TOPS Phase 3 Training

Customer Training

Introduction

Seaspan Ferries is upgrading to the latest version of Fargo TOPS, which includes important customer-focussed enhancements. In this training, we will review the changes and opportunities in this version that impact you.

This version contains the following enhancements:

- Arrived for Pickup view
- New Fields on Job Screen
- Mandatory Field Improvements
- Save and Book Return Button
- Dangerous Goods Documentation
- Reservation Management
- Standby Status

Arrived for Pickup view

The 'Arrived for Picked Up" view is a new global view available to all customers to conveniently and consistently display your units that are ready for pickup at Seaspan Ferries. It can be accessed by clicking the view selection window at the top of the planning screen. This view is locked and cannot be changed or deleted.

New Fields on Job Screen

There are two new fields on the job screen: License Plate and Destination.

Mandatory Field Improvements

As always, mandatory fields are indicated by bold red field labels. This version includes improved indicators when a mandatory field has not been completed. At saving, the missed mandatory field will be indicated with a red exclamation point 🔴, helping you quickly locate the missing information.

Save and Book Return Button

To efficiently book your trailer's return trip, the Save and Book Return has been added to the job screen. Clicking this button will open a new job with the unit number, length, and license plate prepopulated. The route will be pre-populated with the reverse route.

Dangerous Goods Documentation

We can now store dangerous goods documentation on the related job. The "Attachments" functionality will appear on all existing jobs and on new jobs once they are saved. To add a new attachment, click attachments.

Click Browse in the bottom right-hand corner of the upload screen, then double-click on your dangerous goods documentation.

