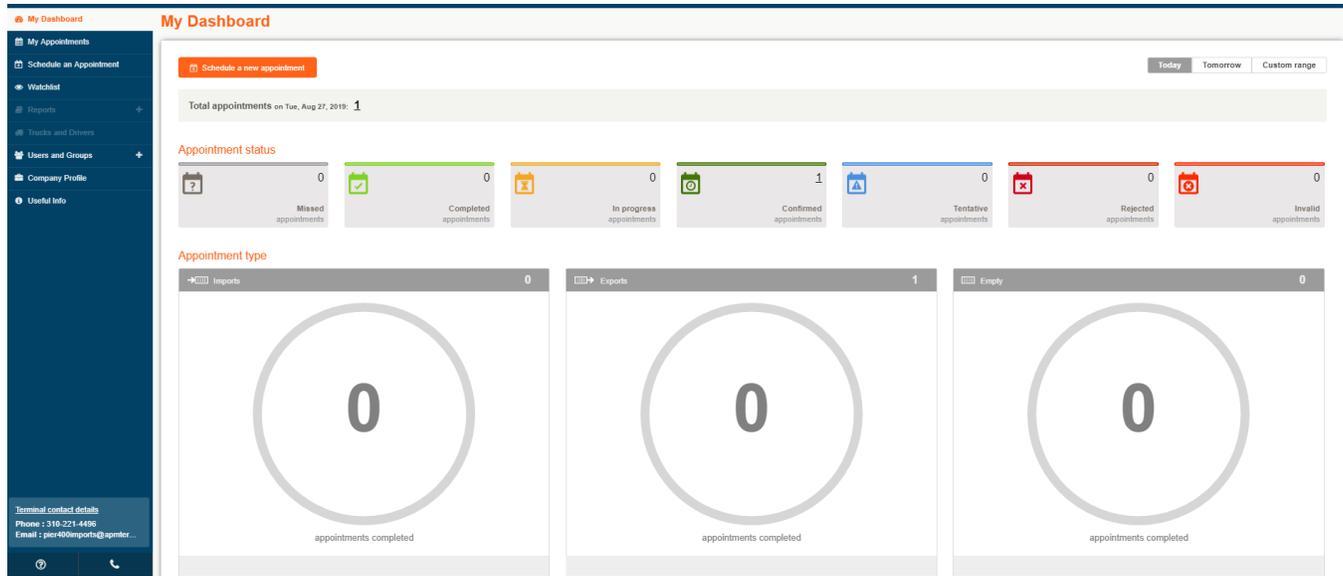# FREQUENTLY ASKED QUESTIONS

New Homepage, My Dashboard:

What gate transactions require appointments?

APM Terminals currently requires appointments for Import, Export, and Empty containers. At this time, chassis pick-up and chassis drop-off are exempt from the appointment process and do not require an appointment to be set up.

The existing out of gage process will still require an appointment to be made through customer service at this time, for both import and export.

When can appointments be made?

IMPORT: Import containers must be discharged off the vessel before an appointment can be set.   Appointments can be made up to 30 minutes prior to the end of the appointment window pending appointment availability.

EXPORT: Export containers must be dropped off during the window set by the vessel arrival and sailing date. You can check export first and last receiving dates by clicking on the VESSEL SCHEDULE icon at the bottom of the TERMPoint home page then click on "View" at the far right. Appointments can be made up to 30 minutes prior to the end of the appointment window / shift.

EMPTY: Empty containers that are being dropped off are subject to the empty restrictions of the time/day. These can be found here: https://www.apmterminals.com/en/los-angeles/practical-information/empty-receivables-and-open-areas.

What happens if a truck driver does not arrive at the gate within the scheduled time slot?
Truck drivers arriving early for an appointment will be turned away and must come back at the correct time. Truck drivers arriving late for an appointment will be turned away and dispatchers will need to update the appointment for a later time.

When a driver is performing a dual transaction, they must arrive during the time slot for the import appointment. The export and empty appointment windows are larger, and the arrival time should be based on the smaller import appointment window (Dropoff and Pickup appointments are separate and are not joined together).

What happens if an appointment is not set up in advance of arriving at the terminal or driver does not know the appointment number?
The truck driver will be turned away and told to return to the terminal when they have a correct/active appointment number.

