



Clean Truck Program User Journey | 22 March 2022

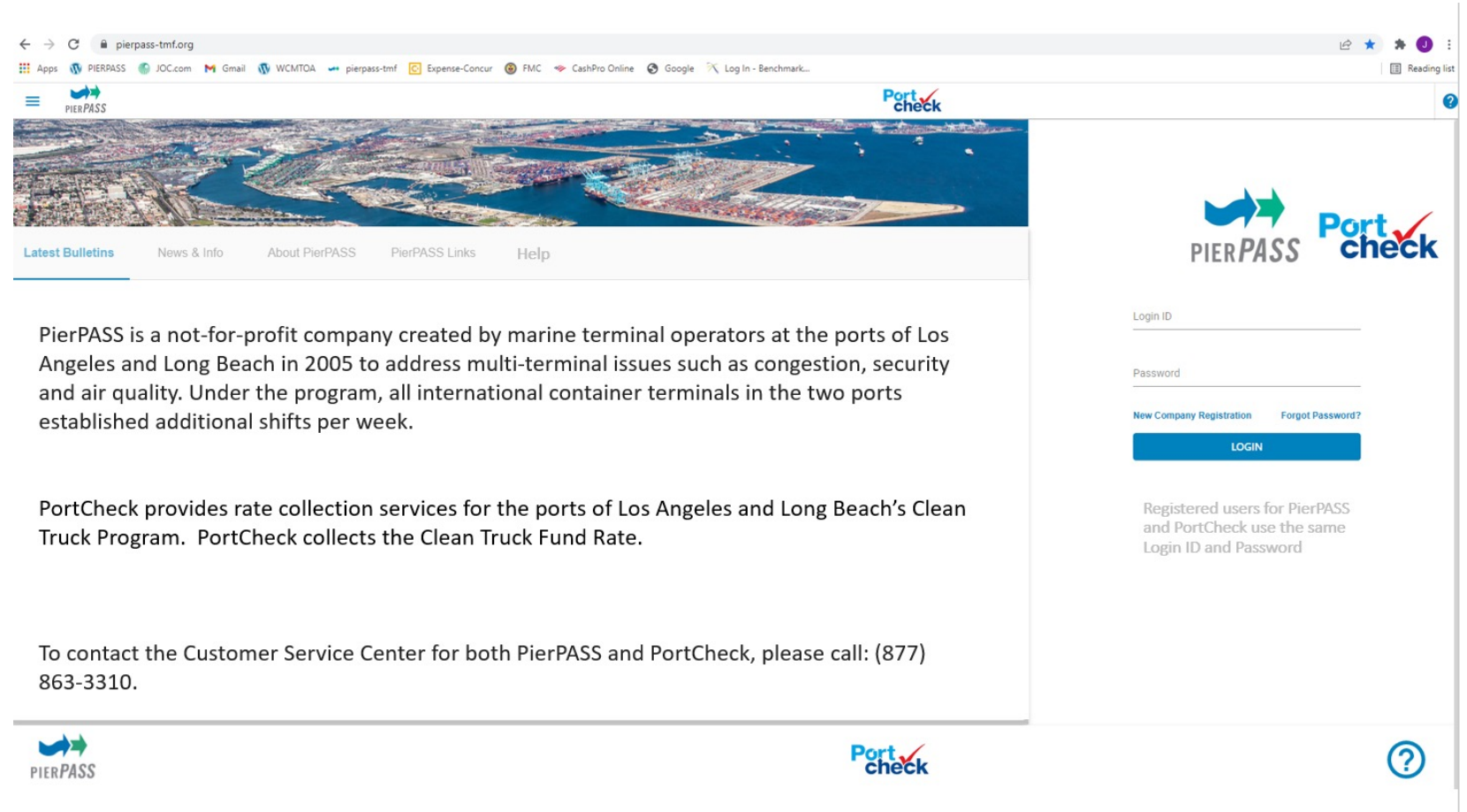


# User Experience | Website sign-in

Registration and  
Login are at  
[www.portcheck.org](http://www.portcheck.org)

Or at  
[www.pierpass-tmf.org](http://www.pierpass-tmf.org)

The PortCheck and  
PierPASS Login ID  
and Password are the  
same



The screenshot shows a web browser window with the URL [pierpass-tmf.org](http://pierpass-tmf.org). The page features a header with the PierPASS and PortCheck logos. Below the header is a navigation bar with links: Latest Bulletins, News & Info, About PierPASS, PierPASS Links, and Help. The main content area contains three paragraphs of text. The first paragraph describes PierPASS as a not-for-profit company created by marine terminal operators at the ports of Los Angeles and Long Beach in 2005 to address multi-terminal issues such as congestion, security and air quality. The second paragraph states that PortCheck provides rate collection services for the ports of Los Angeles and Long Beach's Clean Truck Program, and that PortCheck collects the Clean Truck Fund Rate. The third paragraph provides contact information for the Customer Service Center for both PierPASS and PortCheck, with the phone number (877) 863-3310. On the right side of the page, there is a sign-in form with fields for Login ID and Password, a New Company Registration link, a Forgot Password? link, and a LOGIN button. Below the form, it states that registered users for PierPASS and PortCheck use the same Login ID and Password. The footer of the page includes the PierPASS and PortCheck logos and a help icon.

Apps PIERPASS JOC.com Gmail WCMTOA pierpass-tmf Expense-Concur FMC CashPro Online Google Log In - Benchmark... Reading list

PIERPASS Port check

Latest Bulletins News & Info About PierPASS PierPASS Links Help

PIERPASS Port check

Login ID

Password

New Company Registration Forgot Password?

