DAVID Y. IGE
GOVERNOR

FORD N. FUCHIGAMI
DIRECTOR

Deputy Directors
JADE T. BUTAY
ROSS M. HIGASHI
EDWIN H. SNIFFEN
DARRELL T. YOUNG

STATE OF HAWAII
DEPARTMENT OF TRANSPORTATION
HARBORS DIVISION
3242 Wa'apa Road, Lihue, Hawaii 96766

IN REPLY REFER TO:

HAR-K011-16

December 28, 2015

TO: AGENTS AND SCHEDULERS OF VESSELS FOR HAWAII COMMERCIAL BERTHS

FROM: ROBERT CROWELL - HARBOR MASTER – KAUAI DISTRICT

SUBJECT: HARBOR MASTER NOTICE (NO. 01-15) - NEW ELECTRONIC SCHEDULING PROCEDURES

Harbor Master Notice (No.01-15) - New Electronic Scheduling Procedures

"Effective January 1, 2016, the Harbors Division will adopt scheduling procedures to reserve berths at Hawaii's commercial ports through *Hawaii.PortCall.Com.* As a result, Harbors Division, Kauai District will not accept *Vessel Booking Sheet's by* phone call or fax as of 12:01 am January 1, 2016."

Purpose: The Harbors Division is adopting *Hawaii.PortCall.com,* a web-based vessel scheduling system which replaces the current booking sheets submitted by facsimile and modernizes its scheduling procedure by providing web-based access and transparency to all agents making reservation requests for cruise ships and commercial vessels four (4) years in advance. *Hawaii.PortCall.com* allows agents to search for open berths and submit its reservation requests online through *Hawaii.PortCall.com* to the Harbor Master office for approval and booking. The web-based vessel scheduling system heightens situational awareness of the vessels in port when evacuating vessels when warnings of a tsunami, threat of an approaching hurricane, or other event.

The Harbor Master office retains the authority to approve berthing requests based on vessel priorities as provided in Hawaii Administrative Rule Chapter 19-42 and Chapter 19-43 and the date and time Agents submitted its request for a berthing reservation, subject to the vessel's berthing priority.

1. Effective January 1, 2016

From the date of the Harbor Master Notice to January 1, 2016, the Harbors Division will transition to electronic vessel reservation requests through *Hawaii.PortCall.com* from the current scheduling practice of having agents submitting *Vessel Booking Sheets* by facsimile.

The Harbor Master reserves its authority to resolve conflicts between for berthing requests submitted on *Vessel Booking Sheets* submitted through December 31, 2015, and reservation requests submitted through *Hawaii.PortCall.Com.*

A. Scheduling Effective January 1, 2016, no District Harbor District will not accept *Vessel Booking Sheets* by facsimile or phone; except as provided below. Each Island Harbor Master will assist Agents with transitioning to submitting reservation requests through *Hawaii.PortCall.Com*. Effective January 1, 2016, the Harbors Division will only accept reservation requests through *Hawaii.PortCall.Com.*

B. Authority

1. Honolulu and Kalaeloa Harbors

Pursuant to pursuant to HAR §19-42-89(d) [Honolulu and Kalaeloa Barbers Point Harbors], the Harbor Master Office is adopting electronic scheduling procedures through *Hawaii.PortCall.Com* to manage traffic and berthing priorities and to minimize scheduling conflicts.

2. Neighbor Island Districts (Hawaii, Kauai, and Maui)

Pursuant to pursuant to HAR 19-42-1 Harbor master; general authority, §19-42-6 Vessel arrival and departure schedules, the Harbor Master Office is adopting electronic procedures through *Hawaii.PortCall.Com* to manage traffic and berthing priorities and to minimize scheduling conflicts.

C. Adjustments, Changes or Cancellations

Effective January 1, 2016, Agent's are notified that adjustments, changes or cancellations to reservation requests shall be made through *Hawaii.PortCall.Com*. Pursuant to HAR §19-42-6, agencies are responsible to notify the Harbor Master immediately of any changes in arrival or departure times. Any adjustments, changes or cancellations made on *Hawaii.PortCall.Com* requests will constitute such notification.

