

# ICTSI Radar User Guide



# 01

**What is the ICTSI Radar?**

# What is the ICTSI Radar?



We're excited to introduce **ICTSI Radar**.

ICTSI Radar is a redesigned transparency tool that provides real-time information and updates on your terminal transactions.

## Why use ICTSI Radar?

### Transparency

Get clear, real-time visibility of your terminal transactions, helping you plan ahead, respond quickly to changes, and avoid operational delays.

### Stay-up-to-date

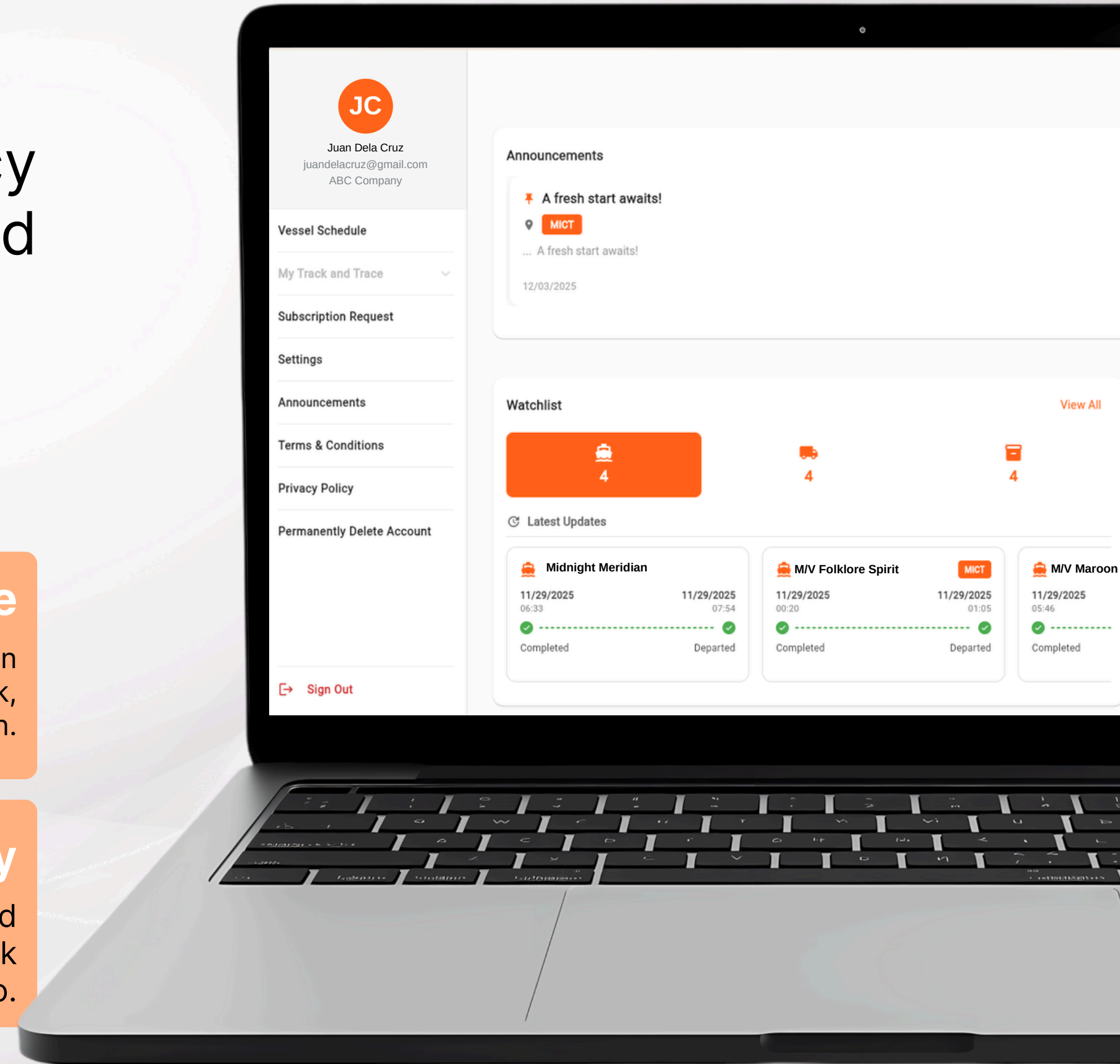
Ensures you receive the latest updates on terminal. As well as track container, truck, and vessel milestones as they happen.

### User-Friendly Experience

Redesigned interface offers easier navigation and clearer presentation of information.

### Mobile Accessibility

Real-time updates can be viewed anytime, anywhere, letting you track updates while on the go.



The background features a large, stylized eye graphic in the center, composed of concentric circles and a central pupil. The eye is rendered in a light, ethereal style with soft, glowing outlines. Surrounding the eye are various abstract, flowing shapes in shades of light blue, purple, and white, creating a sense of movement and depth. The overall aesthetic is clean and modern.

# 02

## Reactivating your Account

This applies to **existing users** who were registered and previously used the ICTSI App.  
Kindly reset your password to activate your Radar account.

# Reactivating your Account

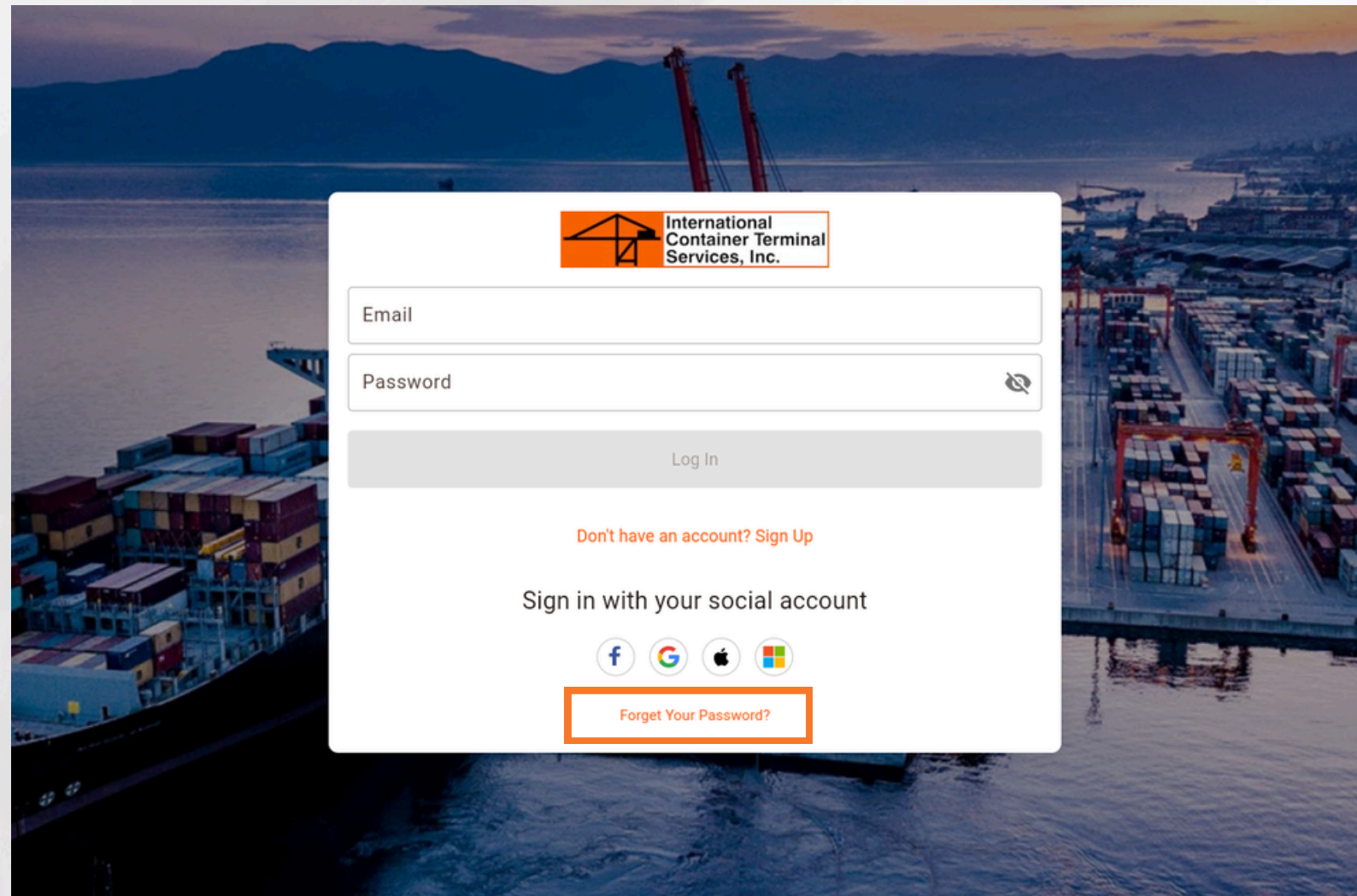
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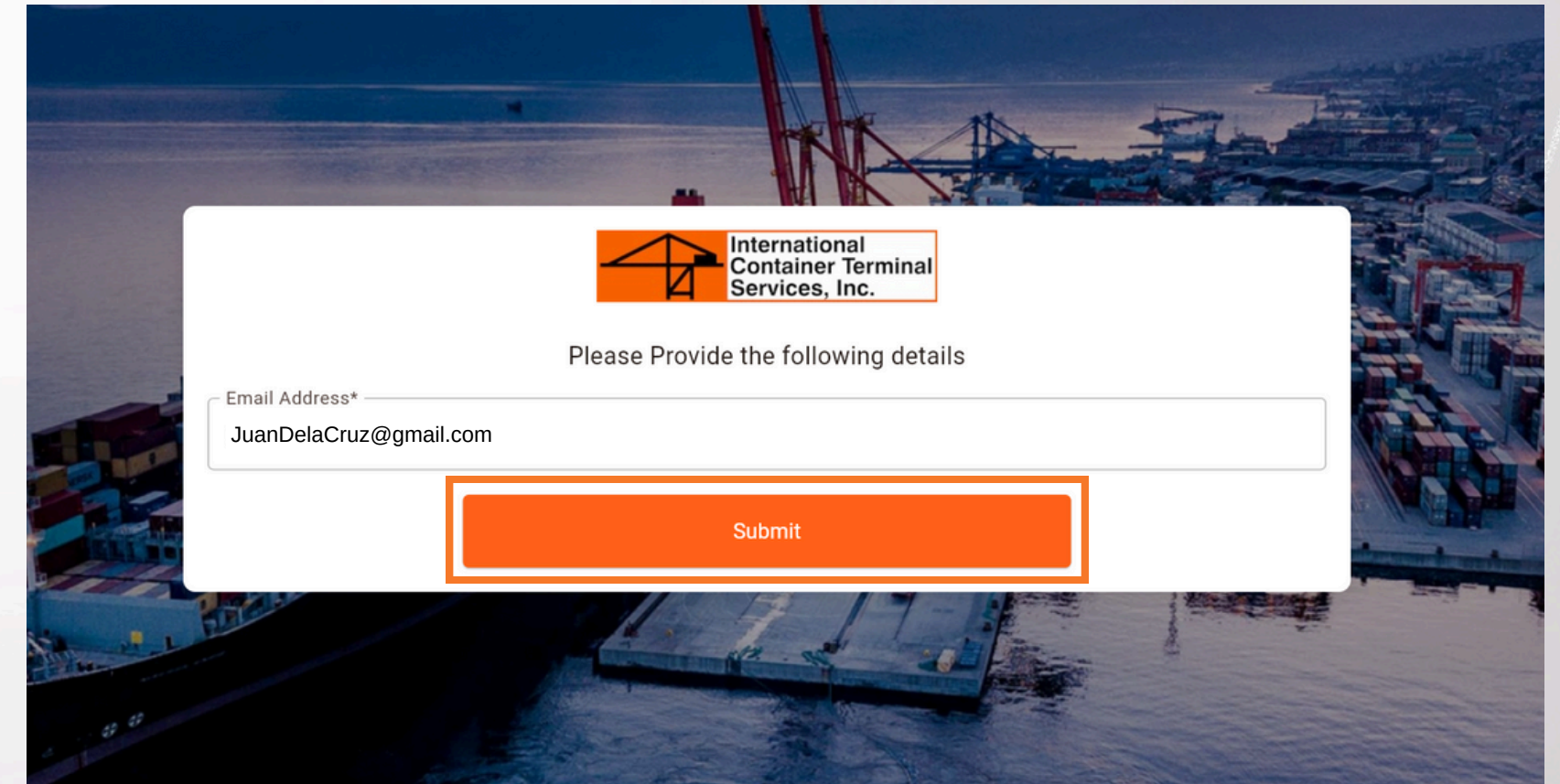
Forget Password