LOGIN

Registered users for PierPASS and PortCheck use the same Login ID and Password

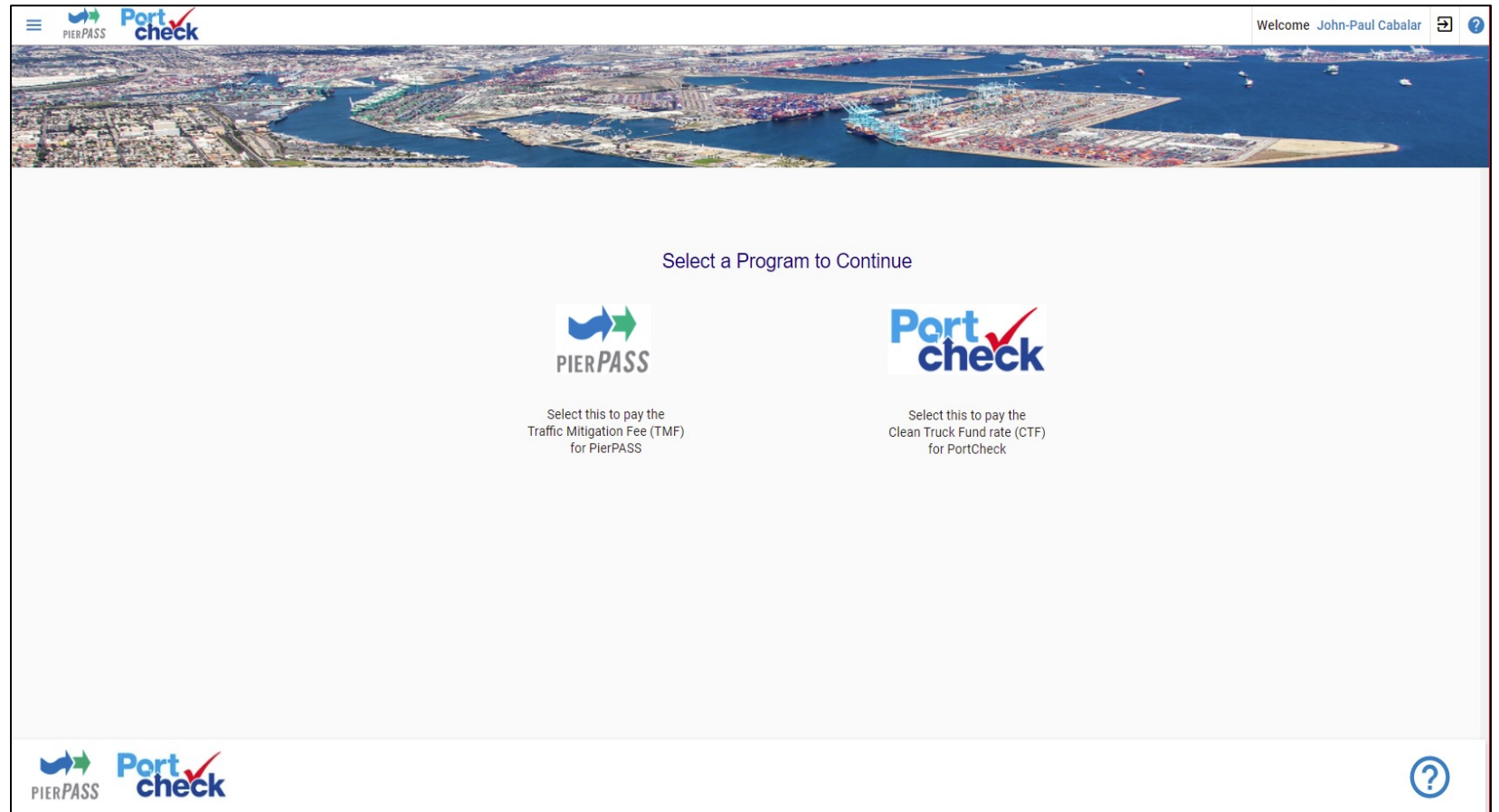
PIERPASS Port check





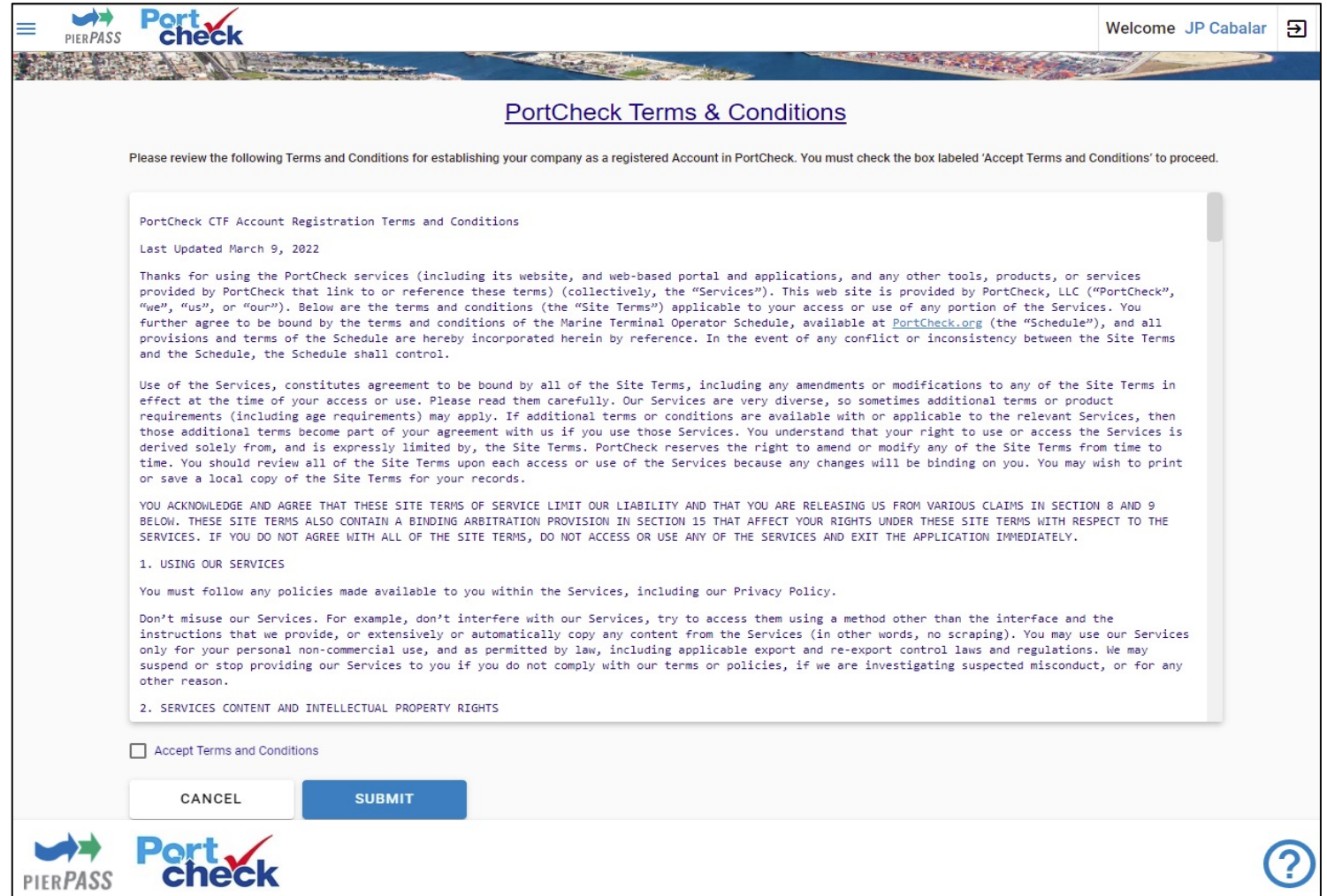
# User Experience | Program selection

After signing-in, users will have the option to choose PortCheck or PierPASS



# User Experience | Terms and Conditions

Existing PierPASS users will get the PortCheck Terms & Conditions page the first time they sign in to PortCheck.



PIERPASS Port check

Welcome JP Cabalar

## PortCheck Terms & Conditions

Please review the following Terms and Conditions for establishing your company as a registered Account in PortCheck. You must check the box labeled 'Accept Terms and Conditions' to proceed.

PortCheck CTF Account Registration Terms and Conditions

Last Updated March 9, 2022

Thanks for using the PortCheck services (including its website, and web-based portal and applications, and any other tools, products, or services provided by PortCheck that link to or reference these terms) (collectively, the "Services"). This web site is provided by PortCheck, LLC ("PortCheck", "we", "us", or "our"). Below are the terms and conditions (the "Site Terms") applicable to your access or use of any portion of the Services. You further agree to be bound by the terms and conditions of the Marine Terminal Operator Schedule, available at [PortCheck.org](https://portcheck.org) (the "Schedule"), and all provisions and terms of the Schedule are hereby incorporated herein by reference. In the event of any conflict or inconsistency between the Site Terms and the Schedule, the Schedule shall control.

