Revised 2025-08-14

Objective

To outline the rules governing The Port of Virginia Truck Reservation system. The PRO-PASS truck reservation system is a comprehensive motor carrier truck scheduling solution that allows The Port of Virginia to optimize gate and yard operations, reduce trucker turn-time, eliminate trouble cases, and reduce congestion within the port.

The PRO-PASS reservation system will allow trucking companies to schedule terminal visits using an integrated platform capable of instantaneous feedback.

Reservations booked through the PRO-PASS reservation system are initially verified by the terminal operating system against current business rules and then further validated by an ILA Clerk. Through the ILA clerk validation process, reservations are inspected and created through the automated gate system workflow. Upon completion of the pre-validation workflow, reservations are created, by ILA clerks, in the terminal operating system.

Frequently Asked Questions

What are the requirements for the Port of Virginia?

New motor carriers are required to be registered with the Port of Virginia. The necessary steps can be found on the Port of Virginia website below. For assistance, please contact our Customer Service team utilizing the "Contact Us" link.

New Motor Carrier Setup

Contact Us

What are the mandatory reservation hours at NIT and VIG?

Mandatory reservation hours at Norfolk International Terminal (NIT) and Virginia International Gateway (VIG) will be enforced at gate opening. A non-mandatory reservation period is offered at both marine facilities.

To find the mandatory and non-mandatory reservation hours for each terminal, please refer to The Port of Virginia website below.

Future expansions will be communicated in advance.

The Port of Virginia Terminal Gate Hours

How do I sign up for the PRO-PASS Reservation System?

The scheduling of PRO-PASS reservations is available to trucking companies only, through the PRO-PASS website; however, all beneficial cargo owners and stakeholders are invited to register for an account and view container and booking information.
 (**www.propassva.com**).

Will PRO-PASS RFID Transponders be required to access the terminal during the non- mandatory period?

Yes, PRO-PASS RFID tags will be required to access each terminal during the mandatory and non-mandatory periods. Transcore RFID tags will not be supported. PRO-PASS RFID tags can be ordered through the PRO-PASS website (**www.propassva.com**). **Note, drivers are permitted no more than one (1) RFID transponder within a single truck**. PRO-PASS RFID tags can be shipped to you directly or retrieved from the NIT North or VIG Driver's Assistance buildings. Once purchased, the driver must provide the confirmation letter, at the time of pick-up.

VIRGINIA RFID TAG CENTERS

Virginia International Gateway (VIG)
757-686-6090
Driver's Assistance Building
1000 Virginia International Gateway
Portsmouth, VA 23703

Norfolk International Terminals (NIT)
757-201-9056
Driver's Assistance Building - North Gate
7737 Hampton Blvd. Norfolk, VA 23505
* The NIT Driver's Assistance Building is located next to the Pass Office/NIT Police Headquarters*

How do I mount my PRO-PASS RFID tag?

Mounting instructions can be found within the PRO-PASS User Guide here:
PRO-PASS User Guide

What if my PRO-PASS RFID is not working?

PRO-PASS RFID transponders have a battery life of five (5) years. User should look to replace older models during this time. A driver can additionally request to have their PRO-PASS RFID scanned at both NIT and VIG Driver's Assistance (DA) offices. The RFID will need to be dis-mounted and brought into DA.

How far in advance can I create a reservation?

A reservation can be created 48 hours in advance of a given time window. This includes the creation of reservations for the current day and reservations for subsequent days.

How are reservation time slots defined?

For each reservation, a time slot must be selected. Reservation time slots are established in standard hourly increments with each slot beginning at the start of the hour. In addition to the standard time slot hourly window, a grace period has been established at the beginning and the end of each hour. The current grace period is 30 minutes.

Which selection should I choose when making a reservation?

