

NWSA Trucker Outreach Session

Advent eModal®

cargosprint



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Agenda

May 6th, 2025

I. **Opening and Introductions**
   - New Organization Update

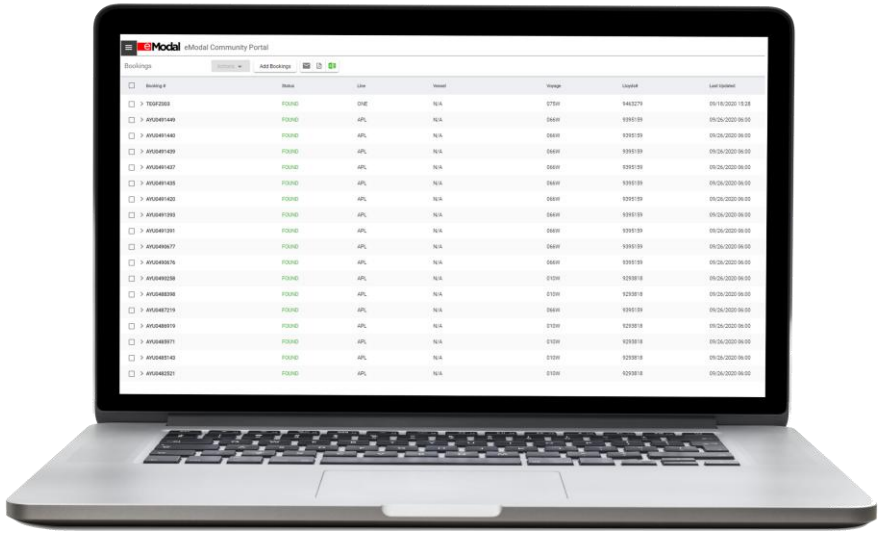
II. **Trucker Experience Investments**

III. **Port Portal Overview**

IV. **Platform Best Practices**

V. **Pain Points**

VI. **Q&A Session**





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The New Organization

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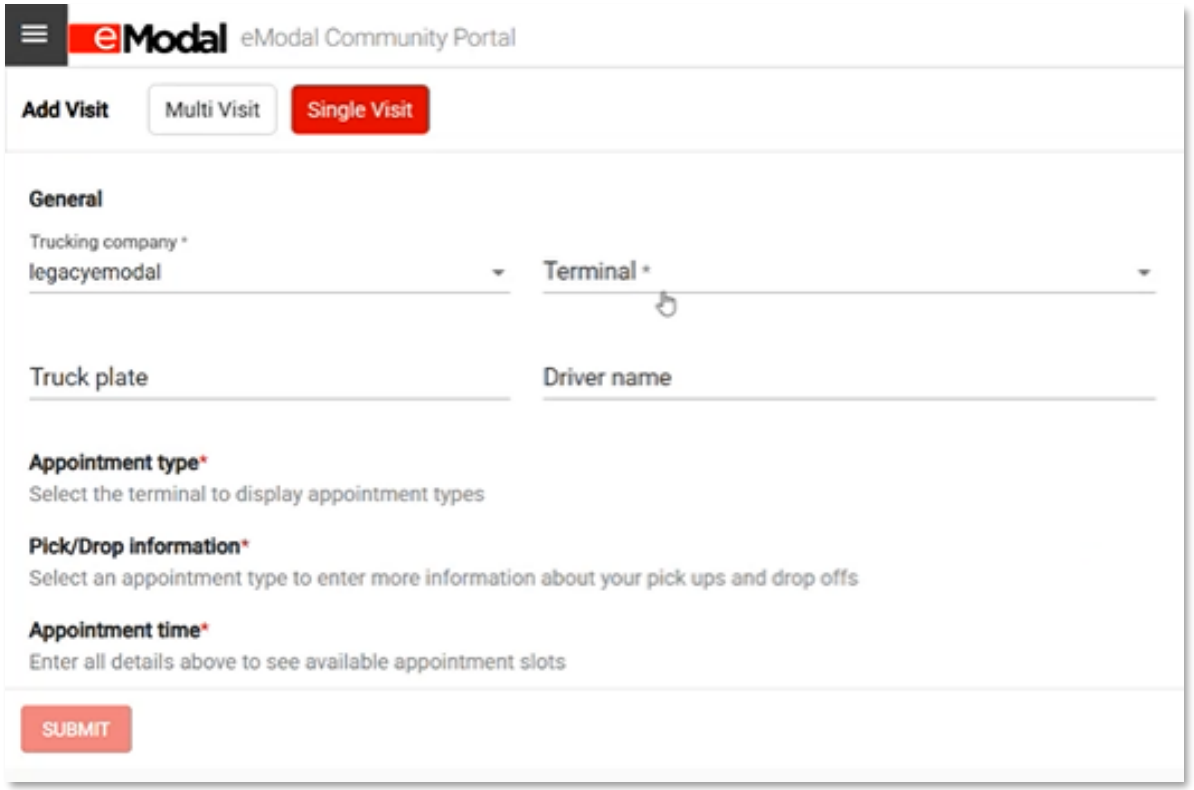
- Capacity for investment and growth
- Advent eModal focused on visibility and execution tools to support the ocean shipping and port ecosystem
- CargoSprint is an industry innovator focused on streamlined payment processing and optimization of cargo logistics, primarily in the air freight space
- Combined company greater than the sum of its parts
- Eventual rebrand under the CargoSprint banner



