What has changed in the new PierPASS OffPeak website?

How do I…

claim a container?
claim a booking?
pay the Import TMF?
pay the Export TMF?
view my 'TMF Released' containers?
view my container history?
monitor containers for changes in TMF Hold status?

Tell me more about…

My Claim List
My Pending List
viewing TMF Due containers
viewing Pending containers
viewing TMF Exempt containers
viewing my booking numbers
creating a PierPASS OffPeak account
Account Administrators
managing my User List
viewing my Account Summary
viewing my Receipt History
requesting a refund from PierPASS
adding funds to my account
editing my account profile and email contacts
changing my password
updating my user profile
What has changed in the new PierPASS OffPeak website?

The new PierPASS OffPeak website has been redesigned to simplify the process of claiming containers or bookings and paying Traffic Mitigation Fees (TMFs). All of your existing Account information will transfer over to the new site. You can log in with the same user ID and password and make payments in the same way you did on the old site.

The Frequently Asked Questions will provide you with detailed information on how to use the features of the new website. The main difference between the old and new sites is the way information is organized. The new site introduces the idea of a “Claim List” and a “Pending List” for both Import and Export shipments.

Import menu

The Pending List captures containers (Import) and bookings (Export) that you attempted to claim but that were not available to be claimed at that time by your account. You can use the Pending List to track these containers even though they are not claimed by your account and do not represent a financial obligation to you.

Your Import containers and Export bookings can now be input to the PierPASS Website on either your Claim List, indicating that you intend to pay the Traffic Mitigation Fee, or on your Pending List, indicating that you only want to keep track of the TMF payment status.

Please refer to the topics in the Frequently Asked Questions for more details on the new website’s functionality.
How do I claim a container?

On the Import > Search/Upload page, input the container number in the Container# field and click “Submit.”
The search results displayed on the **Search/Upload Confirmation** page are divided into two groups: containers available immediately to be claimed for TMF payment by your account (top grid), and containers not eligible to be claimed by your account at this time (bottom grid).

To claim containers in the top grid for payment, place a check in the box next to the container number. To claim all eligible containers, click “Check All.” To complete the claim process, click “Claim.”
Note: Any containers not eligible for claiming at this time will be placed on your Pending List.

As a Credit Customer paying on account, the containers selected for payment will automatically be charged to your account when the gate move is announced. Upon clicking Submit on this page, you will be taken to the Claim List page where your claimed containers will be displayed.
How do I claim a booking?

On the Export > Search/Upload Bookings page, input the booking number in the Booking# field and click “Submit.”
The search results displayed on the **Search/Upload Confirmation** page are divided into two groups: bookings available immediately to be claimed by your account for TMF payment (top grid), and bookings not eligible to be claimed by your account at this time (bottom grid).

To claim the bookings in the top grid for payment, click “Claim.” To remove bookings you do not wish to claim, use the “Remove” hyperlink in the rightmost column.
Note: Any bookings previously claimed by other customers will be displayed in the bottom grid, and will placed on your Pending List. Only one customer can claim an Export booking in the new PierPASS OffPeak system.

Upon clicking Claim on the Search/Upload Confirmation page, you will be taken to the Claim List page where your claimed bookings will be displayed. TMF payments for containers that gate in against your claimed bookings will automatically be charged to your account when the gate move is announced.
How do I pay the Import TMF?

As a Credit Customer paying on account, containers selected for payment on the Search/Upload page will automatically be charged to your account when the gate move is announced. Upon clicking Submit on the Search/Upload Confirmation page, you will be taken to the Claim List page where your claimed containers will be displayed.
Your company will be financially responsible for TMF payment for all containers claimed by your account. If, *before the TMF charge is assessed*, you decide that you do not want to claim a container on your **Claim List**, click the “Remove” hyperlink in the rightmost column to remove it from the list and “unclaim” it. Clicking Remove after the charge is assessed will generate a credit to your account for the amount paid.
How do I pay the Export TMF?

As a Credit Customer paying on account, bookings selected for payment on the Search/Upload page will automatically be charged to your account when the containers are ingated against those bookings. Upon clicking Submit on the Search/Upload Confirmation page, you will be taken to the Claim List page where your claimed bookings will be displayed.
Your company will be financially responsible for TMF payment for all containers associated with bookings claimed by your account. If you decide that you do not want to pay for a booking on your Claim List, click the “Remove” hyperlink in the rightmost column to remove it from the list and “unclaim” it. You cannot unclaim bookings that have containers associated with them.
How do I view my ‘TMF Released’ containers?