Use of the Services, constitutes agreement to be bound by all of the Site Terms, including any amendments or modifications to any of the Site Terms in effect at the time of your access or use. Please read them carefully. Our Services are very diverse, so sometimes additional terms or product requirements (including age requirements) may apply. If additional terms or conditions are available with or applicable to the relevant Services, then those additional terms become part of your agreement with us if you use those Services. You understand that your right to use or access the Services is derived solely from, and is expressly limited by, the Site Terms. PortCheck reserves the right to amend or modify any of the Site Terms from time to time. You should review all of the Site Terms upon each access or use of the Services because any changes will be binding on you. You may wish to print or save a local copy of the Site Terms for your records.

YOU ACKNOWLEDGE AND AGREE THAT THESE SITE TERMS OF SERVICE LIMIT OUR LIABILITY AND THAT YOU ARE RELEASING US FROM VARIOUS CLAIMS IN SECTION 8 AND 9 BELOW. THESE SITE TERMS ALSO CONTAIN A BINDING ARBITRATION PROVISION IN SECTION 15 THAT AFFECT YOUR RIGHTS UNDER THESE SITE TERMS WITH RESPECT TO THE SERVICES. IF YOU DO NOT AGREE WITH ALL OF THE SITE TERMS, DO NOT ACCESS OR USE ANY OF THE SERVICES AND EXIT THE APPLICATION IMMEDIATELY.

1. USING OUR SERVICES

You must follow any policies made available to you within the Services, including our Privacy Policy.

Don't misuse our Services. For example, don't interfere with our Services, try to access them using a method other than the interface and the instructions that we provide, or extensively or automatically copy any content from the Services (in other words, no scraping). You may use our Services only for your personal non-commercial use, and as permitted by law, including applicable export and re-export control laws and regulations. We may suspend or stop providing our Services to you if you do not comply with our terms or policies, if we are investigating suspected misconduct, or for any other reason.

2. SERVICES CONTENT AND INTELLECTUAL PROPERTY RIGHTS

☐ Accept Terms and Conditions

CANCEL SUBMIT

PIERPASS Port check

?



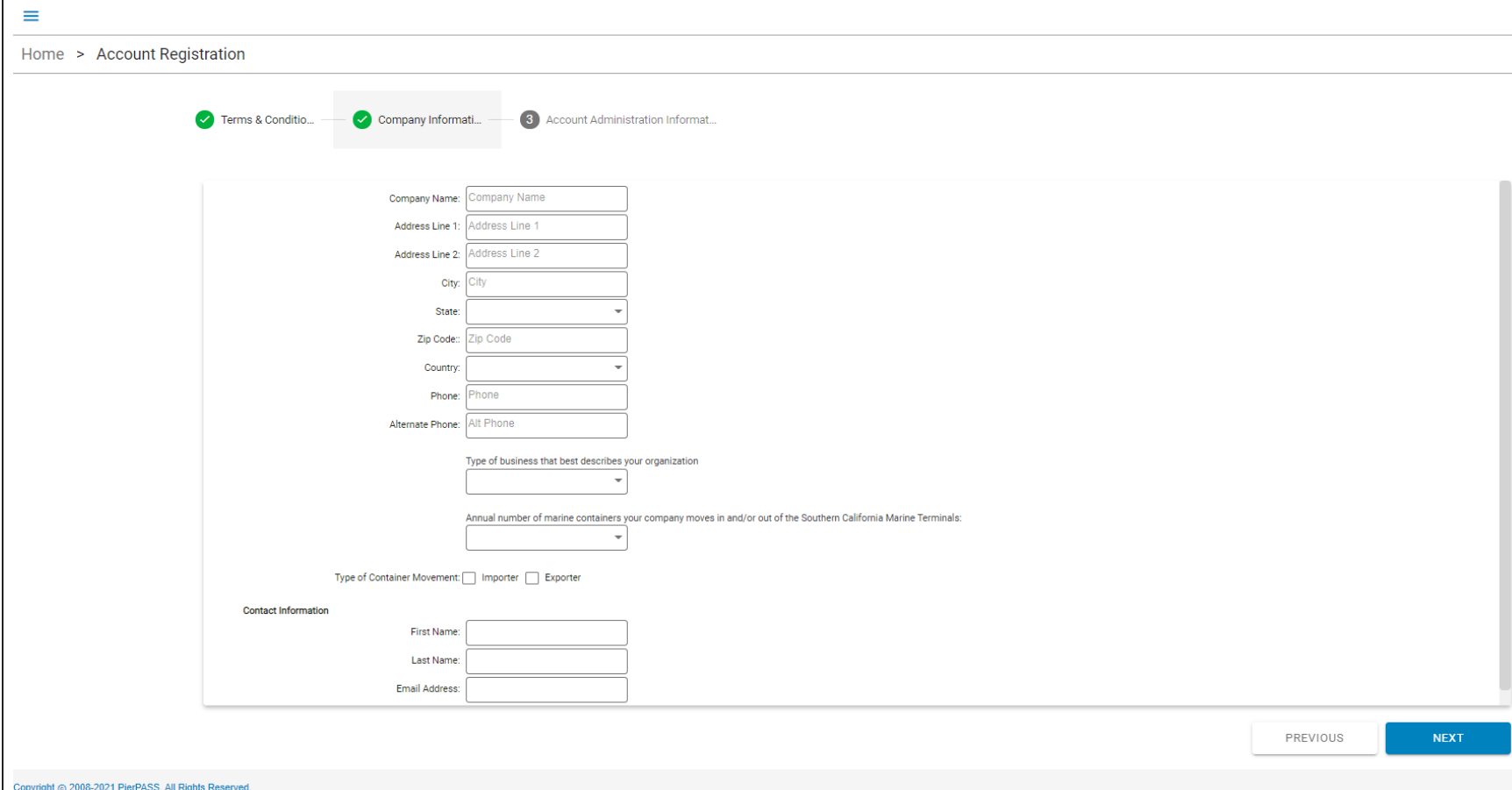
# User Experience | Registration

Access to the Clean  
Truck Program Fee  
home page and  
registration is at

[www.portcheck.org](http://www.portcheck.org)

and

[www.pierpass-tmf.org](http://www.pierpass-tmf.org)




The screenshot displays the 'Account Registration' page. At the top, a breadcrumb trail shows 'Home > Account Registration'. Below this, a progress indicator consists of three steps: 'Terms & Conditions' (completed with a green checkmark), 'Company Information' (the current step, also with a green checkmark), and 'Account Administration Information' (pending, marked with a grey circle and the number 3). The main form area contains several input fields: 'Company Name', 'Address Line 1', 'Address Line 2', 'City', 'State' (a dropdown menu), 'Zip Code', 'Country' (a dropdown menu), 'Phone', and 'Alternate Phone'. Below these are two more dropdown menus: 'Type of business that best describes your organization' and 'Annual number of marine containers your company moves in and/or out of the Southern California Marine Terminals:'. A section for 'Type of Container Movement' includes checkboxes for 'Importer' and 'Exporter'. At the bottom of the form is a 'Contact Information' section with fields for 'First Name', 'Last Name', and 'Email Address'. Navigation buttons 'PREVIOUS' and 'NEXT' are located at the bottom right of the form. The footer of the page contains the copyright notice: 'Copyright © 2008-2021 PierPASS. All Rights Reserved.'