What happens if the driver gives the wrong appointment number?
1. The driver receives a trouble ticket.
2. Driver proceeds to the trouble window.
3. Driver must call their dispatcher for the correct appointment number.
4. Driver will be assisted at the trouble window once they have the correct appointment number.

What happens if the driver does not know the trucking company that set the appointment?
1. The driver receives a trouble ticket.
2. Driver proceeds to the trouble window.
3. Driver must call their dispatcher to determine who set the appointment for them.
4. Driver will be assisted at the trouble window once the correct trucking company is determined.

What happens if an import appointment is missed?
1. Appointments are only valid for the scheduled date. Prior to the end of the second shift (03:00 PST). Any appointments open as of 03:00 will no longer be valid.
2. A missed appointment cannot be updated or changed in the system once the appointment time has passed.
3. Once the appointment is missed, the trucking company must start the appointment process over completely.
4. It is recommended for the trucking company to move the appointment in the system to a later date/time BEFORE the appointment is missed.
5. Driver will be turned away at the gate if it is past the appointment time.

What happens if an export appointment is missed?
1. Appointments are only valid for the scheduled date and shift.
2. You can reschedule your appointment for anytime in the receiving window.
3. It is much recommended for the trucking company to move the appointment in the system to a later date/time BEFORE the appointment is missed.
4. Driver will be turned away at the gate if it is past the appointment time.

There are no import appointments available, but the container must be picked up. What can a dispatcher do?

If there are no appointments, please contact the Import group for assistance and or appointment availability.

What happens if there are issues when setting an appointment?
When setting appointments, the appointment system validates against the terminal operating system displaying warnings or errors related to the future gate transactions.

- Confirmed: Good appointment created.
- Tentative: Resolution is needed to avoid a trouble ticket at the terminal.
- Invalid: Appointment is not created. Call Customer Service for assistance.
- Complete: Appointment and transaction have been completed at the facility.
- In Progress: Appointment number has been given and transaction is open.
- Rejected: Appointment was used at the gate and the driver was turned away.

ACCOUNT MANAGEMENT

Account Administrator
The initial user who submits the registration in TERMPoint is automatically set up as the Administrator for the trucking company. If there will be more than one user, then at least one group needs to be set up to assign what actions the user can perform. After the group is set up the administrator can set up additional users. Every user must be assigned to a group.

If you forget your Login or Password, click **Forgot Login/Pwd** on the TERMPoint home page. If you forgot your Login the User Id will be sent to the administrator's email. If you forgot your password a temporary password will be created and sent to your registered email account.

To change the Administrator's email address, change the address displayed on the account management page and click **Submit**.

Login ID		Phone	
		Phone	
First Name		**Last Name**	
First Name		Last Name	
Email Address		**Confirm Email Address**	
Email Address		Confirm Email Address	

COMPANY GROUPS

COMPANY ADMINISTRATOR ×

Submit   Cancel

To change a user's email address, click the manage users link. Select the User, make the email changes, and click **Submit**.

** It is very important to keep this information updated and current.

CONTAINER ICONS

The "My" icons give trucking companies the ability to maintain lists of containers for future appointments. The icons are for Imports and Exports. The "My Appointments" icon provides a list of all containers and bookings scheduled for an appointment on a specific date.

Container Eligible for an Appointment Email Notice

Import containers that have been added to the "My Imports" list and are not yet eligible an appointment will automatically trigger an email after discharge. This email will be sent to the addresses registered to the trucking company.

"My Appointments"

The "My Appointments" page allows trucking companies to query and view future, present and past appointments.

Appointment Search

To search for appointments, go to "My Appointments." Advanced Search can be used to sort and search for desired data. Use the filters to reduce the query results.

Appointment Update

Appointments can be managed at any time by clicking on the "Manage" icon with the pencil.

Select the container/s or bookings to be updated by checking the box on the far-left column.

Cancelling Appointments

From the "My Appointments" page you can cancel any number of appointments if necessary. Cancelling appointments rather than missing the slot is encouraged to avoid banning by the terminal. Please remember that missing an appointment is taking a slot away from another trucker.