- Pick Import – retrieval of an import container only
- Pick Empty – retrieval of an empty container only
- Pick Dray – an export due to depart via gate (must be setup by the ocean carrier)
- Drop Export – an export due to depart via vessel
- Drop Empty – an empty due to return to the marine facility
- Drop Dray – imports that have departed from one marine facility and will re-ingate at another marine facility (must be setup by the ocean carrier)

Dual transactions can be completed at both marine facilities.

Is a license plate number required when making a reservation?

Yes. License plate numbers are required when securing a reservation. Each license plate is directly linked to its corresponding PRO-PASS RFID tag. The PRO-PASS RFID tag is used to automatically identify each truck as it enters NIT or VIG. The PRO-PASS RFID tag, once registered, can take up to 45 minutes to process.

What is My Reservations?

The My Reservations menu option has replaced the menu options of Reservation Moves and Reservation Visits, offering a more enhanced way of viewing and adjusting created reservations. Tailored and customized views can be created by the motor carrier to view different status type reservations. This includes: Validated, Trouble, Missed, etc.

It is the responsibility of the motor carrier company to effectively maintain and manage their dispatches, sustaining a missed reservation percentage of no more than four (4) percent week-to-week. Information regarding My Reservations and other important details, can be downloaded by clicking the below link.

How many reservations will there be per time slot?

The total number of reservations per time slot will be based on the specific operating model of each terminal. Capacity is derived at the yard block level. Each block has a defined capacity for export, import, and empty container moves. Once the capacity for exports, imports or empties has been met for a given hour, that slot will no longer be viewable for selection.

The capacity will vary by terminal, operating mode, equipment availability, and weather conditions.

Will I be able to change the time or a truck license plate for an existing reservation?

Yes. License plates for any given reservation can be edited prior to arrival and before the end of the reservation hour. The "Edit" and "Check-in" action options can be used in these instances. The "Check-In" action button, allows edits or changes to a license plate or an already existing empty container reservation up until the end of the reservation hour, excluding the late grace period. The "Edit" action button allow for changes to all fields within a reservation and may require a new time slot to be selected. Changes are encouraged to be made well prior the expiration of the hour to allow time for the ILA labor to complete the validation of the reservation.

Will I be able to cancel an existing reservation?

Yes. PRO-PASS users must cancel reservations prior to the 59 minute mark within a reservation time-slot. However; it is strongly recommended to cancel well prior to the expiration of the reservation hour, in order for the slot to be re-allocated for use. This includes "trouble" status reservations.

Can I add an additional transaction to a single move reservation?

Yes. You can add to an existing reservation, if there are available slots for the additional move-type. Adding an additional move may cause the time of the reservation to change. Additionally, you can remove a move from an existing dual reservation.

Can I make a "generic" reservation?

Yes. You can create a generic "Drop Empty" or "Drop Export" reservation without a container number; however, the container number for an export reservation is required to be updated, prior to the driver's arrival to the marine terminal. By not doing so, this will cause the PRO-PASS reservation to update to "trouble" status, and subsequently "missed," until corrected. It is strongly recommended that the container number is also updated for empty reservations, in order to be made aware of shipline "No Entry" holds.

Does a reservation guarantee chassis availability?

No. A reservation does not guarantee chassis availability.

Am I required to create reservations to take a chassis in or to take a chassis out?

Chassis reservations are not supported in PRO-PASS. A reservation does not guarantee chassis availability.

Will I be able to create a reservation for Reefers?

Yes, reservations for all container equipment types are supported. Reefer reservation information will be shared with M&R vendors.

Will reservations be required for Break Bulk, OOG or Cargo operations?

Reservations for Break Bulk, OOG, or Cargo operations are not required through the PRO-PASS system; however, please adhere to current terminal-specific OOG or Cargo operation policies. Please contact the NIT or VIG Cargo / OOG teams for more information on scheduling.

Will a truck be allowed to enter the terminal with a reservation in trouble status?