# User Experience | CTP Fee Management

The Account Summary screen is the default page for the customer



Welcome testctfqa1 ravi

Account > Summary

Account Summary

User: testctfqa1 ravi

Company: testctfqa1

Account#: 92658

Address: testctfqa1, testctfqa1, NY AB 55552

Account Balance: -\$121.00

Account Status: ACTIVE

Credit Status: DIRECTPAY

Account Statement

Please select the statement type and the time period for the statement, then click "Get Statement"

From

To

12/3/2021

12/3/2021

Statement Type

☒ Detail (CSV)

☐ Activity (PDF)

☐ Summary (PDF)

GET STATEMENT

Account Invoices

Please select the time period to display, then click "Get Invoices"

From

To

12/3/2021

12/3/2021


GET INVOICES


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# User Experience | CTP Fee Management

Action Menus makes it easy to manage accounts.

	
Account	
Summary	
Refund	
Add Funds	
Credit	
Users	
Alerts	
Profile	
Receipt History	
Import	>
Export	>

	
Account	>
Import	
Search	
Claim List	
Fees Due	
Pending List	
Import History	
Container History	
Export	>

	
Account	>
Import	>
Export	
Search	
Claim List	
Fees Due	
Pending List	
Export History	
Booking Status	







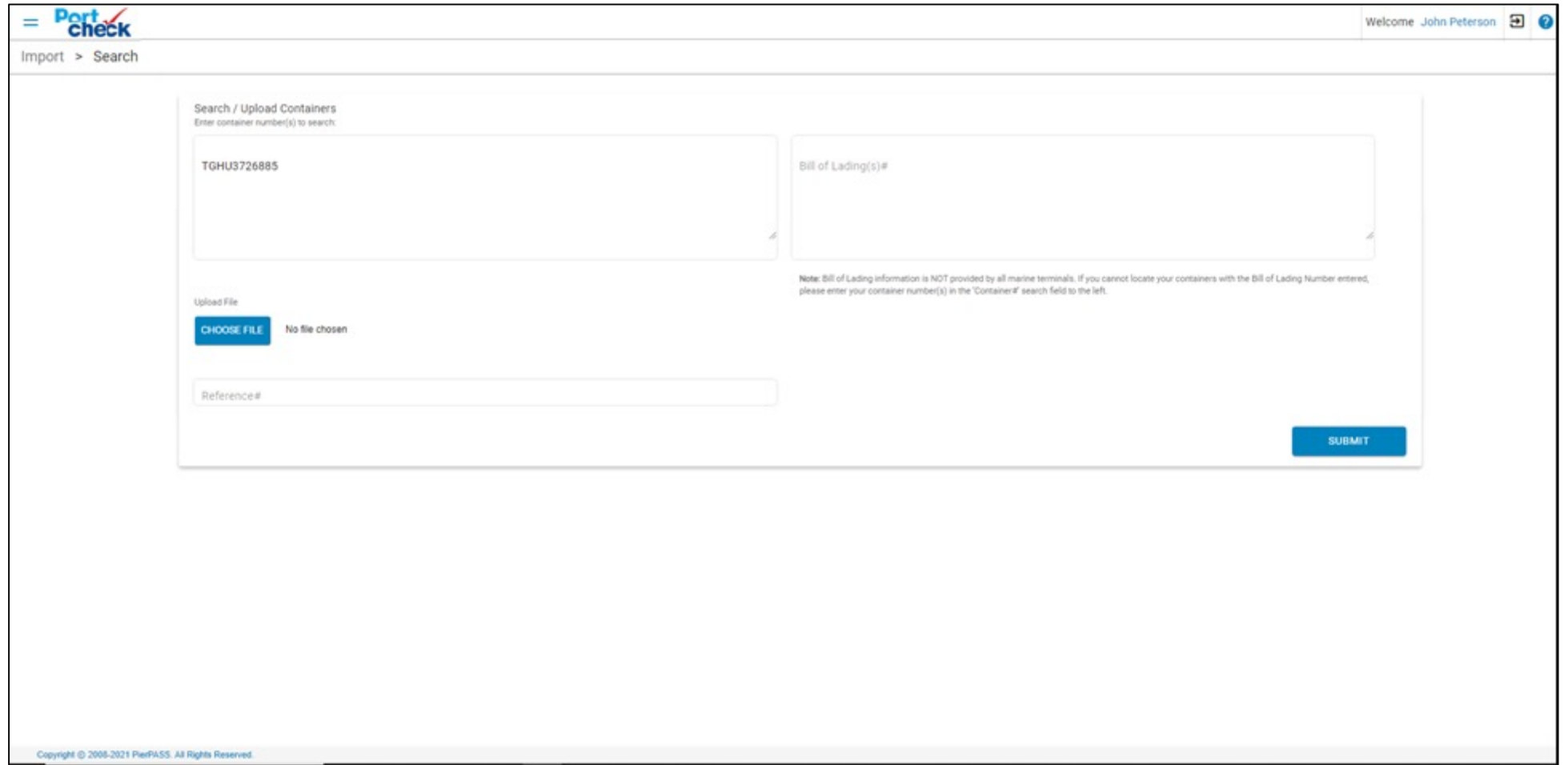
# CTP User Experience: Import Claim Process





# User Experience | Import Search

Customers can claim import containers by manually entering, pasting, or uploading from a file



The screenshot displays the 'Import > Search' page of the Portcheck system. The header includes the Portcheck logo, a user welcome message 'Welcome John Peterson', and navigation icons. The main content area is titled 'Search / Upload Containers' and contains the instruction 'Enter container number(s) to search:'. It features two input fields: the first contains 'TGHU3726885' and the second is labeled 'Bill of Lading(s)#'. Below these is an 'Upload File' section with a 'CHOOSE FILE' button and the text 'No file chosen'. A 'Reference #' input field is located at the bottom left. A 'SUBMIT' button is positioned at the bottom right. A note states: 'Note: Bill of Lading information is NOT provided by all marine terminals. If you cannot locate your containers with the Bill of Lading Number entered, please enter your container number(s) in the "Container#" search field to the left.' The footer contains the copyright notice 'Copyright © 2006-2021 PierPASS. All Rights Reserved.'



# User Experience | Import Search

The current status of the containers will be displayed showing eligible and non-eligible containers

Import Search

CANCEL

CLAIM FOR INVOICING

ELIGIBLE CONTAINERS

The following containers will be added to your account and require payment:

Container#	Status	Message	Reference#	Hold	Size	Exempt	MTO	Vessel/Voyage	Remove
JPCU2112089	Active	Available to claim		Yes	40	No	TTI	MSC KATIE-049N	<div></div>
MRKU3303600	Active	Available to claim		Yes	40	No	TTI	MSC KATIE-049N	<div></div>
CSNU6108100	Active	Claimed by your company		No	40	No	PierA	CSCL YELLO-035E	<div></div>

Count : 3

NOT-ELIGIBLE CONTAINERS

The following containers are not eligible to be claimed and paid by your account at this time.