Trucker Experience Investments

- Enhanced Trucker Appointment Portal
- Toggle between existing flow (Multi Visit) and streamlined Single Visit flow
- Mobile friendliness
- Phased product rollout - Timeline TBD (2025)





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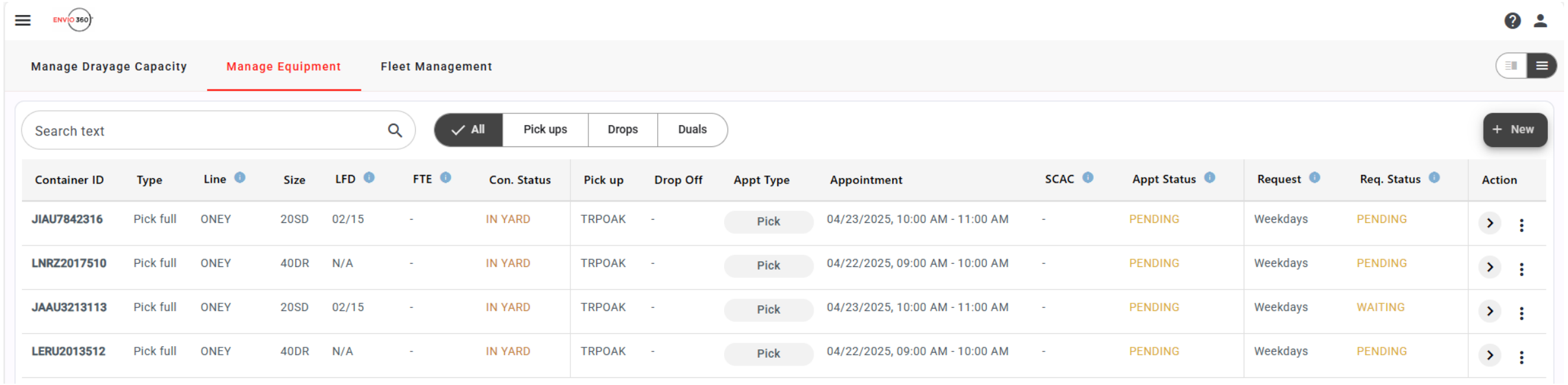
Port Portal – Concept Overview

- Response to trucking community for unified appointment experience
- Back-end API for large carriers with TMS – front end UI/UX for smaller players – evens the playing field for all
- Reduce time in the platform, “set it and forget it” mentality



Container ID	Type	Line	Size	LFD	FTE	Con. Status	Pick up	Drop Off	Appt Type	Appointment	SCAC	Appt Status	Request	Req. Status	Action
JIAU7842316	Pick full	ONEY	20SD	02/15	-	IN YARD	TRPOAK	-	Pick	04/23/2025, 10:00 AM - 11:00 AM	-	PENDING	Weekdays	PENDING	
LNRZ2017510	Pick full	ONEY	40DR	N/A	-	IN YARD	TRPOAK	-	Pick	04/22/2025, 09:00 AM - 10:00 AM	-	PENDING	Weekdays	PENDING	
JAAU3213113	Pick full	ONEY	20SD	02/15	-	IN YARD	TRPOAK	-	Pick	04/23/2025, 10:00 AM - 11:00 AM	-	PENDING	Weekdays	WAITING	
LERU2013512	Pick full	ONEY	40DR	N/A	-	IN YARD	TRPOAK	-	Pick	04/22/2025, 09:00 AM - 10:00 AM	-	PENDING	Weekdays	PENDING	



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Port Portal – Value Added Features

Unified Portal For All Terminals	Unified user experience across all terminals via a single interface
Intelligent Appointment Scheduling	Simplified navigation – no more hunting for operational information – users can "set it and forget it“ – let the system do the work – system retries for up to 14 days
Empty Return Optimization	Empty appointments automatically scheduled based on established profile and terminal instructions
Dispatching Efficiencies	Dual move facilitation - full import lifecycle (empty return)- substantial efficiency gains for dispatchers, drivers and terminals
Detention & Demurrage	Pay fees all in one place - schedule appointments based on days to LFD



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Platform Best Practices

- Dual Transactions
  - Best practice: 1) secure full pick appointment; 2) add drop move.
- Watchlist Customization
  - Best practices: 1) manage your container watchlist (500 limit); 2) use "Customize View" and save custom views for future use.
- Check-In
  - Best practices: Use "Check-In" (not "Edit") to add/update LP where the terminal uses Check-In.



