

The OCR solution is composed of the following three main components:

Customer Service Portal

Online creation to pre-advise visits;

Receive real-time email notifications when import containers become available;

Pre-advise Visits & Transactions;
Inquiries & Notifications;
Release Inquiries;
Booking Inquiries;
Vessel Schedule;

1

Common Gate Kiosks (POM)

Total of 16 Kiosks with touchscreen capabilities

Drivers will be able to select and confirm the PreGate transaction(s)

Drivers will also be able to create Gate transactions at the Common Gate Kiosk - *scenario where no PreGates were created in the CSP*

Drivers will have the option to present themselves at the trucking office, as it is today .

2

In & Out Gate Kiosks

In & Out Gates kiosks equipped with touchscreen capabilities and printers

Cameras/scanners capture digital images

Kiosks exchanges information and completes the transaction process with N4

Drivers receive visit instructions & transaction receipts from printers without getting out of their trucks

3

This is the first step in the OCR Trucking process where trucking companies are invited to pre-advise their visits. The Customer Service Portal is a web-based customer portal that provides accurate, intuitive and real-time information from the Terminal Operating System (TOS) N4 to the terminal and registered community.

STEP 1: Registration

URL to the Customer Service Portal login and registration page:
<https://lynx.mtrtml.com>

STEP 2: Accessing CSP

Users can access the Customer Service Portal using the same link as in STEP 1.

A link is also available from MGTP's website <https://www.mtrtml.com> under the TRUCK GATE INFO menu: "OCR PreGate Application"

STEP 3: Transactions

Gate: Pre-advise Visits & Transactions
Equipment: Inquiries & Notifications
Imports: Release Inquiries
Exports: Booking Inquiries
Reports: Vessel Schedule

It is not mandatory for the drivers to have a registered login account in the Customer Service Portal solution. Dispatchers will be able to assign their drivers when completing the online PreGate transactions, as driver information is imported from the Terminal Operating System (TOS) N4.

The Common Gate Kiosks (total of 16 *) are equipped with touchscreen capabilities and are configured to exchange information with N4 to contribute to gate transaction processes. This is the stage where drivers will be able to confirm their PreGate transactions and/or have the ability to create their Gate transactions directly at the Kiosk.

OPTION 1:

Drivers select / confirm their visits using the transaction number generated from the Customer Service Portal (CSP) PreGate registration.

OPTION 2:

No PreGates created in the CSP:

Drivers can also create their Gate transactions at the Common Gate Kiosk and proceed directly to the InGate lanes (except special cases).

OPTION 3:

At anytime during the Common Gate process, drivers have the option of going to the trucking office(s) by pressing the Cancel button.

Ex; Exception handling transactions (see list of exceptions at the end of document);

Ex; Difficulties confirming and/or creating the transaction(s) at the Common Gate Kiosk.

* There are 12 MGT dedicated kiosks & 4 multiple transactions kiosks (the 4 kiosks to be completed by 09-2019) shared between Termont & MGT

The In Gate Kiosk is equipped with screens, card readers, printers, cameras and communication capabilities.

At the 'In Gate' stage, cameras/scanners capture digital images with ID#, Seals and Placards. Drivers will receive visit instructions (Mission Ticket) from the kiosk printers without getting out of their trucks.

STEP 1:

Drivers will engage into one of the dedicated 'In Gates'

STEP 2:

Drivers will scan their card on the kiosk card reader

Transaction is validated by the system.

STEP 3:

Once the transaction is validated, a mission ticket will be printed from the kiosk with the instructions to the driver (sample ticket at the end of the document)

*Current trucking office registration process coexists with the new one to handle exceptions.
List of exception related transactions are available at the end of the document.*

The Out Gate Kiosk is equipped with screens, card readers, printers, cameras and communication capabilities.

At the 'Out Gate' stage, cameras/scanners capture digital images with ID#, Seals and Placards. Drivers will receive the Transaction receipts (TIR) from printers without getting out of their trucks.

STEP 1:

Drivers will engage into one of the dedicated 'Out Gates'

STEP 2:

Drivers will scan their card on the kiosk card reader

Transaction is validated by the system.

STEP 3:

Once the transaction is validated, a Terminal Interchange Receipt (TIR) ticket will be printed with the summary of the transactions.

*Current trucking office registration process coexists with the new one to handle exceptions.
List of exception related transactions are available at the end of the document.*

[OCR Process Introduction Video](#)

[Gate Operating System Kiosks – Common Gate:](#)

PreGate created at CSP stage; Driver has transaction #	OCR Common Gate – Transaction number confirmation
No PreGate created at CSP Stage; Driver does not have transaction #	Bypass Common Gate Create Pick Up Empty Create Drop Off Empty Create Pick Up Import Drop Off Export Through container

[In & Out Gates System Kiosks:](#)

OCR IN Gate

OCR OUT Gate

[Customer Service Portal \(CSP\):](#)

Registration	User Registration
Equipment	Equipment Inquiry Payment query Event Notifications
Imports	Import Release Inquiry Import History Container Notifications
Gate	Pregate registration Pregate registration Search Pregate registration Monitor Gate Transactions Bulk Pregate registration
Exports	Booking Inquiry HAZ Documents
Reports	Vessel Schedule

Exception List

The following transaction types require that the driver stop at the trucking office before proceeding to the gate:

- Pick up for CBSA/CFIA inspections
- Stuffing and De-Stuffing transactions
- Out of Gauge(OOG) cargo
- Bundles of Flatracks
- All Flatracks
- Bi-Train with 2 X 40
- Driver has hard copy of Customs Release

Customer Service Portal (CSP):

Registration; Password Resets; User Access;

All inquiries regarding User Registration, Password Resets, User Access Issues, we ask that you please communicate with MGTP's security team at: mgtsecurity@mtrtml.com or via phone at: 514-257-3040 Ext 3067.

General;

For any other inquiries please call the Trucking Office number:
Section 77: 514-257-3040 Ext 3958.
Section 62: 514-257-3040 Ext 3043.

Common Gate – Gate Operating System console:

General;

Support assistance is not available at the Common Gate area in an effort to avoid longer delays and risking heavy congestion. Drivers requesting support will be asked to go to the Trucking Offices for assistance.

In & Out Gates

General;

Call-In Support assistance is available via a call button located on the kiosk.

Yard

General;

Dedicated locations have been pre-determined in the yard(s) for drivers requiring assistance (see image)

FOR ANY ACCIDENT OR EMERGENCY, PLEASE CALL

514-257-3067

FOR ALL OTHER ANOMALIES;

- > Seal is missing, broken or wrong ID.
- > Missing hazardous labels for dangerous cargo.
- > Refusal of an Empty container because the condition is not satisfactory.
- > Add a transaction to the current visit.

CALL THE MGTP HELP LINE FROM YOUR YARD POSITION FOR INSTRUCTIONS BEFORE HEADING TO THE EXIT Gates.

FOR S-62 / 514-257-3962

FOR S-77 / 514-257-3977

STARTING JUNE 1ST, FOR THOSE WHO WISH TO OPEN THE DOORS OF EMPTY UNITS, DOORS MUST BE OPEN IN THE NEW DESIGNATED AREAS IN THE YARD AT POSITIONS;

Terminal S-62 @ D-096

Terminal S-77 @ P-450 or L072