

# Mainstay Marine Terminal Operations (MTO)

Precision planning, clearer communication and streamlined execution – delivered through MTO, Mainstay's fully integrated, terminal management expansion module.



## The Inefficiencies Costing Time, Money and Performance

In today's marine terminals, even small inefficiencies can cost time, money and customer confidence. We know the operational realities:



### **Inefficient Berth usage**

Berths standing idle while vessels wait offshore.



### **Reduced Utilisation**

Valuable capacity lost to avoidable delays and misaligned schedules.



### **No Central Communication**

Stakeholder messages and updates scattered across emails, calls and spreadsheets.



### **No Aggregated Data to Drive Improvement**

Without a complete view of performance, delays repeat.

Your terminal already  
has the potential to  
run at peak efficiency.

Mainstay MTO gives  
you the tools to  
get there.

These challenges cost time, money and customer confidence. MTO not only recognises them - it categorises them into three key areas to support you in delivering measurable improvement.



## Vessel Call Planning

MTO streamlines the entire vessel call process, bringing every stakeholder into a single, connected environment. This fosters stronger communication, tighter coordination and a sense of shared ownership from nomination through to departure.

### Proactive Scheduling and Recommendations

Accurately calculate departure times, avoid berth conflicts, and identify asset clashes before they cause disruption.

### Vetting System Synchronisation

Link berth planning directly with Mainstay Vetting. Ensure only vetted and cleared vessels are scheduled, with visual markers to confirm approval.

### Pre-arrival Communications

Send handbooks, questionnaires and checklists directly through the system. Capture responses and documents automatically, removing administrative overhead.



## Vessel Call Execution

From the moment a vessel tenders to the moment it departs, MTO keeps the operation moving smoothly. Every event, update and document is captured, reducing manual effort and ensuring decisions are based on verified data.

### Event Logs

Record dock events accurately for demurrage claims, root cause analysis and KPI tracking. Desktop and tablet access ensures timely, precise input.

### Form Generation and Management

Quickly produce Letters of Protest, product order forms and Pre Arrival Questionnaires, reducing administrative delays.

### Realtime Status Updates

Give all stakeholders instant visibility of delays, vessel readiness, and movement completions. MTO actively monitors berth activity, updating ETDs as conditions change, ensuring schedules stay accurate and responses are fast and coordinated.



## Post-Vessel Departure

When the vessel leaves, MTO ensures the lessons remain. With built-in analytics and claims support, you have the insight to improve, prove compliance and strengthen your commercial position.

### Comprehensive Analytics

Identify the delays that cost you most time, track utilisation trends and benchmark berth performance across sites.

### Demurrage Claim Support

Access all evidence in one place - letters of protest, delay reasons, statements of fact and dock logs - to resolve claims quickly and fairly.

### Reporting Support

Produce clear, accurate reports that meet contractual obligations and regulatory requirements.

**Mainstay MTO turns disconnected processes into a streamlined, data-driven operation. The result: better berth utilisation, fewer delays, smoother collaboration and actionable insight to keep improving.**

Visit the MTO page to see how it works or request a guided tour.



[mainstay@mismarine.com](mailto:mainstay@mismarine.com)



[mismarine.com/mto](https://mismarine.com/mto)

