



# Port Best Practices

June 4<sup>th</sup>, 2025





# Updates

APM Terminals (New York & LA)  
LA Incentive  
NWSA

# NWSA Task Force

- Continued focus on trucker experience and building off the drayage mapping exercise
- New single location to view the appointment details for each terminal
  - [Terminal Appointment Rules | Northwest Seaport - Port of Tacoma](#)
- Work with terminals to implement consistent procedures around appointments
  - Dual transactions



## Terminal Appointment Rules

Tacoma				
Husky Terminal				
Customer Service: (833) 487-5927 or (833) 145901CS Last Updated 5/8/2025				
Operating Days	Gate Hours	Lunch Stop	Appointment System	Check-In System
Monday-Friday	0800-1600	1145-1300	eModal	No
Appointment Availability		Appointment Windows	Appointment Duration	Appointment Grace Period
Imports: Once cargo is available. Exports: Up to 7 days in advance after ERO is published. Single Empty Returns: 1130 -1200 each day for the following day. Additional can be added each day based on usage and yard fluidity.		Day Shift: Hourly Hook Shift: 2 Blocks	Day shift: 1 hour Hook shift: 2 hours	30 minutes early, 60 minutes late
		Same-Day Appointments	Dual Transactions	Empty Dual Available
		Yes, but not recommended	Empty Return can be combined once import pick up is secured	No
Import Appointments	Export Appointments	Empty Returns	Empty Pick Ups	Chassis Pool On Dock
Required: RTG runs, Not required: Peel pile imports, import reefers, and imports on wheels.	Dummy container numbers may be used to secure appointments but must be changed before arrival	Single appointment is required but can be combined as a dual once an import appointment is secured	No appointment needed	No
Pierce County Terminal				
Customer Service: (253) 287-4106 or (253) 287-4114 or (253) 287-4113 Last Updated 5/21/2025				
Operating Days	Gate Hours	Lunch Stop	Appointment System	Check-In System
Monday-Friday	0700-1600	1200-1300	eModal	No
Appointment Availability		Appointment Windows	Appointment Duration	Appointment Grace Period
Imports, Export Drop & Empty Pickup: 5 days in advance		Hourly	1 hour	
		Same-Day Appointments	Dual Transactions	Empty Dual Available
		Yes (Subject to availability)	Yes (preferred, subject to availability)	Yes
Import Appointments	Export Appointments			Chassis Pool On Dock
Required. Peel piles: Exempt	Yes			DCU / ENGL
Washington United Terminals				
Customer Service: clientsupport@uwat.com Last Updated 5/21/2025				
Operating Days	Gate Hours	Lunch Stop	Appointment System	Check-In System
Monday-Friday	0800-1600	1145-1300	eModal	No
Appointment Availability		Appointment Windows	Appointment Duration	Appointment Grace Period
Appis need to be made 12pm day prior to pickup. Imports: Once cargo is released. Export Drop & Empty Pickup: 7 before cut-off. Appointments cannot be edited less than 2 hours prior to the scheduled time. Doing so will push the appointment to the next available day/time.		90 minutes	2 hours	30 minutes early, 90 minutes late
		Same-Day Appointments	Dual Transactions	Empty Dual Available
		No, exceptions not permitted	Yes	May be tied to import pick up (subject to availability)

Chassis Pool On Dock