Verify Email

Update Profile



On your browser, go to <https://radar.ictsi.com> then click "Forgot Your Password?"



Enter the same email address you used for the ICTSI App and click **SUBMIT**.

# Reactivating your Account

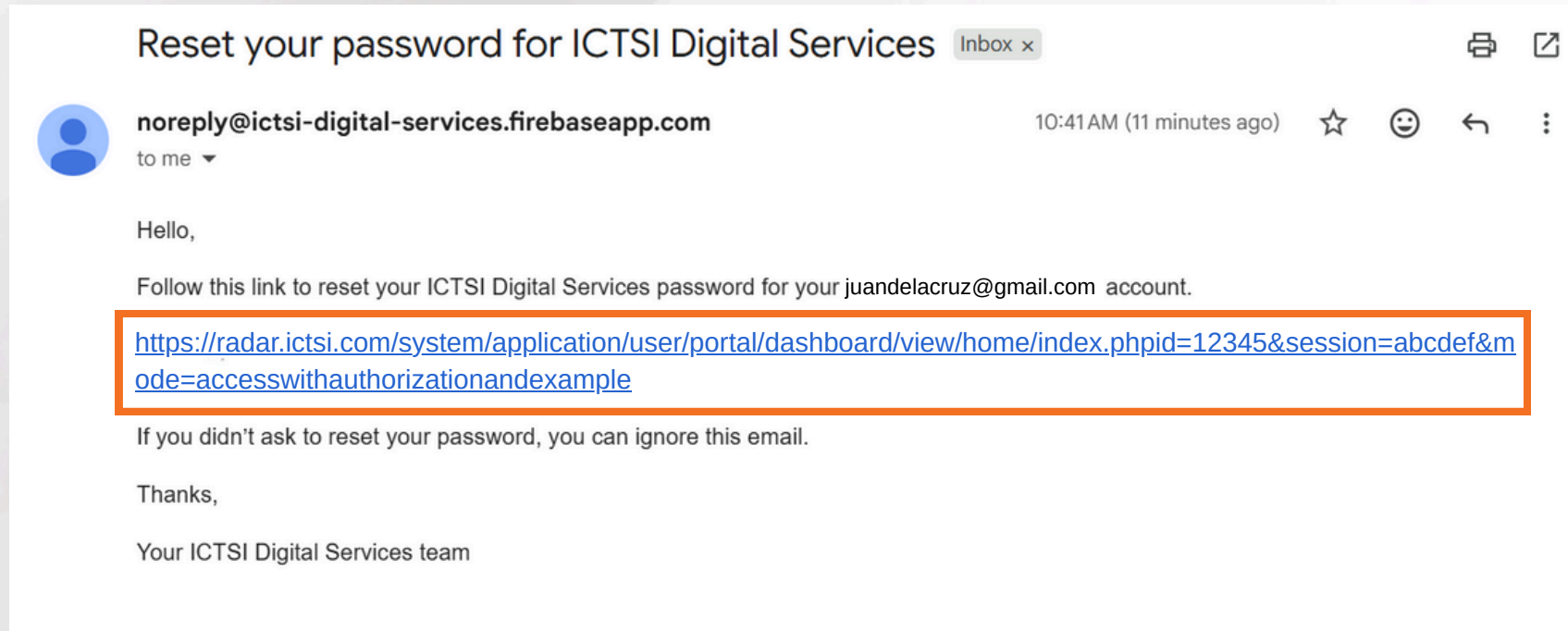
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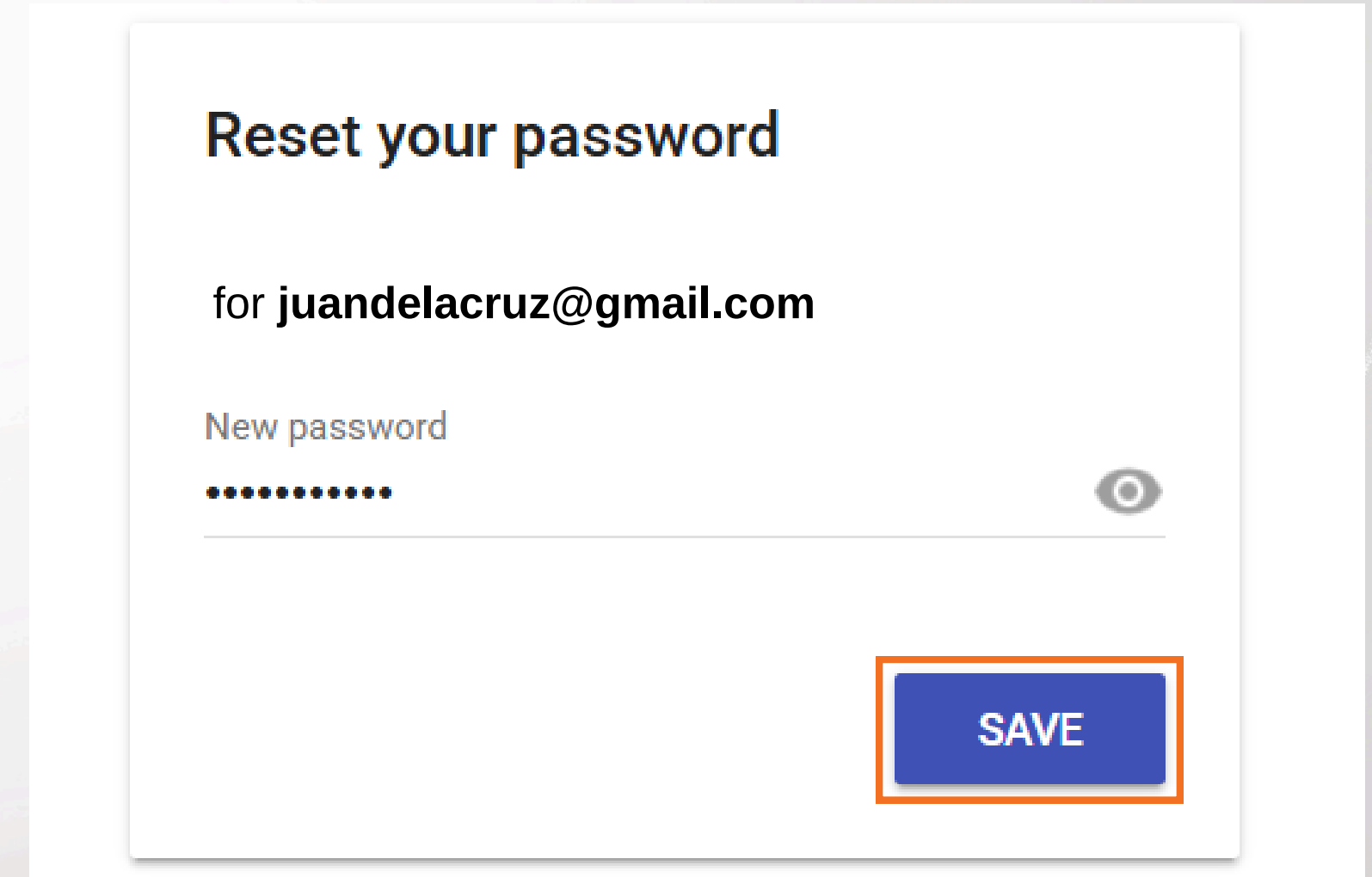
Forget Password

Verify Email

Update Profile



You will receive an email from ICTSI Digital Services to reset your password. Click the link in the email to set your new password.