To check the TMF Hold status of your containers, go to your Import or Export Claim List and sort the list by clicking on the Hold column heading. Scan for containers with “No” in the Hold column.
If the information displayed on your Claim List does not match the container information you have in your records, please verify the number to make sure the data was entered correctly. If the container numbers match your records and the data is not what you were expecting to see for this container, please contact the PierPASS Customer Service Center at 1-877-863-3310 between the hours of 6:00 am to 6:00 pm Pacific time.
How do I view my container history?

The Import and Export History pages allow you to input one or more container numbers to search for and view all movement or payment activity for them in the PierPASS OffPeak system. Containers must have been claimed by your account and subsequently closed in the system to be viewed in the History.

To view Import or Export History, select that option within one of those sections in the main navigation menu. On the first page, input the container number(s) and click “Search.”
The results page will show the event history saved for the requested container(s) in the system. Export History will also display the Booking Number associated with the container.

Containers can be given a status of “Closed” either via an outgate transaction from the marine terminal, or via a direct update from a PierPASS Customer Service Center representative. If the gate transaction occurred within the last 30 minutes, the gate records may not have been received from the marine terminal and updated to your Import History. If you do not see your container gate transactions on this page and more than 24 hours have elapsed since the container departed the terminal, please contact the PierPASS Customer Service Center at 1-877-863-3310 between the hours of 6:00 am to 6:00 pm Pacific time.
Container information on the **Import History** page is displayed in a hierarchy of grid rows as follows:

**Top/Parent Row:**

- **Container#** – Container number
- **MTO** – The code for the Marine Terminal Operator associated with the container record
- **Vessel/Voyage** – The vessel code and voyage number associated with the container record
- **Size** – Container size (e.g., “40” = 40 foot container)
- **Fee** – The Traffic Mitigation Fee paid for the listed container
- **Paid** – The paid status of the container within the system (e.g., “Paid”)

**Bottom/Child Row:**

- **Event Date/Time** – The date/time stamp of the event
- **Event** – The event code
- **Event Description** – The text description of the event
- **Hold** – A Yes/No indicator that there is/is not a TMF Hold on the booking
Container information on the Export History page is displayed in a hierarchy of grid rows as follows:

**Top/Parent Row:**

- **Container#** – Container number
- **MTO** – The code for the Marine Terminal Operator associated with the container record
- **Vessel/Voyage** – The vessel code and voyage number associated with the container record
- **Size** – Container size (e.g., “40” = 40 foot container)
- **Fee** – The Traffic Mitigation Fee paid for the listed container
- **Paid** – The paid status of the container within the system (e.g., “Paid”)
- **Booking#** – Booking number

**Bottom/Child Row:**

- **Move Date/Time** – The date/time stamp of the container move
- **Event** – The event code
- **Event Description** – The text description of the event
How do I monitor containers for changes in TMF Hold status?

The **Container Status** (Import) and **Booking Status** (Export) pages allow you to search for and view current status and TMF Hold information for those shipments in the PierPASS OffPeak system. Containers and Bookings are not required to have been claimed by your account to be viewed on this page.

**Import**

On the **Container Status** page, input the container number(s) and click “Search.”
The containers you entered will be displayed on the **Container Status** results grid, where you can monitor the Active/Pending status, TMF Holds, Exemptions, etc.
Export

On the **Booking Status** page, input the Booking number(s) and click “Search.”
The bookings you entered will be displayed on the **Booking Status** results grid, where you can monitor the Active/Pending status, TMF Holds, Exemptions, etc.

