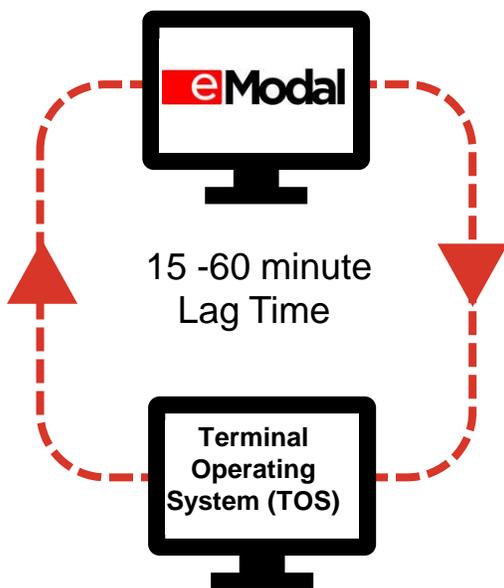


## Relationship Between the eModal Community Portal & the Terminal's System



The community portal is an application which connects you, the user, to the terminal's system for various functionality such as terminal access, cargo availability, scheduling appointments and fee payment.

The two systems talk back and forth all day, but the communication is not immediate. Sometimes there is a lag that can take between 15 and 60 minutes depending on the terminal partner.

**Given the lag time when a change is made in eModal, the terminal will not automatically reflect that information and vice versa.**

## Terminal Operations

The eModal support team doesn't have the authority to make changes that impact the terminal's operation. Decisions such as the following can only be made by the terminal:

- Waiving fees
- Extending the Last Free Day (LFD)
- Waiving appointments
- Opening more time slots
- Approving refunds cannot be done by the eModal team.
- Allowing a driver into the terminal if they're not properly registered in the appropriate Drayage Truck Registry (DTR)

