



YUSEN TERMINALS

YTI Gate Link

YTI Gate Link – FAQ's

General Information/Registration

Q: What is the timeline of the implementation?

A: Gate Link will be available on July 21st to start making appointments for the week of July 22.

Q: What transactions require an appointment?

A: Import Full Out, Export Full In, Empty In.

Q: Are appointments mandatory?

A: Yes, appointments are required, EXCEPT Empty In dual transaction with a valid Import Full appointment.

Q: What appointment system is YTI using?

A: We are using a product by Smart-Tecs that is configured for our needs. The system is called YTI Gate Link.

Q: How do I access the YTI Appointment System (YTI Gate Link)?

A: Log on to www.yti.com/GateLink. You can also visit our website www.yti.com to locate the link to the appointment system.

Q: How do I register on YTI Gate Link?

A: From the YTI Gate Link homepage, www.yti.com/GateLink, click on Don't have an account yet? [Sign Up](#) and enter the required information. If you are a current user on Voyage Control, you will receive an email with a link to login and update your password

Q: Which browser is compatible with YTI Gate Link?

A: The recommended browser for YTI GATEWAY is Microsoft Edge. Users can also use other browsers like Chrome, Firefox and Safari

Q: Can we use a group sign-on for the appointment system or does each user need to register?

A: You can create one login per company or create separate accounts for each user

Q: Is YTI Gate Link compatible with TMS systems?

A: Yes, when uploading files, YTI Gate Link will strip spaces and dashes.

Q: Are usernames and passwords case-sensitive?

A: Yes, be sure to use the username and password exactly as you created them, they are case-sensitive. Password length must be in the range of 8 to 25 characters. It can include alphanumeric and special characters @#%*()_+^!&.

Appointment Information

Q: What is the appointment window?

A: Each appointment window is one (1) hour with a grace period of 30 minutes on the back end of the appointment window. THERE IS NO GRACE PERIOD BEFORE THE APPT WINDOW.

Q: Are appointments mandatory?

A: Yes, all drivers must have a valid appointment ID number. The following transactions will require appointments for Phase 1:

- Full Out – Import
- Full In – Export
- Empty In

Q: Can I make an appointment before the container discharges the vessel?

A: Not currently. We are working on this feature to allow you to make a pending appt before vessel discharge if the container is fully released.

Q: Can I make an appointment if the container is not fully released?

A: No, the containers must be customs and line released and free of holds, EXCEPT for TMF/CTF and demurrage which can be paid or claimed before your appt time. You will receive an email notice 4 hours before the appointment as a reminder to clear your fees. If the fees are unresolved, the driver will receive a trouble ticket and be asked to exit the terminal.

Q: Can I make same day appts?

A: Yes, as long as there are available slots for the time requested.

Q: What if my driver is late for his appointment?

A: Driver will have a 30-minute grace period after the appointment hour. If the grace period has expired, the driver will be issued an exit ticket. We strongly encourage you to cancel an appointment if you know the driver will not make it on time.

Q: What if my driver misses his appointment?

A: The appointment will need to be rescheduled.

Q: How do I cancel/reschedule my appointment?

A: Go to the Appointment Report screen, enter the container number, click on the appointment ID, then click the Reschedule button in the upper right-hand corner. To delete an appointment, enter the container number, click on the appointment ID, then click on the DELETE box, then click submit.

Q: Will there be a fine if I miss the appointment?

A: Not at this time but will be reviewed for abuse. We ask that you delete or reschedule your appointment if you know the driver will not arrive.

Q: Is there a limit on the number of appointments I can make?

A: Not currently. We will monitor missed appointments and contact the companies that show a pattern of overbooking.

Q: How many containers can I make appointments for?

A: You can upload a list of 50 containers and make multiple appointments at one time.

Q: If I have problems/questions about the YTI appointment system, who can I contact?

A: For technical support, you can click the Contact Us for Technical Issues button (located in the login section). For general questions about appointments and cargo availability, please contact the Customer Service team, their contact information can be located at: <https://yti.com/customer-service/>

Q: What does my driver give to the gate clerk?

A: The driver will need the appointment ID number. This is a 5-digit numeric Appointment ID Number.

Q: What if I have a DUAL appointment, what Appointment ID Number does the driver give the clerk?

A: For a DUAL appointment, the driver can give the clerk either number. The system will recognize that it is a DUAL appointment.

Q: Does YTI Gate Link provide a recap of appointments by trucking company?

A: Yes, you will have access to the Appointments Report to view all containers that are scheduled under your SCAC code.

Q: What if we use sub-haulers?

A: The sub-hauler will need to schedule the appointment under their SCAC code.

Q: Can appointments be made over the phone?

A: Appointments cannot be made over the phone; all appointments must be made online at www.yti.com/GateLink

Q: Is there a cut-off time for making appointments?

A: Appointments can be made up to the appointment hour (as long as there are available slots).

Q: Is peel-off delivery EXEMPT from appointments?

A: For phase 1, pre-scheduled peel-off will be exempt from making an appointment.

Q: Can I make a dual appointment?

A: Yes, from the New Appointment screen, you will choose both move types.

Q: Can I swap a container number on an active appointment?

A: Only for EXPORT FULL IN and must be for the same line/size/type and for EMPTY IN appointments.

Q: What type of notifications will I receive?

A: You will receive an email notice each time you create, cancel or reschedule an appointment.

Q: Can I make bulk appointments?

A: Yes, you can click on Appointments Menu -> Bulk Appointments. Here you can copy and paste a list of containers.

Q: Am I able to cancel my appointment once the appointment hour has started?

A: No, the appointment must be canceled in advance of the appointment window.

Q: How long will appointment data be available?

A: 90 days