



“YTI ASSIST”
User Guide for Ocean Carriers
Go-Live 2/24/25



YUSEN TERMINALS

Important Notes

- Initial requests must be submitted in YTI ASSIST, ytiassistoceancarrier.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.

BELOW EMAILS WILL BE DISCONTINUED AS OF 2/23/25 as we transition to the new portal, ytiassistoceancarrier.yti.com.

YTI LAINBOUND@YTI.COM

YTI LA OUTBOUND@YTI.COM

YTI LAYARDOCU@YTI.COM

RAILMNROCU@YTI.COM



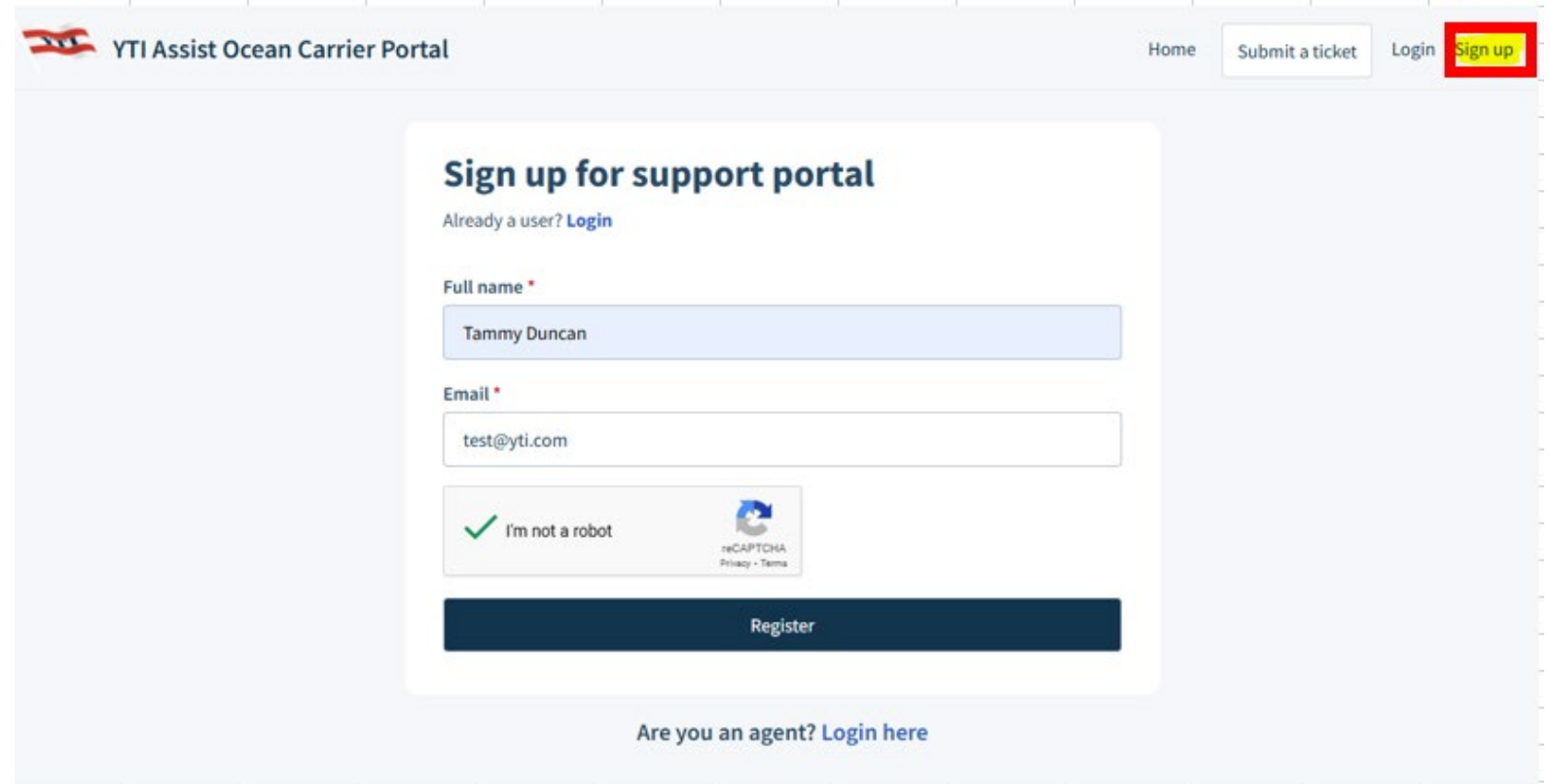
YTI ASSIST Portals

For Ocean Carrier Employees Only – Use URL – ytiassistoceancarrier.yti.com

For Trucking Companies, BCO, Brokers, Freight-Forwarders, Etc – Use URL – ytiassistcustomer.yti.com

How to Register

1. Go to the Ocean Carrier Portal,
ytiassistoceancarrier.yti.com
2. We strongly recommend that you create an account to view all of your ticket history.
3. Click on Sign Up.
4. Enter Name and Email.
You can use a group email address as long as you share the account login and password with others.



The screenshot shows the 'YTI Assist Ocean Carrier Portal' registration page. The page title is 'YTI Assist Ocean Carrier Portal'. In the top right corner, there are links for 'Home', 'Submit a ticket', 'Login', and 'Sign up'. The 'Sign up' button is highlighted with a red box. The main content area is titled 'Sign up for support portal'. Below the title, there is a link for 'Already a user? Login'. The registration form includes a 'Full name' field with the text 'Tammy Duncan', an 'Email' field with the text 'test@yti.com', and a reCAPTCHA verification section with a green checkmark and the text 'I'm not a robot'. Below the form is a dark blue 'Register' button. At the bottom of the page, there is a link for 'Are you an agent? Login here'.

How to Register

1. You will receive an activation link in your email inbox.
2. Click the link to activate and enter your email address and user password.

YTI Assist Ocean Carrier Portal

Home Submit a ticket Login | Sign up

Activation link has been sent to test@yti.com

Log in to support portal

Are you a new user? [Sign up with us](#)

Your e-mail address *

Password *

Remember me on this computer

Login

...or login using

[Forgot your password?](#)

Are you an agent? [Login here](#)