Container#	Status	Message	Reference#	Hold	Size	Exempt	MTO	Vessel/Voyage	Remove
CAIU7647958	Active	Claimed by another company		No	40	No	WBCT	-106N	<div></div>

Count : 1



# User Experience | Import Search (Direct Pay Only)

Direct Pay customers enter payment information to complete the claim process

Import Search - Direct Payment

Total Due: 10.00

Payment Type

☒ Credit Card On File

☐ Credit Card

☐ eCheck

☐ Credit Balance

Credit Card Information

Credit Card Type

☒ VISA

☐ MasterCard

☐ AMEX

Credit Card Number

Credit Card Number

Credit Card Holder Name

Credit Card Holder Name

Expiration

Month

Year

Billing Address

Address Line 1

Address Line 1

Address Line 2

Address Line 2

City

City

State

State

Zip Code

Zip Code

Container#	Fee
CRXU1810935	10.00
Total	\$10.00

Note: Money added to this account will only be reflected in this program.

SECURE

CANCEL

SUBMIT





# User Experience | Import Claim List

The system displays all active containers claimed by the customer

Portcheck

Welcome John Peterson

Import > Claim List

Import Claim List

Refresh

Mobile View

Saved Views

Container#	Status	Message	Claim Date Time	Reference#	Hold	Size	Exempt	MTO	Vessel Voyage	
NYKU8452516	Active		11/16/2021 05:52 AM		NO	20	NO	ITS	-003	
NYKU8442566	Active		11/16/2021 05:45 AM		NO	20	NO	ITS	-003	
TCLU4257339	Active		11/08/2021 02:34 PM		NO	20	NO	APMT	-001	
TCLU4242979	Active		11/08/2021 01:52 PM		NO	24	NO	APMT	-001	
TCLU3582117	Active		11/08/2021 05:14 AM		NO	40	NO	ITS	-002	
TCLU3582167	Active		11/08/2021 05:10 AM		NO	40	NO	ITS	-002	
TEST789124	Active		11/01/2021 02:02 AM		NO	20	NO	APMT	-001	
CMAU0417658	Active		10/25/2021 06:08 AM		NO	20	NO	PierA	SYNERGY OA-104N	
UESU4839700	Pending	Not announced	10/25/2021 05:43 AM		NO		NO		-	
UESU4838617	Pending	Not announced	10/25/2021 05:43 AM		NO		NO		-	
UESU4828218	Pending	Not announced	10/25/2021 05:43 AM		NO		NO		-	
TTNU8107544	Pending	Not announced	10/25/2021 05:43 AM		NO		NO		-	
TTNU8106208	Pending	Not announced	10/25/2021 05:43 AM		NO		NO		-	
TTNU8026463	Pending	Not announced	10/25/2021 05:43 AM		NO		NO		-	

Count: 41

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# User Experience | Pending List

Containers claimed by the customer but not announced by the terminal appear on the Pending List

Portcheck

Welcome JP Cabalar

Import > Pending List

Import Pending List

Actions

Print

Refresh

Export

Save View

<input type="checkbox"/>	Container#	Status	Message	Reference#	Exempt	
<input type="checkbox"/>	FCU3457578	Pending	Not announced		No	
<input type="checkbox"/>	KKTU8046510	Pending	Not announced		No	
<input type="checkbox"/>	TCLU3061353	Pending	Not announced		No	
<input type="checkbox"/>	TCLU7484800	Pending	Not announced		No	
<input type="checkbox"/>	TEMU0758110	Pending	Not announced		No	
<input type="checkbox"/>	TEMU5819985	Pending	Not announced		No	
<input type="checkbox"/>	TLLU2541633	Pending	Not announced		No	
<input type="checkbox"/>	UETU2738443	Pending	Not announced		No	
<input type="checkbox"/>	WHLU0676172	Pending	Not announced		No	


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OneNote



# User Experience | Fees Due (Direct Pay)

Containers claimed by Direct Pay customers in pending status show on the Fees Due screen once announced by the terminal



Welcome JP Cabalar

Import > Fees Due

Fees Due List

☒

Container#

Status

Ref#

Size

Fee

MTO

Vessel/Voyage

☒

FBIU0093249

Active

20

\$10.00

CUT

-001

Count:1

PAY





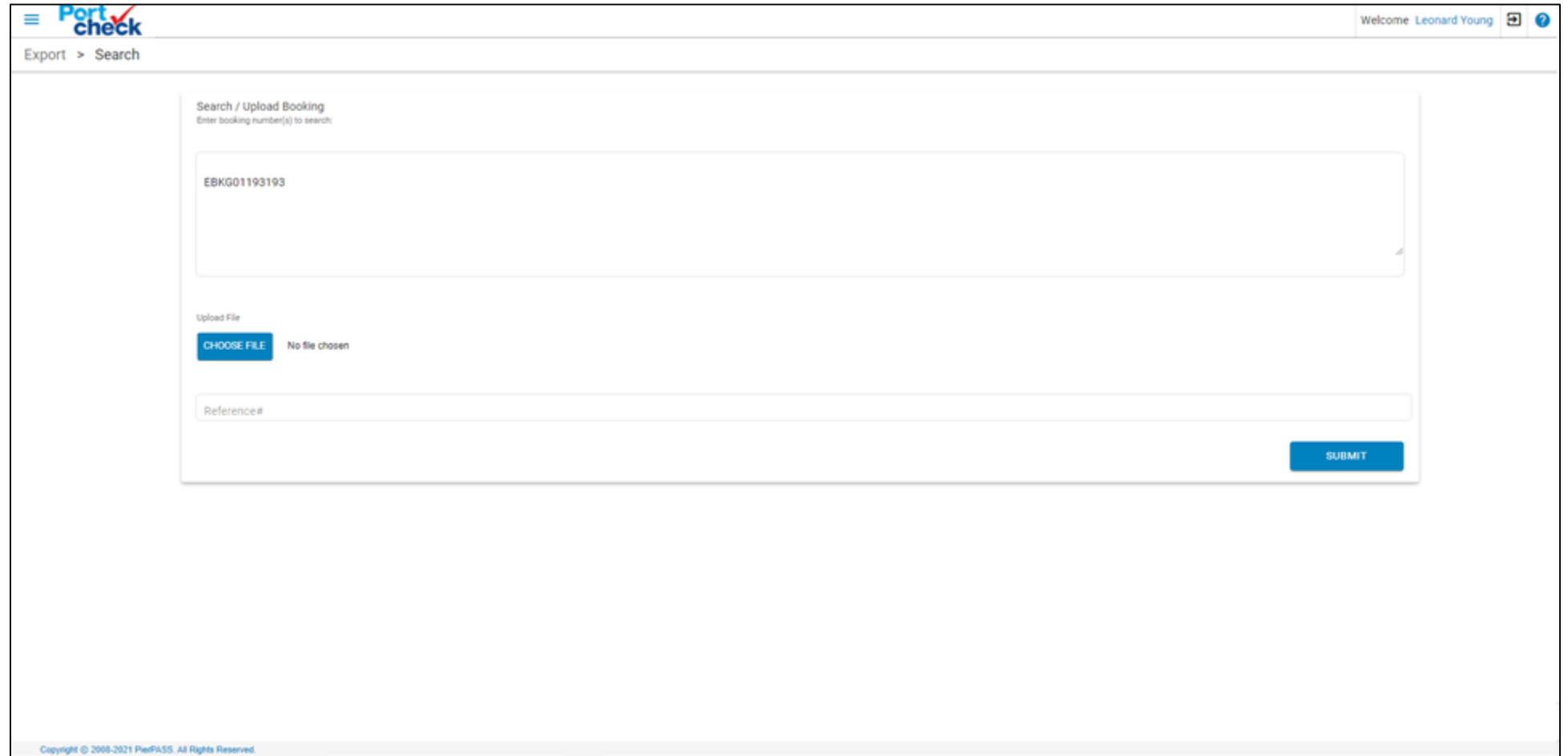


# CTP User Experience: Export Claim Process



# User Experience | Export Search

Customers can claim export bookings by manually entering the booking number, pasting, or uploading from a file



