

---

## Statement of Work (SOW)

This Statement of Work (SOW) delineates the tasks to be undertaken by Yard Management Solutions LLC during the onboarding process of a new Customer. The SOW is governed by the terms of the Master Software as a Service Agreement (the "Agreement") and applies to any Agreement or Order Form between Yard Management Solutions LLC or its Affiliates and the Customer that explicitly references and incorporates this SOW. In the event of any discrepancy between the provisions of this SOW and those of any Agreement or Order Form, the terms outlined in this SOW shall prevail to the extent of such discrepancy.

---

## Objectives

### Purpose

The purpose of this project is to deliver and implement a yard management system that provides enhanced visibility and communication of the Customer's operation in order to streamline yard processes and save time.

---

## Scope & Activities

Yard Management Solutions will deliver the following software features and activities. In some cases, customizations or enhancements to these standard features are available. Please see the section for "Software Customization" later in this document. Additional charges may apply.

### Eagle View

Provides a graphical representation of Customer's shipping yard(s). Eagle View includes:

- Configured facility layout.
- Configured zones and spots.
- Live analytics bar showing trailer counts for the following information: Yard Total, Empty, Loaded, Loading, Unloading, Detention, Damaged.
- Facility-wide search bar. Searchable items include: SCAC Codes, Trailer Numbers, Trailer Statuses, Customers, Load Types, Sub Load Types, Reference Numbers.
- Facility-Wide First-In-First-Out ("FIFO") Search Functionality. Allows searching for the trailer or container that was first checked into the facility based on the following search criteria: Customer, SCAC, Load Type, Sub-Load Type.

- Trailer visual management. Trailer statuses in Eagle View are communicated via color and symbol markings. Default trailer statuses include:
  - Blue – Loaded
  - Grey – Empty
  - Black with Yellow Stripes – Damaged
  - Red Color – Detention
  - Green Arrow – Unloading
  - Orange Arrow – Loading
  - Yellow Stripe – Priority
  - Green Stripe – Inbound
  - Orange Stripe – Outbound
  - Red Stripe – Pre-Detention
- Drag and drop functionality for trailer/container locations.
- Simple click-move request functionality.
- Drill-down capability for viewing appointments. This includes the ability to click into a trailer and edit the trailer or container’s load information. Available fields are listed below. Required fields are defined as fields that must be used and filled in the YMS system. Customer Configurable fields are defined as fields which Customer can add or edit options within. YMS Configurable fields are fields which the YMS Team can add or edit options within at Customer request. Fields cannot be removed, hidden, made mandatory, or made optional.

- **Vehicle**

Field Name	Required	Customer Configurable	YMS Configurable
Move Type	✓		✓
SCAC	✓	✓	
Trailer Number	✓		
Vehicle Type		✓	
Vehicle Status	✓	✓	
Live Load (Y/N)			
Priority Load (Y/N)			
Trailer Condition			✓
LTL (Y/N)			

- **Load**

Field Name	Required	Customer Configurable	YMS Configurable
Appointment Number	✓		
Customer		✓	
Load Type		✓	
Sub Load Type		✓	
Reference Number (x2)			✓



Seal Number	✓
Origin/Destination	✓
Appointment Time	✓
Supplier	✓
Comments	✓
Detention Start Time	✓

○ **Location**

Field Name	Required	Customer Configurable	YMS Configurable
Drop Facility	✓	✓	
Drop Zone	✓		✓
Drop Spot	✓		✓

○ **Driver**

Field Name	Required	Customer Configurable	YMS Configurable
Driver's Name		✓	
Driver's License		✓	
Driver's Cell Phone		✓	
Tractor Number		✓	
Trailer Plate		✓	

○ **Custom**

- Up to 5x custom fields. Fields must be text-entry or dropdown.

Field Name	Required	Customer Configurable	YMS Configurable
Custom 1			✓
Custom 2			✓
Custom 3			✓
Custom 4			✓
Custom 5			✓

- **Carrier View.** Provider allows Customer to give carriers view-only access to Eagle View. While in this view, carriers cannot edit or change the location of any trailer or containers in Eagle view.
- **Lost Box.** The Lost Box displays all trailers and containers currently marked as Lost. Users can drag trailer or container icons into or out of the Lost Box at any time.

## Appointment Schedule

This module provides Customer with the ability view, add, delete, and edit appointments.