YTI Assist Employee Portal user activation Inbox x



Fresh Test <ftest@yti.com>

to me ▾

Hi Tammy Duncan,

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

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

<https://yti.freshdesk.com/register/EqmczbdKfOr9MnjYCrM>

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,

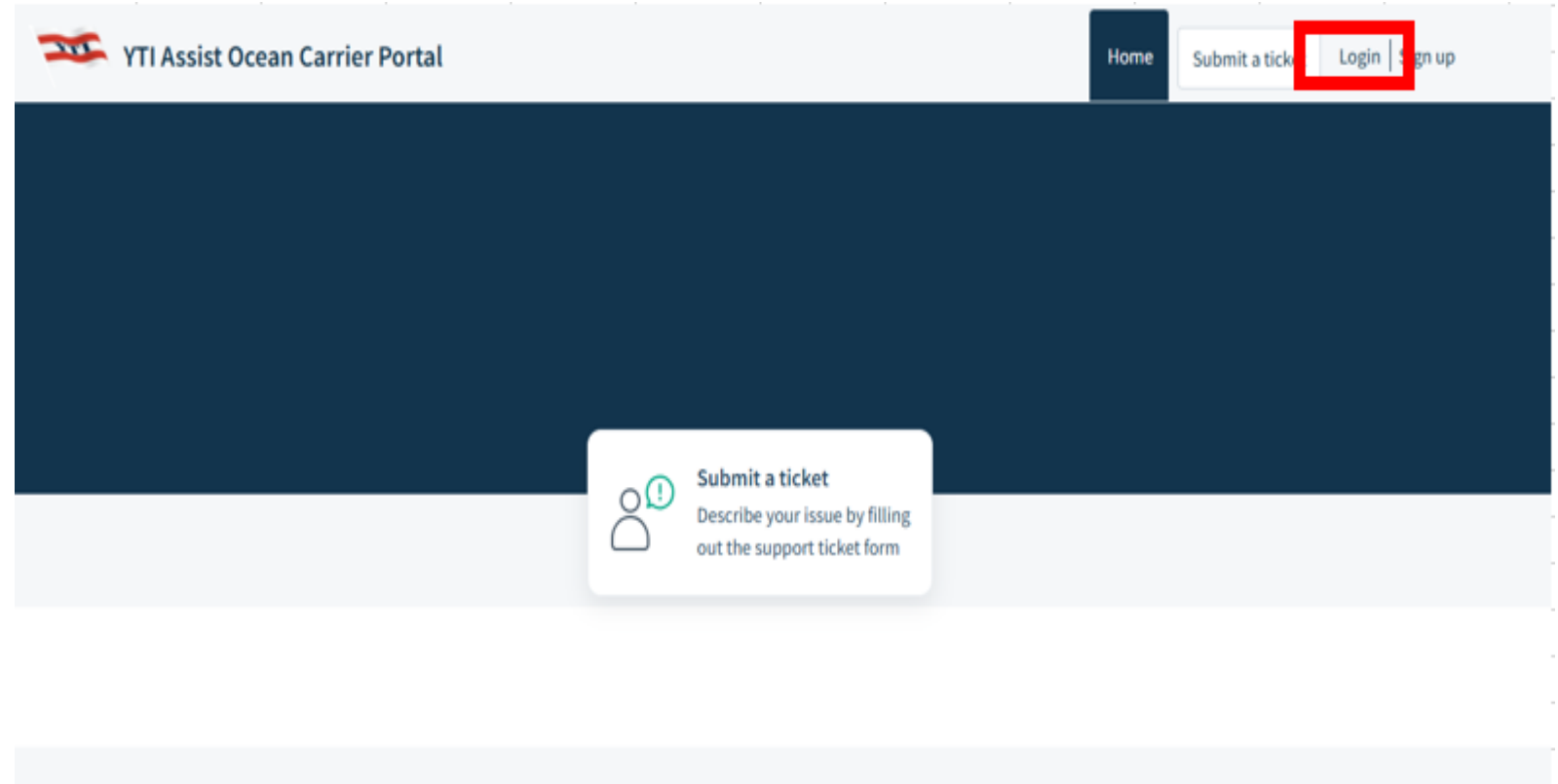
YTI Customer Support



YUSEN TERMINALS

How to Submit a Ticket

1. You can click the “Login” button or click “Submit a Ticket”.
2. We strongly recommend that you login, in order to view & track previous and current inquiries.



