Frequently Asked Questions – Direct Pay Customers

What has changed in the new PierPASS OffPeak website?

How do I…
- claim a container?
- claim a booking?
- pay the Import TMF for my Pending Containers?
- pay the Export TMF?
- view my 'TMF Released' containers?
- view my container history?
- monitor containers for changes in TMF Hold status?

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- 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
- submitting a Credit Application
- 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” that presents a consolidated view of all containers (Import) and bookings (Export) claimed for your account.

Shipments that you attempt to claim but that have not yet been announced in the PierPASS OffPeak system will be placed on your Pending List in a “Pending” status.

Import menu

In addition, you can track the status of bookings and containers not claimed by your account with the “Container Status” and “Booking Status” functions. You can use these tools to track shipments in the PierPASS OffPeak system even though they are not claimed by your account and do not represent a financial obligation to you.

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(s) you want to claim 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 pay for all eligible containers, click “Check All.” To complete the claim process, click “Pay.”
Note: Any containers not eligible for payment at this time will be displayed in the bottom grid, and will automatically be put onto your Pending List.

As a Direct Pay Customer, you will be required to pay the TMF immediately upon claiming containers. Upon clicking “Submit” on this page, you will be taken to the Payment Page to complete the process.
How do I claim a booking?

On the Export > Search/Upload Bookings page, input the booking number(s) you want to claim 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 automatically be put onto 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 come due when the gate move is announced.

You will receive an email notification directing you to the TMF Due page to make payments:

Check the boxes in the left-hand column for the containers you intend to pay, then click the “Pay” button to proceed to the Payment page.
How do I pay the Import TMF for my Pending containers?

Those containers that you attempted to claim but that were not yet announced in the PierPASS OffPeak system will have been placed on your Pending List in a “Pending” status. When they are announced in the system, their status is changed from “Pending” to “Active” and they are moved to your Import TMF Due List. An email is sent out to alert you to this change.

To pay the TMF for these containers, select Import and then TMF Due on the main navigation menu. Your Import TMF Due page will display the list of containers that are eligible for immediate TMF payment.

Click the checkbox to the left of the container(s) to be paid, then click the “Pay” button on the bottom of the page to complete the process. NOTE: “Pay” button is enabled when container is selected.
The **Payment** page displays the container number and fee for each claimed container. Direct Pay customers will use the **Payment** page to pay Traffic Mitigation Fees (TMFs). Containers can be claimed and paid individually or in groups.
For payment of TMFs for claimed containers, the system will automatically calculate the total amount of your transaction. You will not be able to edit this field.

Four modes of payment will be available to Direct Pay users (see below). The fields displayed on the page will adjust dynamically depending on which Payment Type you choose.

**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.
**Credit Balance** – If you have overpaid or received a credit to your account, apply it to your TMF payment with this option.
How do I pay the Export TMF?

First review your Export TMF Due containers by selecting Export and then TMF Due on the main navigation menu. This page will display a list of containers associated with bookings that you have claimed, for which TMF payment is due.

To pay the TMF for these containers, click the checkbox to the left of the container(s) to be paid, then click the “Pay” button on the bottom of the page.

**NOTE:** If the TMF is past due, the checkboxes at left will be pre-selected and not editable. You will be required to pay the TMF for those containers.
The Payment page displays the container number and fee for each claimed container. The Payment page allows you to pay Traffic Mitigation Fees (TMFs) for containers associated with claimed bookings. Containers can be claimed and paid individually or in groups.

![Payment page screenshot]

<table>
<thead>
<tr>
<th>Containers</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>BOYU7401115</td>
<td>100.00</td>
</tr>
<tr>
<td>KDUU7400551</td>
<td>100.00</td>
</tr>
<tr>
<td>HDMU7401134</td>
<td>0</td>
</tr>
</tbody>
</table>

Total Due: $200.00

Payment Type: [ ] Credit Card on File [ ] Credit Card [ ] eCheck [ ] Credit Balance

Credit Card Information:
- Credit Card Type: [ ] Visa [ ] MasterCard [ ] American Express
- Credit Card Number: [12-digit number]
- Card Holder Name: [Name]
- Expiration: [Month/Year]

Billing Address:
- Address 1: 890 Mountain Ave
- Address 2: [Optional]
- City: Murray Hill
- State: NJ
- Zip Code: 07974

[Submit Payment] [Cancel]
For payment of TMFs for claimed containers, the system will automatically calculate the total amount of your transaction. You will not be able to edit this field.

Four modes of payment will be available to Direct Pay users (see below). The fields displayed on the page will adjust dynamically depending on which Payment Type you choose.
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.
Credit Balance – If you have overpaid or received a credit to your account, apply it to your TMF payment with this option.
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.

