

Title Account: How to cancel an appointment in ICTSI NaviGate

PROCEDURE:

1. Cancel the Truck Visit Appointment

- Go to the **MY APPOINTMENTS** tab and click on **TODAYS** or **ALL** under **TRUCK VISIT**.
- Select the appropriate truck plate number, then click on **CANCEL**. Enter your cancellation reason and click **SUBMIT**. The status should then be updated to **"CANCELLED."**

2. Cancel the Container Appointment

- Go to the **MY APPOINTMENTS** tab and click on **TODAYS** or **ALL** under **SCHEDULED**.
- Select the **container number** and click on **CANCEL**. Enter your cancellation reason and click **SUBMIT**. The status should then be updated to **"CANCELLED."**

NOTES FOR APPOINTMENT BOOKED BY TRUCKING COMPANY:

- The TVA must always be cancelled first before cancelling the container appointment.
- Cancellations can only be made if the appointment has not started, it is not yet overdue or has already passed.

NOTES FOR APPOINTMENT BOOKED BY SHIPPER/BROKER/FORWARDER:

- Ask your trucking partner to cancel the TVA on their side first before proceeding with the cancellation of the container appointment
- Cancellations can only be made if the appointment has not started, it is not yet overdue or has already passed.

REMINDER: To ensure seamless processing and avoid additional charges, we recommend that you **book your appointments ahead of time or before the storage/refer validity expires.**