Enter your new password and click **SAVE** to proceed. You can now log in using your new password.

# Reactivating your Account

This applies to **existing users** who were registered and previously used the ICTSI App. Kindly reset your password to **activate** your Radar account.



Forget Password

Verify Email

Update Profile

**Email\***  
JuanDelaCruz@gmail.com

**First Name\***  
Juan

**Last Name\***  
DelaCruz

**Customer Category\***  
Broker/Forwarder/Consolidator

**Terminal\***  
2 selected  
MICT - Manila International Container Terminal × SBITC - Subic Bay International Terminals ×

**Time Zone**  
Asia/Manila

**Phone Number**  
+63 9123456789



To receive verification emails, announcements, and notifications, please double-check all information you input, especially your mobile number and email address.

**Company Details**

**Company Name**  
Company ABCD

**Company Email**  
companyABCD@gmail.com

**TIN (numbers only)**  
123-456-789-01234

**Company Address**  
123 EFG Street, Manila

**City**  
Manila City

**State/Province**  
Metro Manila

**Country**  
Philippines

**ZIP Code**  
1234

Save And Update

After logging in, you will be asked to update your profile. Make sure to also select your Customer Category, Terminal, Time Zone, and enter your Phone Number.

Enter your correct company information and click **SAVE AND UPDATE** once done.

# 02

## Signing Up for a New Account (For New Users)

This applies to **new users** who have not registered and have not previously used the ICTSI App.

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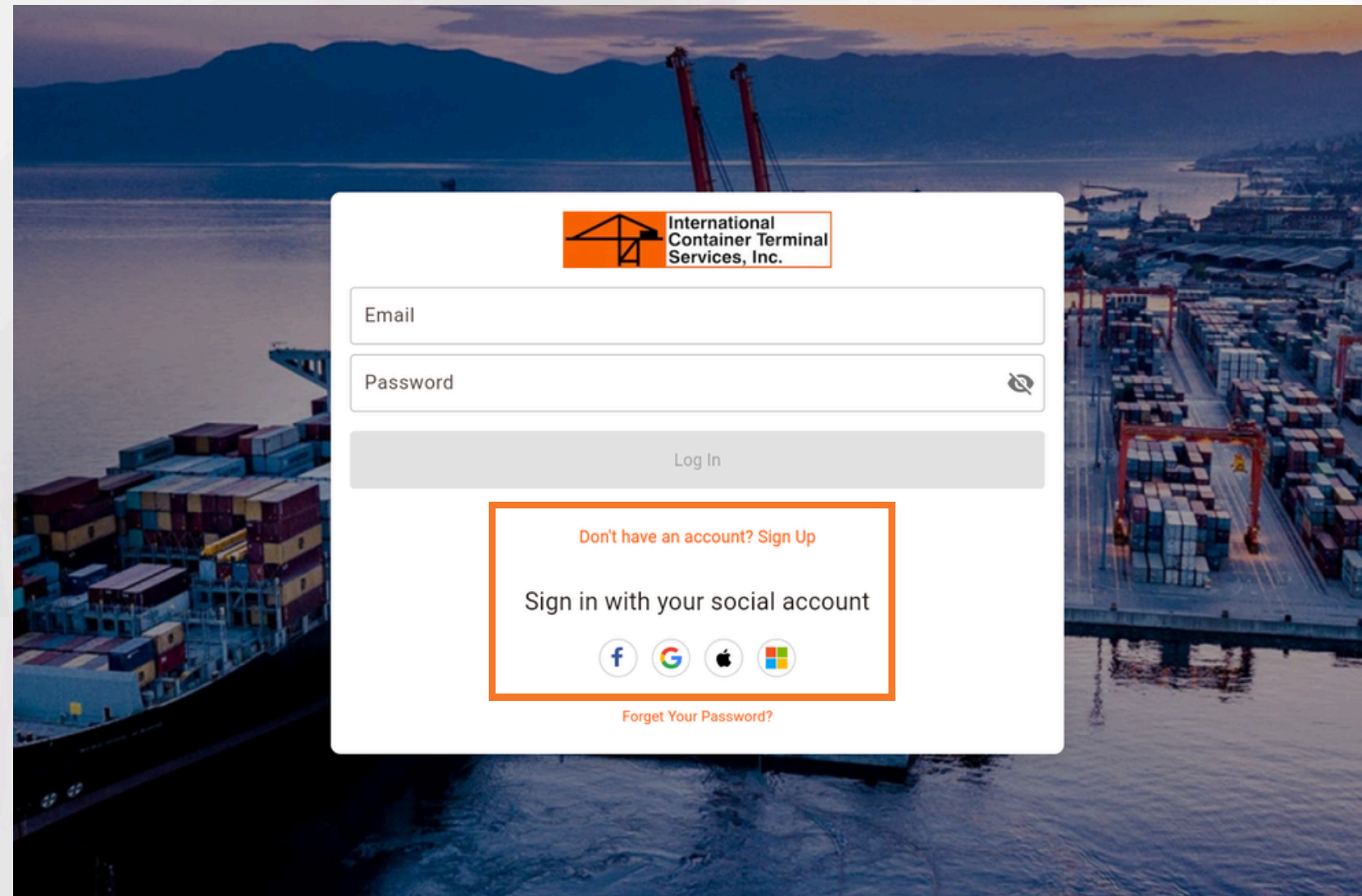


Sign up

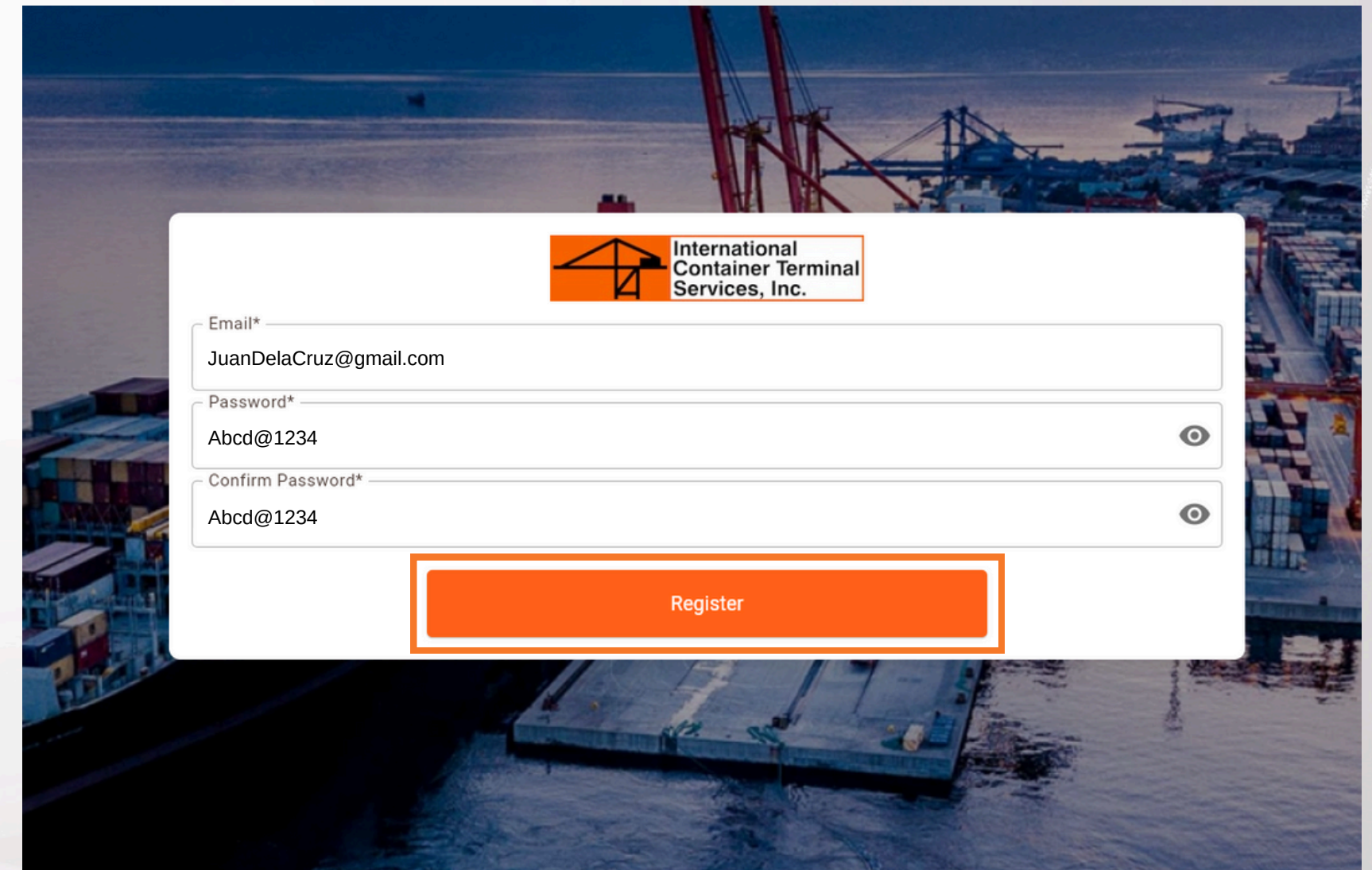
Verify Email

Update Profile

You are now ready to use ICTSI Radar!