For adjustments, changes or cancellations to a reservation during normal business hours (Mon-Fri: 0745-1630), on the day for which it was scheduled, notification by phone to the Harbor Master office is acceptable.

In the event there are any adjustments, changes or cancellations to reservations during weekends, holidays, or after-business hours, notification must be made to and approval granted from the Harbors Operations Supervisor (HOS) on duty. Communication by phone, in these instances, is also acceptable.

D. Advance Reservations, Limitations

While *Hawaii.PortCall.Com* accepts requests for reservations without time limit, the Harbor Master for operational and practical reasons will not review reservation requests for passenger ships beyond four (4) years.

E. Exceptions

The system design of *Hawaii.PortCall.Com* does not adequately address scheduling complexities of PUC regulated/recurring schedules, the complexities of intra berth movements for connecting vessels, and the coordination of specialized stevedoring services dockside (i.e. heavy lifts, crane operations). Therefore, the Harbor Master of Honolulu Harbor will continue to accept *Vessel Booking Sheets* by facsimile for berthing requests at Piers 51-53 and Piers 39 and 40 and/or through *Hawaii.PortCall.Com.*

Requests to reserve berths at common use piers at all other commercial ports shall be accepted only through *Hawaii.PortCall.Com* to manage traffic and berthing priorities and to minimize scheduling conflicts.

F. Support for *Hawaii.PortCall.Com*

Aaron Castillo, MCS II, has been assigned to be the Harbors project lead with implementing *Hawaii.PortCall.Com* with the users. Mr. Castillo is assigned to provide you with the support for access and training on *Hawaii.PortCall.Com. Mr. Castillo can be contacted at*

Phone number: *(808) 587-2315*
E-mail address: *aaron.castillo@hawaii.gov*

On December 15, 2015, Harbor Division Schedulers [e.g. Harbor Operations Supervisors, Marine Cargo Specialists, Harbor Agents, and Harbor Traffic Controllers (as applicable)] have been instructed to transition agents to the new electronic scheduling procedures.

INTERNET POSTING: December 28, 2015

Frequently Asked Questions

How do I get started on PortCall.com?

- Anyone can go to Hawaii.PortCall.com to view the public schedule. Users must be logged in to see a more detailed view of the schedule.

- To become a user, an agent/agency must be in good standing with the State of Hawaii and an authorized Harbor User. To start, you will need an 'Account Invitation Email' from a User Manager in your organization. If you're unsure who to contact, you can email support@portcall.com for help.

- Once you receive your invitation:
    - Open your email.
    - Click Accept Invitation.
    - Enter your First and Last Name.
    - Enter a password with:
        - More than 5 characters
        - One uppercase letter
        - One lowercase letter
        - One number
        - One character (!, $, %, #, etc.)
        - Repeat that password.
    - Click Complete Registration.

How do I make a reservation?

- Click Berths on the header.
- Click an empty area in a row (berth) and column (day).
- Change the width (duration of the reservation) by:
    - Clicking and dragging the sides of the timeblock.
    - Or selecting the date/time values and typing in new values.
    - Or clicking the icons and selecting new values.
- Click Reserve Berth.
- Indicate the vessel and select the height (length of the vessel) by:
- Searching for a vessel in the search bar and selecting the vessel from the system.
    - Or clicking Can't find the right vessel? adding a new vessel and its information, and clicking Done.
    - Or clicking Reserve by length only and entering the length of the vessel.
- Click Submit.

Can I make changes to my reservation?

- Only users listed under the People section of that PortCall profile can update the reservation. For more information, see Managing.
- Click Berths on the header.

