Tidalis System

Agents Module

Bulleting Board Page

In the initial Tidalis main page you will find SJBP Bulletin board to notify to the public specific alerts such as (examples):
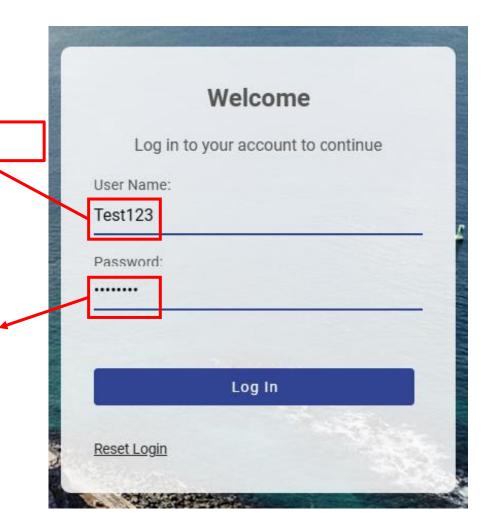
- Port Readiness Conditions (Five, Four, Whiskey, X-Ray, Yankee, Zulu, All Clear, etc)
- No inbound traffic due to swells
- Pier Access blockage due to Tug & Barges
- Crane with its boom down due to repairs in Pier J
- Among others…

PortControl | Login

Bulletin Board

Bulletin Board

Time	Valid To	Type	Message

Public

Bulletin Board

No Rows To Show

Press Login to access Request Service ticket page

Showing 0 entries as of 03/07/2024 21:45 | Selected items: 0

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Log in to your account

Insert unique user name.

Insert your password.

User format:
- First letter of your name followed by a period and last name

Example: Albin Eberwein
User: a.eberwein

User Notes:
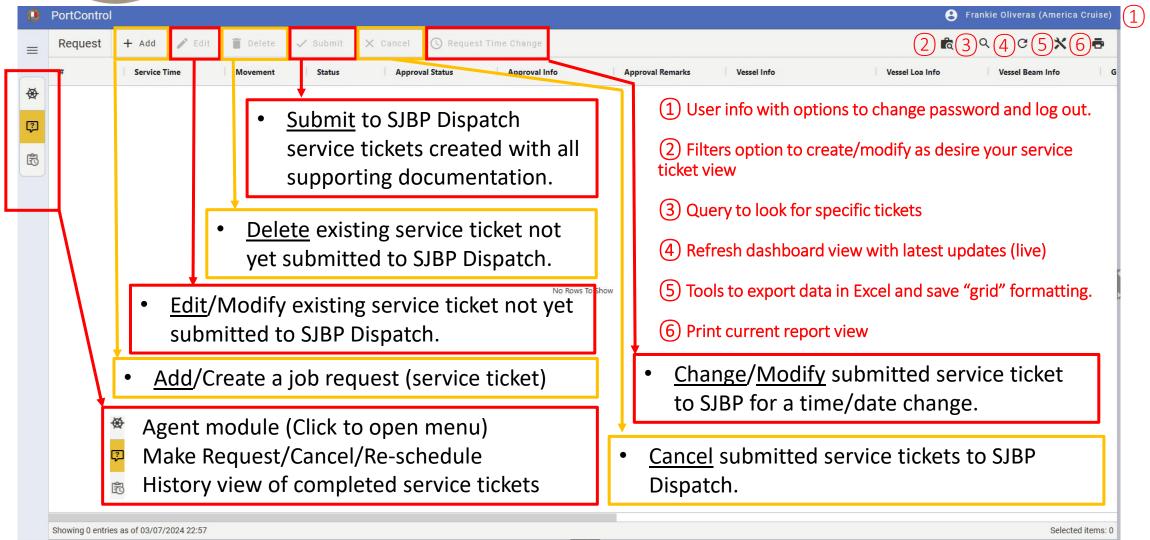1. Agents will have a specific user and password.

Note:
If an agent represents more than 1 agency the agent will have the option in the job request to select the Agency.
For example: LAC or Island Stevedoring; Oceanic or CMA-CGM. Etc...