<table>
<thead>
<tr>
<th>Booking#</th>
<th>Status</th>
<th>TMF Hold</th>
<th>Exempt</th>
<th>MTO</th>
<th>Vessel/Voyage</th>
</tr>
</thead>
<tbody>
<tr>
<td>advpending</td>
<td>Pending</td>
<td>Yes</td>
<td>No</td>
<td></td>
<td></td>
</tr>
<tr>
<td>advpending2</td>
<td>Pending</td>
<td>Yes</td>
<td>No</td>
<td></td>
<td></td>
</tr>
<tr>
<td>YLX10173B</td>
<td>Active</td>
<td>Yes</td>
<td>No</td>
<td>CAL</td>
<td>-42E</td>
</tr>
<tr>
<td>CH1Q1260</td>
<td>Active</td>
<td>Yes</td>
<td>No</td>
<td>YTLA</td>
<td>NYK ATLAS-35</td>
</tr>
<tr>
<td>BO1U2651</td>
<td>Active</td>
<td>Yes</td>
<td>No</td>
<td>YTLA</td>
<td>NYK STARLI-60</td>
</tr>
<tr>
<td>BO1U2652</td>
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<td>No</td>
<td>YTLA</td>
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<tr>
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<td>No</td>
<td>YTLA</td>
<td>NYK STARLI-60</td>
</tr>
<tr>
<td>BO1U2655</td>
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<td>No</td>
<td>YTLA</td>
<td>SANTA CRUZ-79</td>
</tr>
<tr>
<td>CH1Q7995</td>
<td>Active</td>
<td>Yes</td>
<td>No</td>
<td>YTLA</td>
<td>OOCL DUBAI-18</td>
</tr>
<tr>
<td>CHJR2293</td>
<td>Active</td>
<td>Yes</td>
<td>No</td>
<td>YTLA</td>
<td>OOCL BUSAN-05</td>
</tr>
<tr>
<td>18117417</td>
<td>Active</td>
<td>No</td>
<td>Yes</td>
<td>YTLA</td>
<td>OOCL DUBAI-13</td>
</tr>
</tbody>
</table>

Count: 11
Container information displayed on the **Container Status** page:

- **Container#** – Container number
- **Status** – The status of the container within the system (e.g., “Active”)
- **Hold** – A Yes/No flag indicating the presence of a TMF hold on the container
- **Size** – Container size (e.g., “40” = 40 foot container)
- **Exempt** – A Yes/No flag indicating that the container is/is not TMF Exempt
- **MTO** – The code for the Marine Terminal Operator associated with the container record
- **Vessel/Voyage** – The vessel/voyage code associated with the container

Booking information displayed on the **Booking Status** page:

- **Booking#** – Booking number
- **Status** – The status of the booking within the system (e.g., “Pending”)
- **Hold** – A Yes/No flag indicating the presence of a TMF hold on the booking
- **Exempt** – A Yes/No flag indicating that the booking is/is not TMF Exempt
- **MTO** – The code for the Marine Terminal Operator associated with the booking record
- **Vessel/Voyage** – The vessel/voyage code associated with the booking
My Claim List

Import

The Import Claim List shows Credit customers the list of containers that have been claimed for TMF payment by their account. Access this page from the main menu by selecting **Import** and then **Claim List**.
To use this page:

1) You can unclaim a container if it has not yet moved by clicking the “Remove” hyperlink in the rightmost column.

   NOTE: If a container has already been paid, clicking “Remove” will automatically generate a credit to your account if the container has not yet moved.

2) The information on this page can be sorted by any of the values in the columns by clicking on the heading of the desired column. An arrow next to the heading will indicate the kind of sort created: an ascending sort will show an up arrow, and a descending sort will show a down arrow.

3) For Credit Customers, this page replaces two pages from the old website: TMF Exempt Container List, and TMF Released Container List.

How do I view…

…TMF Exempt Container List? Sort the Claim List by the “Status” column and look for containers with “Exempt” status.

…TMF Released List? Sort the Claim List by the “TMF Hold” column and look for containers with “No” in that column.

Container information displayed on the Import Claim List:

- **Container#** – Container number
- **Status** – The status of the container within the system (e.g., “Active”)
- **Message** – A message that clarifies the status or disposition of the container in the system
- **Claim Date/Time** – The date/time on which the system captured the container claim
- **Ref#** – A Reference Number entered by the user to group the uploaded containers for future reference
- **Hold** – A Yes/No flag indicating the presence of a TMF hold on the container
- **Size** – Container size (e.g., “40” = 40 foot container)
- **Exempt** – A Yes/No flag indicating that the container is/is not TMF Exempt
- **MTO** – The code for the Marine Terminal Operator associated with the container record
- **Vessel/Voyage** – The vessel/voyage code associated with the container
(container action link) – Hyperlink enabling the user to take action on the container record; on the Claim List, the only link available is “Remove” which will remove the claim on the container and in the case of paid containers, generate a credit to your account for the amount paid.
Export

The Export Claim List shows Credit customers the list of bookings that have been claimed for TMF payment by their account, as well as the containers associated with those bookings (if their ingate moves have been reported to PierPASS by the terminal). This page replaces the My Booking Numbers page from the old website.

To access the Export Claim List, select Export and then Claim List from the main navigation menu.
To use this page:

1) You can unclaim a booking if it has not yet been associated with containers that have In-gated. Click the “Remove” hyperlink in the rightmost column to unclaim.