The upload progress bar will appear in the upload window. Once complete, the file name will appear in the attachment window.
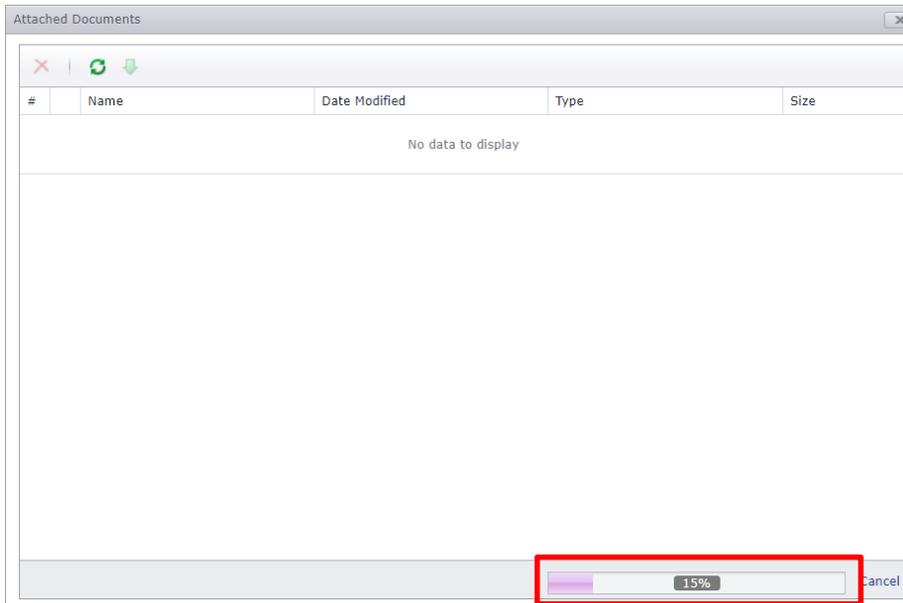
Select "Dangerous Goods" as your document type. Repeat this process for any additional dangerous goods documents related to this job. If you uploaded a file in error, click the checkbox next to the file you wish to remove, then click the red X at the top of the window.
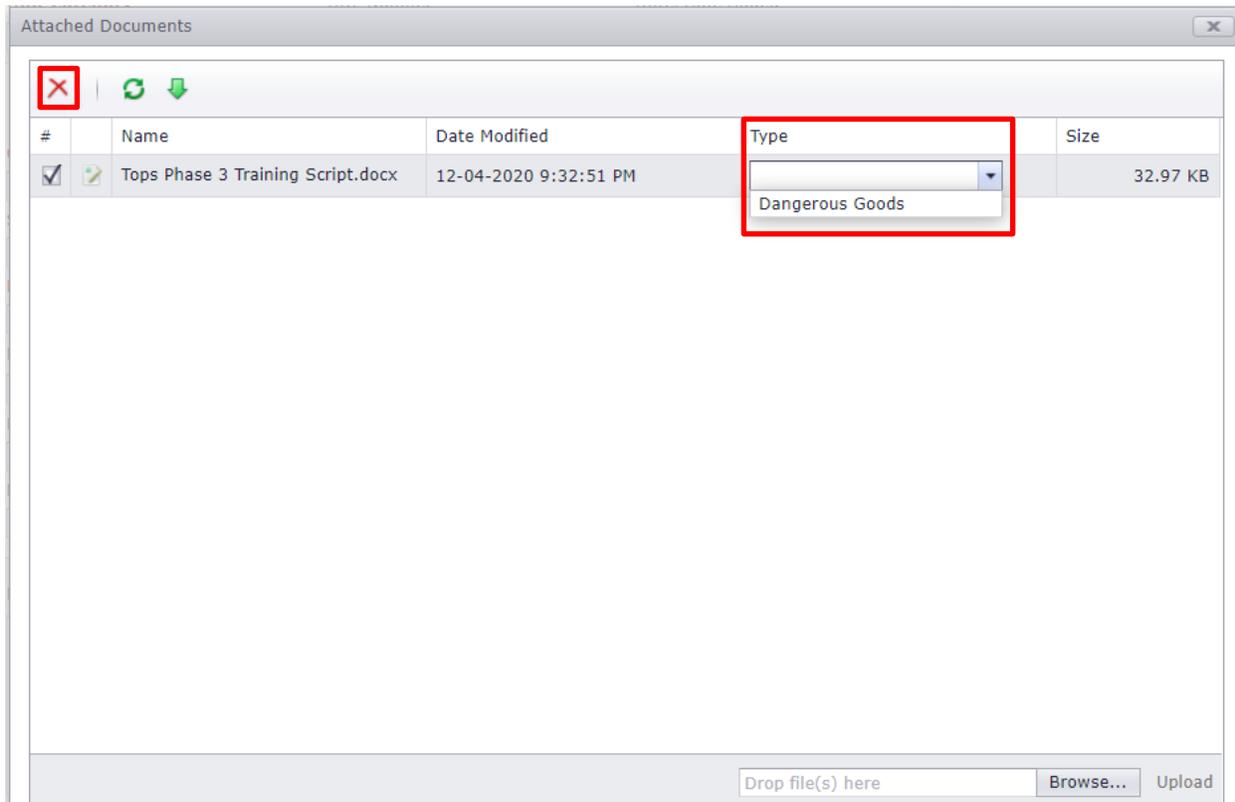
When complete, close the attachments window.

Refresh the job page. Note that the number of attachments on the job is now listed in brackets next to "Attachments"

Please note, it is still required to check "Dangerous Goods" and choose either DNP or the UN numbers in the job screen for all Dangerous Goods loads.

Reservation Management

For those customers with reservations on sailings, it is now possible to assign the desired jobs directly to the reservation. We assign jobs from the planning screen by clicking on the desired job and dragging it down to the sailing.

Successful assignment of a job is indicated by a light blue background and the job status "Assigned by Customer"

If you wish to unassign a job from a sailing, please contact the departure terminal, and a Customer Service and Operations Coordinator will be happy to assist you.

If you do not have any remaining reservations on a sailing, you will receive a message indicating you have no remaining reservations, and an invitation to put this job on standby for the requested sailing. Click cancel to return to the planning window with no changes to job assignment. Click OK to request standby.

Successful standby request is indicated by red highlighted text in the planning screen and the job status "Stand by Request"

Standby Status

When you request Stand By, the request will be reviewed by Seaspan Ferries. If your standby request was accepted, you will receive a sailing notification on vessel departure. If Seaspan Ferries can not accommodate your standby request, the status will be updated in TOPS to a 'blank' status. You can then

assign another sailing on which you have reservations available. Please make sure to monitor the status field for any updates to the Bill of Lading. Seaspan Ferries will not be sending any notification if a requested "stand by" did not make the sailing.

This concludes our training on the changes to the new TOPS version.