<table>
<thead>
<tr>
<th>Container#</th>
<th>Status</th>
<th>TMF Hold</th>
<th>Size</th>
<th>Exempt</th>
<th>MTO</th>
<th>Vessel/Voyage</th>
</tr>
</thead>
<tbody>
<tr>
<td>AMPU2214620</td>
<td>Active</td>
<td>Yes</td>
<td>20</td>
<td>No</td>
<td>CAL</td>
<td>HYUNDAI IN-INDEP...</td>
</tr>
<tr>
<td>CBUH83000937</td>
<td>Active</td>
<td>Yes</td>
<td>40</td>
<td>No</td>
<td>ITS</td>
<td>-05E</td>
</tr>
<tr>
<td>CBUH8428860</td>
<td>Active</td>
<td>Yes</td>
<td>40</td>
<td>No</td>
<td>ITS</td>
<td>-88E</td>
</tr>
<tr>
<td>CBUH8562681</td>
<td>Active</td>
<td>Yes</td>
<td>40</td>
<td>No</td>
<td>ITS</td>
<td>-05E</td>
</tr>
<tr>
<td>HDM1740059</td>
<td>Pending</td>
<td>Yes</td>
<td></td>
<td>No</td>
<td></td>
<td></td>
</tr>
<tr>
<td>HDMU7400563</td>
<td>Active</td>
<td>Yes</td>
<td>40</td>
<td>No</td>
<td>CAL</td>
<td>HYUNDAI DI-DISC...</td>
</tr>
<tr>
<td>HDMU7400563</td>
<td>Active</td>
<td>Yes</td>
<td>40</td>
<td>No</td>
<td>CAL</td>
<td>HYUNDAI DI-DISC...</td>
</tr>
<tr>
<td>HDMU7400563</td>
<td>Active</td>
<td>Yes</td>
<td>40</td>
<td>No</td>
<td>CAL</td>
<td>HYUNDAI DI-DISC...</td>
</tr>
<tr>
<td>HDMU7401198</td>
<td>Active</td>
<td>No</td>
<td>40</td>
<td>Yes</td>
<td>CAL</td>
<td>HYUNDAI CO-CONF...</td>
</tr>
<tr>
<td>KKFU1223218</td>
<td>Active</td>
<td>Yes</td>
<td>40</td>
<td>No</td>
<td>ITS</td>
<td>-05E</td>
</tr>
<tr>
<td>KKFU7254598</td>
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<td>-88E</td>
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<tr>
<td>KKFU7303682</td>
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<td>Yes</td>
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<td>-05E</td>
</tr>
<tr>
<td>KKFU7317340</td>
<td>Active</td>
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<td>No</td>
<td>ITS</td>
<td>-88E</td>
</tr>
<tr>
<td>TEGU2851290</td>
<td>Active</td>
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<td>CAL</td>
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</tr>
<tr>
<td>TGHU8458611</td>
<td>Active</td>
<td>Yes</td>
<td>40</td>
<td>No</td>
<td>ITS</td>
<td>-88E</td>
</tr>
</tbody>
</table>

*Image of the PIERPASS Container Status page*
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>NVO</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>YLX101738</td>
<td>Active</td>
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<td>No</td>
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<td>-42E</td>
</tr>
<tr>
<td>CHI01200</td>
<td>Active</td>
<td>No</td>
<td>Yes</td>
<td>YTLA</td>
<td>NYK ATLAS-35</td>
</tr>
<tr>
<td>BOU22551</td>
<td>Active</td>
<td>Yes</td>
<td>No</td>
<td>YTLA</td>
<td>NYK STARLI-60</td>
</tr>
<tr>
<td>BOU2552</td>
<td>Active</td>
<td>Yes</td>
<td>No</td>
<td>YTLA</td>
<td>NYK STARLI-60</td>
</tr>
<tr>
<td>BOU2553</td>
<td>Active</td>
<td>Yes</td>
<td>No</td>
<td>YTLA</td>
<td>NYK STARLI-60</td>
</tr>
<tr>
<td>BOU2664</td>
<td>Active</td>
<td>Yes</td>
<td>No</td>
<td>YTLA</td>
<td>SANTA CRUZ-79</td>
</tr>
<tr>
<td>CH1Q9996</td>
<td>Active</td>
<td>Yes</td>
<td>No</td>
<td>YTLA</td>
<td>OOCL DUBAI-19</td>
</tr>
<tr>
<td>CHJR2593</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-15</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 Direct Pay customers the list of containers for which TMF payment has been made 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. This will generate a credit for any fee paid for that container.