   **NOTE:** If a container has already ingated against the booking, the “Remove” hyperlink will not be displayed.

2) The information on this page can be sorted by any of the values in the columns by clicking on the heading of the desired column. An arrow next to the heading will indicate the kind of sort created: an ascending sort will show an up arrow, and a descending sort will show a down arrow.

3) The information on this page can be viewed by Booking or by Container (default view is by Booking). Click the radio button next to “Container” at the top of the grid to switch the view.

Booking information displayed on the **Export Claim List** is displayed in a hierarchy of grid rows as follows:

**Top/Parent Row:**

- **Booking#** – Booking number
- **Status** – The status of the booking within the system (e.g., “Pending”)
- **Message** – A message that clarifies the status or disposition of the booking in the system
- **Claim Date/Time** – The date/time on which the system captured the container claim
- **Ref#** – A Reference Number entered by the user to group the uploaded bookings for future reference
- **Hold** – A Yes/No flag indicating the presence of a TMF hold on the booking
- **Exempt** – A Yes/No flag indicating that the booking is/is not TMF Exempt
- **MTO** – The code for the Marine Terminal Operator associated with the booking record
- **Vessel/Voyage** – The vessel/voyage code associated with the booking
- **(booking action link)** – Hyperlink enabling the user to take action on the container record; on the Claim List, the only link available is “Remove” which will remove the claim on bookings that do not yet have container moves against them.
Bottom/Child Row (displayed only if containers have moved against bookings):

**Container#** – Container number

**Booking#** – Booking number

**Size** – Container size (e.g., “40” = 40 foot container)

**Exempt** – A Yes/No flag indicating that the container is/is not TMF Exempt

**Move Date/Time** – The date/time on which the container move occurred

**Fee** – The Traffic Mitigation Fee paid for the listed container

**Paid** – A Yes/No flag indicating that the container TMF was/was not paid
My Pending List

Import

The Import Pending List allows you to monitor the TMF status of containers that you attempted to claim but that were not yet available. These containers are added to your Pending List. Access this page from the main menu by selecting Import and then Pending List.

<table>
<thead>
<tr>
<th>Container#</th>
<th>Status</th>
<th>Message</th>
<th>Ref#</th>
<th>Exempt</th>
</tr>
</thead>
<tbody>
<tr>
<td>ABCD892234</td>
<td>Pending</td>
<td></td>
<td></td>
<td>No</td>
</tr>
<tr>
<td>ABCD992787</td>
<td>Pending</td>
<td></td>
<td></td>
<td>No</td>
</tr>
<tr>
<td>ABCD992222</td>
<td>Pending</td>
<td></td>
<td></td>
<td>No</td>
</tr>
<tr>
<td>ABCD99977</td>
<td>Pending</td>
<td></td>
<td></td>
<td>No</td>
</tr>
</tbody>
</table>

Count: 4

You can remove a container from the Pending List by clicking the “Remove” hyperlink in the rightmost column.
The information on this page can be sorted by any of the values in the columns by clicking on the heading of the desired column. An arrow next to the heading will indicate the kind of sort created: an ascending sort will show an up arrow, and a descending sort will show a down arrow.

Container information displayed on the **Import Pending List**:

**Container#** – Container number

**Status** – The status of the container within the system (e.g., “Active”)

**Message** – A message that clarifies the status or disposition of the container in the system

**Ref#** – A Reference Number entered by the user to group the uploaded containers for future reference

**Exempt** – A Yes/No flag indicating that the container is/is not TMF Exempt

**[container action link]** – Hyperlink enabling the user to take action on the container record; “Remove” will remove the container from the list
Export

The Export Pending List allows you to monitor the TMF status of bookings that you attempted to claim but that were not yet available. These bookings are added to your Pending List. Access this page from the main menu by selecting Export and then Pending List.

You can remove a booking from the Pending List by clicking the “Remove” hyperlink in the rightmost column.
The information on this page can be sorted by any of the values in the columns by clicking on the heading of the desired column. An arrow next to the heading will indicate the kind of sort created: an ascending sort will show an up arrow, and a descending sort will show a down arrow.

Container information displayed on the **Export Pending List:**

- **Container#** – Container number
- **Status** – The status of the container within the system (e.g., “Active”)
- **Message** – A message that clarifies the status or disposition of the container in the system
- **Ref#** – A Reference Number entered by the user to group the uploaded containers for future reference
- **Hold** – A Yes/No flag indicating the presence of a TMF hold on the container
- **Size** – Container size (e.g., “40” = 40 foot container)
- **Exempt** – A Yes/No flag indicating that the container is/is not TMF Exempt
- **MTO** – The code for the Marine Terminal Operator associated with the container record
- **Vessel/Voyage** – The vessel/voyage code associated with the container

*(container action link)* – Hyperlink enabling the user to take action on the container record; “Remove” will remove the container from the list; “Claim” will claim the container for TMF Payment by your account
Viewing TMF Due Containers

As a Credit Customer, both your Import and Export **TMF Due** page will not show any information at this time. The payment process is completed automatically for you before a TMF Due status is displayed on the website for your claimed containers and bookings.