How to Submit a Ticket

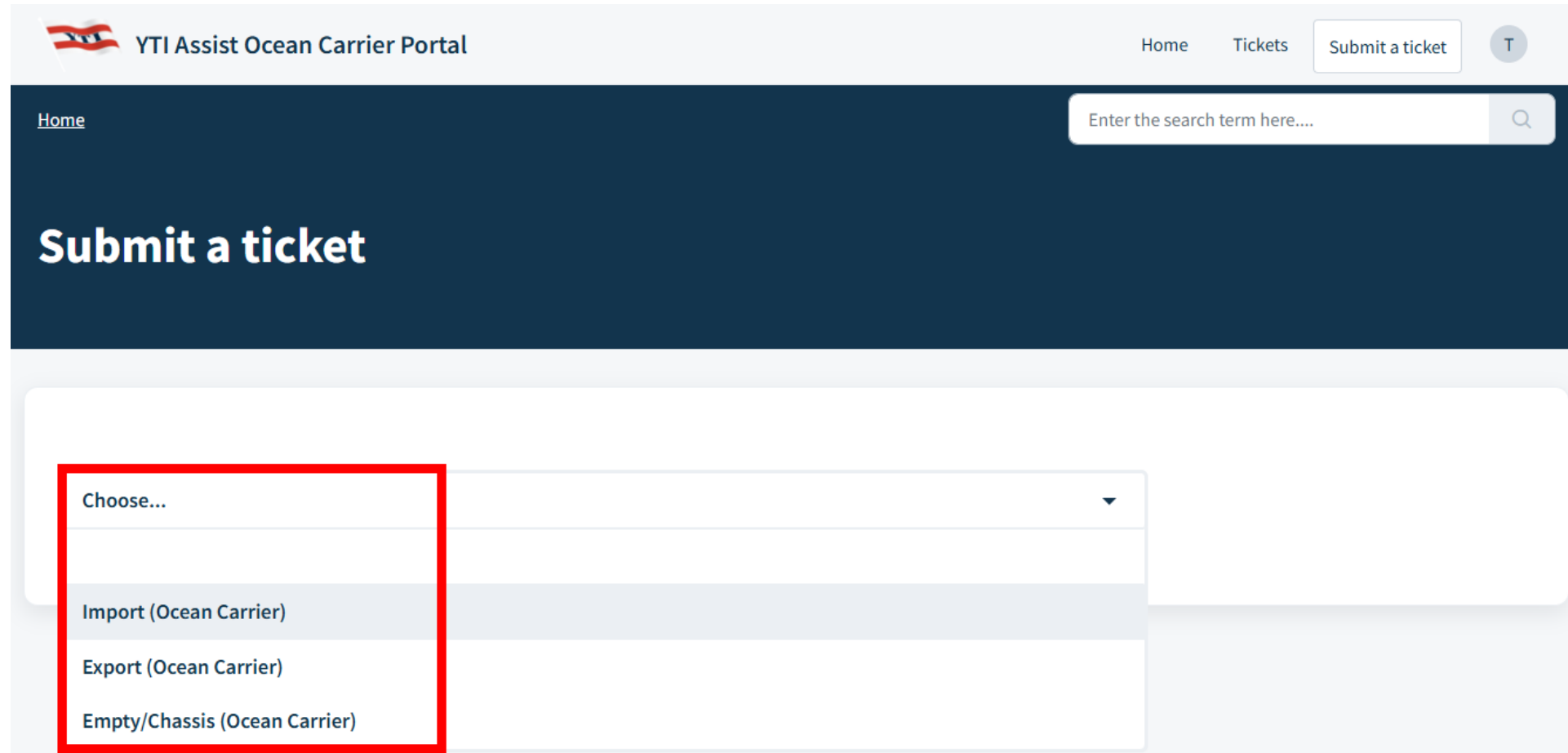
1. After you log in, click the “Submit a Ticket” button.

The screenshot shows the YTI Assist Ocean Carrier Portal interface. At the top left is the YTI logo and the text "YTI Assist Ocean Carrier Portal". To the right are navigation links: "Home", "Tickets", and "Submit a ticket" (highlighted with a red box). Below the navigation is a dark blue header with the text "Hi, how can we help you?" and a search bar containing the placeholder text "Enter the search term here...". Below the search bar are two white cards. The left card is titled "View all tickets" and contains the text "Track all your ticket's progress and your interaction with the suppo...". The right card is titled "Submit a ticket" and contains the text "Describe your issue by filling out the support ticket form". This right card is also highlighted with a red box.

