

Objective

To outline the rules governing the Port of Virginia Truck Reservation System. The PRO-PASS Truck Reservation System is a comprehensive motor carrier truck scheduling solution that allows the Port of Virginia to optimize gate and yard operations, reduce trucker turn-time, eliminate trouble cases, and reduce congestion within the Port.

The PRO-PASS Truck Reservation System will give trucking companies the opportunity to schedule terminal visits using an integrated platform capable of instantaneous feedback. Reservations booked through the PRO-PASS Truck Reservation System are initially verified by the terminal operating system against current business rules and then further validated by an ILA Clerk. Through the ILA clerk validation process, reservations are inspected and created through the automated gate system workflow. Upon completion of the pre-validation workflow, reservations are created, by ILA clerks, in the terminal operating system.

Frequently Asked Questions

What are the mandatory reservation hours at NIT and VIG?

Mandatory TRS hours at Norfolk International Terminal (NIT) and Virginia International Gateway (VIG) will be enforced from gate opening to 1500 Monday - Friday.

Future expansions will be communicated in advance.

How far in advance can I create a reservation?

A reservation can be created 48 hours in advance of a given time window. This includes the creation of reservation for the current day and reservations for tomorrow.

How do I sign up for the Truck Reservation System?

The Truck Reservation System is available to trucking companies through the PRO-PASS website (www.propassva.com).

How are reservation time slots defined?

For each reservation, a time slot must be selected. Reservation time slots are established in standard hourly increment with each slot beginning at the start of the hour. In addition to the standard time slot hourly window, a grace period has been established at the beginning and the end of each hour. The current grace period is 30 minutes.

Which selection should I choose when making a reservation?

- Pick Import – retrieval of an import container only
- Pick Empty – retrieval of an empty container only
- Pick Dray – an export due to depart via gate (must be setup by the shipline)
- Drop Export – an export due to depart via vessel
- Drop Empty – an empty due to return to the marine facility
- Drop Dray – imports that have departed from one marine facility and will re-ingate at another marine facility

How will the Port of Virginia prevent a single carrier from monopolizing all available reservations for a given time slot?

Through monitoring and analyzing trucking company usage statistics. The PRO-PASS Reservation system is highly configurable. Should a need arise, limits to the number of reservation slots can be established.

How will the Port of Virginia handle queuing at the port?

- No truck queueing will be permitted prior to the opening of the OCR portals
- Drivers arriving early for validated reservations (more than 30 minutes prior) will be turned away and will not be permitted to queue on terminal property. Drivers arriving late for validated reservations (more than 30 minutes after the on hour block) will be turned away and may only return when unrestricted gate hours are resumed, or a new reservation has been validated.
- Trucks arriving during mandatory TRS hours, without reservations, will be turned away and will not be permitted to queue on terminal property.

How will the Port of Virginia handle last free day reservations?

Users of the PRO-PASS reservation system will be able to make reservations for any import container that is AVAILABLE and in a deliverable position. The ocean carrier should be contacted for Last Free Day information. A rejection message will be received for any reservation with a Last Free Day issue.

How will the Port of Virginia reward truckers who consistently honor their reservation?

The Port of Virginia has developed a program to reward motor carriers with the lowest missed rates. Motor Carriers are divided into three categories (high, medium, and low) based on truck visit frequency. The best performers in each category will be awarded priority TRS service and additional assistance for the ensuing week.

How will the Port of Virginia handle truckers who consistently miss their reservation?

The Port of Virginia is committed to producing an efficient, best-in-class Truck Reservation system. The Port of Virginia recognizes that missed reservations impact the port's potential throughput. The community goal for missed reservation is no higher than 5%. Motor Carriers are responsible for reviewing their weekly missed reservation statistics through Reservation Moves and/or Reservation Visits and those carriers that exceed this percentage point consistently, will be notified with a probation notice. Chronic missed reservation behavior may result in reduction of access to mandatory hours. The Port of Virginia will produce statistics on trucking company reservation system effectiveness, to include missed reservations.

How many reservations will there be per time slot?

The total number of reservations per time slot will be based on the specific operating model of each terminal. Capacity is derived at the yard block level. Each block has a defined capacity for export, import, and empty container moves. Once the capacity for exports, imports or empties has been met for a given hour, that slot will no longer be viewable for selection.

The capacity will vary by terminal, operating mode, equipment availability, and weather conditions.