Agents needs to ascertain that they are creating tickets with the correct Agency for billing purposes.
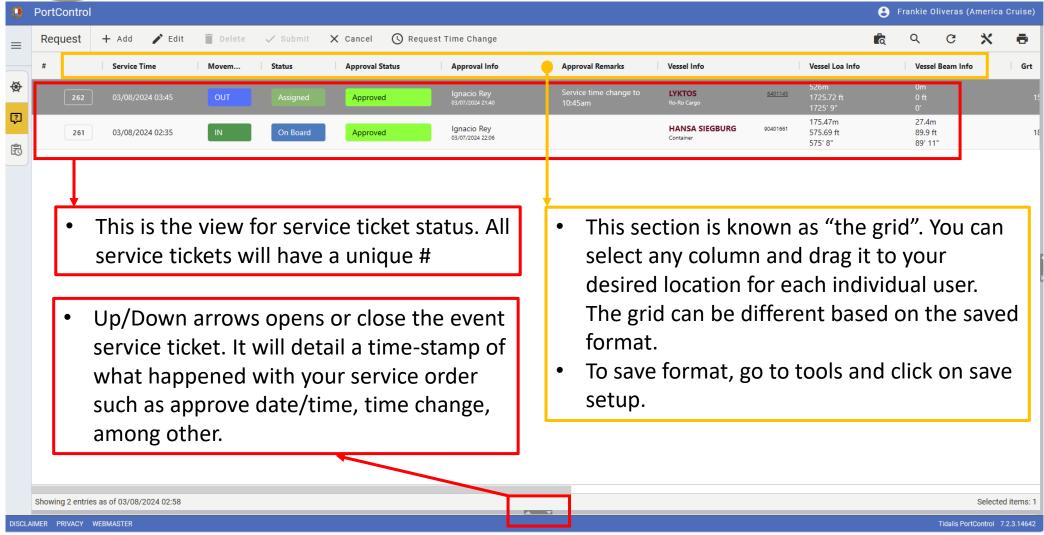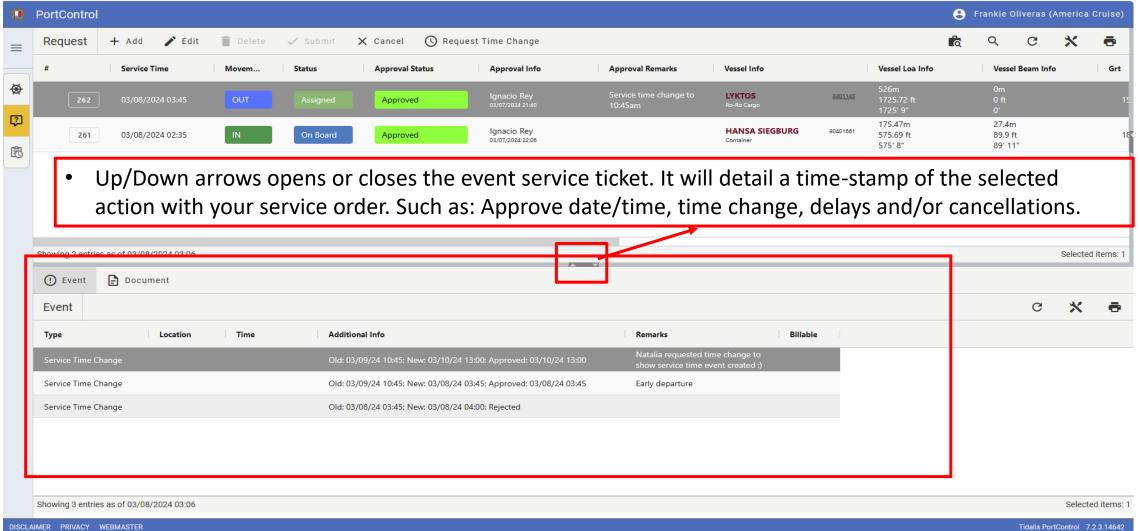
Understanding Agents Portal - Dashboard

PortControl — Frankie Oliveras (America Cruise) ①

Request | + Add | Edit | Delete | Submit | Cancel | Request Time Change | ② ③ ④ ⑤ ⑥

#	Service Time	Movement	Status	Approval Status	Approval Info	Approval Remarks	Vessel Info	Vessel Loa Info	Vessel Beam Info	G

No Rows To Show

- **Submit** to SJBP Dispatch service tickets created with all supporting documentation.