No, the mandatory reservation period is reserved for validated reservations in good standing. Drivers with a reservation in trouble status must have the status resolved prior to arriving at the terminal. Issues related to the "trouble" status should be adjusted or canceled, prior to the expiration of the reservation hour. As communicated through the Motor Carrier Committee meetings, containers with a shipline "No Entry" hold will initially be allowed to "validate." This is to allow the removal of the empty without losing the pick-up reservation timeslot. The reservation will subsequently transition into a "trouble" state, allowing the motor carrier to either cancel or update the reservation before the reservation hour. Prior-day reservations are strongly recommended in order to be made aware of "No Entry" holds.

What happens if the Early Return Date (ERD) / Begin Receive Date (BRD) for an export changes and a reservation has already been established for the next day?

Current Early Return Date, or ERD, policy still applies. If the ERD changes, the reservation state will change to "trouble" and an email notification of the status change will be sent automatically to the administrator of the motor carrier's PRO-PASS account. Please contact the shipline or The Port of Virginia's Customer Service team **Povcustomerservice@vit.org** for assistance.

Note: The Begin Receive Date is sometimes referred to as an Earliest Receive Date, Export Receive Date or Early Return Date (ERD).

Can a reservation be made for a container that is not AVAILABLE?

No. Reservations can only be made for containers that are AVAILABLE and are located in a deliverable position in the yard.

Can I make a reservation for a container that is still on a vessel?

No. Reservations can only be made for containers that have a valid and deliverable yard position.

Can a driver be associated with more than one SCAC code?

Yes. A license plate can be registered to more than one trucking company's Truck Management console. Ensure the correct company is selected when securing a PRO-PASS reservation.

Can I create dual mission reservation for one SCAC code inbound and a different SCAC code outbound?

No. Only one SCAC code per reservation visit is allowed. A separate reservation for the outbound move for the secondary SCAC would need to be created. Please note that a separate time slot for the SCAC must be selected.

How will the Port of Virginia prevent a single carrier from monopolizing all available reservations for a given time slot?

Through monitoring and analyzing trucking company usage statistics. The PRO-PASS Reservation system is highly configurable. Should a need arise, limits to the number of reservation slots can be established. **This includes but is not limited to: limiting the use of a single truck plate within PRO-PASS, per hour.**

What happens if a truck misses a validated reservation?

The reservation will convert to a "missed" status. The slot that was held for the reservation will go unused. The missed status will be recorded against the truck and the trucking company. Excessive "missed" reservations may result in reduction of access to mandatory reservation hours.

The Port of Virginia will produce statistics, to specific carriers, on trucking company reservation system effectiveness, to include missed reservations.

How will the Port of Virginia handle queuing at the port?

No truck queueing will be permitted prior to the opening of the OCR portals.

Drivers arriving too early for confirmed reservations (more than 30 minutes prior) will be turned away and not be permitted to queue on terminal property. Drivers arriving late for confirmed reservations (30 minutes after the hour block) will be turned away and may only return when unrestricted gate hours are resumed, or a new reservation has been secured. Trucks arriving during mandatory reservation hours, without a reservation, will be turned away and not be permitted to queue on terminal property. Drivers should refer to the designated queuing area.

How will the Port of Virginia handle last free day reservations?

Users of the PRO-PASS reservation system will be able to make reservations for any import container that is AVAILABLE and in a deliverable position. The ocean carrier should be contacted for last free day information. A rejection message will be received for any reservation with a last free day impediment. Specific ocean carriers/shiplines transmit LFD information to The Port of Virginia and can be viewed on the Containers watch-list within PRO-PASS. All free-time inquiries should be directed to the ocean carrier.

How do I obtain more information on available API Subscriptions?

Please visit The Port of Virginia website.
API Subscriptions

Is there a single point of contact for PRO-PASS questions?

PRO-PASS Motor Carrier Experience / Reservation team:

reservations@vit.org; 757-292-4545

Websites:

https://www.portofvirginia.com/

https://www.propassva.com/