



YTI Assist User Guide for Non-Steamship Line Customers Go-Live 2/24/25



YUSEN TERMINALS

YTI Assist is LIVE 2/24/25

BELOW EMAILS WILL BE DISCONTINUED AS OF 2/23/25 as we transition to the new portal, ytiassistcustomer.yti.com. This portal can be used as of 2/24/25.

YTILAINBOUND@YTI.COM

YTILOUTBOUND@YTI.COM

YTIYARDDOCU@YTI.COM

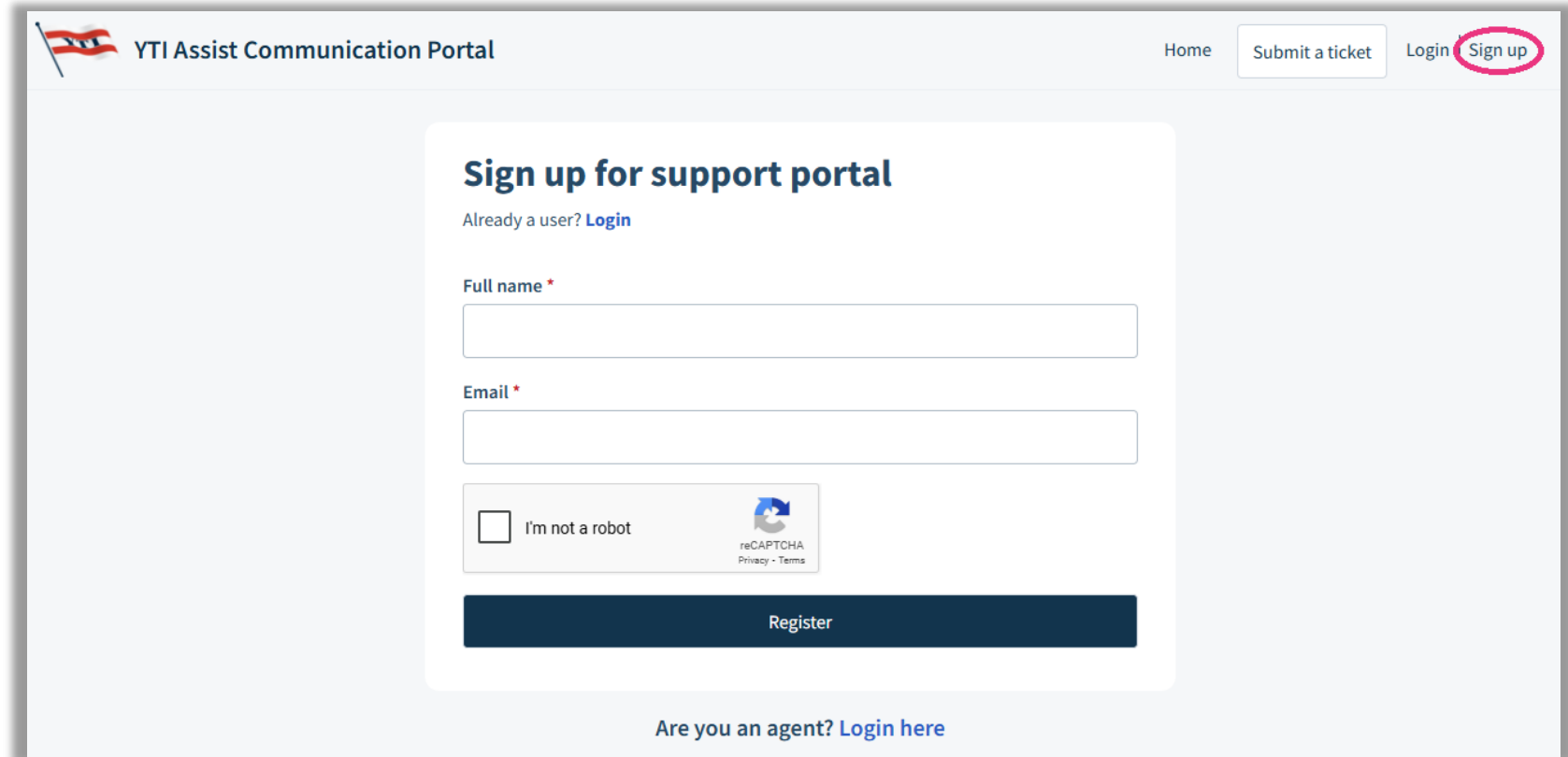
RAILMNROCU@YTI.COM

Important Notes

- Initial requests must be submitted through YTI Assist, ytiassistcustomer.yti.com
- You will receive an automated email notification in your email inbox, that your message has been received.
- Once the YTI Team responds, you will receive the response in your email inbox as well as subsequent messages.
- There is cc capability.
- You can add multiple attachments.
- Tickets will be assigned as OPEN – received but not actioned or not resolved
- Tickets will show RESOLVED – once the YTI Team responds and marks as resolved
- Tickets will show CLOSED – 7 days after the ticket was resolved.
- You can re-open a RESOLVED or CLOSED ticket by adding a comment or reply.

How to Register

- 1) Access the portal at ytiassistcustomer.yti.com
- 2) Click on “Sign up” in the upper right-hand corner
- 3) Enter your name and email address (group email addresses are also acceptable)



The screenshot shows the YTI Assist Communication Portal registration page. The header includes the YTI logo, the text "YTI Assist Communication Portal", and navigation links for "Home", "Submit a ticket", "Login", and "Sign up". The "Sign up" link is circled in red. The main content area features a "Sign up for support portal" form with the following elements:

- Title: "Sign up for support portal"
- Text: "Already a user? [Login](#)"
- Form field: "Full name *"
- Form field: "Email *"
- reCAPTCHA: "I'm not a robot" checkbox and reCAPTCHA logo with "Privacy - Terms" link.
- Button: "Register"

At the bottom of the form area, there is a link: "Are you an agent? [Login here](#)".

How to Register

- 1) An activation link will be sent to the email address provided
- 2) Click the link and follow prompts to create your password

YTI Assist Communication Portal user activation

 **Fresh Test** <ftest@yti.com>
To: [REDACTED]

Hi Phillip Healey,

A new YTI Customer Support account has been created for you.

Click the url below to activate your account and select a password!