1. From the My Appointments page choose those to be cancelled and select "Cancel".

2. Click **YES** button in the pop-up message box to confirm cancelling the appointment/s.
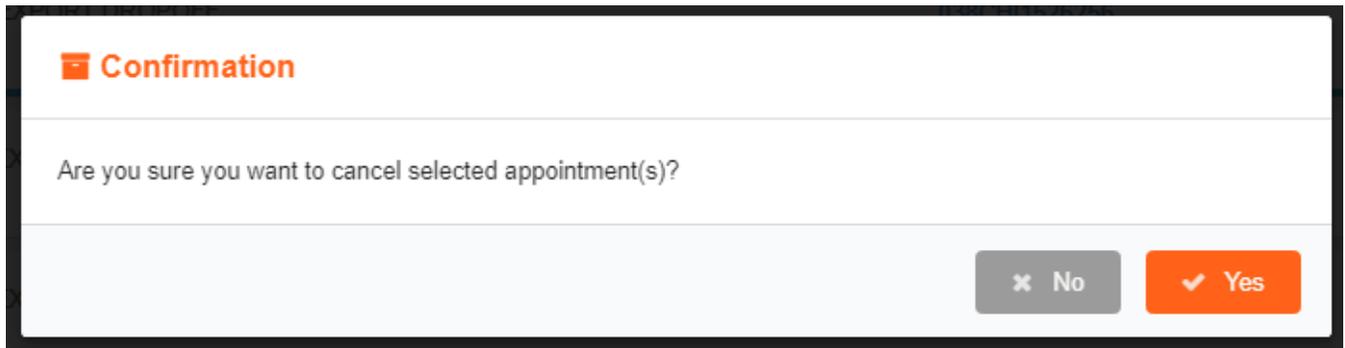
When cancelling from the "My Appointments" page the appointment will be cancelled but remains on the "My" list.

Appointment Availability

The Appointment Availability link shows real-time appointment slot availability for the shifts of a selected date and can be found on "My Dashboard."
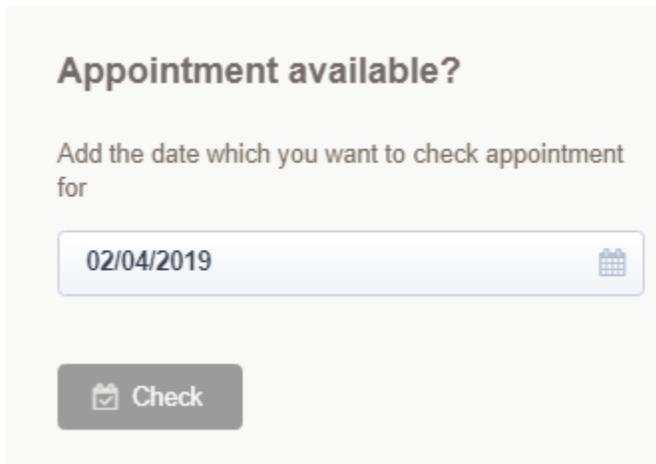
The link is located on the lower right side of the home page.

Appointment Availability

📅 Schedule an Appointment

APPOINTMENT TYPE	TOTAL SLOTS	TOTAL APPOINTMENTS	AVAILABLE GROUND	AVAILABLE WHEELED
⌄ IMPORT PICKUP	742	4	742	0

	TIME SLOT	TOTAL SLOTS	TOTAL APPOINTMENTS	AVAILABLE GROUND	AVAILABLE WHEELED
☐	00:00 - 01:00	66	0	66	0
☐	01:00 - 02:00	60	0	60	0
☐	08:00 - 09:00	20	0	20	0
☐	09:00 - 10:00	45	0	45	0
☐	10:00 - 11:00	41	0	41	0
☐	11:00 - 12:00	41	0	41	0
☐	13:00 - 14:00	31	2	31	0
☐	14:00 - 15:00	41	0	41	0
☐	15:00 - 16:00	45	1	45	0
☐	16:00 - 17:00	31	0	31	0

Close

Note that since a specific container is not being checked in this page and you may find further restrictions when setting an appointment for a specific container. In addition, a yard block may be closed for a shift. These restrictions will be factored in when setting the containers specific appointment slot.