Submitting a Ticket

1. You will have 3 options to choose from:

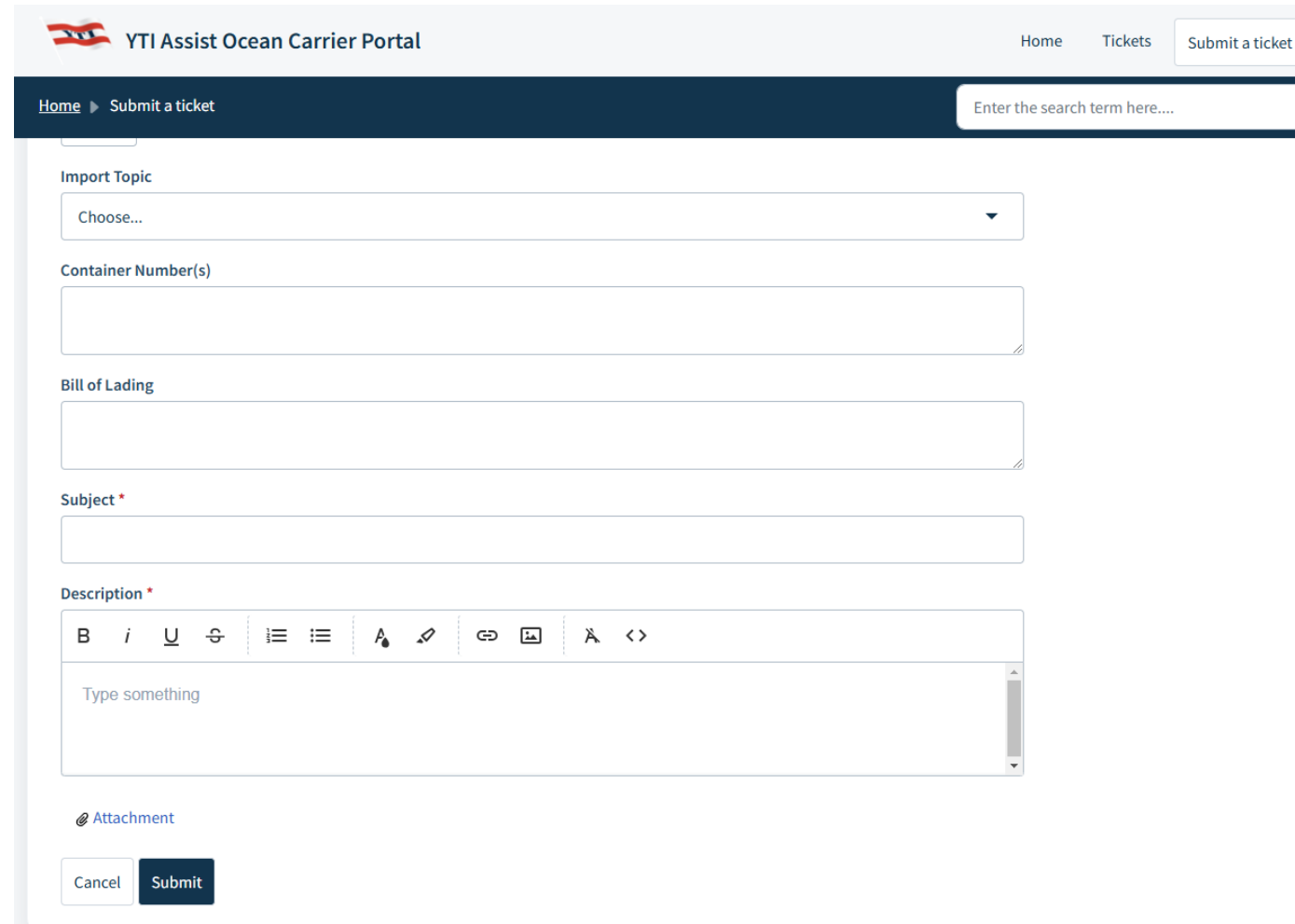
- Import
- Export
- Empty/Chassis



The screenshot displays the 'YTI Assist Ocean Carrier Portal' interface. At the top, there is a navigation bar with the YTI logo, the text 'YTI Assist Ocean Carrier Portal', and links for 'Home', 'Tickets', and 'Submit a ticket'. A search bar is also present with the placeholder text 'Enter the search term here...'. Below the navigation bar, a dark blue banner contains the text 'Submit a ticket'. The main content area features a large white dropdown menu with a red border. The dropdown menu is currently open, showing the following options: 'Choose...' (selected), 'Import (Ocean Carrier)', 'Export (Ocean Carrier)', and 'Empty/Chassis (Ocean Carrier)'.