Refer to your **Claim List** to see payment information and container status, or your **History** pages to see past events for containers that have been closed in the system.
Viewing Pending containers

To view your Import Pending containers, go to Import and then Pending List.

Containers listed as “Pending” are those containers that have been uploaded into the PierPASS OffPeak system either via the Search/Upload Containers page or by an EDI transmission from your account. These containers have NOT been matched with container information supplied by the marine terminal.

Pending containers are most likely valid and should not be cause for concern. They are listed as Pending because in all probability the PierPASS OffPeak system has simply not yet received a container update from the marine terminal. However, if a pending container was declared more than 14 days ago, there may be a problem with the container information that was supplied. You should validate the container data that was entered.

If the information displayed on your Pending List does not match the container information you have in your records, please verify the number to make sure the data was entered correctly. If the container numbers match your records and the data is not what you were expecting to see
for this container, please contact the PierPASS Customer Service Center at 1-877-863-3310 between the hours of 6:00 am to 6:00 pm Pacific time.
Viewing TMF Exempt containers

To view TMF Exempt containers that you have uploaded to the PierPASS OffPeak system, go to either your Claim List or your Pending List (Import and Export). Sort the “Exempt” column by clicking on that column heading. TMF Exempt containers will display a “Y” in the Exempt column and will be grouped together by the sort function.
NOTE: If you have already paid for any of the containers listed in the Claim List as Exempt, the TMF will be credited to your account.

If the information displayed on your Claim List or Pending List does not match the booking information you have in your records, please verify the number to make sure the data was entered correctly. If the booking numbers match your records and the data is not what you were expecting to see, please contact the PierPASS Customer Service Center at 1-877-863-3310 between the hours of 6:00 am to 6:00 pm Pacific time.
### Viewing My Booking numbers

To view Export Bookings that you have claimed but that are not yet ready for TMF Payment, first go to **Export** and then **Claim List**. This page will display the bookings that you have claimed but for which TMF Payment is not yet due.

![Image of PIERPASS interface](image)

#### Export Claim List

- **View By**: Booking

<table>
<thead>
<tr>
<th>Booking#</th>
<th>Status</th>
<th>Message</th>
<th>Claim Date/Time</th>
<th>Ref#</th>
<th>Hold</th>
<th>Exempt</th>
<th>NTO</th>
<th>Vessel/Voyage</th>
</tr>
</thead>
<tbody>
<tr>
<td>3245100003</td>
<td>Active</td>
<td>08/12/2008 07:27 AM</td>
<td>No</td>
<td>No</td>
<td>CUT</td>
<td>HYUNDAI IN-1...</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Container#</th>
<th>Booking#</th>
<th>Size</th>
<th>Exempt</th>
<th>Move Date/Time</th>
<th>Fee</th>
<th>Paid</th>
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</thead>
<tbody>
<tr>
<td>3245100003</td>
<td>SNF54453400</td>
<td>40</td>
<td>No</td>
<td>08/12/2008 02:14 PM</td>
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<td>3245100002</td>
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<td>No</td>
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<tr>
<td>3245100003</td>
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- **Count**: 5

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<td>No</td>
<td>CUT</td>
<td>HYUNDAI IN-1...</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Container#</th>
<th>Booking#</th>
<th>Size</th>
<th>Exempt</th>
<th>Move Date/Time</th>
<th>Fee</th>
<th>Paid</th>
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<tr>
<td>1423100001</td>
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<td>Paid</td>
</tr>
<tr>
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<td>No</td>
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<tr>
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<tr>
<td>1423100001</td>
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<td>100.00</td>
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</tbody>
</table>

- **Count**: 10

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powered by

[Advent]
If the information displayed on this page does not match the booking information you have in your records, please verify the booking number(s) to make sure the data was entered correctly. If the booking numbers match your records and the data is not what you were expecting to see, please contact the PierPASS Customer Service Center at 1-877-863-3310 between the hours of 6:00 am to 6:00 pm Pacific time.
Creating a PierPASS OffPeak account

On the new PierPASS OffPeak system website, Account Creation is a three step process:

1) Step 1: Accept the Terms & Conditions for using the PierPASS website
2) Step 2: Provide **Company Information**, including company name, address, phone numbers and some descriptive business information about your organization. These questions should be self-explanatory.