Appointment Times by Transaction Type

Appointments for Import Delivery are divided into 1-hour time slots with 30-minute grace periods before and after each slot. For Export Receival and Empties, each shift is broken into 4 time slots, 2 per shift.
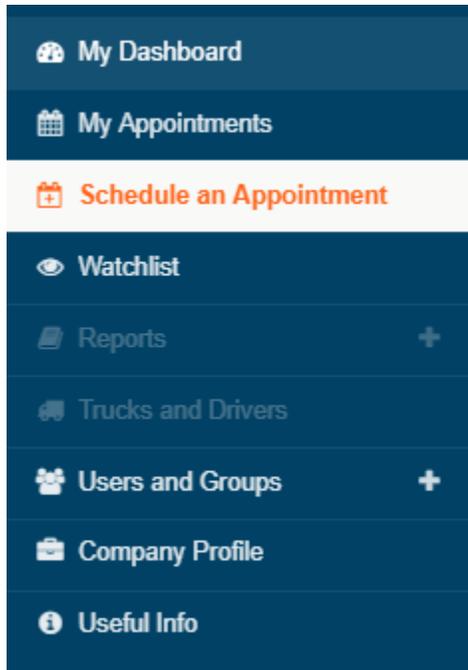
Transaction Type	Shift 1	Shift 2
Import Pickup	0800-0900 1000-1100 1300-1400 1500-1600	1800-1900 2000-2100 2200-2300 0030-0100

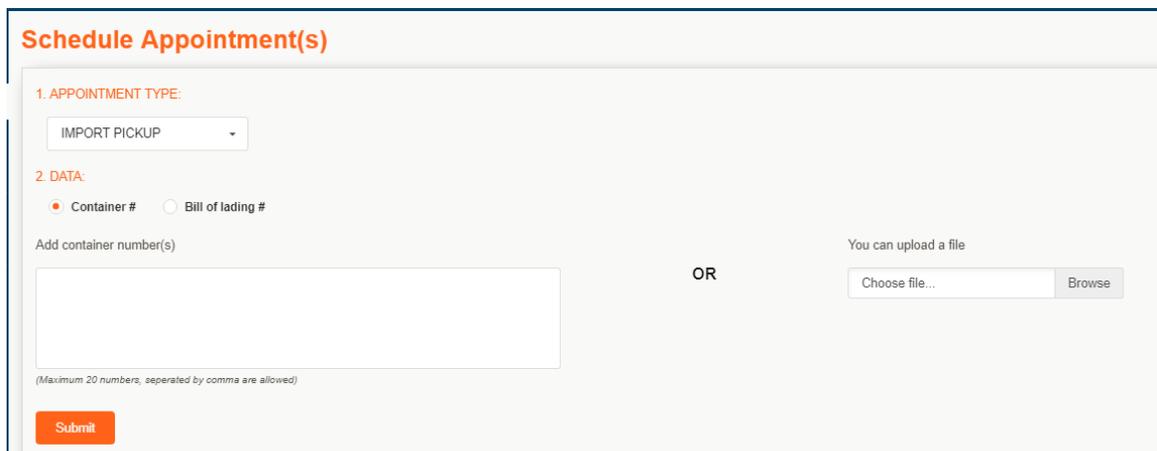| Transaction Type	Shift 1	Shift 2
Export Drop-off Empty Pickup/Drop-off	0800 – 1200 1200 - 1600	1800 – 2200 2200 - 0200

Create New Appointments

Create New Appointment – Import Pickup

1. In the left navigation, select "Schedule an Appointment"

2. Select Appointment Type and enter container number for Import Delivery.

3. Click Submit.

4. Select a date and time slot individually or use the top row to select the same date for all uploaded containers.

5. Select a truck license plate from the dropdown for the truck that will be completing the appointment. Only trucks registered with eModal will be available in the dropdown.
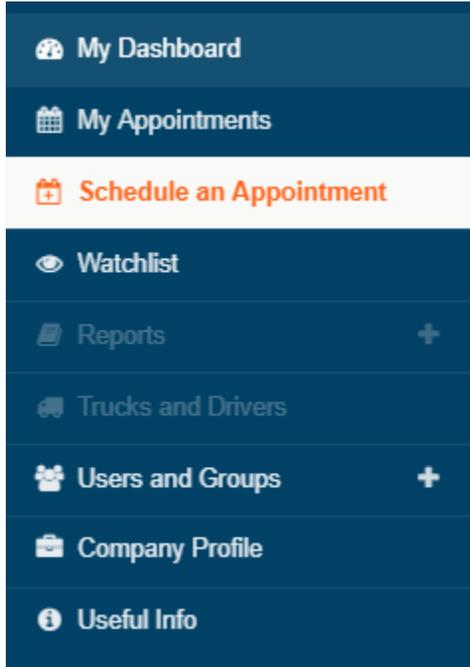
Customs Hold Definitions

In the event that you get an error message for a Customs Hold, here are what the codes mean. Please call Customer Service for assistance with these holds.

