

ONLINE TRANSACTIONS / Sherpa

Avoid delays before terminal visit:

1. Provide valid information and keep driver accounts up to date :
 - a. Port card: 11-digit numbers - eg starting with 1039..., 1145..., 1200...
 - b. Email address and/or cell numbers
2. When applying for access to the application:
 - a. Provide an email with the transportation company domain
 - b. If using an email of type gmail, icloud, etc..., other than the company emails, transport company must confirm the authenticity of the driver
3. For logging issues with an account (driver and/or dispatcher) DO NOT create a new account. Contact ***onlinegate@termont.com***
4. Advise your driver that an online transaction was assigned to him before terminal visit
5. Send the online transaction to the driver it was created for: Online transaction submitted is registered under a driver's port card number. If the online transaction is sent to another driver, it will fall in error at the terminal entrance

Avoid delays at Port of Montreal and Terminal Entrances:

6. Use Lane 26 at the Port entrance (section 75) unless otherwise advised. Any "traditional" transaction using the numeric keypad will be refused
7. Have all pertinent information for the transaction(s) – eg: drop and/or pick-up