

TOPS Phase 3 Training

Customer Training

Introduction

Seaspan Ferries is upgrading to the latest version of Fargo TOPS, which includes important customer-focused 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.

Transport Orders

Route	Unit Number	Preferred Pickup Date	Actual Arrival Date/Time	Unit Type	Status	
Duke Point > Tilbury	123467	11-08-2020 12:00	11-06-2020 00:44	VAN	Arrived	
Duke Point > Tilbury	123467	11-07-2020 07:00	11-06-2020 00:44	VAN	Arrived	
Duke Point > Tilbury	5359612	53F7436	11-18-2020 14:34	11-17-2020 22:00	VAN	Arrived
Duke Point > Tilbury	5359613	53D7471	11-18-2020 14:34	11-17-2020 22:00	VAN	Arrived
Surrey > Duke Point	5359592	53D9999	11-13-2020 08:00	11-12-2020 11:29	VAN	Arrived
Tilbury > Duke Point	5359586	555555	11-11-2020 12:05	11-12-2020 09:50	VAN	Arrived
Tilbury > Duke Point	5359587	555556	11-11-2020 12:05	11-12-2020 09:50	FLAT	Arrived

Sailings

Sailing ID	AAT	SAT	Unit Capacity	Assigned Units	Remaining Reser	Route	SDD	SDT	Status	Vessel	ADT	SAD
46594	05:00		47	1	26	Duke Point > Su	11-05-2020	23:30	AS	Fraser Link		11-06-2020
46595	20:00		47	1	16	Duke Point > Su	11-05-2020	14:30	AS	Van Isle Link		11-05-2020
46596	00:44	00:30	59	2	4	Duke Point > Til	11-05-2020	21:30	ARR	Swift	21:30	11-06-2020
46597	13:00		50	2	0	Duke Point > Til	11-05-2020	10:00	INT	Reliant	00:00	11-05-2020

New Fields on Job Screen

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

The screenshot shows a web-based form for job entry. The form is organized into several sections. At the top, there are navigation buttons: Save, Save and New, Save and Book Return, Print Note, and Delete. Below these are fields for Customer (a dropdown menu), Unit Category (Trailer), BOL Number (**New Job**), and Date/Time Added. The main form area is divided into columns. The left column contains Unit Number, Unit Type, Length, Route, Licence Plate (highlighted in red), PO Number, and Contact. The middle column contains Front Overhang, Rear Overhang, Total Length, Width (if width over 9ft.), Reefer/Heater On? (Off), Shipper, and Consignee. The right column contains Loaded (Empty), Contents (highlighted in red), Seal Number, Destination (highlighted in red), No of Drivers, Live Driver1, and Live Driver2. At the bottom, there are fields for Preferred Pickup Date/Time, Driver Name, Driver / Agent's Signature, Tractor Number, and Customer Remarks. The Licence Plate and Destination fields are highlighted with red boxes, indicating they are new or mandatory fields.

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.

The screenshot shows the same job screen form as above, but with several fields highlighted in red boxes and a red exclamation point icon next to them, indicating they are mandatory and have not been completed. These fields are: Unit Number, Unit Type, Length, Route, Licence Plate, Contents, Destination, and Preferred Pickup Date/Time. The exclamation points are placed to the right of each field label. The form also shows the 'seaspan TEST ENV. FERRIES' logo at the top left. The navigation buttons and other form elements are the same as in the previous screenshot.

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.

Save Save and New **Save and Book Return** Print Note Delete Attachments (0)

Customer **Unit Category** BOL Number Date/Time Added
12345 Trailer 5359657 12-04-2020 19:47

Unit Number 12345
Unit Type Flat
Length 16
Route Duke Point > Surrey
Licence Plate BC 12345
PO Number
Contact

Front Overhang 0
Rear Overhang 0
Total Length 16
Width (if width over 9ft.) 9
Reefer/Heater On? Off
Shipper
Consignee

Loaded Empty
Contents Building Mat-Direct
Seal Number
Destination BC-Mainland - Lower Mainl
No of Drivers
Live Driver1
Live Driver2

Dangerous Goods? DNP?