![Image of Account Registration form](image)

<table>
<thead>
<tr>
<th>Company Name:</th>
<th>ABC Corp</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address Line 1:</td>
<td>800 Mountain Ave</td>
</tr>
<tr>
<td>Address Line 2:</td>
<td>Suite 210</td>
</tr>
<tr>
<td>City:</td>
<td>Murray Hill</td>
</tr>
<tr>
<td>State:</td>
<td>NJ</td>
</tr>
<tr>
<td>Zip Code:</td>
<td>07974</td>
</tr>
<tr>
<td>Phone:</td>
<td>908-795-3200</td>
</tr>
<tr>
<td>Alternate Phone:</td>
<td></td>
</tr>
</tbody>
</table>

**Type of business that best describes your organization:**
- Shippers

**Annual number of marine containers your company moves in and/or out of the Southern California Marine Terminals:**
- 101 - 200

**Type of container movement:**
- Importer
- Exporter
3) Step 3: Provide **Account Administrator Information** (i.e., information for your own user account, including user name, first and last name, email address and phone number).

When your new account request is submitted, your information is stored in the PierPASS OffPeak system and our Customer Service department is notified. The request is reviewed by a PierPASS representative. Upon approval of your new account request, you will be notified via email and provided with a temporary password.

All new accounts will be authorized as Direct Pay customers only. You must fill out a **Credit Application** to apply for Credit Customer status.

As the creator of the new account, you will be identified in the PierPASS Website as the **Account Administrator**.
Account Administrators

The Account Administrator is the individual responsible for maintaining account information for the PierPASS program. This includes user account maintenance, account demographic and email contact information. Your organization must have a minimum of one Account Administrator: usually the individual who initially registers the account. It is recommended that your organization establish more than one user as Account Administrator to provide back-up and to assist in monitoring account related activities.

As the Account Administrator, you are responsible for maintaining user logon information for your organization. In the Users section, you can add, edit, set passwords, enable/disable or delete user access to your account. Adding a user will grant that person access to your company’s account.
Managing my User List

If you are an Account Administrator, you can access and edit the User List associated with your company’s account. Go to the Account section in the main navigation menu, then select “Users.” The list of users will be presented on the page below. Click on a Login ID to edit that user account.

![User List Table]

