

Benefits of the Truck Appointment System at APM Terminals Port Elizabeth

1. Improved safety in the Yard. The terminal will determine the total appointments available within each time slot which will provide control over the number of trucks that can be safely serviced within each time slot and each yard block.
2. Improved planning in the Yard. The terminal will have visibility of the gate move activity expected for the next day and can plan to ensure equipment is available where it is needed to service the trucking community.
3. A safer and more efficient trucker experience due to better traffic flow and less congestion in the Yard.
4. Reduction in trouble tickets. APM Terminals Port Elizabeth estimates that 65% of the current trouble ticket errors at the Gate will no longer occur because of the link between our truck appointment system and our terminal operating system. Appointment requests can't be created if there is an issue with a container or booking which should reduce the inefficiency of sending drivers to the terminal just to find out they can't pick up or drop off a container.
5. Improved customer service. The truck appointment system includes a chat feature whereby the trucking community can interact directly with our customer service team to quickly get questions answered and issues resolved.
6. Improved communication with inland customers. The trucking community will have visibility to the number of appointments available within each time slot by transaction type and can use this information to confirm with their customers whether they are able to pick up or drop off containers.
7. Status updates on appointments. The truck appointment system provides immediate feedback on the status of appointments when the requests are created and a status update when drivers have arrived at the terminal. These status updates will further enhance the information available to the trucking companies and their customers.
8. Real time tracking of import availability for appointments. By using the Watchlist feature in the truck appointment system, imports can be tracked in advance and users will receive an e-mail notification when an import is available for an appointment to be created.
9. Reduced emissions. Providing more efficient service to the trucking community will also contribute to a reduction in truck emissions which emphasizes our commitment to placing sustainability at the core of our business.
10. View historical data. The Advanced Search feature under My Appointments can be used to retrieve, display, and download truck appointment data from the past 60 days.