Preferred Pickup Date/Time 12-07-2020 12:00 PM
Time must be entered in 24hr format

Driver Name
Tractor Number
Customer Remarks

Driver / Agent's Signature

Save Save and New **Save and Book Return** Print Note Delete

Customer **Unit Category** BOL Number Date/Time Added
12345 Trailer **New Job**

Unit Number 12345
Unit Type Flat
Length 16
Route Surrey > Duke Point
Licence Plate BC 12345
PO Number
Contact

Front Overhang 0
Rear Overhang 0
Total Length 16
Width (if width over 9ft.) 9
Reefer/Heater On? Off
Shipper
Consignee

Loaded Empty
Contents
Seal Number
Destination
No of Drivers
Live Driver1
Live Driver2

Dangerous Goods? DNP?

Preferred Pickup Date/Time
Time must be entered in 24hr format

Driver Name
Tractor Number
Customer Remarks

Driver / Agent's Signature

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.

Save Save and New Save and Book Return Print Note Delete Attachments (0)

Customer [Dropdown] **Unit Category** Trailer **BOL Number** 5359657 **Date/Time Added** 12-04-2020 19:47

Unit Number 12345 **Unit Type** Flat **Length** 16 **Route** Duke Point > Surrey **Licence Plate** BC 12345 **PO Number** [Text] **Contact** [Text]

Front Overhang 0 **Rear Overhang** 0 **Total Length** 16 **Width (if width over 9ft.)** 9 **Reefer/Heater On?** Off **Shipper** [Text] **Consignee** [Text]

Loaded **Empty** **Contents** Building Mat-Direct **Seal Number** [Text] **Destination** BC-Mainland - Lower Mainl **No of Drivers** [Text] **Live Driver1** [Text] **Live Driver2** [Text]

Dangerous Goods? **DNP?**

Preferred Pickup Date/Time 12-07-2020 12:00 PM **Driver Name** [Text] **Driver / Agent's Signature** [Text] **Tractor Number** [Text] **Customer Remarks** [Text]

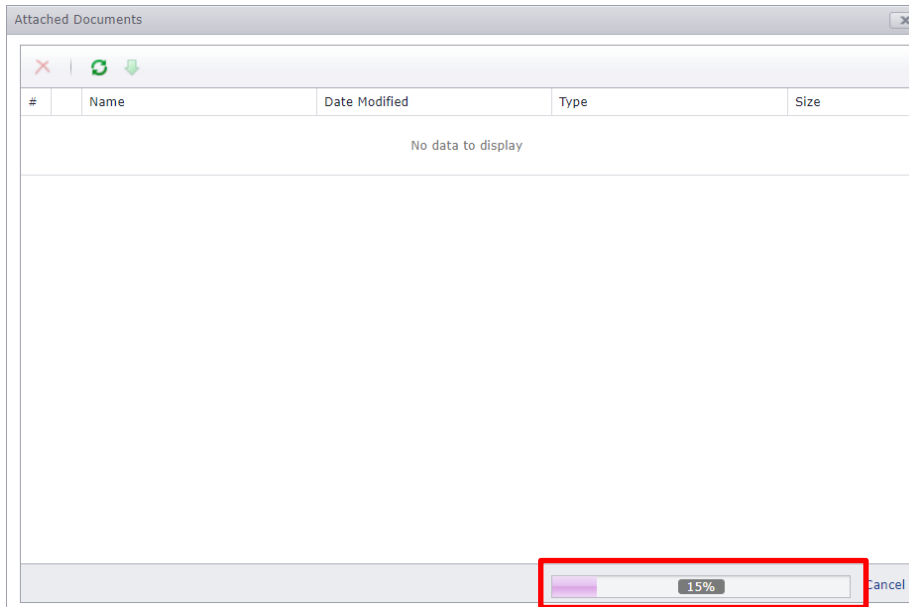
Click Browse in the bottom right-hand corner of the upload screen, then double-click on your dangerous goods documentation.