- **Delete** existing service ticket not yet submitted to SJBP Dispatch.

- **Edit**/Modify existing service ticket not yet submitted to SJBP Dispatch.

- **Add**/Create a job request (service ticket)

- Agent module (Click to open menu)
- Make Request/Cancel/Re-schedule
- History view of completed service tickets

- **Change**/**Modify** submitted service ticket to SJBP for a time/date change.

- **Cancel** submitted service tickets to SJBP Dispatch.

① User info with options to change password and log out.

② Filters option to create/modify as desire your service ticket view

③ Query to look for specific tickets

④ Refresh dashboard view with latest updates (live)

⑤ Tools to export data in Excel and save "grid" formatting.

⑥ Print current report view

Showing 0 entries as of 03/07/2024 22:57   Selected items: 0

Understanding Agents Portal - Dashboard

- This is the view for service ticket status. All service tickets will have a unique #

- Up/Down arrows opens or close the event service ticket. It will detail a time-stamp of what happened with your service order such as approve date/time, time change, among other.

- This section is known as "the grid". You can select any column and drag it to your desired location for each individual user. The grid can be different based on the saved format.
- To save format, go to tools and click on save setup.

Understanding Agents Portal - Dashboard

- Up/Down arrows opens or closes the event service ticket. It will detail a time-stamp of the selected action with your service order. Such as: Approve date/time, time change, delays and/or cancellations.

Dashboard – Add Job Request (New Vessels)

Job Request

Vessel
Search by Name, IMO#, Call Sign   ☑ Register New   ☐ Dead Ship

Certificate
[📎]

* IMO #
9401661

Call Sign

* Name
HANSA SIEGBURG

* Type
Container

* LOA
175.47

* Beam
27.4

Depth

* GT
18326

* Agency
AMERICA CRUISE FERRIES

Agent
Frankie Oliveras

☐ Bill Other Agency

Bill To

* Movement Type
IN

* Service Time
03/09/2024   08:00

* Draft
15

Assist Tugs
Moran

* From Location
SEA

From Position

* To Location
13

To Position
MEDTO

Agent Notes
Test 1 - No checkmak to dispatch

☐ Submit to Dispatch

Save

If vessel IMO does not appear in the Vessel search bar it means that the vessel is not in our database and it needs to be registered.

1. Checkmark ☐ the box in order to add vessel information.
2. IMO # - Add International Maritime Organization #
3. Name – Add vessel name
4. Type – Add vessel type
5. LOA – Add length overall (in meters)
6. Beam – Add Beam/Breadth (in meters)
7. GT – Add Gross Tonnage

Note: Vessel Certificate should be attached when registering or editing vessels.
Certificate can be uploaded at anytime while services are being provided.

Job Request: Update information as requested per movement type.

Dashboard – Add Job Request (Existing Vessels)