<https://yticustomer.freshdesk.com/register/G9IaxWR1k0KGxnEqUnh>

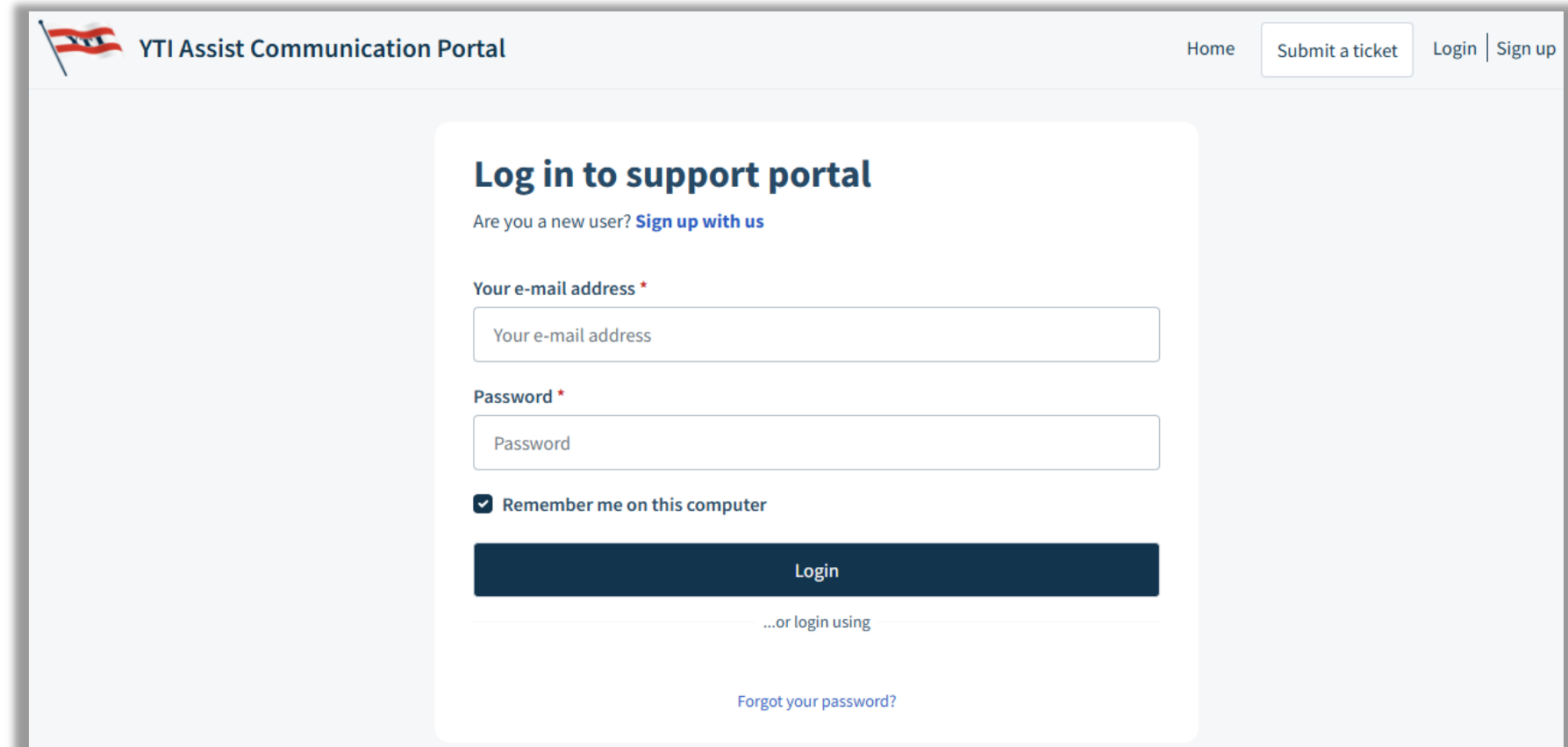
If the above URL does not work try copying and pasting it into your browser. If you continue to have problems, please feel free to contact us.

Regards,
YTI Customer Support

How to Submit a Ticket

Click “Login” and enter your email address and password.

Important Note: users must login to view and track ticket histories!



The screenshot shows the 'YTI Assist Communication Portal' login interface. At the top left is the YTI logo and the text 'YTI Assist Communication Portal'. At the top right are links for 'Home', 'Submit a ticket', 'Login', and 'Sign up'. The main content area is titled 'Log in to support portal' and includes a link for new users: 'Are you a new user? [Sign up with us](#)'. Below this are two input fields: 'Your e-mail address *' and 'Password *'. A checkbox labeled 'Remember me on this computer' is checked. A dark blue 'Login' button is positioned below the fields. Underneath the button is a link that says '...or login using'. At the bottom of the login area is a link for 'Forgot your password?'.