Submitting a Ticket

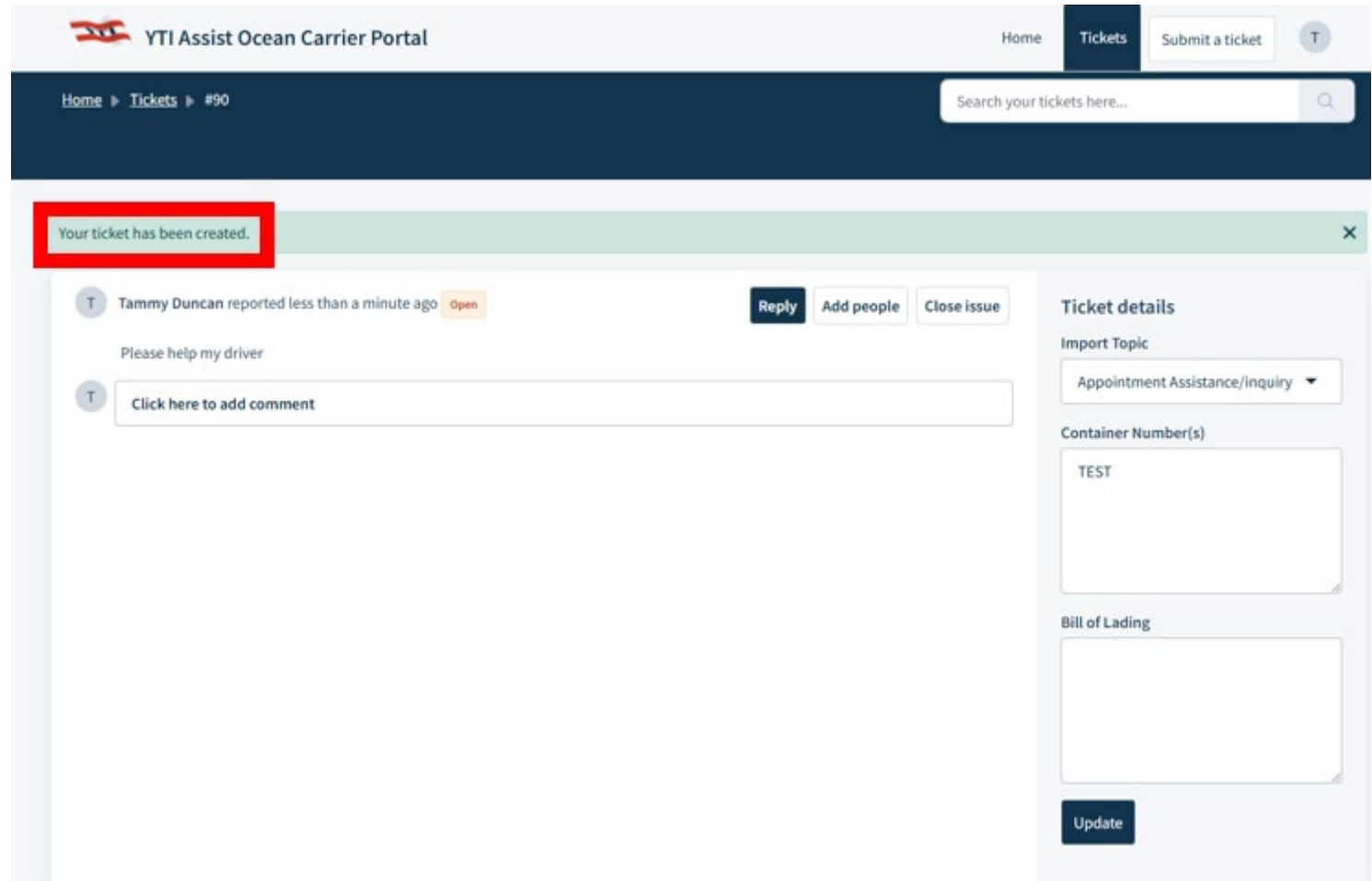
1. Once you make a selection, you will have additional topics to choose from in the dropdown menu.
2. Depending on the topic you choose, there may be additional subtopics to select from.
3. You will complete the form.
4. A red asterisk indicates required fields.