- Navigate to a timeblock on the grid.
- Change the location by:
    - Clicking Change Berth.
    - Clicking another row in the grid.
    - Clicking Confirm to save the change.
    - Or clicking Edit Timeblock.
    - Dragging the timeblock up or down.
    - Clicking Confirm to save the change.
    - Or clicking View PortCall.
    - Clicking the Reservation card with the bollard icon.
    - Clicking in the Footmark field and entering a new value.
- Change the duration by:
    - Clicking Edit Timeblock.
    - Dragging the timeblock left and right.
    - Or dragging the timeblock's sides left and right.
    - Or clicking in the date/time field and entering a new value.
    - Or clicking the calendar icon and selecting a new value.
    - Or clicking the clock icon and selecting a new value.
    - Clicking Confirm to save the change.
- Change the First & Last Line times by:
    - Clicking Log Actual.
    - Or clicking in the date/time field and entering a new value.
    - Or clicking the clock icon and selecting a new value.
    - Clicking Confirm to save the update.
- Click View PortCall.
- Change the Reservation details by:
    - Clicking the Reservation card with the bollard icon.
    - Toggling the Side-To.
    - Clicking the Tariff Activity for each day and entering additional information.
    - Clicking View. under Pier-Side Amenities and selecting amenities.
    - Clicking Back to Itinerary.
- Clicking in the Last - Recent PortCalls field and entering text.
- Clicking in the Next - Recent PortCalls field and entering text.

How do I cancel a reservation?

- This action cancels only the Reservation and its timeblock. Only users listed under the People section of that PortCall profile can cancel the reservation. For more information, see Managing People on a PortCall.
    - Navigate to a PortCall profile.
    - Click Cancel PortCall.
    - Click Yes.

What happens if I can't make a reservation?

- If you are unable to make a reservation, there could a number of reasons for this.
    - Your reservation over laps another reservation in space and time
        - Scroll through the berth timeline to see where the overlap may be.
    - The vessel, for which the reservation is being made, exceeds the maximum draft or length restrictions for a particular berth.
        - Check berth specifications by clicking on the respective Pier # located on the berth time.
    - If the vessel for which the reservation is being made has higher priority in accordance with Hawaii Administrative Rule §19-42-89, please call our scheduling office to resolve.
    - For other conflicts, please call our scheduling office to resolve.

How will I know if my reservation was received by the respective District Harbors office?

- When the reservation is made, the PortCall will appear on the berth timeline by dashed lines. The reservation will be Booked and be represented on the berth timeline by solid lines. This action will generate an email notification to the agent/agency that there reservation was indeed acknowledged by the District Harbors office.
- In cases where reservations need to be altered by the respective District Harbors scheduler due to unforeseen berthing or traffic issues, an email notification will also be generated to alert the attending agent /agency of the change. The changes will also reflect on the berth timeline.

Where do I find additional help/training for using PortCall.com?

- You will find links for Training and Help on the black header at the top of the screen.

Newest Updates...

How do I audit and review my requests on PortCall.com?

- You can audit and review your requests on the new Reservation Report.
- Click ME on the header
- Click View Reservations to view the Reservation Report
    - The Reservation Report can be sorted by Vessel Name, Arrival or Departure times, Status, Agency or by Port.
        - Click on the respective category to sort
    - Changes to an individual PortCall can be made by clicking directly on the respective reservation from the Reservation Report.

Can notifications be sent to a common email address so that others in an agency or company can view new reservations or changes?

- Yes. Now agents can set different email addresses for notifications. Agents will still have their unique usernames, but notification emails will be sent to a common email address. The notification will not be duplicated if multiple people use the same address.
- To do this:
    - Click ME on the header
    - Click Edit Details
    - Click Set Notification Email

Coming Soon...

Recurring Reservation Module

- Adds new reservation workflow options to address high volume reservation entry
- Allows users to create multiple reservations for the same vessel in a single effort

Vessel Profile Modules

- Quickly populates vessels particulars when making reservations
- Integrates information from Lloyd's, USCG PSIX, and MarineTraffic.com. Allows users to choose which source data to use for reservations.

Reservation Report 2.0

- Upgrade to the standard Reservation Report
- Allows users to make changes to multiple reservations from a single screen
- Users will be able to export the Reservation Report in multiple formats (PDF, Excel, etc.)

General Enhancements

- Adds support for special applications
- Allows stern-to mooring, double-booking, and alongside (rafting or bunkering) reservations