



**PORT HOUSTON™**  
THE INTERNATIONAL PORT OF TEXAS

## DID YOU KNOW?

### Customer Service Helpful Hints Series

#### Trouble Ticket Resolution

##### When a driver receives a Trouble Ticket, what are the next steps?

1. Driver should pull forward into the available trouble parking area and remain in the truck.
2. Driver should call Trouble Resolution **713-670-1500**.  
*It is not necessary for the dispatcher, shipper, shipping line, and trucker to all call on the same ticket. This can fill the phone lines preventing others from timely assistance.*
3. When Trouble is resolved and a good ticket is available, the driver should proceed to the Trouble Kiosk to obtain the ticket from the printer in the kiosk.  
*If Trouble is not able to be resolved, driver should leave the terminal and ensure his ticket is cancelled.*
4. Driver can proceed to the security check point and enter the yard.

##### Sample Trouble Ticket

**Ticket Number**

Barbours Cut **TROUBLE: 3525272**

HLC:Hapag-Lloyd AG

Type: RE Created: 22-JUL-2020 07:05  
Truck Co.: EIRDate: 22-JUL-2020 07:05

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DRIVER NAME:	TRUCK LICENSE #: R
CONTAINER: HLX	SIZE/TYPER: 20 GP 86
CHASSIS: AMR28	SIZE/TYPER:
OWNER CHASSIS: Yes	RELEASE: 671
VESSEL: MCB	

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PORT:

GENERATOR:	SCALE WT: 0.0
FUEL LEVEL:	GROSS WT:
TEMP: AIR EXCH:	CARGO WT:
SEALS: 00000000	

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Trucking company with ID Not registered is not registered. Please contact trucking company to add.;

NOTE: Weights displayed above are for terminal use only, and should not be relied on for other purposes.

**Trouble Reason**