Objective

To outline the rules governing The Port of Virginia Truck Reservation System (TRS). The PRO-PASS Truck Reservation System is a comprehensive motor carrier truck scheduling solution that allows The Port of Virginia to optimize gate and yard operations, reduce trucker turntime, eliminate trouble cases, and reduce congestion within the Port.

The PRO-PASS Truck Reservation System will give trucking companies the opportunity to schedule terminal visits using an integrated platform capable of instantaneous feedback. Reservations booked through the PRO-PASS Truck Reservation System are initially verified by the terminal operating system against current business rules and then further validated by an ILA Clerk. Through the ILA clerk validation process, reservations are inspected and created through the automated gate system work flow. Upon completion of the prevalidation work flow, reservations are created, by ILA clerks, in the terminal operating system.

Frequently Asked Questions

When will mandatory reservations begin?
Mandatory reservation will begin March 1st, 2018 at Norfolk International Terminals (NIT) between the hours of 0500 and 0700. After an evaluation period, NIT will begin expanding the mandatory period in hourly increments. The first scheduled expansion (subject to change) will occur on March 15th, 2018 to the hours of 0500 to 0800. Future expansion will be communicated in advance. Mandatory reservations will begin June 30th at Virginia International Gateway (VIG). Richmond Marine Terminal (RMT) and Portsmouth Marine Terminal (PMT) will be announced at a later date.

How far in advance can I create a reservation?

A reservation can be created 48 hours in advance of a given time window. This includes the creation of reservation for the current day and reservations for the following day.

How do I sign up for the Truck Reservation System?

The Truck Reservation System is available to trucking companies through the PRO-PASS website (www.propassva.com).

How are reservation time slots defined?

For each reservation, a time slot must be selected. Reservation time slots are established in standard hourly increments with each slot beginning at the start of the hour. In addition to the standard hourly window time slot, a grace period has been established at the beginning and the end of each hour. The current grace period is 30 minutes.

How will The Port of Virginia prevent a single carrier from monopolizing all available reservations for a given time slot?

The PRO-PASS Reservation system is highly configurable and will be continually monitored and usage statistics will be analyzed on a regular basis. Should a need arise, limits to the number of reservation slots for particular organizations can be established.

How will The Port of Virginia handle queuing at the port?

- No queuing will be permitted before 4:30am

- Trucks without reservations should not arrive prior to 0700

- The terminal will open for general business or open admission at 0700

- POV may designate limited queuing space adjacent to the North Gate 15 minutes prior to general business opening

How will The Port of Virginia handle last free day reservations?

Users of the PRO-PASS reservation system will be able to make reservations for any import container that is AVAILABLE and in a deliverable position. If a reservation slot cannot be secured, the container can be picked up after the mandatory reservation window.

How will The Port of Virginia reward truckers who consistently honor their reservation?

The Port of Virginia is developing a reward system to honor truckers who consistently honor their reservations and will communicate the system details once finalized.

How will The Port of Virginia handle truckers who consistently miss their reservation?

The Port of Virginia is committed to producing an efficient, best-in-class Truck Reservation system. Missed reservations impact the port's potential throughput. The Port of Virginia will regularly monitor and analyze reservation system data - including missed reservations – to ensure the system is as effective as possible for truckers and the port. . Chronic missed reservation behavior may result in reduction of access to mandatory hours.

How many reservations will there be per time slot?

The capacity will vary by terminal, operating mode, equipment availability, and weather conditions.

The total number of reservations per time slot will be based on the specific operating model of each terminal. Capacity is derived at the yard block level. Each block has a defined capacity for export, import, and empty container moves. Once the capacity for exports, imports or empties has been met for a given hour, that slot will no longer be viewable for selection.

Is license plate number required when making a reservation?

Yes, license plate numbers are required when securing a reservation. Each license plate is directly linked to its corresponding PRO-PASS RFID tag. The PRO-PASS RFID tag is used to automatically identify each truck as it enters NIT. The PRO-PASS RFID tag read is used to determine whether a truck has arrived within its specified window.

Will PRO-PASS RFID Tags be required to access the terminal during the mandatory period?