- **Scrollable Appointment Schedule.** The appointment schedule offers users the ability to easily scroll through the appointment schedule for any given day.
- **Late Appointment Mark.** Late appointments are marked with a red dot.
- **Drag and Drop Functionality.** Appointments can be dragged from one time slot and dropped on a new time slot to reschedule.
- **Easy Drag; Appointment Duration Adjustment Functionality.** Easily drag the edge of any appointment to adjust the length of the appointment. Default appointment length is 30 minutes.
- **Date Selection:** Go-to-date functionality that allows users to open a calendar and pick a specific date they wish to view in the appointment schedule.
- **Filter by Move Type Drop-Down Menu:** A drop-down menu that allows users to pick what move type they would like to view. Users can choose between All Inbound/Outbound, Inbound, or Outbound.
- **Appointment Number Search:** A search box located at the top of the Appointment Schedule that allows users to search selected dates' appointments by Appointment Number.
- **Reference Number Search:** A search box located at the top of the Appointment Schedule that allows users to search selected dates' appointments by Reference Number.
- **Day View Button:** This allows users to view the appointment schedule one day at a time.
- **Week View Button:** This allows users to view the appointment schedule one week at a time.
- **Month View Button:** This allows users to view the appointment schedule one month at a time.
- **Forwards and Backwards Buttons:** This button allows users to navigate forwards or backward one unit at a time depending on the unit of measurement selected.
- **Add New Button:** This allows users to create a new appointment in the desired time slot.
- **Current Date Display:** Displays the current date selected clearly at the top of the appointment module.

## Dock Door Planner

This module allows users to schedule out the capacity of each dock door. Users can move appointments to specific dock doors to be processed at a specific time. Appointments populate in the Unassigned section of the table and are dragged and dropped to the desired dock door at the desired time.

- **Dock Door Planner Table:** displays all dock doors, and available time slots for appointments to be processed.

- **Unassigned Zone:** This zone is where all appointments will be populated. From here, appointments are given a specific dock door and time to be processed.
- **Drag and Drop Functionality:** This allows users to quickly adjust the appointments on the dock door planner.
- **Easy Drag; Time Duration Adjustment Functionality:** Easily drag the edge of any appointment sideways to adjust the amount of time the appointment will take to process.
- **Filter by Move Type Drop-Down Menu:** A drop-down menu that allows users to pick what move type they would like to view. Users can choose between All Inbound/Outbound, Inbound, or Outbound.
- **Date Selection:** Go-to-date functionality that allows users to open a calendar and pick a specific date they wish to view in the Dock Door Planner.
- **Day View Button:** This allows users to view the Dock Door Planner one day at a time.
- **Week View Button:** This allows users to view the Dock Door Planner one week at a time.
- **Month View Button:** This allows users to view the Dock Door Planner one month at a time.
- **Forwards and Backwards Buttons:** This button allows users to navigate forwards or backward one unit at a time depending on the unit of measurement selected.
- **Current Date Display:** Displays the current date selected clearly at the top of the appointment module.

## Gate Module

The Gate Module allows users to quickly check in and out Trailers, Tractors, and Visitors.

Trailers are defined as a loaded or empty trailer coming in or leaving the lot.

Tractors are defined as 'bob-tails' or trailer-towing vehicles arriving to pick up a trailer or departing after having dropped off a trailer.

Visitors are defined as non-delivery vehicles, personally-owned vehicles, or people on foot arriving on site.

- **Quick Search:** This allows users to search for unique identifiers that can be found in the appointments load info. Search fields include:
- Appointment Number
  - Trailer Number
  - Reference Number
  - Customer
- **No Appointment Option:** This allows users to easily check in and check out a trailer or tractor that does not currently have an appointment in the system.

## Driver Module

Allows jockey and shuttle drivers to see requested moves currently within YMS. This module is optimized for tablets mounted in tractor / jockey vehicle cabs.