How to Submit a Ticket

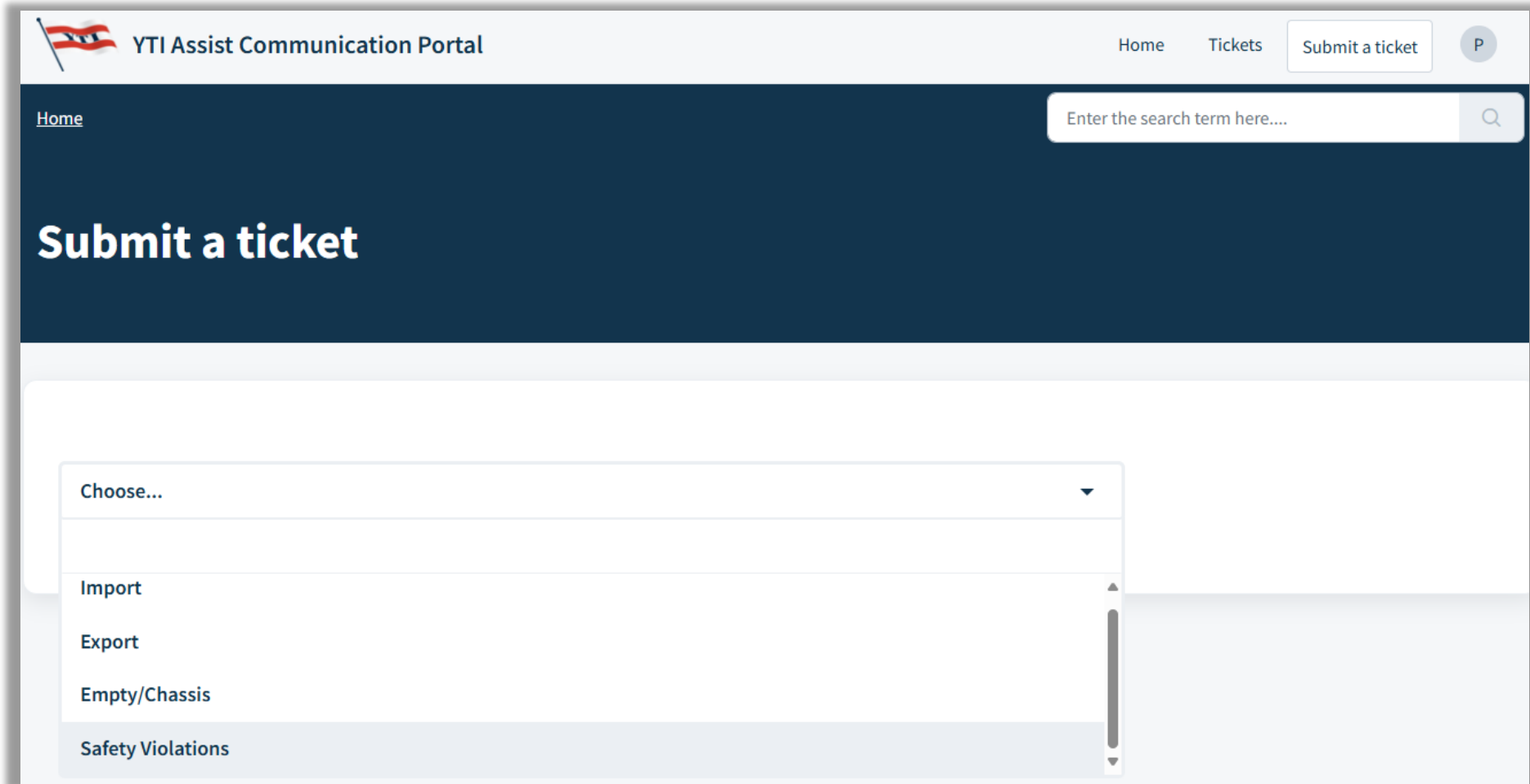
Once logged in, click
“Submit a ticket”

The screenshot shows the YTI Assist Communication Portal interface. At the top left, there is a logo with a flag and the text "YTI Assist Communication Portal". To the right of the logo are navigation links: "Home", "Tickets", and "Submit a ticket" (which is circled in red). Further right is a user profile icon labeled "P". Below the navigation bar is a dark blue header area with the text "Hi, how can we help you?". Underneath this is a search bar with the placeholder text "Enter the search term here..." and a search icon. Below the search bar are two white cards. The left card is titled "View all tickets" and has a description: "Track all your ticket's progress and your interaction with the suppo...". The right card is titled "Submit a ticket" and has a description: "Describe your issue by filling out the support ticket form". This card is also circled in red.

Submitting a Ticket

Select Nature of Message:

- 1) Import
- 2) Export
- 3) Empty/Chassis
- 4) Safety Violations



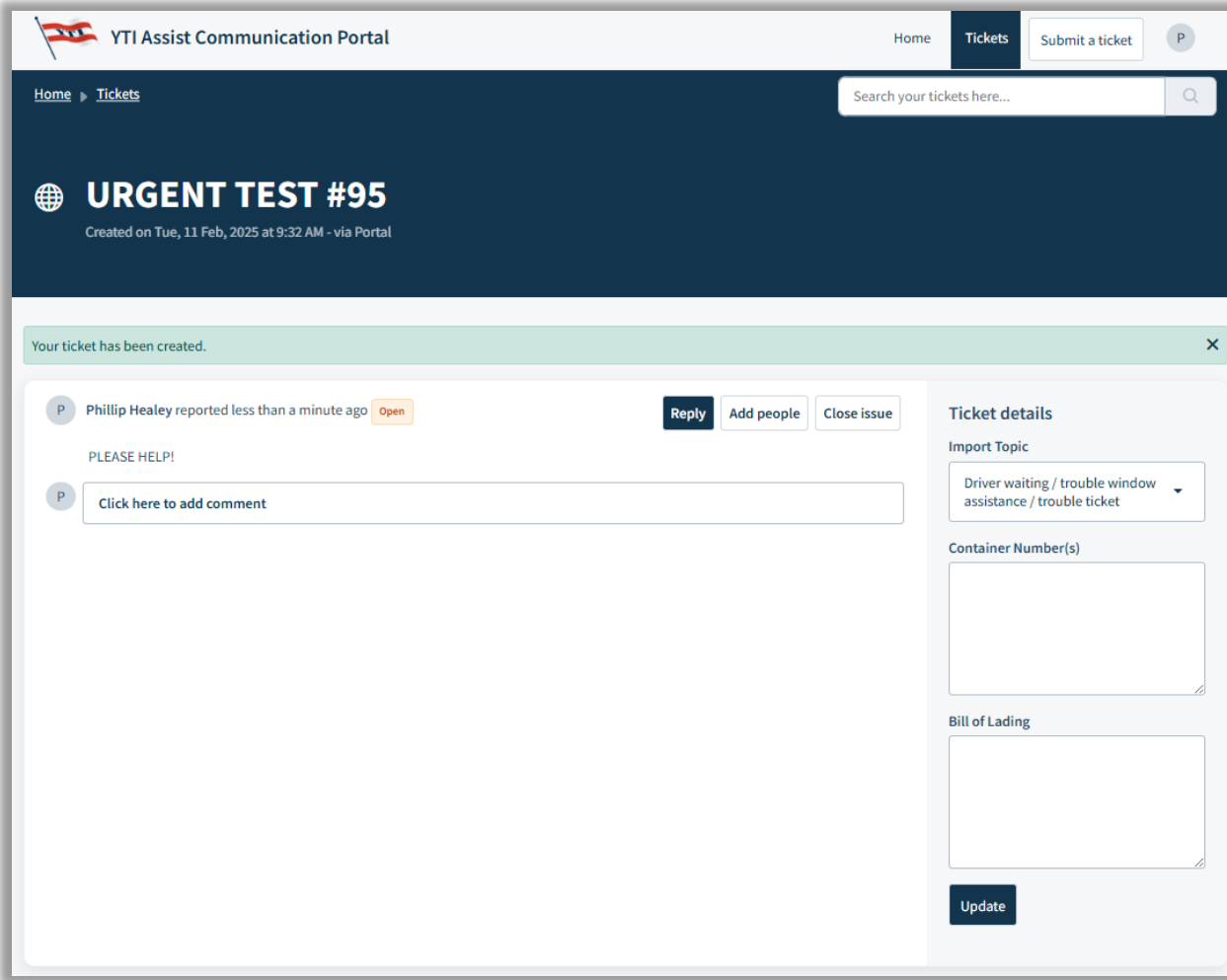
The screenshot displays the 'YTI Assist Communication Portal' interface. At the top, there is a navigation bar with a logo on the left, the text 'YTI Assist Communication Portal', and links for 'Home', 'Tickets', and 'Submit a ticket'. A user profile icon with the letter 'P' is also visible. Below the navigation bar is a dark blue header with the text 'Home' and a search bar containing the placeholder 'Enter the search term here...'. The main content area features a large dark blue banner with the text 'Submit a ticket'. Below this banner is a form with a dropdown menu labeled 'Choose...' that is open, showing the following options: 'Import', 'Export', 'Empty/Chassis', and 'Safety Violations'. The 'Safety Violations' option is highlighted in a light blue color.