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 Direct Pay 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 Direct Pay 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 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 displays containers you attempted to claim that are not yet available. These containers are automatically added to your Pending List. Access this page from the main menu by selecting Import and then Pending List.

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

Import

To view your Import TMF Due containers, select Import and then TMF Due on the main navigation menu. Your Import TMF Due page will display a list of containers that are eligible for immediate TMF payment.

Containers that have been entered into the PierPASS OffPeak system via the Search/Upload Containers page or by an EDI transmission from your account will be eligible for Import TMF payment when they are announced by the marine terminal operator and declared “Active” in the system (except for containers that are TMF Exempt or moved Off Peak).

Until they are “Active,” containers that you have uploaded will be stored in a “Pending” status on your Pending List. These containers will automatically be added to the Import TMF Due page when they become eligible for payment. You will be alerted of this change via email.
Active containers on the **Import TMF Due** page will be placed on a TMF Hold until the TMF payment is made. To pay the TMF for these containers, click the checkbox to the left of the container(s) to be paid, then click the “Pay” button on the bottom of the page.

**NOTE:** Container status updates are received from the terminals on an on-going basis. If the container shows exempt in your records and non-exempt on this form, it may be that an update on this container from the terminal has not yet been received by PierPASS. You may want to check the status of this particular container at a later date to ensure the proper exemption is shown.

If the information displayed on your **Import TMF Due** page does not match the container information you have in your records, please verify the container 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.

Container information displayed on the **Import TMF Due** page (Direct Pay Customers):

- **(checkbox column)** – Checkbox to indicate that the container TMF will be paid
- **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 (*Note: this will be “Yes” until TMF payment is made*)
- **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; the “Remove” link will remove the container from the list. The “Claim and Pay” link will allow you to pay for the container (Direct Pay customers only).
Export

To view your Export TMF Due page, select Export and then TMF Due on the main navigation menu. This page will display a list of containers associated with bookings that you have claimed, for which TMF payment is due.

When containers have ingated against bookings that have been entered into the PierPASS OffPeak system via the Search/Upload Bookings page or by an EDI transmission from your account, the container Ingate moves are announced by the marine terminal operator and the containers are declared “Active” in the system (except for containers that are TMF Exempt or were moved Off Peak). These containers are then eligible for Export TMF payment.

Until there are Active containers in the system for your claimed bookings, the bookings will remain in a “Pending” status on your Claim List. When containers gate in against them and are added to the Export TMF Due page for payment, you will be alerted via email (provided you subscribed to these email alerts when you created your account).

Active containers on the Export TMF Due page will be placed on a TMF Hold until the TMF payment is made. To pay the TMF for these containers, click the checkbox to the left of the container(s) to be paid, then click the “Pay” button on the bottom of the page.
NOTE: Container status updates are received from the terminals on an on-going basis. If the container shows exempt in your records and non-exempt on this form, it may be that an update on this container from the terminal has not yet been received by PierPASS. You may want to check the status of this particular container at a later date to ensure the proper exemption is shown.

If the information displayed on your Export TMF Due page does not match the booking information you have in your records, please verify the booking number to make sure the data was entered correctly. If the bookings 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.

Container information displayed on the Export TMF Due page (Direct Pay Customers):

(checkbox column) – Checkbox to indicate that the container TMF will be paid

Container# – Container number

Booking# – Container number

Move Date/Time – The date/time stamp for the container move in the system

Fee – The Traffic Mitigation Fee paid for the listed container

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

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

MTO – The code for the Marine Terminal Operator associated with the container record

Vessel/Voyage – The vessel/voyage code associated with the container
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 your **Claim 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 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.
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

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**Account Registration**

**Step 1 of 3 - Terms and Conditions**

Welcome to PierPASS Account Registration. A company must register with PierPASS in order to pay Traffic Mitigation Fees (TMF) for all marine import and export containers moved into or out of terminals located in the Port of Long Beach or the Port of Los Angeles.

Tell me more...

Please review the following Terms and Conditions for establishing your company as a registered Account in PierPASS. You must check the box labeled 'Accept Terms and Conditions' to proceed.

PierPASS TMF Account Registration Terms and Conditions

This web site is provided by PierPASS, Inc. (PierPASS). Below are the terms and conditions applicable to your access or use of any portion of the Site (the "Site Terms").

Use of the Site, constitutes agreement to be bound by all of the Site Terms, including any amendments or modifications to any of the Site Terms in effect at the time of your access or use. You understand that your right to use or access the Site is derived solely from, and is expressly limited by, the Site Terms. PierPASS reserves the right to amend or modify any of the Site Terms from time to time. You should review all of the Site Terms.