On your browser, go to <https://radar.ictsi.com> and click “**DON'T HAVE AN ACCOUNT? SIGN UP,**” or you may also sign in using your social accounts listed above.



Input your email address and desired password. Click **REGISTER** to proceed.

# Signing Up for a New Account (For New Users)

This applies to **new users** who have not registered and have not previously used the ICTSI App.

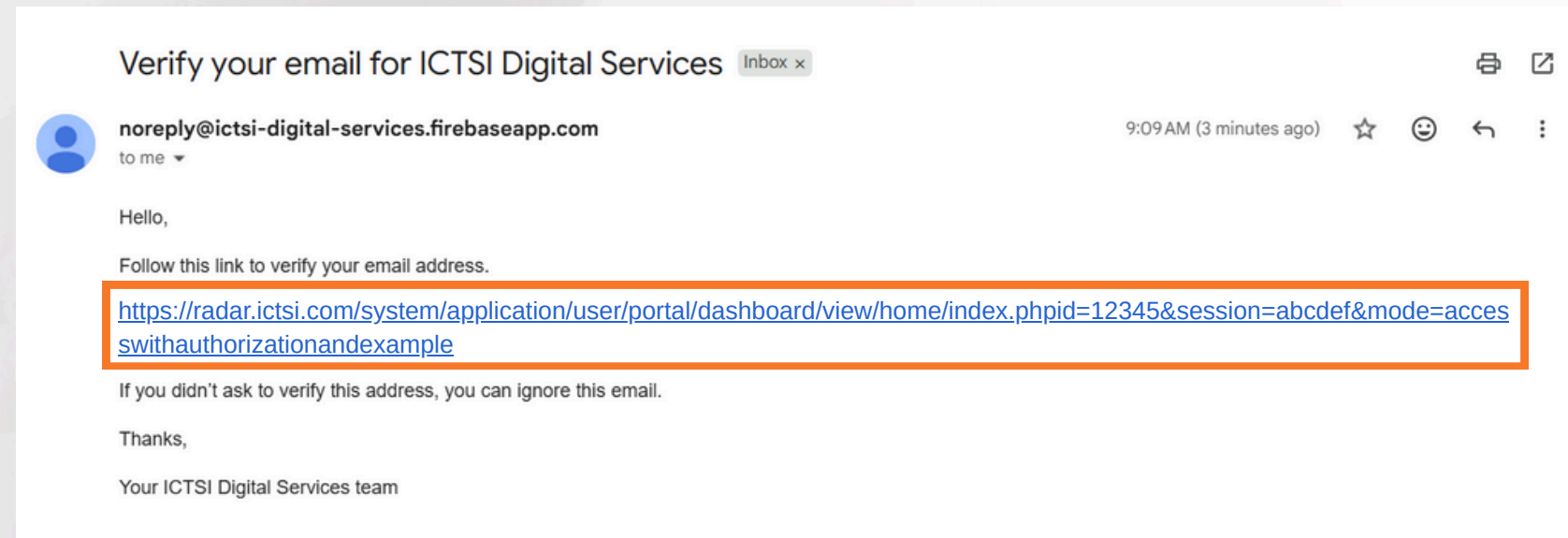


Sign up

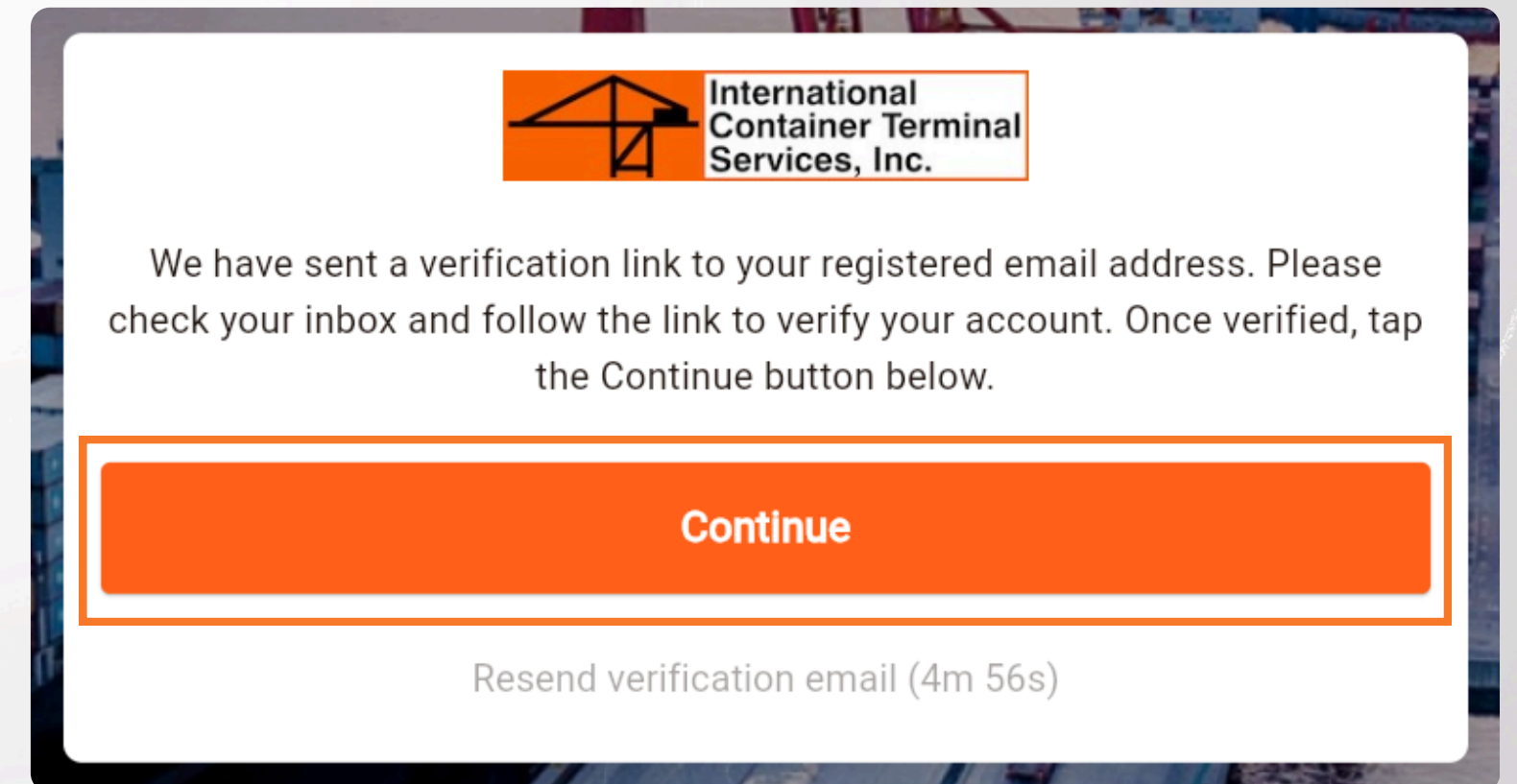
Verify Email

Update Profile

You are now ready to use ICTSI Radar!



You will receive an email from ICTSI Digital Services to verify your email. Click the link in the email to proceed with the verification process.



Click **CONTINUE**, and you will receive an email confirming that your email has been verified. After this, you may proceed to log in to your account.

# Signing Up for a New Account (For New Users)

This applies to **new users** who have not registered and have not previously used the ICTSI App.



Sign up

Verify Email

Update Profile

You are now ready to use ICTSI Radar!

**Email\***  
JuanDelaCruz@gmail.com

**First Name\***  
Juan

**Last Name\***  
DelaCruz

**Customer Category\***  
Broker/Forwarder/Consolidator

**Terminal\***  
2 selected  
MICT - Manila International Container Terminal X SBITC - Subic Bay International Terminals X

**Time Zone**  
Asia/Manila

**Phone Number**  
+63 9123456789



To receive verification emails, announcements, and notifications, please double-check all information you input, especially your mobile number and email address.

After logging in, you will be asked to update your profile. Make sure to also select your Customer Category, Terminal, Time Zone, and enter your Phone Number.

**Company Details**

**Company Name**  
Company ABCD

**Company Email**  
companyABCD@gmail.com

**TIN (numbers only)**  
123-456-789-01234

**Company Address**  
123 EFG Street, Manila

**City**  
Manila City

**State/Province**  
Metro Manila

**Country**  
Philippines

**ZIP Code**  
1234

Save And Update

Enter your correct company information and click **SAVE AND UPDATE** once done.

# Signing Up for a New Account (For New Users)

This applies to **new users** who have not registered and have not previously used the ICTSI App.



