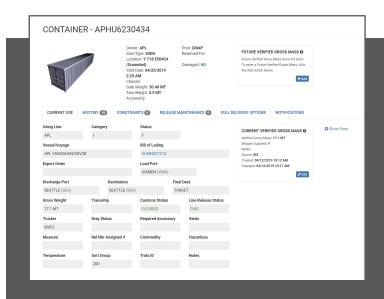


# IMPROVE COMMUNICATION WITH PARTNERS VIA AN EASY-TO-USE CUSTOMER SERVICE WEBSITE



# **Build Customer Satisfaction and Loyalty**

Give customers the information they want when they need it to check container availability, submit and update bookings, and run a variety of reports.

# **Get Paid Faster**

Customers can pay online for demurrage and other terminal fees making it easier for your customers and faster for you.

# **Streamline Gate Operations**

Truckers can check their booking, pre-lodge container arrival, or view demurrage status, so that once they arrive at the terminal, processing is faster and trouble-free.









# Real-time data

Shipping lines, trucking companies, brokers, and others in the supply chain can complete numerous tasks online. You control which parties are able to see and edit which data.

- Pay fees and view payment history
- View import container availability
- Manage bookings
- Submit service requests
- Receive automatic notifications by email or text message for bookings, container availability, and last free day, among others
- View gate transactions, gate errors, trucking company information, and gate restrictions
- Maintain interchange agreements and set reminders when due to expire
- Run reports for import, export, equipment, and gate activity; export reports to Excel or PDF
- View the vessel schedule, terminal news, terminal contact information, and gate cameras
- Select desired display preferences for Date, Time, Units of Measure and Number Formats

## **Proven security model**

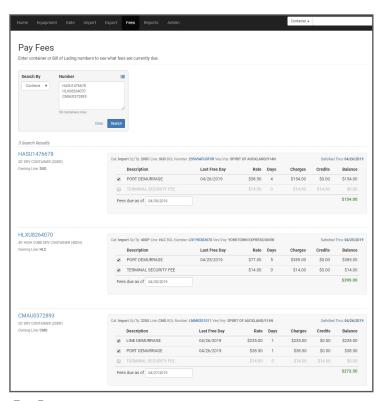
- Protect data using secure socket layer encryption
- You determine which parties are able to see and/or edit which data

### Online fee payments

- PayPal integration to accept payments for demurrage and ancillary terminal fees with a credit card
- Trusted accounts, as designated by the terminal, can guarantee charges online

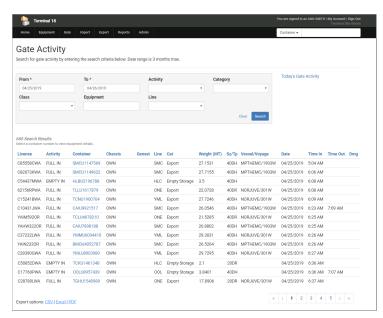
Find more information at our website www.tideworks.com or call us at 206.382.4470





## **Fee Payments**

Receive payment for demurrage and ancillary fees faster with online payment tools.



### Reporting

Reduce customer service calls to the terminal by offering a variety of reports online.

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