The screenshot displays the 'Export > Search' page of the Portcheck system. The interface includes a header with the Portcheck logo and a user welcome message 'Welcome Leonard Young'. The main content area is titled 'Search / Upload Booking' and contains a large text input field with the value 'EBKG01193193'. Below this is an 'Upload File' section with a 'CHOOSE FILE' button and the text 'No file chosen'. A 'Reference#' input field is located at the bottom left of the main form area. A blue 'SUBMIT' button is positioned at the bottom right of the form. The footer of the page contains the copyright notice 'Copyright © 2008-2021 Portcheck. All Rights Reserved'.



# User Experience | Export Search

The current status of the bookings will be displayed showing eligible and non-eligible bookings

Export Search

CANCEL

CLAIM

ELIGIBLE BOOKINGS

The following bookings will be added to your account, click CLAIM to confirm.

Booking#	Status	Message	Ref#	Hold	Exempt	MTO	Vessel/Voyage	Remove
EBKG01193193	Active	Available to claim		Yes	No	TTI	-MC109	

Count : 1

NOT-ELIGIBLE BOOKINGS

The following bookings are not eligible to be claimed by your account at this time.

Booking#	Status	Message	Ref#	Hold	Exempt	MTO	Vessel/Voyage	Remove
----------	--------	---------	------	------	--------	-----	---------------	--------

Count : 0





# User Experience | Export Claim List

The system displays all active bookings claimed by the customer

Portcheck

Welcome Leonard Young

Export > Claim List

Booking

Container

Export Claim List

Export Claim List

Booking#

Status

Message

Claim Date/Time

Ref#

Hold

Exempt

MTO

Vessel Voyage

>

EBK001193193

Active

12/06/2021 04:25 PM

NO

NO

TTI

AAC109

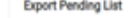
Count: 1

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# User Experience | Export Pending List

Bookings claimed by the customer but not announced by the terminal appear on the Pending List



Welcome Leonard Young

Export > Pending List

Export Pending List

Saved Views



Booking#	Status	Message	Reference#	Exempt
TEST0000018	Pending	Not announced		No
TEST0000028	Pending	Not announced		No
TEST0000038	Pending	Not announced		No
TEST0000048	Pending	Not announced		No
TEST0000058	Pending	Not announced		No
TEST0000068	Pending	Not announced		No
TEST0000078	Pending	Not announced		No
TEST0000088	Pending	Not announced		No
TEST0000098	Pending	Not announced		No
TEST0000118	Pending	Not announced		No
TEST0000228	Pending	Not announced		No
TEST0000338	Pending	Not announced		No
TEST0000448	Pending	Not announced		No
TEST0000558	Pending	Not announced		No
TEST0000578	Pending	Not announced		No
TEST0000628	Pending	Not announced		No

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# User Experience | Export Fees Due (Direct Pay Only)

Containers in-gated against claimed bookings show on the Fees Due screen for Direct Pay customers

Portcheck

Welcome JP Cabalar

Export > Fees Due

Fees Due List

☒

Container#

☒

JPCU2112067

Booking#

038VM1058454

Move Date/Time

12/06/2021 12:00 PM

Fee

Ref#

Size

20

MTO

TTI

Vessel/Voyage

-

Count:1

PAY







# CTP User Experience: Account Management



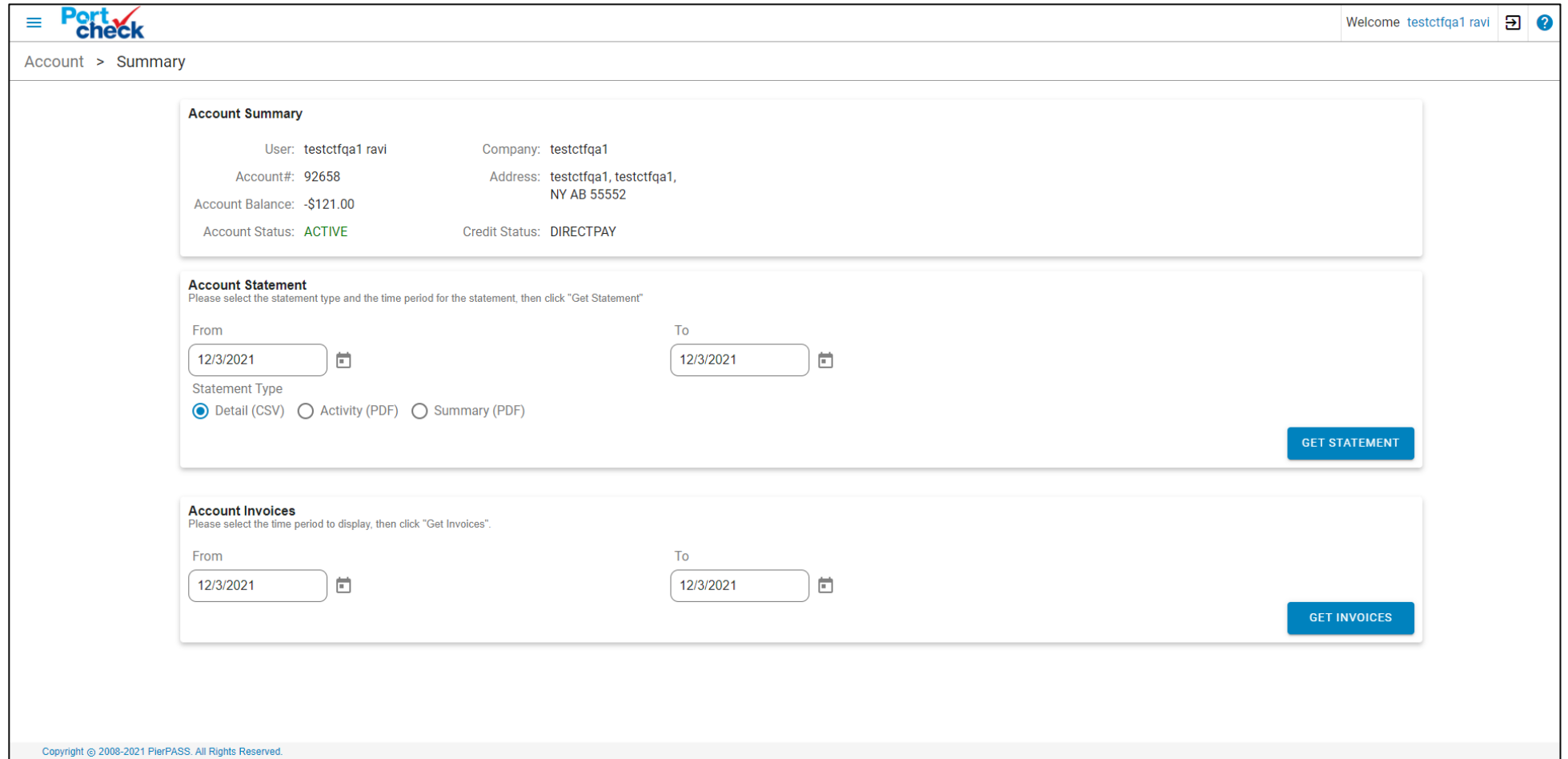
# User Experience | Account Summary

Displays:

- Balance needed to clear charges

Ability to:

- Report on container activity
- Retrieve invoices






The screenshot shows the Portcheck web application interface. At the top, there is a navigation bar with the Portcheck logo on the left and a user welcome message 'Welcome testctfqa1 ravi' on the right. Below the navigation bar, the breadcrumb 'Account > Summary' is displayed. The main content area is divided into three sections: 1. 'Account Summary' which displays user details (User: testctfqa1 ravi, Company: testctfqa1, Account#: 92658, Address: testctfqa1, testctfqa1, NY AB 55552, Account Balance: -\$121.00, Account Status: ACTIVE, Credit Status: DIRECTPAY). 2. 'Account Statement' which includes a prompt to select statement type and time period, with fields for 'From' (12/3/2021) and 'To' (12/3/2021), and radio buttons for 'Detail (CSV)', 'Activity (PDF)', and 'Summary (PDF)'. A 'GET STATEMENT' button is located at the bottom right of this section. 3. 'Account Invoices' which includes a prompt to select the time period to display, with fields for 'From' (12/3/2021) and 'To' (12/3/2021), and a 'GET INVOICES' button at the bottom right. The footer contains the copyright notice: 'Copyright © 2008-2021 PierPASS. All Rights Reserved.'



# User Experience | Refund Request

Customers  
can request  
refunds if  
they have a  
credit  
balance

Welcome testctfqa1 ravi  

Account > Refund

### Request Refund

If fees previously paid are subsequently reduced, your account will be credited for the funds paid. These funds will be immediately available and may be used to pay for future fees. These credited funds are not automatically refunded to you. Refunds must be requested from the website. Reusing funds credited to your account is a faster alternative than waiting for refund processing and reduces the need to continually fund future fees claimed and paid. Please contact the CSC at 877-863-3310 if you need assistance or for further information.

Account #: 92658

Account Balance: -\$121.00

Reason for Refund:

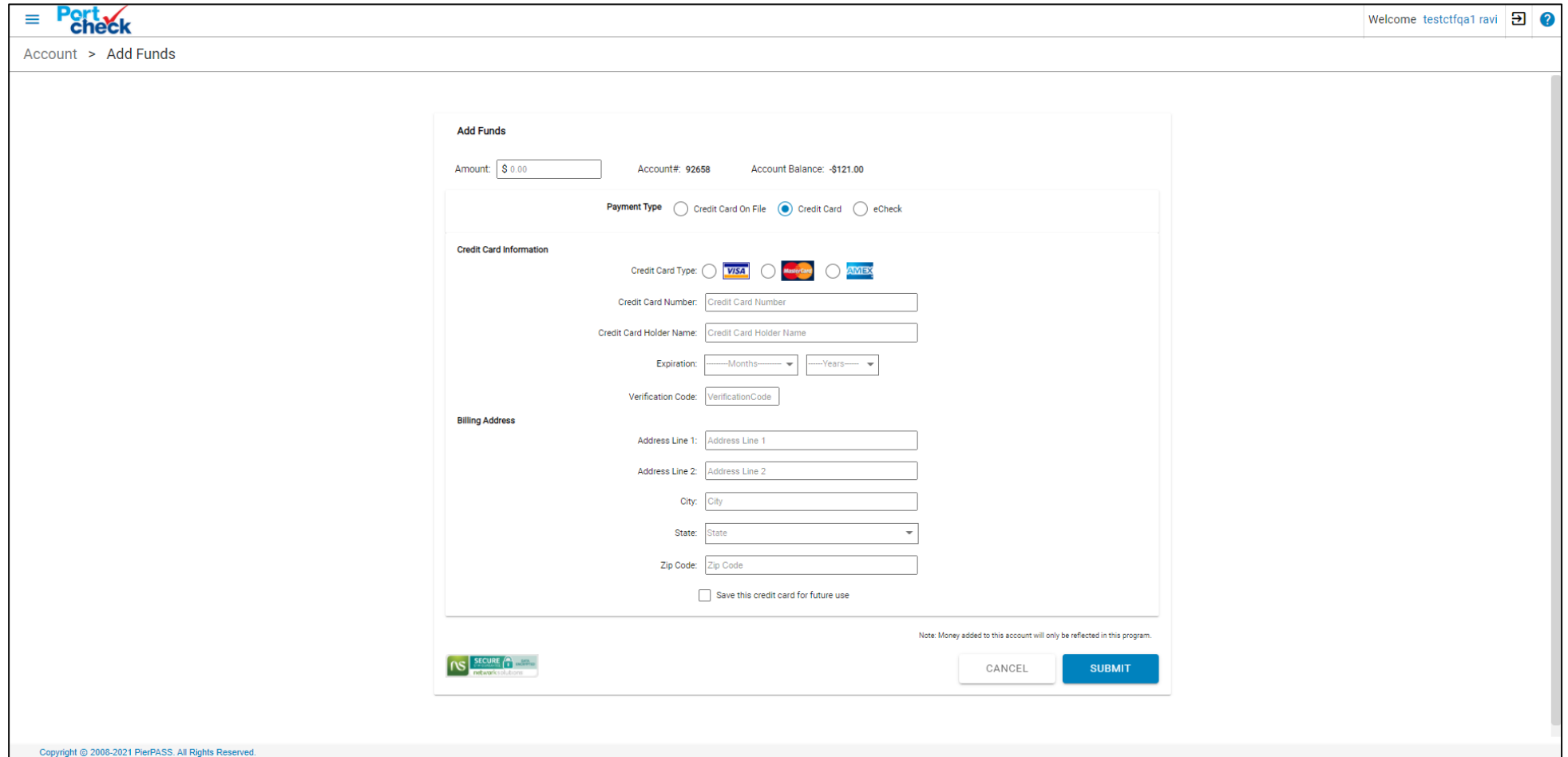
Refund Amount:

[SUBMIT](#)

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# User Experience | Add Funds (Credit Card)

Direct-Pay customers can add funds to their account to pay for future claims



The screenshot displays the 'Add Funds' interface on the Portcheck website. The header includes the Portcheck logo, a user welcome message 'Welcome testctfqa1 ravi', and a help icon. The breadcrumb trail shows 'Account > Add Funds'. The main form area is titled 'Add Funds' and contains the following elements:


- Amount:** A text input field with a value of '\$ 0.00'.
- Account#:** A label with the value '92658'.
- Account Balance:** A label with the value '-\$121.00'.
- Payment Type:** Three radio buttons: 'Credit Card On File' (unselected), 'Credit Card' (selected), and 'eCheck' (unselected).
- Credit Card Information:**
  - Credit Card Type:** Three radio buttons with corresponding logos: 'VISA' (selected), 'MasterCard' (unselected), and 'AMEX' (unselected).
  - Credit Card Number:** A text input field with placeholder text 'Credit Card Number'.
  - Credit Card Holder Name:** A text input field with placeholder text 'Credit Card Holder Name'.
  - Expiration:** Two dropdown menus for 'Months' and 'Years'.
  - Verification Code:** A text input field with placeholder text 'VerificationCode'.
- Billing Address:**
  - Address Line 1:** A text input field with placeholder text 'Address Line 1'.
  - Address Line 2:** A text input field with placeholder text 'Address Line 2'.
  - City:** A text input field with placeholder text 'City'.
  - State:** A dropdown menu with placeholder text 'State'.
  - Zip Code:** A text input field with placeholder text 'Zip Code'.
- Save this credit card for future use:** An unchecked checkbox.