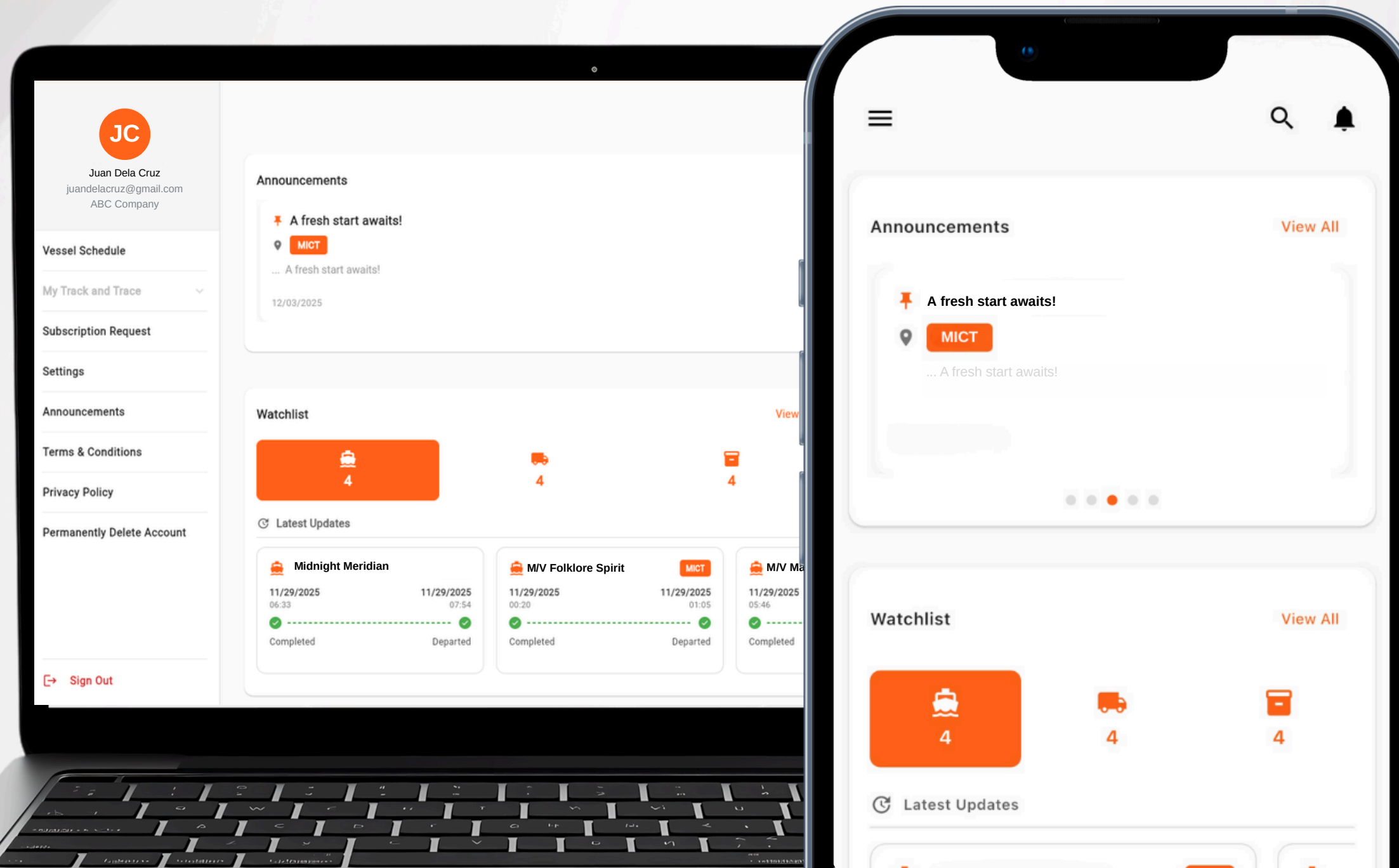
Forget Password

Verify Email

Update Profile

You are now ready to use ICTSI Radar!

## You are now ready to use ICTSI Radar!





**03**

**Tracking your Shipment**

# Tracking your Shipment



Truck Tracking

Container Tracking

Vessel Schedule

The dashboard features a user profile for Juan Dela Cruz (juandelacruz@gmail.com, ABC Company) and a search icon in the top right. The main content area includes an 'Announcements' section with a message 'A fresh start awaits!' dated 12/03/2025. Below this is a 'Watchlist' section with three items: 'Midnight Meridian' (11/29/2025, 06:33 to 07:34, Completed), 'MV Folklore Spirit' (11/29/2025, 09:20 to 01:05, Completed), and 'MV Maroon' (11/29/2025, 05:46 to 01:05, Completed). An 'Activities' section on the right shows 'MRSU1234567' (DLRS Received, 12/04/2025 15:48) and 'SEGU1234567' (DLRS Received, 12/04/2025 15:48). A left sidebar contains navigation options like 'Vessel Schedule', 'My Track and Trace', 'Subscription Request', 'Settings', and 'Announcements'.

The search results page shows a search bar with 'ABC1234' and a search icon. Below the search bar, it indicates '50 Results Found' and provides a 'Clear Results' link. The results are categorized under 'Trucks' with a count of 50. Three results are visible, each showing the truck ID 'ABC1234' with a 'MICT' status and 'Departed' label. The first result shows 'Gate In: 11/17/2025 17:10' and 'Gate Out: 11/17/2025 20:46'. The second result shows 'Gate In: 11/15/2025 12:50' and 'Gate Out: 11/15/2025 18:14'. The third result shows 'Gate In: 11/14/2025 18:07' and 'Gate Out: 11/14/2025 20:15'. A red warning box at the bottom states: 'Do not add any special characters or spaces when searching for your truck, container, or vessel to complete your search.'

To search for trucks, click the **SEARCH ICON** in the upper-right-hand corner of the home screen.

Input the correct truck plate number and hit enter. This will display transactions for the truck plate number you entered. Then, click on your desired transaction.

# Tracking your Shipment



Truck Tracking

Container Tracking

Vessel Schedule

ABC1234 - Departed

Trucking Company: Company ABCD | Terminal: MICT

Container Number: EFGH1234567 | Appointment Date: 11/17/2025 19:00 | Remarks: Early within grace period

Container Number: EFGH1234567 | Appointment Date: 11/17/2025 19:00 | Remarks: Early within grace period

ADD TO WATCHLIST

TRUCK HISTORY

- Truck Gate In: 11/18/2025 01:10
- Receive Export (EFGH1234567): 11/18/2025 01:28
- Delivery Import (EFGH1234567): 11/18/2025 01:48
- Truck Gate Out: 11/18/2025 04:46

**Only accounts with approved Trucker persona subscription will allow users to download their EIR copies once the truck has departed the terminal.**

Once you click your desired transaction, all the details, milestones, truck history, and the option to download your EIR copy will be displayed

ABC1234 - History

Terminal	Trucking Company	Gate In	Gate Out
MICT	Company ABCD	11/17/2025 17:10	11/17/2025 20:46
MICT	Company ABCD	11/15/2025 12:50	11/15/2025 18:14
MICT	Company ABCD	11/14/2025 18:07	11/14/2025 20:15
MICT	Company ABCD	11/13/2025 17:16	11/13/2025 23:08
MICT	Company ABCD	11/12/2025 13:55	11/12/2025 18:50
MICT	Company ABCD	11/11/2025 13:10	11/11/2025 17:58
MICT	Company ABCD	11/10/2025 20:46	11/10/2025 21:38
MICT	Company ABCD	11/07/2025 10:25	11/07/2025 17:21
MICT	Company ABCD	11/05/2025 07:56	11/05/2025 11:43
MICT	Company ABCD	11/03/2025 16:02	11/03/2025 19:51
MICT	Company ABCD	10/22/2025 12:29	10/22/2025 20:33
MICT	Company ABCD	10/20/2025 16:02	10/20/2025 18:00

TRUCK HISTORY displays all the truck's completed transaction.

# Tracking your Shipment



Truck Tracking

Container Tracking

Vessel Schedule

The dashboard features a left-hand navigation menu with the following items: Vessel Schedule, My Track and Trace, Subscription Request, Settings, Announcements, Terms & Conditions, Privacy Policy, and Permanently Delete Account. The main content area includes an Announcements section with a 'View All' link, a Watchlist section with three cards for 'Midnight Meridian', 'MV Folklore Spirit', and 'MV Maroon', and an Activities section with two entries: 'MRSU1234567' and 'SEGU1234567'. A search icon is highlighted in the top right corner of the dashboard.

To search for containers, click the SEARCH ICON in the upper-right-hand corner of the home screen.

The search results page shows a search bar with the container number 'EFGH1234567' and a 'Clear Results' button. Below the search bar, it indicates '2 Results Found'. The results are listed as follows:

Container Number	Status	Freight Kind/Size	BL/Booking
EFGH1234567	Departed	EXPORT / FULL / 40	-
EFGH1234567	Departed	IMPORT / FULL / 40	-



Do not add any special characters or spaces when searching for your truck, container, or vessel to complete your search.

Enter the correct container number and press Enter. This will display transactions for the container number you entered. Then, click on your desired transaction.

