

TASS

Truck Appointment System Steveco
slotssystem

TASS

- Steveco implemented the TASS system extensively in its terminals on September 2, 2024.
- The goal of the TASS (Truck Appointment System Steveco) is to:
 - Reduce congestion at unloading and loading points by spreading the same number of trucks over a longer period, optimizing resource allocation.
- The operating principle of the system for managing truck traffic flow::
 - In the system, the transport company books an unloading/loading time slot for the truck delivering goods, during which the vehicle will be serviced.
 - The transport company reserves the time slot for a specific unloading/loading location, which depends on the content of the transport (see page 10). Ultimately, Steveco will determine the final unloading/loading location.
 - When the driver arrives at the port area:
 - In Mussalo, they can drive directly through the gate to the correct terminal for unloading/loading!
 - In Hietanen, registration is still required at the truck reception, and in Hamina, the previous operating model remains in place!

TASS

- Basic Operating Principle:
- When a specific time slot is reserved for a transport, the goal is to unload/load that transport within the allocated time slot. After booking the time, the truck can drive directly to the terminal for unloading/loading!
- If a transport arriving at the port has a reserved time slot and arrives on time, or ahead of schedule, space must be available at the designated unloading/loading point within a reasonable time relative to the time slot. The unloading time starts when the truck arrives at the warehouse, not at the gate.
- If the transport is late for its time slot or arrives at a time when it can no longer be processed within the reserved time slot:
 - If the truck arrives within the time slot but more than 15 minutes after the start of the time window, the unloading/loading of the vehicle cannot be guaranteed within the reserved time slot.
 - At Stevco's discretion, the truck may still be unloaded/loaded outside the reserved time slot, depending on available resources and other reservations.
 - Alternatively, the driver may be directed to book the next available time slot, or it will be arranged by truck reception staff.

Truck Appointment System

Registration of Transport Companies as Service Users:

Transport companies must register as users of the service in order to access and use the system.

- Transport companies can register as users of the service at any time via the TASS website, where unloading time slots can also be booked: <https://qms.goswift.eu/steveco/sign-up>
- When registering, fill in the company information and the details of the main user. After registration, the administration will approve your account, after which you can book unloading/loading time slots.
- For any issues, you can contact support via email at tass@steveco.fi.

Instructions for Transport Company Users, User Roles

- **Transport Company User:** A user who makes bookings for drivers and vehicles. An unlimited number of users can operate on behalf of the same company. Company users can access and manage the entire booking list for the company. Additionally, company users can also manage the list of the company's drivers and vehicles. This list is used during the booking process to simplify the guided booking process by selecting a driver and vehicle from the list or by entering the details manually.
- **Transport Company Administrator:** A user with the rights to also edit company information, such as company users.

Company informations

- On my company's page, the following information can be created, modified, and deleted:
 - Company information
 - Manage company users
 - Manage available vehicles
 - Manage driver information

The screenshot displays the STEVECO web application interface. At the top, there is a navigation bar with the STEVECO logo on the left and user options (Tervetuloa, Jyrki!, Profilini, Logout) on the right. Below the navigation bar, there is a dark header with menu items: Kotisivu, Varaa, Yritykseni, Varaukset, Ilmoitukset, Tilastot, and Palautteet.

The main content area is divided into three sections:

- Yrityksen tiedot** (Company information): A card with a "Muuta" button. It contains fields for company name, address, country, registration number, phone number, email, and an active status indicator.
- Yrityksen autot** (Company vehicles): A card with a "+ Lisää uusi auto" button. It contains a table with columns for registration number and country, and a "Muuta" button for each row.
- Yrityksen käyttäjät** (Company users): A card with a "+ Lisää uusi käyttäjä" button. It features a table with columns for first name, last name, user name, phone number, email, role, and active status. There are also buttons for "Aktivoitu" and "Poistettu käytöstä".
- Kuljettajat** (Drivers): A card with a "+ Lisää uusi kuljettaja" button. It contains a table with columns for driver first name, driver last name, driver phone number, and driver email, with a "Muuta" button for each row.

Booking

- Booking can be made at <https://qms.goswift.eu/steveco/sign-up>
- To make a booking, you must be registered with the service, and you can make a booking after logging in.
- An automatic access permit for the port is generated from the booking, and the vehicle can drive directly to the terminal.