<table>
<thead>
<tr>
<th>Login ID</th>
<th>First Name</th>
<th>Last Name</th>
<th>Email ID</th>
<th>Phone</th>
<th>Inactive</th>
</tr>
</thead>
<tbody>
<tr>
<td>advent</td>
<td>Vikas</td>
<td>Gupta M.</td>
<td><a href="mailto:advent@adventinc.com">advent@adventinc.com</a></td>
<td>909-795-2240</td>
<td>No</td>
</tr>
<tr>
<td>edemilio</td>
<td>Carl</td>
<td>D’Emilio</td>
<td><a href="mailto:edemilio@adventinc.com">edemilio@adventinc.com</a></td>
<td>908-795-3201</td>
<td>No</td>
</tr>
<tr>
<td>EDI</td>
<td>EDI</td>
<td>EDI</td>
<td><a href="mailto:mhansen@adventinc.com">mhansen@adventinc.com</a></td>
<td></td>
<td>No</td>
</tr>
<tr>
<td>ffff</td>
<td>Ffff</td>
<td>Ffff</td>
<td><a href="mailto:ffff@aol.com">ffff@aol.com</a></td>
<td>555-555-5555</td>
<td>No</td>
</tr>
<tr>
<td>newuser</td>
<td>James</td>
<td>Wilson</td>
<td><a href="mailto:jwilson@test.com">jwilson@test.com</a></td>
<td>555-555-5555</td>
<td>No</td>
</tr>
<tr>
<td>nnan</td>
<td>James</td>
<td>Watson</td>
<td><a href="mailto:jwason@aol.com">jwason@aol.com</a></td>
<td>555-555-5555</td>
<td>No</td>
</tr>
<tr>
<td>pgaaddam</td>
<td>Pranitka</td>
<td>gaaddam</td>
<td><a href="mailto:pgaaddam@adventinc.com">pgaaddam@adventinc.com</a></td>
<td>543-343-4545</td>
<td>No</td>
</tr>
<tr>
<td>test</td>
<td>Test</td>
<td>Advent</td>
<td><a href="mailto:srajsappa@adventinc.com">srajsappa@adventinc.com</a></td>
<td>333-337-3543</td>
<td>No</td>
</tr>
<tr>
<td>testadmin</td>
<td>Test</td>
<td>Admin</td>
<td><a href="mailto:srajsappa@adventinc.com">srajsappa@adventinc.com</a></td>
<td>908-795-3200</td>
<td>No</td>
</tr>
<tr>
<td>testin</td>
<td>Test</td>
<td>IN</td>
<td><a href="mailto:srajsappa@adventinc.com">srajsappa@adventinc.com</a></td>
<td>908-795-3200</td>
<td>No</td>
</tr>
<tr>
<td>testr</td>
<td>Test</td>
<td>Test</td>
<td><a href="mailto:test@adventinc.com">test@adventinc.com</a></td>
<td>565-322-4220</td>
<td>No</td>
</tr>
<tr>
<td>testuser</td>
<td>Test</td>
<td>User</td>
<td><a href="mailto:srajsappa@adventinc.com">srajsappa@adventinc.com</a></td>
<td>908-450-2322</td>
<td>No</td>
</tr>
<tr>
<td>testuser2</td>
<td>Test</td>
<td>User2</td>
<td><a href="mailto:srajsappa@adventinc.com">srajsappa@adventinc.com</a></td>
<td>908-795-3200</td>
<td>No</td>
</tr>
<tr>
<td>testuser3</td>
<td>Test</td>
<td>User3</td>
<td><a href="mailto:srajsappa@adventinc.com">srajsappa@adventinc.com</a></td>
<td>908-795-3200</td>
<td>No</td>
</tr>
<tr>
<td>unittest</td>
<td>Unit</td>
<td>Test</td>
<td><a href="mailto:srajsappa@adventinc.com">srajsappa@adventinc.com</a></td>
<td>443-459-2342</td>
<td>No</td>
</tr>
<tr>
<td>VTX</td>
<td>VTX</td>
<td>Subsystem</td>
<td><a href="mailto:llennox@adventinc.com">llennox@adventinc.com</a></td>
<td></td>
<td>No</td>
</tr>
</tbody>
</table>

Count: 16

Add User
As an administrator, you can edit any of the fields on the page below. In addition to changing user information, you can assign a user to different user Groups (i.e., “User,” “Admin,” etc), reset his/her password, or inactivate the user account.
Users who wish to edit their own User Information will be shown the page below when they select Account > Users. They can save changes to any of the information on this page. In addition, by clicking on the “Change Password” hyperlink, they can change the password associated with their account.
Viewing my Account Summary

To view your Account Summary, simply log into your PierPASS account. The landing page that is displayed upon successfully logging in is your Account Summary. To view your Account Summary from any other place in the website, go to the Account section of the main navigation menu and select Summary.

The financial transactions listed represent the transactions performed since your last financial statement. Financial Statements run from Saturday through Friday.
To request an Account Statement, first select the time period for which the statement should be calculated.
Then select the statement type. You can select: 1) Detail view, which will be delivered in a Comma-Separated Value (CSV) flat file for download; 2) Summary view, which will be delivered as a PDF file you can either save to your computer or view in your browser, or; 3) Activity view, also delivered as a PDF file.
If for some reason your account is suspended (non-payment of an outstanding balance, etc), your Account Summary page will indicate this and will provide a hyperlink to a page where you can remedy the situation.
The hyperlink on the **Account Summary** page will take you to the **Export Claim List**, where you can view the containers that need to be paid.
Viewing my Receipt History

To view your Receipt History, go to the Account section of the main navigation menu and select Receipt History. On this page, select the date for which you wish to view the payments made by your account.
The **Receipt History** information grid displays all of the orders placed for your account number on the day you selected.