Job Request ×

Vessel
LYKTOS ☐ Register New   ☐ Dead Ship

Certificate
📎

IMO #
8401145

Call Sign

* Name
LYKTOS

* Type
Ro-Ro Cargo

* LOA
526

* Beam
0

Depth

* GT
15375

* Agency
AMERICA CRUISE FERRIES

Agent
Frankie Oliveras ▼

☐ Bill Other Agency

Bill To

* Movement Type
OUT

* Service Time
03/09/2024   10:30

* Draft
18

Assist Tugs
McAllister

* From Location
12

From Position
PSTO

* To Location
SEA

To Position

Agent Notes
Test 2 - Checkmark to Submit to dispatch

☑ Submit to Dispatch

Save

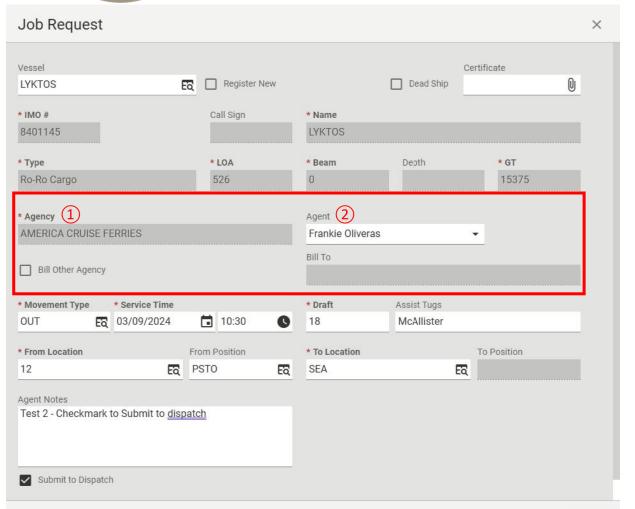Search for vessel information by either name or IMO #

1. If the vessel already exists in our database information will be provided automatically.
2. If vessel information is missing or incomplete in any of the required fields, that means the vessel has not been authenticated and agents should provide Vessel Certification/Tonnage Certificate in order to update any required information.

Note: If vessel information has been added to the system correctly the Tonnage Certificate doesn't need to be sent twice.

Job Request: Update information as requested per movement type.

Dashboard – Add Job Request (Agency/Agent)

Job Request

Vessel
LYKTOS   ☐ Register New   ☐ Dead Ship   **Certificate**

* IMO #
8401145

Call Sign

* Name
LYKTOS

* Type
Ro-Ro Cargo

* LOA
526

* Beam
0

Depth

* GT
15375

* Agency ①
AMERICA CRUISE FERRIES

☐ Bill Other Agency

Agent ②
Frankie Oliveras ▼

Bill To

* Movement Type
OUT

* Service Time
03/09/2024   10:30

* Draft
18

Assist Tugs
McAllister

* From Location
12

From Position
PSTO

* To Location
SEA

To Position

Agent Notes
Test 2 - Checkmark to Submit to dispatch

☑ Submit to Dispatch

Save

This is the section for Agency and/or agent information:

① **Agency:** Include the Agency to which the vessel service has been contracted with the corresponding agency.

Note: there are agents that work for more than one agency. The agent needs to be sure that he is creating the ticket for the appropriate agency, or it will create errors in billing.
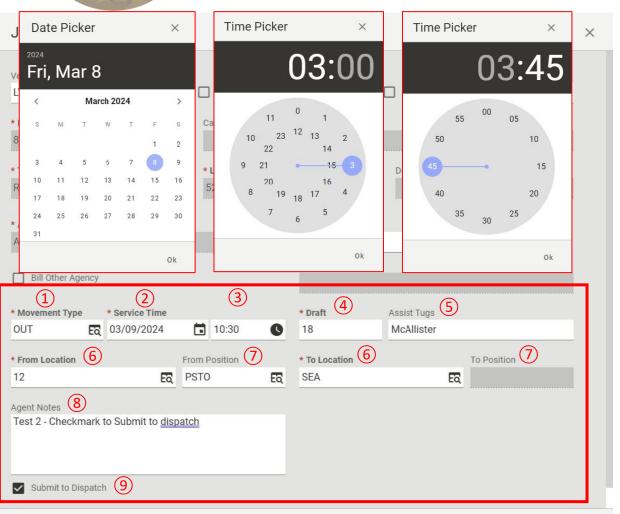A dropdown menu for multiple agencies will appear for the agent to select from that list.

② **Agent:** Select the agent who is creating the ticket (Service Request) or who will be in charge of the ticket (Service Request).