# Tracking your Shipment



Truck Tracking

Container Tracking

Vessel Schedule

**IMPORT FULL/40(RT/45R1)**

Line Operator SHIPPING LINE ABCDE INC.	Inbound Carrier VESSEL / VESSEL ABC BRIDGE (1234A/5678B) / SHIPPING LINE ABCDE
BL Number -	Entry No -
Outbound Carrier TRUCK/ ABC1234 / SHIPPING LINE ABCDE INC.	Weight (kg) 32210
Shipper's VGM (kg) 32252	Shipper -
Consignee -	CRO Validity 11/29/2025 00:00
Xray YES	Custom Tag RED
Broker: -	

[ADD TO WATCHLIST](#)

**Holds/Impediments**

Holds (4)

- ✓ Inbound EDI Received  
11/18/2025 11:06
- ✓ Entered Facility (via Truck or Vessel)  
11/23/2025 22:04
- ✓ Moved to Yard  
11/23/2025 22:18
- Special Services
- ✓ OLRs Received  
11/18/2025 10:33
- ✓ CRO  
11/21/2025 01:43
- ✓ Gatepass  
11/24/2025 07:33
- ✓ TABS Reservation Activated  
11/24/2025 13:16
- ✓ Loaded to OUTBOUND Carrier  
11/24/2025 15:19
- Departed

After selecting a transaction, all the details will appear on the left panel, while shipment milestones are displayed on the right. Click **HOLDS** to view any impediments on your container.

MNBU3331536 - MICT

**IMPORT FULL/40(RT/45R1)**

Line Operator SHIPPING LINE ABCDE INC.	Inbound Carrier VESSEL / VESSEL ABC BRIDGE (1234A/5678B) / SHIPPING LINE ABCDE
BL Number -	Entry No -
Outbound Carrier TRUCK/ ABC1234 / SHIPPING LINE ABCDE INC.	Weight (kg) 32210
Shipper's VGM (kg) 32252	Shipper -
Consignee -	CRO Validity 11/29/2025 00:00
Xray YES	Custom Tag RED
Broker: -	

[ADD TO WATCHLIST](#)

**Holds/Impediments**

Holds (4)

- DEA Hold set  
11/18/2025 11:06
- Weighing Hold released  
11/24/2025 15:22
- Weighing Hold set  
11/24/2025 07:38
- XRAY Hold set  
11/18/2025 11:07
- ✓ Inbound EDI Received  
11/18/2025 11:06
- ✓ Entered Facility (via Truck or Vessel)  
11/23/2025 22:04
- ✓ Moved to Yard  
11/23/2025 22:18
- Special Services
- ✓ OLRs Received  
11/18/2025 10:33
- ✓ CRO  
11/21/2025 01:43
- ✓ Gatepass  
11/24/2025 07:33
- ✓ TABS Reservation Activated  
11/24/2025 13:16
- ✓ Loaded to OUTBOUND Carrier  
11/24/2025 15:19
- Departed

Here, you can easily monitor whether the holds on your shipment have been lifted by clicking the bell icon above it to receive notifications.

# Tracking your Shipment



Truck Tracking

Container Tracking

Vessel Schedule

## IMPORT FULL/40(GP/4500)

Line Operator SHIPPING LINE ABCDE INC.	Inbound Carrier VESSEL / <b>VESSEL ABC BRIDGE (1234A/5678B)</b> / SHIPPING LINE ABCDE INC.
BL Number ABC123456789	Entry No 0000123
Outbound Carrier TRUCK/ <b>ABC1234</b> /SHIPPING LINE ABCDE INC.	Weight (kg) 9000
Shipper's VGM (kg) 9000	Shipper SHIPPER COMPANY ABCDEF
Consignee Consignee ABCD PH INC	CRO Validity 10/01/2025 00:00
Xray YES	Custom Tag ORANGE
Broker: MARIA CLARA IBARRA	

Search via Bill of Lading (BL) Number

## IMPORT FULL/40(PC/45P3)

Line Operator SHIPPING LINE ABCDE INC.	Inbound Carrier VESSEL / <b>VESSEL ABC BRIDGE (1234A/5678B)</b> / SHIPPING LINE ABCDE INC.
BL Number -	Entry No -
Outbound Carrier TRUCK/ <b>ABC1234</b> /SHIPPING LINE ABCDE INC.	Weight (kg) 25400
Shipper's VGM (kg) 25400	Shipper -
Consignee -	CRO Validity 07/06/2025 00:00
Xray -	Custom Tag -
Broker: -	

Search via Container Number

## EXPORT FULL/40(PC/45P3)

Line Operator SHIPPING LINE ABCDE INC.	Inbound Carrier TRUCK/ <b>ABC1234</b> /COM PANY ABCD
Booking No ABCD12345678	Inbound VRN ABC1234
Outbound Carrier VESSEL / <b>VESSEL ABC BRIDGE (1234A/5678B)</b> / SHIPPING LINE ABCDE INC.	Weight (kg) 23220
Shipper's VGM (kg) 23100	Shipper SHIPPER COMPANY ABCDEF
Consignee -	Xray -
Custom Tag -	Remarks: -
Outbound VRN ABC-123-45	Broker: -

Search via Booking Number

## EXPORT FULL/40(PC/45P3)

Line Operator SHIPPING LINE ABCDE INC.	Inbound Carrier TRUCK/ <b>ABC1234</b> /COM PANY ABCD
Booking No -	Inbound VRN ABC1234
Outbound Carrier VESSEL / <b>VESSEL ABC BRIDGE (1234A/5678B)</b> / SHIPPING LINE ABCDE INC.	Weight (kg) 23220
Shipper's VGM (kg) 23100	Shipper -
Consignee -	Xray -
Custom Tag -	Remarks: -
Outbound VRN ABC-123-45	Broker: -

Search via Container Number

You may use your **BL number** to search for your **import container**. This will display all shipment details, including the consignee, shipper, and broker information.

You may use your **booking number** to search for your **export container**. This will display all shipment details, including the inbound and outbound VRN.

# Tracking your Shipment



Truck Tracking

Container Tracking

Vessel Schedule

The dashboard features a user profile for Juan Dela Cruz, a navigation menu on the left, and three main sections: Announcements, Watchlist, and Activities. A search icon is highlighted in the top right corner.

To view vessel schedules, click the SEARCH ICON in the upper-right-hand corner of the home screen.

The search results page shows 50 results for 'VESSEL ABC'. Each result includes a 'MICT' status and a 'Departed' label, followed by the vessel name and ID (1234A/5678B). A warning banner at the bottom states: 'Do not add any special characters or spaces when searching for your truck, container, or vessel to complete your search.'

Enter the correct vessel name, or simply select your preferred terminal, then press Enter. The vessel schedules will be displayed, and you may click on your chosen vessel to view additional details.

# Tracking your Shipment



Truck Tracking

Container Tracking

Vessel Schedule

**VESEL ABC**

**MICT** Departed

Visit/Registry # **ABC-123-45**  
Inbound Voyage # **0115N**  
Outbound Voyage # **0115S**  
Remarks **OFF WINDOW**

ADD TO WATCHLIST

**VESEL VISITS**

**VESEL ABC**

- Begin Receive 11/09/2025 05:30
- Preadvice Cut-Off 11/15/2025 17:30
- Loading/Payment Cut-off 11/15/2025 23:30
- Arrived at Pilot Station 11/18/2025 09:36
- Arrived at Berth 11/18/2025 10:18
- Working 11/18/2025 11:43
- Completed 11/19/2025 17:13
- Departed 11/19/2025 18:30

**VESEL ABC**

Past Visits

Terminal	Inbound Voyage No.	Outbound Voyage No.	Actual Time Of Arrival	Actual Time Of Departure
MICT	0115N	0115S	11/18/2025 02:18	11/19/2025 10:30
MICT	0114N	0114N	10/21/2025 08:36	10/22/2025 19:06
MICT	0113N	0113N	09/20/2025 18:42	09/22/2025 13:54
MICT	0112N	0112N	08/25/2025 22:54	08/27/2025 18:18
MICT	0111N	0111N	08/03/2025 01:00	08/04/2025 12:18

Future Visits

**Export Vessel Schedule**

Choose your preferred export format:

- Export to PDF >
- Export to Excel >

Cancel

All the details will appear on the left panel, while milestones are displayed on the right. Click **VESEL VISITS** to view the history.