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Pain Points

- Edit vs Check-In
- Merge Feature
  - First iteration production ready (with limitation)
- DTR Maintenance
  - Roadmap item to remove driver requirement (by gateway) - Q4 2025
- Platform performance issues
  - 'Incident' based vs. ongoing
- Support resolution times
  - Some issues take time to resolve
  - Reviewing the entire support org & tooling for optimization opportunities



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Training / Support Resources Reminder

- Variety of resources available in the eModal Help Center: https://help.emodal.com/
  - Part of current ticket platform (will be changing)
- Check-In article: https://help.emodal.com/hc/en-us/articles/3328937841163-Check-In-Feature
- To request eModal support:
  - https://help.emodal.com/hc/en-us/requests/new
  - (866) 758-3838



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NWSA < > eModal Training Session

THE NORTHWEST SEAPORT ALLIANCE
SEATTLE + TACOMA

Welcome!

NWSA Ops Team:

Mark Storslee
Director of Operations (Strategy Center)

Tim Ebner
Sr Manager, Terminal Operations

Michael Elguera
Manager, Port Community System

Agenda for today:

- Appointment system tips & tricks
- New features review
- Pain Points
- Q&A

For anything not covered in the presentation or any feedback/questions outside of the topic of eModal

Send requests to:

tebner@nwseaportalliance.com

and

melguera@nwseaportalliance.com

eModal Training - Submitted Q&A

THE NORTHWEST SEAPORT ALLIANCE
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Audience Question:

How do the containers get added to our watchlist if we do not add them?

eModal Response:

Containers can be added to the watchlist by another user if users are sharing account credentials. This is not only highly discouraged, but it is a violation of the site's terms of service. Containers may also be added to the watchlist when an appointment is created for a container that was not previously on the watchlist.

eModal Training - Submitted Q&A

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Audience Question:

Does the amount of containers in your watch list slow the system reload/performance time within the eModal website? We continue to have extremely slow loading/performance times while operating within the system.

eModal Response:

Containers can be added to the watchlist by another user if users are sharing account credentials. This is not only highly discouraged, but it is a violation of the site's terms of service. Containers may also be added to the watchlist when an appointment is created for a container that was not previously on the watchlist.

eModal Training - Submitted Q&A

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Audience Question:

If we try to update a dual empty in a full p/u, the appointment will often push out to a later date/time than the load is secured for. Why would we lose our date/time slot when adding an empty? Also, some terminals here do not allow the option for dual transactions in emodal.

eModal Response:

Without knowing the particulars of the scenario, it is difficult to know exactly what is occurring during the time slot in question. Often, it may be that no appointments are available for the added move type during the time slot. As a general practice, we encourage scheduling both moves at the same time. If that is not possible, we recommend starting with the PICK FULL move and then adding the drop when the information is known.

eModal Training - Submitted Q&A

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Audience Question:

How often does the eModal system sync with the terminal systems?

eModal Response:

We have different types of integrations with the terminals. Those integrations are based on the TOS with which eModal is exchanging data. Some of those integrations are API based, and updates (whether container or booking updates sent to eModal, or appointment updates sent from eModal) should happen within a few minutes of the data being provided. Other terminal integrations are EDI based, and the 'syncing' of data can take up to 15 minutes. In rare cases, other factors (that are not related to the protocol) can slow the exchange of data between the terminals and eModal. We are continuously working on optimizing this data exchange to ensure that the terminal systems and eModal are in sync as close to real-time as possible.

eModal Training - Submitted Q&A

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Audience Question:

Can we make an appt for returning the empty while the container is still inside the terminal?

eModal Response:

Generally speaking, you cannot make a “drop” appointment for a container that is still in the yard. However, this may depend on the configurations of the particular terminal.

eModal Training - Submitted Q&A

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Audience Question:

Please add the total number of appointments when we are filtering-ie; I am looking at appointments I have set for a terminal on 5/8, can it show me how many I have somewhere on the page

eModal Response:

Thank you for your comment. This is great feedback and something we will bring back to our product team for review.