<table>
<thead>
<tr>
<th>Order Number</th>
<th>Order Date/Time</th>
<th>Order Total</th>
<th>Previous Balance</th>
<th>Payment Type</th>
<th>Container#</th>
<th>Import/Export</th>
<th>Vessel/Voyage</th>
<th>BL/Booking</th>
<th>Fee Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>B0904</td>
<td>08/12/2008 02:17 PM</td>
<td>100.00</td>
<td>0.00</td>
<td>Credit Balance</td>
<td>GE054510012</td>
<td>EXPORT</td>
<td>INDEP0124EW</td>
<td>3245135963</td>
<td>100.00</td>
</tr>
<tr>
<td>O1007</td>
<td>08/13/2008 02:26 PM</td>
<td>100.00</td>
<td>0.00</td>
<td>Credit Balance</td>
<td>GE054900000</td>
<td>EXPORT</td>
<td>INDEP0124EW</td>
<td>343171154</td>
<td>100.00</td>
</tr>
<tr>
<td>O1173</td>
<td>08/13/2008 02:34 PM</td>
<td>100.00</td>
<td>0.00</td>
<td>Credit Balance</td>
<td>GE058430003</td>
<td>EXPORT</td>
<td>INDEP0124EW</td>
<td>3431100054</td>
<td>100.00</td>
</tr>
<tr>
<td>O1183</td>
<td>08/13/2008 03:10 PM</td>
<td>100.00</td>
<td>0.00</td>
<td>Credit Balance</td>
<td>GE058430003</td>
<td>EXPORT</td>
<td>INDEP0124EW</td>
<td>3431100054</td>
<td>100.00</td>
</tr>
</tbody>
</table>

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Requesting a refund from PierPASS

To request a refund from PierPASS, go to the Account section of the main navigation menu and select Refund. The Request Refund page will display your Account number, balance and any overdue balance associated with your account. At the bottom of the page, a grid will detail your account Refund History. On this page, select the reason for your request, then enter the amount of the refund you are requesting.

The Refund History grid at the bottom of the page lists all refund activity for your account for the last 120 days. The information listed includes: Request Date; Request By; Amount; Issue Date, Payment Type and Remarks.

Payment Type indicates whether the refund was applied to a credit card or refunded by electronic check.
NOTE: Requesting a refund will immediately remove the amount requested from your Account Balance. All refund requests are subject to approval by the PierPASS OffPeak Customer Service Center. Once approved, the amount requested will either be credited to your credit card, or an electronic check will be sent to your bank account. The type of refund issued will depend on the last method of payment made.
Adding funds to my account

To add funds to your PierPASS OffPeak account, go to the Account section of the main navigation menu and select **Add Funds**. The page that is displayed will allow you to input a dollar amount and select from three Payment Types: “Credit Card on File,” “Credit Card” and “eCheck.” Select a Payment Type and complete any required fields on the form, then click the “Submit Payment” button to complete the transaction.

**Credit Card on File** - If you have saved a credit card in the system, you can select this option.
Credit Card - If you would prefer to enter a new credit card number, select this.
**eCheck** - If your financial institution offers electronic checking, you can choose this option.
Editing my Account Profile and email contacts

Only an Account Administrator can edit the Account Profile and the email subscriptions on record for PierPASS OffPeak accounts.

To edit your Account Profile, if you are an Account Administrator, go to the Account section of the main navigation menu, then select Profile. The page that opens (see below) will allow you to change the information in your Company Profile. Make any changes needed, then click “Submit” to save them.
NOTE: If you are changing your company name; enter the full company name as it is registered with federal, state, and financial institutions.
If you are an Account Administrator, edit the Email Notification List for your PierPASS OffPeak account by going to the Account section of the main navigation menu, then selecting Alerts. Click on the “Edit” hyperlink in the rightmost column next to a user to edit that user’s information.

Add a new recipient by clicking on the “Add Email Contact” button at bottom.
To add new email subscribers to your company’s PierPASS OffPeak account, go to the **Account** section in the main navigation menu and select **Alerts**. In the fields provided, enter information about the new subscriber.
Changing my password

All users of the PierPASS OffPeak system (Account Administrators and regular users) will use the same process to change their passwords.

*NOTE: Administrators can only reset other users' passwords, not change them. Those users will then be prompted to enter their own permanent passwords upon first logging in with the temporary password generated by the reset mechanism.*

When regular users go to the Account section of the main navigation menu and select the Users option, the User Information page is displayed. When Administrators select the same option, the User List is displayed. They will need to click on their own name in the leftmost column to view their User Information page.

On the User Information page, click the “Change Password” hyperlink.
On the **Change Password** page, enter your new password and then re-enter it in the “Confirm Password” field. Click “Submit” to save this change.
Updating my user profile

All users of the PierPASS OffPeak system (Account Administrators and regular users) will use the same process to update their user profiles.

NOTE: Administrators can also update other users’ profiles, but they cannot set other users’ passwords (they can only reset them, which prompts the user to enter a new password).

When regular users go to the Account section of the main navigation menu and select the Users option, the User Information page is displayed. When Administrators select the same option, the User List is displayed. They will need to click on their own name in the leftmost column to view their User Information page.

On the User Information page, make any changes and then click “Submit” to save them.