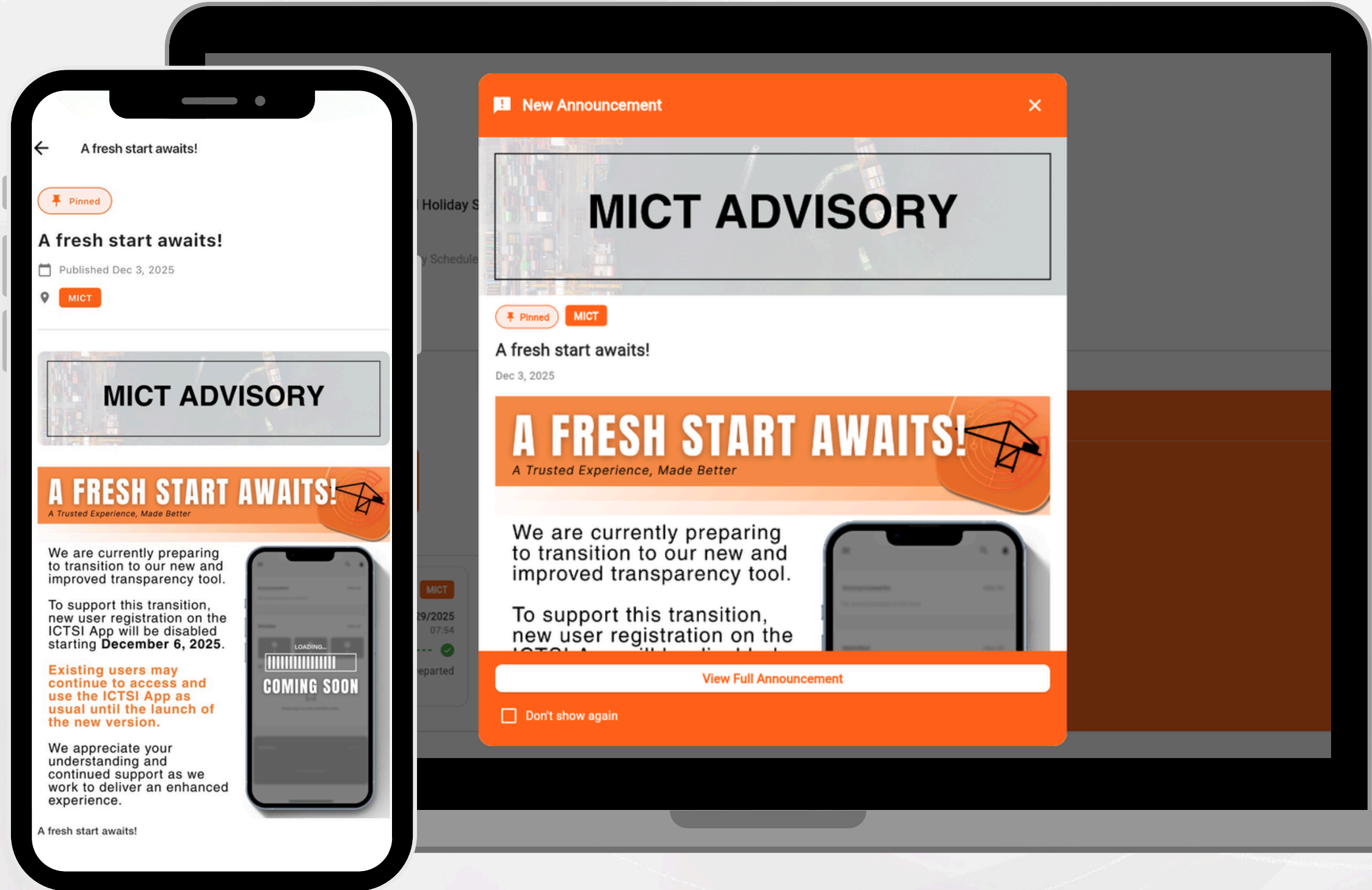
After clicking, all past and future vessel visits will be displayed. You may also get a copy of the vessel visits by clicking the **EXPORT ICON** on the right.



# 04

**Staying Informed**

# Get the latest terminal updates and stay up to date!



## Through ICTSI Radar, you'll never miss an update!

If you're registered with ICTSI Radar, you'll receive terminal advisories straight to your email and instant push notifications on the mobile app.

To enjoy a smooth experience, please **ensure your email address is correct and that the app is downloaded on your device.**

# 05

## Other Features

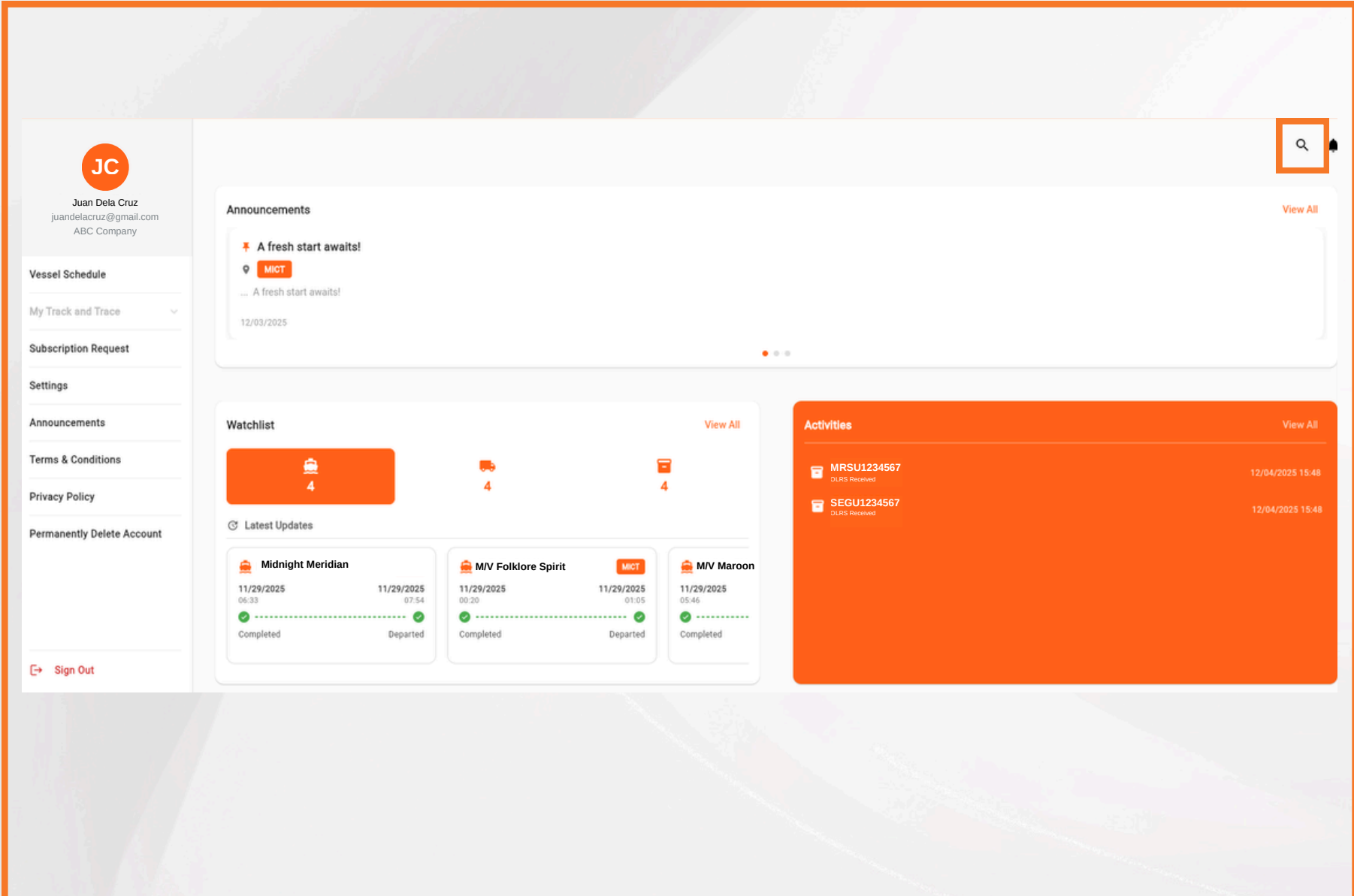
# Other Features - Adding to your Watchlist



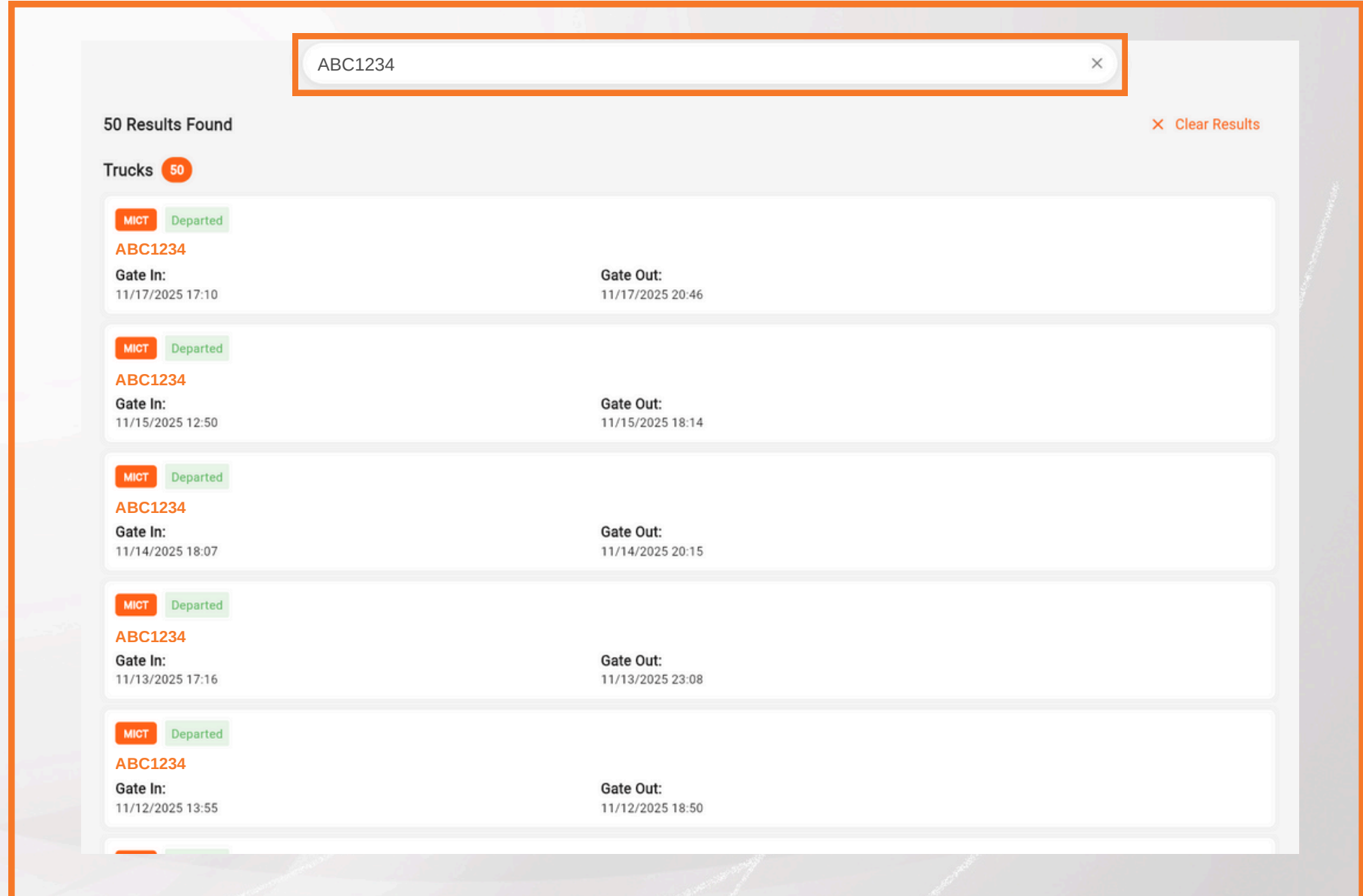
How to add to watchlist

Persona Subscription Request

Enabling Milestone Event Notifications



On the homepage, click the **SEARCH ICON** in the upper-right-hand corner of the screen.



