FORECAST®
BY TIDEWORKS

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.

INFORM

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

- Accept payments for demurrage and ancillary terminal fees with a credit card.
- Trusted accounts, as designated by the terminal, can guarantee charges online.
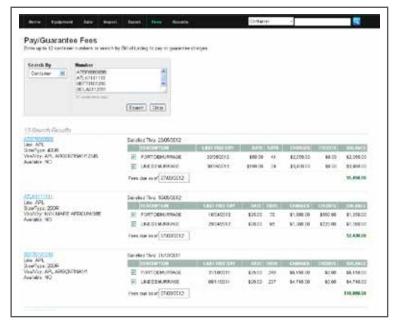
Accelerate gate processing

Reduce gate queues by allowing trucking companies to perform critical tasks before arriving at your terminal:

- Check the status of bookings.
- Pre-lodge an export container's arrival.
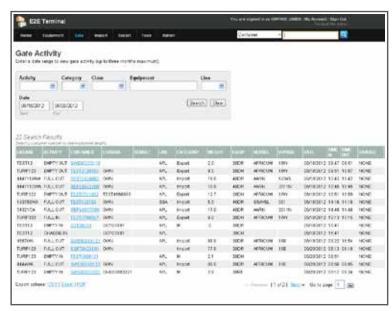- Check availability of import containers.
- Pay demurrage and other fees.

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.