Attached Documents

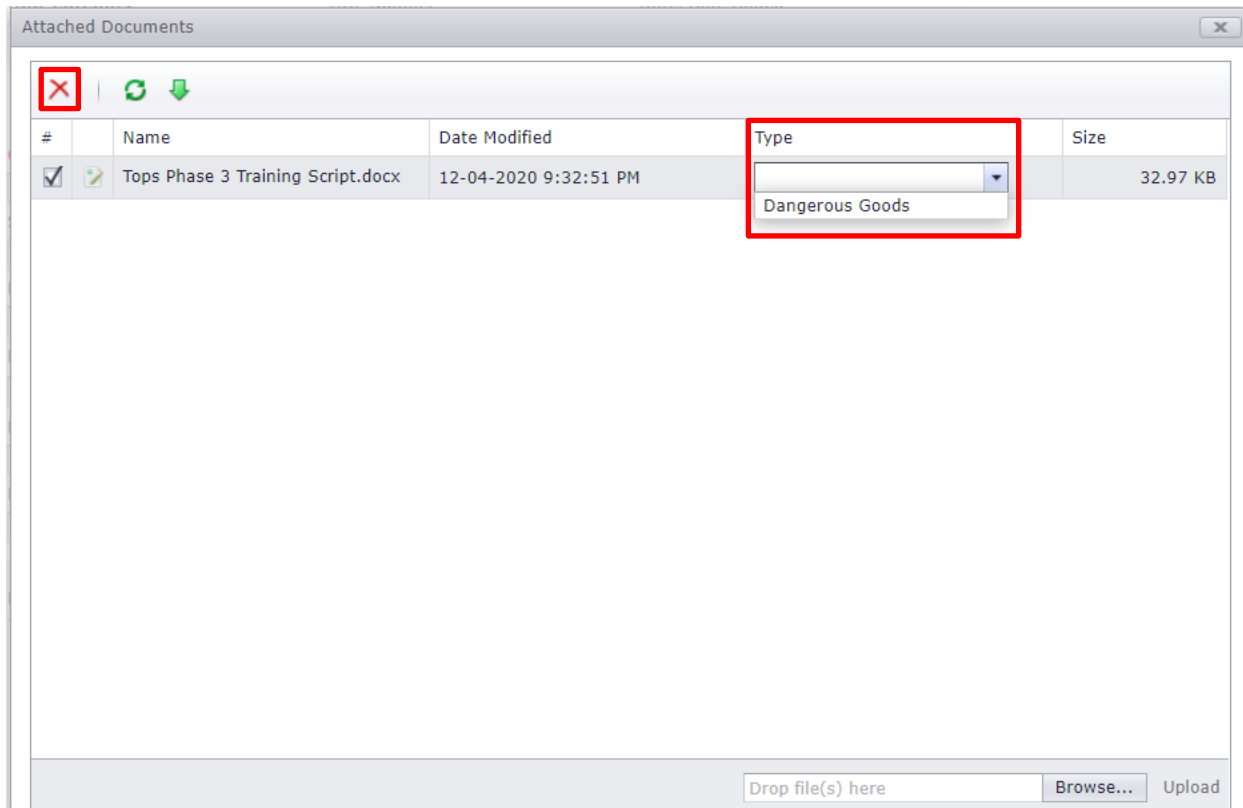
#	Name	Date Modified	Type	Size
No data to display				

Drop file(s) here **Browse...** Upload

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"



BOL Number	Unit Number	Date	Unit Type	Exception	DG	Vessel	Signed?	ETA	Status	Route	Sailing ID
5359622	53D7676	11-20-2020	VAN	Haz	2.1		<input checked="" type="checkbox"/>			Duke Point > Tilt	
5359624	53D7676	11-19-2020	VAN				<input type="checkbox"/>			Swartz Bay > Tilt	
5359634	321321	11-05-2020	VAN			Princess Superior	<input type="checkbox"/>		Assigned	Duke Point > Tilt	46598
5359635	53D7676	11-20-2020	VAN			Van Isle Link	<input type="checkbox"/>		Assigned	Duke Point > Sui	46674
5359647	53D1234	11-05-2020	VAN			Fraser Link	<input checked="" type="checkbox"/>		Assigned by Customer	Duke Point > Sui	46594

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"

BOL Number	Unit Number	Date	Unit Type	Exception	DG	Vessel	Signed?	ETA	Status	Route	Sailing ID
5359622	53D7676	11-05-2020	VAN	Haz	2.1	Reliant	<input checked="" type="checkbox"/>	12:00	Stand By Request	Duke Point > Tilt	46597
5359624	53D7676	11-19-2020	VAN				<input type="checkbox"/>			Swartz Bay > Tilt	
5359634	321321	11-05-2020	VAN			Princess Superior	<input type="checkbox"/>		Assigned	Duke Point > Tilt	46598
5359635	53D7676	11-20-2020	VAN			Van Isle Link	<input type="checkbox"/>		Assigned	Duke Point > Sui	46674
5359647	53D1234	11-05-2020	VAN			Fraser Link	<input checked="" type="checkbox"/>		Assigned by Customer	Duke Point > Sui	46594

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. Seaspans 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.