Note: A dropdown select menu with all agents within the agency will appear for selection.
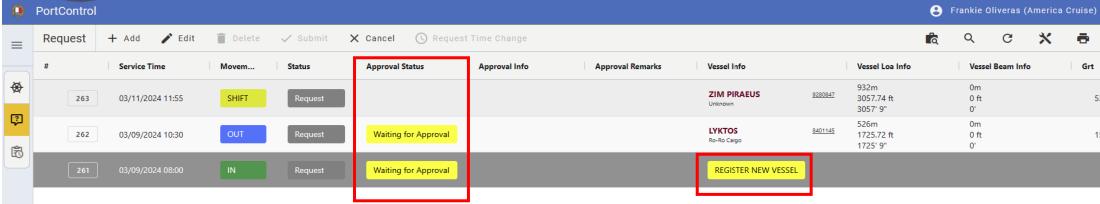
Dashboard – Add Job Request (Agency/Agent)

This is the section for Vessel movement request:

① **Movement type:** Select from In, Out or Shift
② **Service date:** Insert manually the date with format mm/dd/yyyy or click calendar icon and select date from the "Date Picker".
③ **Service time:** Select the time format 00:00 military time or click the clock icon and select time from the "Time Picker for month, hour and minutes".
④ **Draft:** Insert draft
⑤ **Assist tug:** Type in Tug info
⑥ **From/To Location:** Select from dropdown menu desired dock for service.
⑦ **From/To position:** Select from dropdown menu: (Medmore/Stern-to), PSTO (Portside to), SSTO (Starboard to).
⑧ **Agents Notes:** Write any additional comments to dispatch such as update vessel information, etc.
⑨ **Submit to dispatch:** Click the checkbox to submit ticket – (Service Request) directly to dispatch.
*If the checkbox is unchecked it will remain as draft with a "Not Submitted" message.

Dashboard View – Sent to SJBP Dispatch

PortControl — Frankie Oliveras (America Cruise)

Request | + Add | Edit | Delete | Submit | Cancel | Request Time Change

#	Service Time	Movem...	Status	Approval Status	Approval Info	Approval Remarks	Vessel Info		Vessel Loa Info	Vessel Beam Info	Grt
263	03/11/2024 11:55	SHIFT	Request				ZIM PIRAEUS Unknown	9280847	932m 3057.74 ft 3057' 9"	0m 0 ft 0'	53
262	03/09/2024 10:30	OUT	Request	Waiting for Approval			LYKTOS Ro-Ro Cargo	8401145	526m 1725.72 ft 1725' 9"	0m 0 ft 0'	15
261	03/09/2024 08:00	IN	Request	Waiting for Approval			REGISTER NEW VESSEL				

1. Approval Status: If information was sent to SJBP Dispatch a message "Waiting for approval" will appear on job request/service ticket. For example Service Ticket # 262 was sent to SJBP Dispatch and is waiting for Dispatch to post and confirm service request based on availability.
2. Vessel Info: If a new registered vessel is not in the SJBP database - a message alert will appear as "Register New Vessel". SJBP Dispatch team needs to validate new vessel request using the Vessel Certificate/Tonnage Certificate provided by the Boarding Agent/Agency.

IMPORTANT: Vessel certification should be submitted as it can delay approval/posting of vessels.
Note: Ticket 263 will show a message as "not submitted" since ticket is in "draft" waiting for the agent to submit to Dispatch. To submit ticket, you could go into the ticket and check mark the box at the end of job request window "Submit to Dispatch" or by selecting the ticket and going into the tool bar and righ click submit.

Showing 3 entries as of 03/08/2024 01:26 — Selected items: 1

Dashboard View – (Approval Status) Received from Dispatch

1. Approval Status:
   - Ticket 261; vessel validation was approved (example: Hansa Siegburg) and now service ticket is waiting for approval.
   - Ticket 262 is approved and has been posted (pending service from Pilot)
   - Ticket 263 was rejected and an approval remark was sent by SJBP dispatch for specific action.
   - *Dispatch are the only ones who can edit rejected service tickets.*

Dashboard View – (Status Colum) Received from Dispatch

1. Status from Dispatch:
   - Request – Request approval waiting from Dispatch.
   - Pending – Awaiting vessel confirmation. Once information has been confirmed with vessel it will be change to Posted.
   - Posted – Service has been confirmed with the vessel
   - Assigned – Pilot is assigned to Job
   - On Board – Pilot is onboard of ship
   - Completed – Job has been completed but will not appear on the Agent Dashboard, it will appear on the History View of completed services.

