

What Changes with N4 FAQ for Truckers

Question	Answer
What is the biggest change that I can expect with N4?	The biggest change will be as it relates to tickets and ticket printing. NIT will adopt a process that is very similar to APM in Portsmouth. Drivers will receive a route ticket at the ingate and a final EIR at the outgate. It is very important to note that your transaction will not be considered complete until you have obtained your final EIR.
What is an EIR?	EIR is the replacement for a TIR. EIR stands for Equipment Interchange Receipt. An EIR is given to a truck driver for verification of the gate transactions that were performed at the terminal. All EIRs will be given at the Out Gate.
What is a Route Ticket?	A Route Ticket is used to direct a driver to the appropriate area of the yard. The route ticket also contains information obtained by the gate clerk for a given receive or deliver transaction. A Route Ticket will be given to a truck by the gate clerk at the completion of the In Gate process.
What is the difference between a Route Ticket and an EIR?	A Route Ticket is obtained during the In Gate process and directs the driver where to go inside the terminal yard. An EIR is the final ticket received
Where can I view examples of the new tickets?	http://media1.vit.org/n4Training/motorcarriers/NITgateddocuments.pdf
Can I use a Route Ticket to exit the terminal?	No, a route ticket cannot be used to exit the terminal. You must obtain an EIR at one of the outgate lanes or satellite lanes in order to exit the terminal. If an EIR is not obtained, your transaction will be cancelled.
If I am bobtailing out, can I bypass the Out Gate?	No, all trucks must exit through an Out Gate lane or a satellite lane to receive their final EIR ticket.
Is customer service changing locations?	Yes, customer service is moving to the new building located directly west of the current location. We have relocated customer service functions to the new Driver's Assistance building. The new location will be able to accommodate parking for anticipated increases in volume.
Can I get a Route ticket (formerly referred to as a pick-up ticket) from Driver's Assistance/Customer Service?	No, Route Tickets will no longer be issued at Driver's Assistance/Customer Service. Only Drivers with Trouble tickets that have been resolved at Driver's Assistance will receive a route ticket at Driver's Assistance.
Do bobtails have to use the main gate interchange?	Yes, all bobtails and bare chassis are now required to use the inbound main gate interchange. We are no longer issuing pick ups at the Customer Service building. Route tickets will also be issued at the NCY for those drivers doing business at the NCY.
Why am I being asked for my license plate number during the In Gate process?	Truck License Plate numbers are now required for all gate transactions. Your license plate number will appear on all Route Tickets and EIRs.
Will the satellite lanes still be open?	Yes, the satellite lanes will still serve as out gate lanes where drivers can obtain their final EIRs.
Are the procedures for receiving Overweight Containers changing?	Yes, containers with a calculated gross weight identified to be above the safe weight limit of the container will be directed to our 3rd Street scale. If the container is still deemed overweight after the secondary weighing process, the container will be rejected and not allowed to remain at the terminal. The driver will receive a trouble ticket for the chassis deficiency and be instructed to go to the appropriate M&R vendor to have the deficiency addressed. Once the deficiency has been addressed, the M&R vendor will stamp the Trouble Ticket and then the driver will be required to return to the outgate or a satellite lane to obtain their EIR.
What happens if my chassis is flagged for a defect?	Inbound trouble tickets will be routed to the new Driver's Assistance building located north of the In Gate lanes and north of the old customer service building. The old customer service building will only be used in an overflow scenario as we do not have enough parking space to accommodate the anticipated volume of trouble tickets.
If I receive a trouble ticket at the In Gate, where do I go?	A transaction number is a unique number used to identify a Deliver or Receive Gate Move. This number will be located on your Route Ticket and your EIR. This number identifies an individual element of a Truck Visit, such as a receive export, receive chassis or a deliver import or deliver export.
What is a transaction number?	No, delivery orders are no longer required to pick up a container. The driver must know the container number in order to pick the container up. If a SCAC code has been assigned to a certain container via EDI or through N4, then only the assigned SCAC code will be allowed to pick up the container.
Are delivery orders required?	Yes, for those doing business at the NCY, route tickets for NIT will be created at the NCY.
Will I still be able to get pick ups at the NCY?	The NCY will create a route ticket for your drop off to allow you to enter through the North Gate in very specific cases (i.e.: Rejected Empties, Graded Container processing). It is very important to note that if you will only receive a route ticket from the NCY. You will still be required to exit through the main gate interchange or one of the satellite lanes in order to receive your EIR.
What if my drop off at the NCY is directed to NIT?	A booking number or an EDO (equipment delivery order) number will be required to pick up an empty. A container number alone will no longer be sufficient to pick up an empty container.
What information is required to pick up an Empty at NIT?	Always have your information ready by the time you get to the Main Gate. Memorize your license plate number and be prepared to give the license plate number to the gate clerk. Be prepared to state the tare weight of your tractor if asked. Be prepared to state the tare weight of your owner's chass or flatbed if asked. Have your booking number or EDO number ready to give to the clerk when your in the ingate lanes. Know the location of the gate you are to use.
What are some tips to speed up my transaction processing time at the gate?	
Where can I view a map of the updated locations at NIT?	http://media1.vit.org/n4Training/motorcarriers/n4WheelLocations.pdf