- **Current Available Moves Bar:** This displays each facility currently running YMS and the number of open moves located at each facility.
- **Move Request Task Prompt:** This is how each move request is displayed. Each Move Request displays:
  - The Trailer's SCAC and trailer number
  - The Start Location: Where the trailer or container can be found in.
  - The End Location: Where the trailer or container needs to be taken.
- **Accept Button:** Drivers press the Accept button to acknowledge that they will be processing the move request.
- **Start Button:** Drivers press the Start button to signify that they have started to move the trailer.
- **Complete Button:** Drivers press the Complete button upon finishing a move request to signify that the trailer is now located in the destination spot.
- **Edit Button:** Allows drivers to select a new drop spot for the trailer.
- **Decline Button:** This allows drivers to decline a move for a specific reason. This button opens a drop-down menu where they must select from a list of options. Options include:
  - Damaged Wall: This marks the trailer as damaged
  - Damaged Door: This marks the trailer as damaged
  - Damaged Ceiling: This marks the trailer as damaged
  - CTPAT Failed: This marks the trailer as damaged
  - Lights: This marks the trailer as damaged
  - Damaged Tire: This marks the trailer as damaged
  - Damaged Floor: This marks the trailer as damaged
  - Damaged Chassis: This marks the trailer as damaged
  - Glad Hand: This marks the trailer as damaged
  - Landing: This marks the trailer as damaged
  - Trailer Missing: This places the trailer into the lost box.
  - Other: This places the move request back into the move queue.

## Dock Door Module

Displays all dock doors in list form. This module allows users to process trailers as they are loaded and unloaded at the dock.

- **Request Trailer Button:** This button allows users to request a trailer to the specific dock door that they picked. Users can search for trailers to bring to the dock door by searching by appointment number, trailer number, or reference number.



- **Request Pickup Button:** This button allows users to request a trailer to be picked up from the dock door they selected. Users simply select the zone and spot they would like the trailer to be brought to.
- **Cancel Button:** This button allows users to cancel the open move request at the dock door they selected.
- **Change Status Button:** The Change status button is how users show that a trailer is being loaded or unloaded. Users can search for an appointment to load the trailer once it is empty. Users can mark a trailer as the following:
  - Loaded
  - Partially loaded
  - Empty
  - Loading - When a trailer is marked loading, the user will be asked to assign the correct outbound appointment to the trailer. Selecting an outbound appointment is not mandatory.
  - Unloading

## Yard Check Module

Displays all zones and spots located at the facility within a scrollable, interactive list.

- **Drag and Drop Functionality:** Allows users to quickly adjust the position and condition of trailers and containers currently at the facility.
- **Lost Button:** Allows users to easily mark a trailer as lost.
- **Edit Button:** Allows users to quickly access a trailer or container's appointment info.
- **Lost Box:** This zone holds all trailers and containers currently marked as lost. The contents of this box are identical to the Lost Box on Eagle View.
- **Insert Container Button:** Allows users to insert a trailer or container that is physically located in the selected spot. Pressing this button prompts the user to enter the trailer number. The system will look for existing trailers in the system. If the system finds a trailer matching the search criteria, it will allow the user to move that trailer to the selected spot. If no existing trailer is found, the user will be asked if they would like to check in a new trailer to that spot.

## Reports

Reports are automatically updated as Customer utilizes the system. the following Reports are included as part of the standard implementation in YMS. In some cases, report customization may be possible. For details, please see the “Software Customization” section later in this document. Additional charges may apply.

- Current Inventory
- Open Move Request
- Dock Door History



- Detention History
- Driver History
- Driver Snapshot
- Trailer History
- Trailer Conditions History
- Gate History
- Inbound Status
- Outbound Status
- Visitor History

All Reports include the below functionality.

- Filters
- Search bar
- Export Buttons: Copy to Clipboard, Excel, CSV

## CSV Uploads

The CSV Uploads section allows users to upload inbound and outbound appointments into YMS using a template in .CSV file format. This module does not accept other file formats or templates. This module includes:

- Download Template Link
- Choose File and Import buttons
- Recently Uploaded Appointments table with search bar
  - If a CSV upload encounters errors, users can download an error file to help troubleshoot.

## Settings

Allows users with appropriate permissions to change system configuration. The below configuration screens are included in the Settings Module.