Input the correct truck plate number, container number (BL number), or vessel name you want to add to your watchlist, then press Enter. This will display all related transactions. Afterward, click your desired transaction.

# Other Features - Adding to your Watchlist



How to add to watchlist

Persona Subscription Request

Enabling Milestone Event Notifications

ABC1234 - Arrived

Trucking Company: Company ABCD, Terminal: MICT

Container Number: EFGH1234567, Appointment Date: 11/20/2025 15:00, Remarks: Early within grace period

Container Number: EFGH1234567, Appointment Date: 11/20/2025 15:00, Remarks: Early within grace period

Milestones:

- Truck Gate In: 11/20/2025 21:58
- Receive Export (EFGH1234567): 11/20/2025 22:08
- Delivery Import (EFGH1234567): 11/20/2025 22:43
- Truck Gate Out


Buttons: ADD TO WATCHLIST, TRUCK HISTORY

Watchlist: 4, 5, 4

Latest Updates:

- ABC1234: 11/07/2025 23:03, Receive Export, Truck Gate Out
- BCDE1234: 11/28/2025 20:02, Receive Export, Truck Gate Out
- CDEF1213: 11/28/2025 19:34, Receive Export

Activities: MRSU1234567, SEGU1234567, ABC1234

You can remove or manage your event notifications by clicking the bell icon  on your homepage and click on **MANAGE EVENT NOTIFICATION.**

After selecting your transaction, click **ADD TO WATCHLIST.**

Items added to your watchlist will automatically appear on the homepage, giving you an easier way to monitor your shipments.

# Other Features - Submitting a Persona Subscription Request



How to add to watchlist

Persona Subscription Request

Enabling Milestone Event Notifications

The screenshot shows a user profile page for Juan Dela Cruz. The sidebar on the left contains several menu items: 'Vessel Schedule', 'My Track and Trace', 'Subscription Request' (highlighted with an orange box), 'Settings', 'Announcements', 'Terms & Conditions', 'Privacy Policy', and 'Permanently Delete Account'. The main content area includes an 'Announcements' section with a message 'A fresh start awaits!' dated 12/03/2025, a 'Watchlist' section with three categories each containing a count of 4, and a 'Latest Updates' section with three vessel entries: 'Midnight Meridian', 'M/V Folklore Spirit', and 'M/V Maroon', each showing a timeline from 'Completed' to 'Departed'.

The screenshot shows the 'My Subscription' page. At the top, it says 'My Subscription'. Below that, there is a message: 'No subscription requests found' with a sub-message 'Submit a new request to get started'. A plus button (+) is visible in the bottom right corner of the main content area. A 'Submit Bug | Feedback' button is located on the right edge of the page.

When subscribed as a persona, you can easily view and manage your transactions:

- **Truckers:** View all truck transactions within your fleet under **My Truck Tracking** and download your **EIR Copy**.
- **Shippers:** View all containers associated with your company under **My Container Tracking**.
- **Shipping Lines:** View all vessels associated with your company under **My Vessel**.

On the home page, click on **SUBSCRIPTION REQUEST** on the left side of the screen to access the My Subscription page.

Click the **PLUS BUTTON (+)** icon at the bottom right of the screen to proceed with filling out the details.

# Other Features - Submitting a Subscription Request



How to add to watchlist

Persona Subscription Request

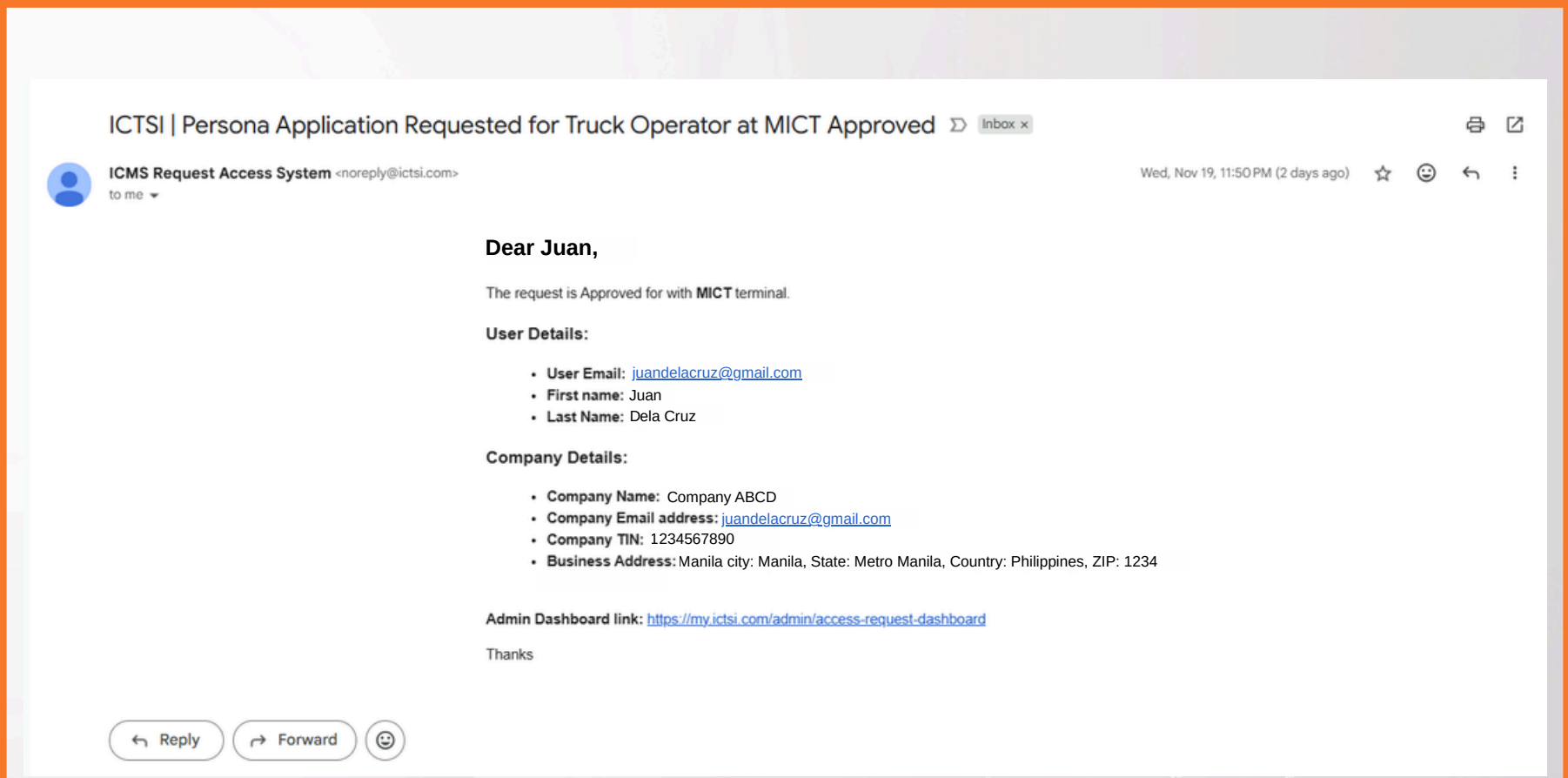
Enabling Milestone Event Notifications

The form contains the following fields and sections:

- User Type \*
- Terminal \*
- Copy From: No previous requests found
- Company Details:
  - Company Name \*
  - Email \*
  - Tax Identification Number (numbers only) \*
  - Business Address \*
  - City \*
- State/Province \*
- Country \*
- Zip Code \*
- Upload Company Documents \*
  - + Add Files
  - Maximum file size: 100MB - Allowed: PDF, JPG, PNG
  - At least one document is required
- Remarks:
  - Additional comments or notes
  - 0/255 characters
- Submit

 Required documents for your selected User Type and Terminal will appear at the bottom of this page. Please ensure you upload all necessary documents before submitting your request.

Choose your user type, fill in all required information and upload the necessary documents in PDF, JPEG, JPG, or PNG format. Then click **SUBMIT** to send your request for review.



**Only accounts with approved Trucker persona subscriptions will allow users to download their EIR copies once the truck has departed the terminal.**

Once approved, you will receive an email from [noreply@ictsi.com](mailto:noreply@ictsi.com) to confirm you subscription.

# Other Features - Enabling Milestone Event Notifications



How to add to watchlist

Persona Subscription Request

Enabling Milestone Event Notifications

You can subscribe to each event milestone to receive notifications as they occur.

Ensure the Email Notifications switch is toggled to receive email alerts including terminal advisories.



**Thank you!**