Yes, PRO-PASS RFID tags will be required to access the terminal during the mandatory period. Transcore RFID tags will no longer be supported. PRO-PASS RFID tags can be ordered through the PRO-PASS website (www.propassva.com). PRO-PASS can be shipped to you directly or can be picked up at the NIT or VIG Driver's Assistance Buildings.

Will I be able to change a truck license plate for an existing reservation?

Yes, license plates for any given reservation can be edited prior to arrival. The reservation will move to pending status until a terminal clerk can validate the reservation.

Will PRO-PASS RFID Tags be required to access the terminal during the mandatory period?

Yes, PRO-PASS RFID tags will be required to access the terminal during the mandatory period; this will apply to both North and South NIT Gates.

Will I be able to cancel an existing reservation?

Yes, PRO-PASS users must cancel reservations 30 minutes prior to the end of the window. The cancellation of a reservation can free up a slot for another truck to use.

Is there a limit to the number of reservations a given truck can make during an hour?

PRO-PASS reservations are currently limited to one visit per truck per hour. The maximum number of transactions for a single visit is four (example: 2 x 20' containers inbound and 2 x 20' containers outbound).

Is there a limit to the number of reservations that a single trucking company can make during an hour?

At present, there are no plans to limit the number of reservations that a single trucking company can make during a given hour. The PRO-PASS reservation system is highly configurable. Should a need arise, the PRO-PASS reservation system can be configured to limit the number of reservations that can be made by a given trucking company.

Can I add an additional transaction to a single move reservation?

Yes, you can add to an existing reservation, provided that there are available slots for the additional move type. Additionally, you can remove transactions from existing dual moves.

Does a reservation guarantee chassis availability?

No, a reservation does not guarantee chassis availability.

Am I required to create reservations to take a chassis in or to take a chassis out?

Chassis reservations are not supported in PRO-PASS. A reservation does not guarantee chassis availability.

Will I be able to bobtail in and pick up a bare chassis during the mandatory reservation period?

No, mandatory reservation hours are reserved for container moves only.

What happens if a truck misses an established reservation?

The reservation status will be updated to missed status. The slot that was held for the reservation will go unused. The missed status will be recorded against the truck and the trucking company.

Users must reschedule the reservation at least 30 minutes prior to the close of an hour so that the slot can be made available for another truck.

Will I be able to create reservation for Reefers?

Yes, reservations for all container equipment types are supported. Reefer reservation information will be shared with M&R vendors.

Will reservations be required for Break Bulk, Out Of Gauge (OOG) or Cargo operations?

No, PRO-PASS reservations for Break Bulk, OOG, or Cargo operations are not required at this time. Please adhere to current terminal-specific OOG or Cargo operation policies.

Will a truck be allowed to enter the terminal with a reservation in trouble status?

No, the mandatory reservation period is reserved for validated reservations in good standing. Drivers with a reservation in trouble status must have the status resolved prior to arriving at the terminal.

What happens if the Begin Receive Date (BRD) for an export changes and a reservation has already been established for the next day?

Current Begin Receive Date, or BRD, policy still applies. If the BRD changes, the reservation state will change to trouble and you will receive an email notification of the change in status advising that the reservation is no longer valid.

Note: The Begin Receive Date is sometimes referred to as an Earliest Receive Date, Export Receive Date or Early Return Date (ERD).

Can a reservation be made for a container that is not AVAILABLE?

No, reservations can only be made for containers that are AVAILABLE and are located in a deliverable position in the yard.

Can I make a reservation for a container that is still on a vessel?

No, reservations can only be made for containers that have a valid and deliverable yard position.

How will Group Code work with Mandatory Reservations?

Group Code based reservations can be created and are encouraged for Straddle Carrier, Empty, and RTG stacked containers.

All containers located within RMG stacks will require container-specific reservations. Group Code reservations will not be allowed for containers located within RMG stacks.

Can a driver be associated with more than one SCAC code?

Yes, a license plate can be registered to more than one trucking company's Truck Management console.

Can I create dual mission reservation for one SCAC code inbound and a different SCAC code outbound?

No, only one SCAC code per reservation visit is allowed. A separate reservation for the outbound move for the secondary SCAC code would need to be created. Please note that different time slots for each SCAC code must be selected.

Is there a single point of contact for questions?

TRS Contact Email Address:

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Website:

TRS Hotline:

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