Dashboard View – Request Time Change

PortControl — Frankie Oliveras (America Cruise)

#	Service Time	Movem...	Status	Approval Status	Approval Info	Approval Remarks	Vessel Info		Vessel Loa Info	Vessel Beam Info	Grt
262	03/09/2024 10:45	OUT	Assigned	Approved	Ignacio Rey 03/07/2024 21:40	Service time change to 10:45am	LYKTOS Ro-Ro Cargo	8401145	526m 1725.72 ft 1725' 9"	0m 0 ft 0'	15
261	03/08/2024 02:30	IN	On Board	Approved	Ignacio Rey 03/07/2024 22:06		HANSA SIEGBURG Container	90401661	175.47m 575.69 ft 575' 8"	27.4m 89.9 ft 89' 11"	18

1. Approval Status:
   - Ticket 261 and 262 were approved. Follow next slide for Request Time Change process for ticket # 262.
   - Ticket 263 was completed as such it is automatically removed from the request dashboard. You could find ticket 263 in the history view.

   Note: The System has the following time restrictions where alerts will appear on screen & agents will need to call dispatch to make changes manually based on availability.

   For example: - Four hour Notice for Inbounds

               - Two Hour Notice for Outbounds

               - Services can not be requested beyond 30 Days

   Once Status indicates "Assigned Pilots", Agents will need to contact dispatch to see if time change is available.

Showing 2 entries as of 03/08/2024 02:29   Selected items: 1

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Dashboard View – Request Time Change

1. Select service ticket # and press icon Request Time Change.
2. In the time change request it will show original order time and new requested time.
3. Select new date (or same) for change request
4. Select new time for change request
   - Time picker view will appear, drag the clock hand to your desire hour/minute selection.
   - Alternative you could also write the time HH:MM in the Time Change Request form.
5. Enter any remarks/comments for SJBP dispatch for evaluation and approval.

   Note: The System has the following time restrictions where alerts will appear on screen & agents will need to call dispatch to make changes manually based on availability.

   For example: - Four hour Notice for Inbounds
   - Two Hour Notice for Outbounds
   - Services can not be requested `
     beyond thirty days.

Dashboard View –
Request Time Change

1. Time Change request is highlighted in yellow pending approval from Dispatch.
2. Once approved the time change request highlighted in yellow will disappear with the approved time request.
3. If time change is rejected it will appear in the agents view with the original time requested but, in the events section. It will appear that the service time change was rejected and with remarks/reasons added by the SJBP Dispatch.

Dashboard View – Cancel Service Ticket

	#	Service Time	Movem...	Status	Approval Status	Approval Info	Approval Remarks	Vessel Info		Vessel Loa Info	Vessel Beam Info	Grt
	262	03/09/2024 10:45	OUT	Assigned	Approved	Ignacio Rey 03/07/2024 21:40	Service time change to 10:45am	LYKTOS Ro-Ro Cargo	8401145	526m 1725.72 ft 1725' 9"	0m 0 ft 0'	15
	261	03/08/2024 02:30	IN	On Board	Approved	Ignacio Rey 03/07/2024 22:06		HANSA SIEGBURG Container	90401661	175.47m 575.69 ft 575' 8"	27.4m 89.9 ft 89' 11"	18

PortControl — Frankie Oliveras (America Cruise)

Request | + Add | Edit | Delete | Submit | X Cancel | Request Time Change

1. Cancel Service Ticket :
   - Ticket 261 is approved and Pilot is On Board (See Status column in grid).
   - Ticket 262 will be a cancelled service. See Cancel Job request window below. Agent should read alert and if agrees check the confirmation box and select execute.

Cancel Job Request

Cancelling two hours within service time will result in a charge (i.e., cancelling after 2024-03-08 01:45)

☑ Confirmation

Execute

Showing 2 entries as of 03/08/2024 02:29 — Selected items: 1

Dashboard View – History View

1. History View – Agents will be able to see all completed and canceled service tickets in this view.