Submitting a Ticket

- 1) After making your selection, you will be presented with the ticket submission form.
- 2) On this page, you will need to select a specific topic from the dropdown menu.
- 3) Depending upon the topic selected, there may be subtopics to select from.
- 4) You can also include container and B/L #.
- 5) The **red asterisk*** indicates a required field.
- 6) Attachments can also be added.
- 7) Enter Subject and Description then click Submit.

The screenshot shows a web form for submitting a ticket. At the top, there is a dropdown menu labeled 'Import'. Below it is a text input field for 'Requester Email *' with a red asterisk indicating it is required. To the right of this field is a small 'Add CC' button. Below the email field is another dropdown menu labeled 'Import Topic' with the text 'Choose...' and a red asterisk. Underneath are two more text input fields: 'Container Number(s)' and 'Bill of Lading'. Below these is a 'Subject *' field with a red asterisk. The 'Description *' field is a rich text editor with a toolbar containing icons for bold, italic, underline, link, unlink, list, and text color. Below the description field is an 'Attachment' section with a plus icon. At the bottom of the form are 'Cancel' and 'Submit' buttons.

Ticket Submission



The screenshot shows the YTI Assist Communication Portal interface. At the top, there is a navigation bar with 'Home', 'Tickets', and 'Submit a ticket' buttons. Below this, a search bar is present with the text 'Search your tickets here...'. The main content area features a dark blue header with a globe icon and the text 'URGENT TEST #95', followed by 'Created on Tue, 11 Feb, 2025 at 9:32 AM - via Portal'. A green notification bar states 'Your ticket has been created.' Below this, a user profile for Phillip Healey is shown with a 'Reply' button and 'Add people' and 'Close issue' options. The ticket details section includes an 'Import Topic' dropdown menu with the selected option 'Driver waiting / trouble window assistance / trouble ticket', a 'Container Number(s)' text area, and a 'Bill of Lading' text area. An 'Update' button is located at the bottom of the details section.

YTI Ticket Received - 95 URGENT TEST



Fresh Test <ftest@yti.com>

To: [REDACTED]

Feb 11 at 9:32 AM



[Print](#) [Raw message](#)

Dear Valued Customer,

Thank you for contacting Yusen Terminals. We have received your message, and a team member will respond shortly. If you need to add any additional information to your ticket, you can reply to this message.

Please call us at 310-548-8000 for any urgent matters since email response times will vary based on the volume of incoming messages.

In the meantime, please visit our website at www.yti.com for information on scheduling appointments, container availability, empty/export receiving, chassis supplies, gate schedules, demurrage payments, and more!

Thank you and have a safe day!

Yusen Terminals

To view the status of the ticket or add comments, you can also visit <https://yti.freshdesk.com/helpdesk/tickets/95>

As a reminder, this was what was included in your original ticket:
PLEASE HELP!



YUSEN TERMINALS

YTI Commercial & Customer Service Team Contact Information

General Manager Customer Service/PEX	Department Manager Customer Service	Manager Customer Service	Director of Communications
Tammy Duncan tduncan@yti.com Office: 310-548-8240 Cell: 310-261-3732	Phillip Healey phealey@yti.com Office: 310-548-8249 Cell: 310-961-0040 (Primary: Export/Rail, ONE)	Suzanne Contreras scontreras@yti.com Office: 310-548-8210 Cell: 310-982-0676 (Primary: Import/EQ, Wan Hai)	Fran Ohlheiser fohlheiser@yti.com Office: 310-548-8229 Cell: 562-577-2732
Inbound Dept.: Availability, Appointment and Demurrage Inquiries	Outbound: Export Booking and appointment assistance + vessel close out / cut -off inquiries.	Yard Dept.: Empties, CBP Exam Schedule inquiries / Status	Rail and M&R Dept.: Rail Cargo Inquiries, Cargo/Container incident/damage assistance.
<u>YTI ASSIST</u> ytiassistcustomer.yti.com 310-548-8296	<u>YTI ASSIST</u> ytiassistcustomer.yti.com 310-548-8252	<u>YTI ASSIST</u> ytiassistcustomer.yti.com 310-548-8209	<u>YTI ASSIST</u> ytiassistcustomer.yti.com 310-548-8206

THANK YOU!