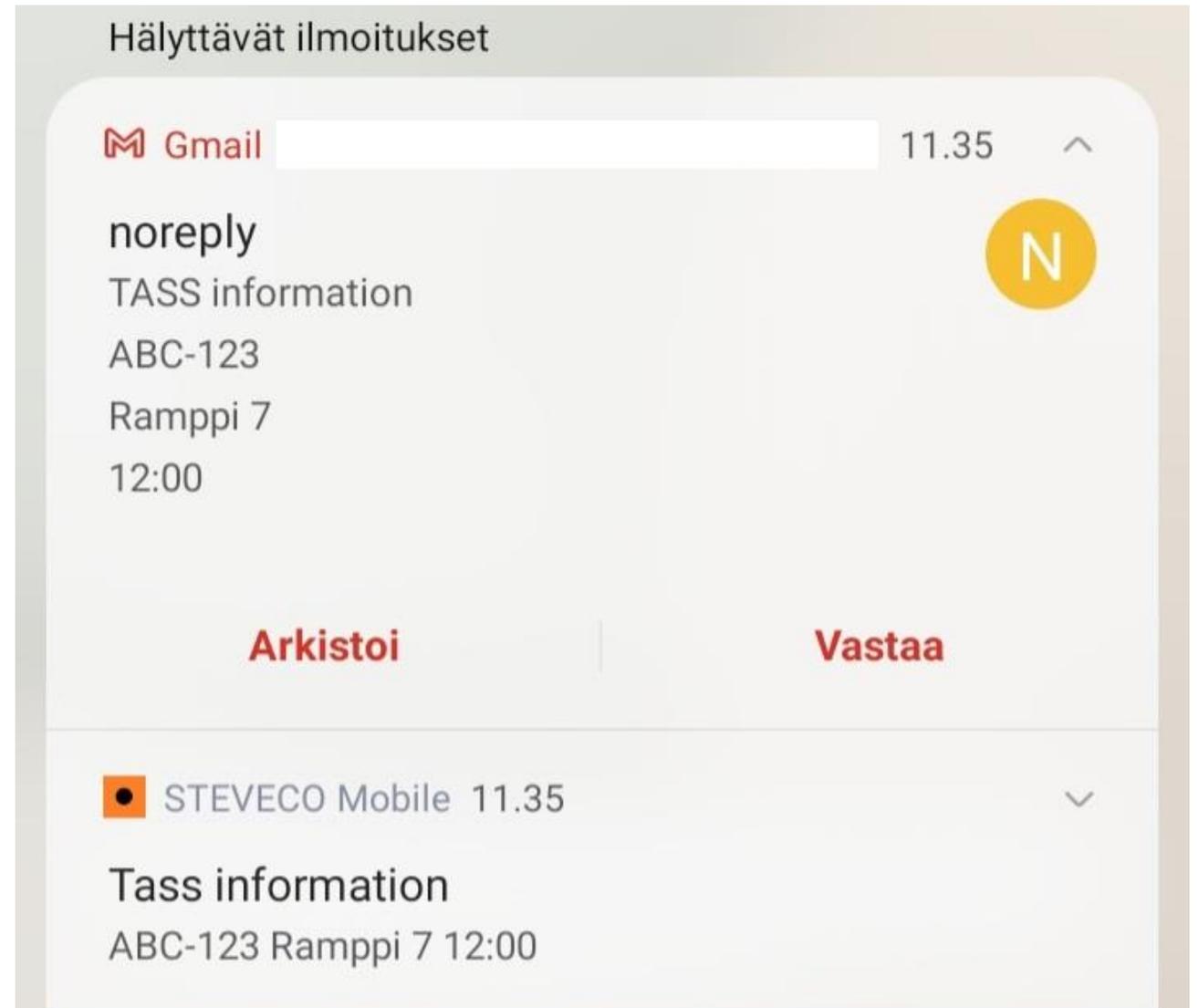


Booking

- **Making a Booking:**
 1. Select the terminal where the transport will be delivered.
 2. Choose the unloading/loading queue for the selected terminal (see pages 10-14).
 3. Specify the time window for when the transport should be unloaded.
 4. Enter vehicle details and transport number (e.g., waybill number or delivery reference when picking up cargo). Vehicle details can be selected from a menu or entered manually.
 5. Enter driver details. Driver details can be selected from a menu or entered manually.
 6. Confirm the booking, which will be saved once the information has been reviewed.
- Once the selections are made, proceed by clicking the “Next” button at the bottom of the screen. You can also go back to previous steps by clicking the “Back” button.
- In the booking confirmation section, you can review the details and click the “Save” button to finalize the booking. After this, the system will navigate to the Bookings page, where all company bookings will be displayed.

Instructions for Drivers:

- Before arrival and after arrival, the driver may receive more detailed instructions via email and push notifications.
- Email notifications will be sent to the driver's email address, and text message notifications will also be provided.



Feedback and Contact



EMAIL

TASS@STEVECO.FI