The screenshot shows the 'YTI Assist Ocean Carrier Portal' interface. At the top right, there are navigation links for 'Home', 'Tickets', and 'Submit a ticket'. Below this is a dark blue header with 'Home' and 'Submit a ticket' on the left, and a search bar on the right containing the text 'Enter the search term here...'. The main form area contains several fields: 'Import Topic' with a dropdown menu showing 'Choose...'; 'Container Number(s)' with a text input field; 'Bill of Lading' with a text input field; 'Subject *' with a text input field; and 'Description *' with a rich text editor toolbar (including bold, italic, underline, link, unlink, list, and text color options) and a text area containing the placeholder 'Type something'. At the bottom left of the form, there is an 'Attachment' icon and text. At the bottom right, there are 'Cancel' and 'Submit' buttons.

Ticket Submission

1. Once you submit your inquiry, you will see that “Your ticket has been created”, and you will receive an automated email message acknowledging receipt of your request.



The screenshot displays the YTI Assist Ocean Carrier Portal interface. At the top, the header includes the YTI logo, the text "YTI Assist Ocean Carrier Portal", and navigation links for "Home", "Tickets", and "Submit a ticket". A search bar is located on the right side of the header. Below the header, a breadcrumb trail shows "Home > Tickets > #90". A green notification banner at the top of the main content area states "Your ticket has been created." and is highlighted with a red border. The main content area shows a ticket entry by "Tammy Duncan" reported "less than a minute ago" with an "Open" status. The ticket description is "Please help my driver". Below the description is a text input field with the placeholder "Click here to add comment". To the right of the ticket entry are buttons for "Reply", "Add people", and "Close issue". On the right side of the page, there is a "Ticket details" section with a dropdown menu for "Appointment Assistance/inquiry", a text input field for "Container Number(s)" containing "TEST", and a text input field for "Bill of Lading". An "Update" button is located at the bottom of the "Ticket details" section.

Ticket View

1. You will have access to all your tickets and search functionality.

2. You must register and login to be able to view and track your tickets.

The screenshot displays the 'YTI Assist Ocean Carrier Portal' interface. At the top, there is a navigation bar with the YTI logo, the text 'YTI Assist Ocean Carrier Portal', and links for 'Home', 'Tickets' (highlighted with a red box), and 'Submit a ticket'. A search bar on the right contains the text 'Search your tickets here...'. Below the navigation bar, a 'Home' link is visible. The main content area shows a list of six tickets, each with a globe icon, a title, and creation details. To the right of the list are buttons for 'Open' and 'Closed'. On the far right, there are filters for 'Export Tickets', 'Sort by' (set to 'Date Created'), 'Status' (set to 'All Tickets'), 'Created date', and 'Resolved date'.

Title	Created on	Created via	Status
Trucker TEST cant find an appt #154	Tue, 18 Feb at 9:17 AM	via Portal	Open
TEST1234567 #152	Fri, 14 Feb at 1:17 PM	via Portal	Open
TEST1234567 #146	Fri, 14 Feb at 10:13 AM	via Portal	Open
Need Appt #142	Fri, 14 Feb at 9:12 AM	via Portal	Closed
Roll TEST1234567 to Booking 123 #141	Thu, 13 Feb at 4:09 PM	via Portal	Open
Need appt assistance for TEST1234567 #139	Thu, 13 Feb at 3:43 PM	via Portal	Closed

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> ytiassistoceancarrier.yti.com 310-548-8296	<u>YTI ASSIST</u> ytiassistoceancarrier.yti.com 310-548-8252	<u>YTI ASSIST</u> ytiassistoceancarrier.yti.com 310-548-8209	<u>YTI ASSIST</u> ytiassistoceancarrier.yti.com 310-548-8206

THANK YOU!
**We appreciate your
continued support!**