☐ Accept Terms and Conditions
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.
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.
Submitting a Credit Application

To submit an application to PierPASS to become a Credit Customer in the PierPASS OffPeak system, first go to the Account section of the main navigation menu and select the Credit option.

The first step in the process is to accept the Terms & Conditions listed on this page. Check the Accept Terms & Conditions box and click “Next” to continue.
The second step is to provide PierPASS with some additional information on your company or organization. The information already stored in the PierPASS OffPeak system will be displayed in the appropriate fields on this page for your review and/or edit. Complete this form and click “Finish” to submit your Credit Application.
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.

<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>908-795-2240</td>
<td>No</td>
</tr>
<tr>
<td>cdemilio</td>
<td>Carl</td>
<td>D’Emilio</td>
<td><a href="mailto:cdemilio@adventinc.com">cdemilio@adventinc.com</a></td>
<td>908-795-3201</td>
<td>No</td>
</tr>
<tr>
<td>EDI</td>
<td>EDI</td>
<td>Subsystem</td>
<td><a href="mailto:mhansen@adventinc.com">mhansen@adventinc.com</a></td>
<td></td>
<td>No</td>
</tr>
<tr>
<td>ffff</td>
<td>FfF</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:jwatson@aol.com">jwatson@aol.com</a></td>
<td>555-555-5555</td>
<td>No</td>
</tr>
<tr>
<td>pgaDDam</td>
<td>pranthika</td>
<td>gaddam</td>
<td><a href="mailto:pgaDDam@adventinc.com">pgaDDam@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:srajappa@adventinc.com">srajappa@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:srajappa@adventinc.com">srajappa@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:srajappa@adventinc.com">srajappa@adventinc.com</a></td>
<td>908-795-3200</td>
<td>No</td>
</tr>
<tr>
<td>teSt</td>
<td>test</td>
<td>test</td>
<td>test@<a href="mailto:test@adventinc.com">test@adventinc.com</a></td>
<td>565-232-4220</td>
<td>No</td>
</tr>
<tr>
<td>testuser</td>
<td>test</td>
<td>user</td>
<td><a href="mailto:srajappa@adventinc.com">srajappa@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:srajappa@adventinc.com">srajappa@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:srajappa@adventinc.com">srajappa@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:srajappa@adventinc.com">srajappa@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>

Click on Login ID to edit.
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, or; 2) 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.

![Account Summary Page](image)

Please select the statement type and the time period for the statement, then click "Get Statement".

**From:** 07/10/2008  
**To:** 07/10/2008  
**Statement Type:**  
- [ ] Detail (CSV)  
- [ ] Summary (PDF)  
- [ ] Activity (PDF)  

[Get Statement]
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.

**Note:** The only way a Direct Pay customer can incur an outstanding balance is through non-payment of TMF charges for an Export booking.
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.

![Receipt History Page](image)
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>
</tr>
</thead>
<tbody>
<tr>
<td>D0904</td>
<td>08/12/2008 02:17 PM</td>
<td>$100.00</td>
<td>0.00</td>
<td>Credit Balance</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Container#</td>
<td>Import/Export</td>
<td>Vessel/Voyage</td>
<td>BL/Booking</td>
<td>Fee Amount</td>
</tr>
<tr>
<td>GEUH43212020</td>
<td>EXPORT</td>
<td>INDEPO124EW</td>
<td>3245120962</td>
<td>100.00</td>
</tr>
<tr>
<td>Count: 1</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>B1007</td>
<td>08/13/2008 02:26 PM</td>
<td>$100.00</td>
<td>0.00</td>
<td>Credit Balance</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Container#</td>
<td>Import/Export</td>
<td>Vessel/Voyage</td>
<td>BL/Booking</td>
<td>Fee Amount</td>
</tr>
<tr>
<td>GEUH45900002</td>
<td>EXPORT</td>
<td>INDEPO124EW</td>
<td>342371154</td>
<td>100.00</td>
</tr>
<tr>
<td>Count: 1</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>E1173</td>
<td>08/13/2008 02:54 PM</td>
<td>$100.00</td>
<td>0.00</td>
<td>Credit Balance</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Container#</td>
<td>Import/Export</td>
<td>Vessel/Voyage</td>
<td>BL/Booking</td>
<td>Fee Amount</td>
</tr>
<tr>
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<td>EXPORT</td>
<td>INDEPO124EW</td>
<td>3423100054</td>
<td>100.00</td>
</tr>
<tr>
<td>Count: 1</td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>B1182</td>
<td>08/13/2008 03:10 PM</td>
<td>$100.00</td>
<td>0.00</td>
<td>Credit Balance</td>
</tr>
</tbody>
</table>
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.

![Request Refund Page](image)

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.