- **Carriers:** create, edit, and view carriers for use across the system.
- **Customers:** create, edit, and view customers for use across the system.
- **Facilities:** change facility names.
- **Roles:** create, edit, and view access roles and permissions. YMS comes standard with the following Roles:
  - Super Administrator
  - Administrator
  - Carrier
  - Customer
  - Dock Person

- Driver
- Driver/Shuttle
- Shuttle
- Guard
- Schedule User
- Supplier
- **Load Types:** create, edit, and view load types for use across the system.
- **Sub Load Types:** create, edit, and view sub load types for use across the system.
- **Suppliers:** create, edit, and view suppliers for use across the system.
- **Users:** create, edit, and view users. User information includes the following:
  - First Name
  - Last Name
  - Username – must be unique
  - Email
  - Phone Number
  - Role
  - Active status
  - Facilities access
  - Default facility
  - Password
- **Vehicle Sizes:** create, edit, and view vehicle sizes for use across the system.
- **Vehicle Types:** create, edit, and view vehicle types for use across the system.
- **Detention Rules:** create, edit, and view detention rules for use across the system.
  - Detention Rules can be utilized to track any time-sensitive information across YMS including but not limited to detention and demurrage. Users with access permissions can determine if a rule applies to live or drop loads, assign a rule to a carrier, determine when a pre-alert will trigger (minutes, hours, days) and when an alert will trigger (minutes, hours, days). Pre-alerts will put a red stripe on the relevant trailer. Alerts will turn the relevant trailer red.

## Training

- **Training Sessions:** As a part of system implementation, YMS provides a maximum of three training sessions totaling no more than three hours each. A typical training session covering all modules and system features takes three hours.
- **Training Rollover Excluded:** If a training session completes early, training time does not roll over to a future session.
- **Training Flexibility:** At the discretion of the YMS Trainer, training can be split into smaller sessions to accommodate for functional areas or smaller groups.
  - Split up training sessions must not exceed nine total hours.
  - For each three hours of training, a one hour break is required.
- **Training Type:** Live online training conducted via Microsoft Teams.



---

## Software Customization Process

This section describes procedures for how Customers can request changes or enhancements to the standard YMS system, and how those requests are assessed and implemented.

- Customers can request functionality changes at any time by submitting a Change Order Request (“COR”) via the YMS Ticketing System at the link provided by their YMS Project Manager.
- CORs can be submitted during or after the Phases of Implementation as described in Timeline section below. YMS will not consider implementing CORs until after Phase 5: Go-Live is complete.
- Once a COR is submitted, YMS will begin an internal feasibility assessment. During this time, YMS may ask Customer any relevant questions about the request.
  - If the change is internally assessed to be low impact, YMS will provide pricing back to the customer on a COR along with any implementation notes or considerations.
  - If approved by customer, COR must be signed and provided back to YMS. The COR must be signed by Customer and applicable fees must be paid prior to work beginning unless otherwise agreed upon.
- If the change is internally assessed to be medium or high impact, YMS will update the COR to include an initial scope of services and a rough order of magnitude (ROM) pricing estimate, and will send the updated COR to Customer for approval.
- If approved by customer, COR must be signed and provided back to YMS. Following completion of a signed COR, YMS will schedule a Requirements Interview to gather more detailed requirements, if necessary.
- Requirements Interviews will consist of, at a minimum, Customer Project Manager, Customer Decision Maker, YMS Project Manager, YMS Lead Engineer, YMS Finance Representative, and acting YMS Product Manager.
- During the Requirements Interview, one or more meetings may take place. All parties will discuss the COR and fully articulate work to be conducted. The output of the Requirements Interview is an Incremental SOW.
- YMS will provide an Incremental SOW to the Customer including a price quote, timeline, and all applicable details for the enhancement request. The Incremental SOW must be signed by Customer and applicable fees must be paid prior to work beginning unless otherwise agreed upon.

---

## Outline of Services Provided

**System.** Eagle View, including all related products and services as described in this SOW.

**Customized Eagle View Screen.** Provider will review the specific site requirements for the Customer's Location of Services as described above and build a custom Eagle View screen showing the buildings, dock doors, parking spots, and gate locations. Field-level customizations that have been agreed as part of this implementation are noted in the sections above. Any further customizations taking place following Go-Live will be included in a separate Statement of Work.

**Modules Included.** All software modules articulated in this SOW.

**Reports Included.** All reports articulated in this SOW.

**Number of Users.** Up to 60 active users.

- **Additional Users.** Available in blocks of 10 at \$20 per user per month.

**Items not included in the scope of this Agreement:**

- iPad / Android tablet standard or ruggedized to be installed into the switcher tractor to receive move requests from the Drivers Move Request Module.
- In office hardware / computers
- Internet service
- Any configurations, customizations, or features not listed in this SOW.

---

## Timeline

**Delivery of System:** 6 weeks from the receipt of all setup information and payment.

For further details, please see the nominal project timeline provided with this Statement of Work. Delays in providing necessary setup information will result in delays to the delivery schedule.