned away to ensure those arriving within their windows are processed
- Same day appointments will be allowed for imports as long as there is an appointment available
- Dual transactions are strongly encouraged. An empty drop can be added to your existing import appointment at anytime and are not capped each day.

Import Receiving Windows		
Window	Start	End
First	7:00	9:00
Second	9:00	10:00
Third	10:00	11:00
Fourth	11:00	13:00
Fifth	13:00	14:00
Sixth	14:00	15:00

EXPORTS

- All Exports will require an appointment
- Dispatchers will be able to make export drop appointments up to 7 days in advance once the export receiving schedule is published and up to the end of the appointment slot window
- Same day appointments will be allowed for exports as long as there is an appointment available
- Dummy empty numbers can be used to hold the appointment however a verified container will need to be entered prior to arrival
- Seals are required for exports. If your export does not require a seal, type in "N/A" into the seal field. If you use a dummy seal number then it must be updated prior to your appointment window.

Export Receiving Windows		
Window	Start	End
First	7:00	9:00
Second	9:00	13:00
Third	13:00	16:00

EMPTY PICK UP

- NO appointment required

EMPTY DELIVERY

- ALL empty deliveries will require an appointment
- **Dual Transactions** – If you have an existing Import appointment, you will be able to add an Empty drop appointment to your visit, regardless of available empty slots at the 48 hr window.
 - Empty appointments attached to a DUAL transaction are not capped each day.
- **SINGLE Empty Transactions** will be limited to a set amount each day
 - Dispatchers will be able to make empty drop off appointments 48 hrs prior (business days) to the day they plan to drop an empty and up to the end of the appointment slot the day of.
 - Single empty appointments are released between 1200 – 1330 each day
 - Same day appointments will be allowed for single empty transactions as long as there is an appointment available
 - Dummy empty numbers can be used to hold the appointment however a verified container will need to be entered prior to arrival

Empty Receiving Window		
Window	Start	End
First	7:00	13:00
Second	13:00	16:00

- **Specialty Equipment (Empty Reefers, Flat racks, Open Tops...etc.)**
 - Appointments will be required
 - When making the appointment, please use the below table for entering the proper ISO code so the system recognizes it is specialty equipment
 - Dummy equipment numbers can be used to hold the appointment however a verified number will need to be entered prior to arrival

ISO	Type	Length	Height
20FH	Flatrack	20'	9'6"
20FR	Flatrack	20'	8'6"
20OH	Open Top	20'	9'6"
20OT	Open Top	20'	8'6"
20RF	Reefer	20'	8'6"
20RH	Reefer	20'	9'6"
40FH	Flatrack	40'	9'6"
40FR	Flatrack	40'	8'6"
40OH	Open Top	40'	9'6"
40OT	Open Top	40'	8'6"
40RF	Reefer	40'	8'6"
40RH	Reefer	40'	9'6"

NOTE: *If you make an empty appointment and are not going to utilize it then you must cancel it in the system to allow others an opportunity to utilize the appointment slot. Failure to do so is strictly forbidden.*

- The rules and monitoring program for empties will continue to be evaluated with adjustments made as needed, including the frequency of appointment cancelations and additional slot

FOR ANY ISSUES WITH THE APPT SYSTEM, PLEASE REACH OUT TO CUSTOMER SUPPORT WITH SCREENSHOTS IF APPLICABLE. THIS WILL ACCELERATE THE CORRECTION PROCESS.