ERROR/WARNING MESSAGE	CUSTOMS HOLD DEFINITION
Container is on a 71 Customs Hold.	Intensive hold for CBPA placed at port of discharge
Container is on a 72 Customs Hold.	Inspection/document review hold for CBPA placed at port of discharge
Container is on a 73 Customs Hold.	Fumigation hold for CBPA placed at port of discharge
Container is on a 77 Customs Hold.	Intensive hold for CBPA placed at port of in-bond destination
Container is on a 78 Customs Hold.	Inspection/document review hold for CBPA placed at port of in-bond destination
Container is on a 79 Customs Hold.	Fumigation hold for CBPA placed at port of in-bond destination
Container is on a 95 Customs Hold.	In-bond deleted
Container is on a 97 Customs Hold.	Conveyance Departure (In-bond)
Container is on a 1A Customs Hold.	Intensive examination required
Container is on a 1G Customs Hold.	CBP hold placed at port of in-bond destination
Container is on a 1H Customs Hold.	CBP hold placed at port of discharge/Port of export
Container is on a 1S Customs Hold.	Ordered to General Order
Container is on a 1T Customs Hold.	Customs Seizure
Container is on a 1U Customs Hold.	Sent to General Order
Container is on a 2G Customs Hold.	CBPA miscellaneous hold placed at port of in-bond destination
Container is on a 2H Customs Hold.	CBPA miscellaneous hold placed at port of discharge
Container is on a 3G Customs Hold.	Other Government Agency hold placed at port of in-bond destination
Container is on a 3H Customs Hold.	Other Government Agency hold placed at port of discharge
Container is on a 4A Customs Hold.	Overrides 1C or 1B Release
Container is on a 5H Customs Hold.	Entry Processing Hold
Container is on a 6H Customs Hold.	No Load by CBP
Container is on a 7H Customs Hold.	NII Exam Ordered
Container is on a 7H-EMPTY Customs Hold.	NII Exam on empty
Container is on a A3 Customs Hold.	FDA PN Movement Denied

Create New Appointments

Create New Appointment – Export Drop-off

1. In the left navigation, select "Schedule an Appointment"

2. Select Appointment Type and enter container number for Export Dropoff.

3. Click Submit.

4. Input container, select Equip Size, Date, Slot, Chassis, and VGM.

CONTAINER ID	EQUIP SIZE	DATE	SLOT	TRUCK	OWN CHASSIS?	SEAL1	VGM SUBMITTED
		Date 📅					
⊕ CONTAINER ID	EQUIP SIZE ▾	Date 📅	SLOT ▾	TRUCK ▾	NO ▾	SEAL 1	NO ▾

Schedule appointment   Cancel

5. Input Seal Number and select a truck license plate from the dropdown for the truck that will be completing the appointment. Only trucks registered with eModal will be available in the dropdown.

6. If you have a container that is hazardous, refrigerated, or over dimensional, click on the add detail plus sign. The following screen will appear. Select yes for all that apply.

⊖ 40RE96 ▾	02/04/2019 📅	08:00 - 16:00 ▾	NO ▾	NO ▾

GENSET: GENSET   HAZ: NO ▾   REF: NO ▾   O/D: NO ▾

7. Click "Schedule appointment" to make your appointment:

Create New Appointments

Create New Appointment – Empty Drop-off

1. In the left navigation, select "Schedule an Appointment"

2. Select Appointment Type and shipping line for appointment.

3. Click Submit.

4. Enter container number (optional) and select size/type/height, date, and timeslot desired.

5. Select a truck license plate from the dropdown for the truck that will be completing the appointment. Only trucks registered with eModal will be available in the dropdown.

6. Click "Schedule appointment" to make your appointment:

Create New Appointments

Create New Appointment – Empty Pickup

1. In the left navigation, select "Schedule an Appointment"

2. Select Appointment Type and enter booking or EDO.

3. Click Submit.
4. Select equipment size, date, and slot.

7. Select a truck license plate from the dropdown for the truck that will be completing the appointment. Only trucks registered with eModal will be available in the dropdown.