At the bottom of the form, there is a 'Note: Money added to this account will only be reflected in this program.' and a 'SECURE' logo. Two buttons, 'CANCEL' and 'SUBMIT', are located at the bottom right. The footer of the page contains the copyright notice: 'Copyright © 2008-2021 PierPASS. All Rights Reserved.'



# User Experience | Company User Administration

Company  
Account  
Admins can  
manage their  
users





Welcome testctfqa1 ravi

Account > Users

User List

Click on login ID to edit

ADD USER



Login ID	First Name	Last Name	Email ID	Phone	Company Admin	Inactive
testctfqa1	testctfqa1	ravi	rsirikonda@adventintermodal.com	3457890123	YES	NO


Count: 1

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# User Experience | Alert Subscription


Customers can set up notifications for different container or account events



Welcome testctfqa1 ravi

Account > Alerts

 Email Notification List

EXPAND ALLADD EMAIL CONTACT

9 Notification(s)

> COMPANY ACCOUNT MODIFICATIONS

> PENDING CONTAINER FOR TMF ADDED

> CONTAINER TMF AVAILABLE FOR PAYMENT

> CONTAINER TMF PAID

> EDI ERRORS

> CONTAINER TMF EXEMPT

> PENDING CONTAINER IN ERROR

> TMF REFUND REQUEST

> EXPORT TMF DUE

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# User Experience | Company Profile

Company Admins can manage their company's profile including roles and invoice recipients

Portcheck

Welcome testctfqa1 ravi

Account > Profile

1 Account Administrator(s)

Name	Phone
testctfqa1 ravi	3457890123

0 Invoice Recipient(s)

ADD RECIPIENT

Email Address
---------------

Manage Company Profile

Company Name: testctfqa1

Address Line 1: testctfqa1

Address Line 2: testctfqa1

City: NY

State: AB

Zip Code: 55552

Phone: 3457890123

Alternate Phone: Alternate Phone

Business Type: Consignee

Number of Containers: 101 - 200

Annual number of marine containers your company moves in and/or out of the Southern California Marine Terminals:

Types of Container Movement: ☒ Importer ☐ Exporter

Contact Information

First Name: testctfqa1

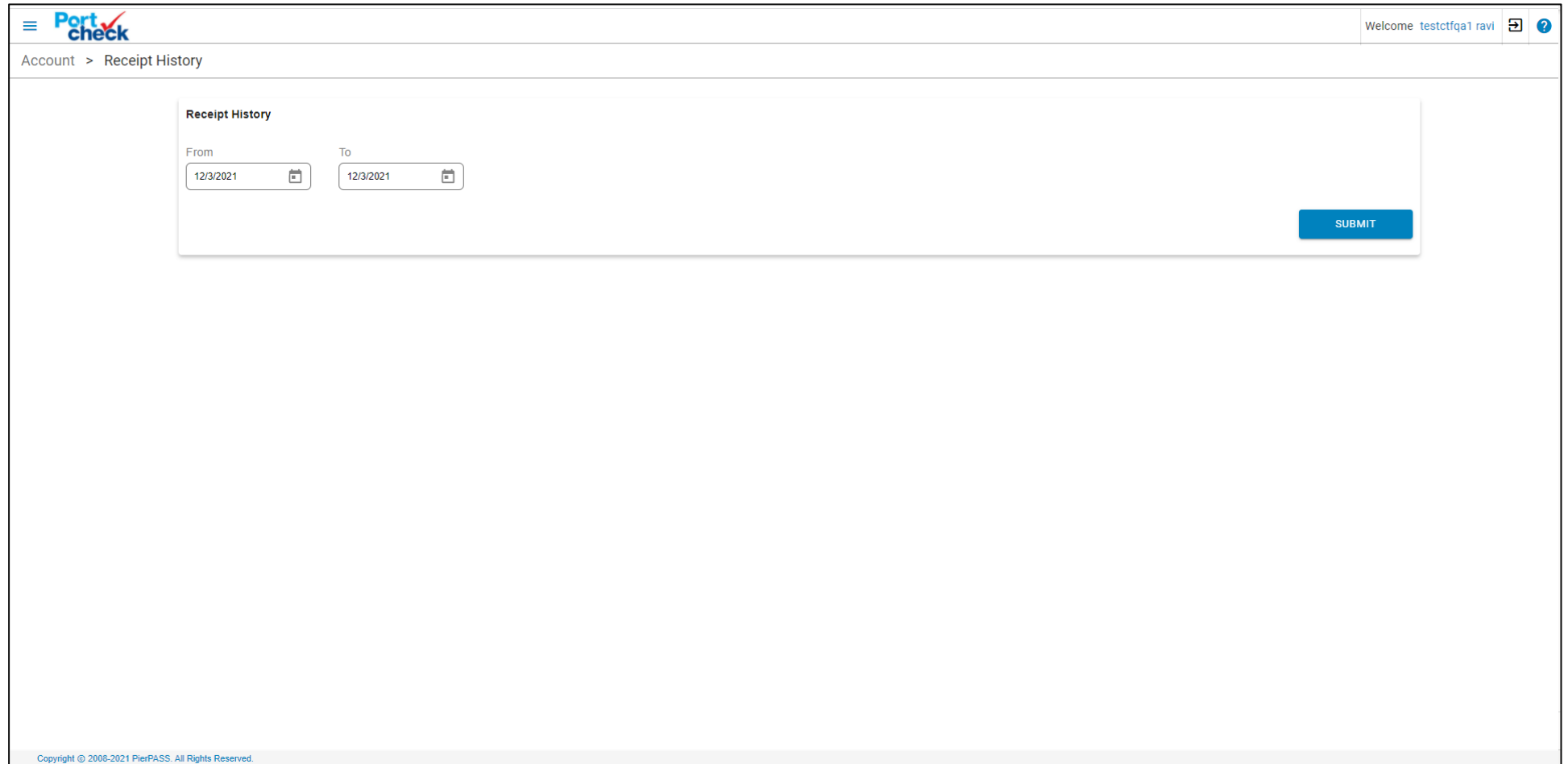
Last Name: ravi

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# User Experience | Receipt History (Direct Pay)

Customers can request a receipt history for a given date range



The screenshot displays the 'Portcheck' web application interface for the 'Receipt History' section. The header includes the 'Portcheck' logo, a user greeting 'Welcome testctfqa1 ravi', and a help icon. The breadcrumb trail shows 'Account > Receipt History'. The main content area features a 'Receipt History' form with two date input fields labeled 'From' and 'To', both containing the date '12/3/2021'. A blue 'SUBMIT' button is positioned to the right of the form. The footer contains the copyright notice 'Copyright © 2008-2021 PierPASS. All Rights Reserved.'





# Thank You