Is license plate number required when making a reservation?

Yes, license plate numbers are required when securing a reservation. Each license plate is directly linked to its corresponding PRO-PASS RFID tag. The PRO-PASS RFID tag is used to automatically identify each truck as it enters NIT. The PRO-PASS RFID tag read is used to determine whether a truck has arrived within its specified window.

Will PRO-PASS RFID Tags be required to access the terminal during the mandatory period?

Yes, PRO-PASS RFID tags will be required to access the terminal during the mandatory and non-mandatory period. Transcore RFID tags will no longer be supported. PRO-PASS RFID tags can be ordered through the PRO-PASS website (www.propassva.com). PRO-PASS can be shipped to you directly or can be picked up at the NIT or VIG Driver's Assistance Buildings.

Will I be able to change a truck license plate for an existing reservation?

Yes, license plates for any given reservation can be edited prior to arrival and before the end of the reservation hour. The “Edit” and “Check-in” action options can be used in these instances.

Will I be able to cancel an existing reservation?

Yes, PRO-PASS users must cancel reservations prior to the 59 minute mark within a reservation time-slot. However; it is highly recommended to cancel as soon as possible in order to free up a slot for another Motor Carrier to use. This includes “trouble” status reservations.

Can I add an additional transaction to a single move reservation?

Yes, you can add to an existing reservation, if there are available slots for the additional move type. Additionally, you can remove transactions from existing dual moves.

Does a reservation guarantee chassis availability?

No, a reservation does not guarantee chassis availability.

Am I required to create reservations to take a chassis in or to take a chassis out?

Chassis reservations are not supported in PRO-PASS. A reservation does not guarantee chassis availability.

What happens if a truck misses a validated reservation?

The reservation status will convert to missed status. The slot that was held for the reservation will go unused. The missed status will be recorded against the truck and the trucking company.

Users must reschedule the reservation at least 30 minutes prior to the close of an hour so that the slot can be made available for another truck.

Will I be able to create reservation for Reefers?

Yes, reservations for all container equipment types are supported. Reefer reservation information will be shared with M&R vendors.

Will reservations be required for Break Bulk, OOG or Cargo operations?

Reservations for Break Bulk, OOG, or Cargo operations are not required at this time through the PRO-PASS system. Please adhere to current terminal-specific OOG or Cargo operation policies.

Will a truck be allowed to enter the terminal with a reservation in trouble status?

No, the mandatory reservation period is reserved for validated reservations in good standing. Drivers with a reservation in trouble status must have the status resolved prior to arriving at the terminal. Issues relating to the trouble status should be adjusted or canceled, prior to the expiration of the reservation hour.

What happens if the Begin Receive Date (BRD) for an export changes and a reservation has already been established for the next day?

Current Begin Receive Date, or BRD, policy still applies. If the BRD changes, the reservation state will change to trouble and you will receive an email notification of the change in status advising that the reservation is no longer valid. Please contact the shipline or the Port of Virginia Customer for assistance.

Note: The Begin Receive Date is sometimes referred to as an Earliest Receive Date, Export Receive Date or Early Return Date (ERD).

Can a reservation be made for a container that is not AVAILABLE?

No, reservations can only be made for containers that are AVAILABLE and are located in a deliverable position in the yard.

Can I make a reservation for a container that is still on a vessel?

No, reservations can only be made for containers that have a valid and deliverable yard position.

Can a driver be associated with more than one SCAC code?

Yes, a license plate can be registered to more than one trucking company's Truck Management console.

Can I create dual mission reservation for one SCAC code inbound and a different SCAC code outbound?

No, only one SCAC code per reservation visit is allowed. A separate reservation for the outbound move for the secondary SCAC code would need to be created. Please note that different time slots for each SCAC code must be selected.

Key Points to Editing Reservations

- Edits should be completed prior to the 30 minute mark within a reservation time-frame, in order to retain the reservation time slot
- Cancellations should occur prior to the 59 minute mark within a reservation time-frame
- Reservation status will update to missed 30 minutes after the reservation time-frame
- Drivers can enter no earlier than 30 minutes prior to the reservation time-frame and not later than the 30 minutes after the reservation

Is there a single point of contact for questions?

TRS Contact Email Address:

reservations@vit.org

TRS Hotline:

757-292-4545

Website:

www.PROPASSVA.com