



TUG reduces manual inquiries and allows terminal staff to focus on higher-value activities. Partners gain visibility they can trust, enabling more efficient planning and execution across the supply chain.

Tideworks Unified Gateway

Overview

Tideworks Unified Gateway (TUG) provides secure, real-time data exchange between terminals and external partners, including BCOs, shipping lines, and logistics providers. As part of Tideworks' Extensibility Framework, TUG ensures partners have timely, accurate, and consistent information across the supply chain, enabling smarter decisions and smoother operations.

The Challenge

Today, BCOs often rely on email, EDI, or delayed updates from terminals and freight partners. This creates lag, manual work, and uncertainty, making it difficult to plan trucking, warehousing, and other operational activities efficiently. Without direct access to terminal systems, partners frequently encounter errors, mismatched data, and delays that ripple across the supply chain.

How TUG Empowers Partners

TUG addresses these challenges by providing secure, on-demand access to terminal data. With TUG, partners can interact directly with the terminal operating system in real time, reducing uncertainty and eliminating unnecessary manual steps.

Key Features:

- Provides secure API access for external partners
- Includes an administration console with access to API usage metrics
- Offers interactive API documentation for developers to test calls directly
- Supports real-time container status, gate appointments, release holds, and estimated availability
- Enables automated notifications for discharge, holds, or customs clearance

Driving Visibility and Value

TUG lays the foundation for revenue-generating, value-added services and digital innovations, positioning the terminal as a trusted, central node in the supply chain.

