

**PRE-BOOKING RESERVATION PROCEDURE
FRASER SURREY DOCKS**

General Rules:

1. Pre-booking request must be sent to fsdres@fsd.bc.ca
2. Each request will only be received during the following times:
 - a. 2 business days in advance
 - b. Between 11:00 and 13:00
 - c. Pre-booking request will only be taken during this time, any requests sent before or after this time frame will not be honoured.

Pre-booking Day	Day and Time For Request to be Sent	
Monday	Thursday	11:00 to 13:00
Tuesday	Friday	11:00 to 13:00
Wednesday	Monday	11:00 to 13:00
Thursday	Tuesday	11:00 to 13:00
Friday	Wednesday	11:00 to 13:00

Example: pre-book reservations for Tuesday, March 10th would be sent in between the hours of 11:00 pm to 13:00 pm on Friday, March 6th, 2009

3. The following information will be required to have a pre-booking request fulfilled:
 - a. Export Container In
 - Vessel Name
 - Booking Number
 - Number of containers remaining on booking
 - *Container number not required*
 - b. Empty Container Out
 - Vessel Name
 - Booking/Release Number
 - Number of container remaining on Booking/Release
 - *Container number not required*
 - c. Import Container
 - Vessel name
 - Release Number if applicable for large BOL's
 - Container Number
 - d. Preferred Time
 - e. Alternate Time 1
 - f. Alternate Time 2
 - Please fill out all timeslot as preferred time slots may not be available and could cause a reduction in the number of pre-book reservations that are made.

At this time you will be unable to pre-book for an Empty Container In unless it is for export.

If the information is not correct, your pre-booking will not be created. Please note you will receive a e-mail that your reservation has not been created. Please ensure the information on your request is correct, to confirm this contact FSD Customer Service at 604-582-2215

You will be able to verify that your request has been fulfilled; one business day before the reservations has been booked for, when the system opens at 08:30 am.

4. Please refer to attached form. Please fill out only one form per 15 requests.

“Spot Checks” will be done randomly on this information, which will include:

- Contacting of Shipping Line
- Contacting of Consignee
- Contacting the Customer who requested the reservation.

5. Reservations will be booked on a first received basis.

General Inquires

1. Pre-booking status may be re-instated but a meeting will be required with the Terminal.
2. Customers with large pre-booking requests will be contacted directly.
3. FSD may consider night gates based on volumes:
 - a. This will be communicated via e-mail
 - b. These will be set-up by pre-booking only
4. ERD at Fraser Surrey Docks is 7 calendar days before vessel arrives and 5 calendar days for live reefer containers.
5. LFD at Fraser Surrey Docks is 7 calendar days after vessel is complete.
6. Long-haul Reservations will be made by pre-book also.

Frequently Asked Questions

1) Does this eliminate the "Shot Gun" start at FSD for the GRS opening up at 08:30 am the day before?

No, this does not eliminate the "Shot Gun" starts. Any reservations that are not pre-booked will be available for other customers.

2) Can I pre-book a reservation if I am a small carrier and only dray a few containers a week or is this just for large carriers?

This pre-book procedure is for everyone, even the carrier that is only picking up a few containers a week.

3) When do I send in my pre-book form?

You can send in your pre-book form 2 business days in advance of the day you require the reservations, between the hours of 11:00 pm to 13:00 pm to fsdres@fsd.bc.ca

As an example, pre-book reservations for Tuesday, March 10th would be sent in between the hours of 11:00 pm to 13:00 pm on Friday, March 6th, 2009

4) Do Pre-book Reservations completely eliminate any other reservations available at Fraser Surrey Docks?

No, depending on the number of export containers outstanding for an upcoming vessel, or alternatively the number of import containers available on dock the number of reservations on the system will be increased to account for the possible volume at the container gate. We request that customers still book stand-by reservations so that if volumes dictate the number of reservations to be increased that your stand-by reservations will be converted.

5) How will I be notified if my pre-book reservation has been made?

You will only be contacted if your pre-book reservation has not been created and you will be asked to contact customer service to correct the problem. However, you will be able to view what time your reservation is, one business day before the reservations has been booked for.

Example.

Pre-book form is submitted on Thursday March 12th to pre-book for Monday, March 16th.

You will be able to view the pre-book reservations on Friday March 13th after 08:30 am.

6) Can I still request a pre-book reservation if I am picking up an import container that is still on the vessel?

Yes, even if the container has not received clearances, such as steamship and customs release. FSD understands that these releases will not be completed till the container is grounded on the terminal. Please note you will be requesting this reservation at your own risk, if the container does not clear and you cancel you reservation the same day this will count against you compliance. Please contact customer service to ensure the container is clear and has a good location before sending your driver to the terminal

7) What if the vessel arrives late and my container is not available.

Fraser Surrey Docks requests that if this occurs you cancel the pre-book reservation that has been made and please send an e-mail to fsdres@fsd.bc.ca, this will ensure that we are aware of the situation and this will not be counted against your compliance.

8) How do I know what reservation have been allocated to which pre-book request?

Reservations at Fraser Surrey Docks are based on a truck visit at the Container Gate and are not linked to the actual number of transactions completed with that truck. Fraser Surrey Docks will be investigating pre-booking requests randomly to ensure that they match. If they do not and the reservation has still been utilized, FSD will be contacting the customer who requested the pre-book directly to inquire why the container was not picked-up.

9) Can I still book a stand-by appointment to pick-up or drop off a container if I have requested a pre-book reservation for it?

Yes, you are still able to book a stand-by appointment if you have pre-book reservation. Please note if you stand-by appointment is converted you must cancel you pre-book reservation by 14:30 on business day before the pre-book reservation is due.

10) Can I still request a pre-book reservation if I am picking up an import container that has not received clearances yet?

Yes, but you will be requesting this reservation at your own risk, if the container does not clear and you cancel your reservation the same day this will count against your compliance. Please contact customer service to ensure the container is clear and has a good location before sending your driver to the terminal

11) What if I use the pre-book reservation I have requested for another pick-up / drop-off will I be penalized?

No, please send a e-mail to fsdres@fsd.bc.ca when this occurs so we are aware of the situation. Also FSD will be running random spot checks against pre-book reservations to ensure what was requested matches the actual business the customer did. If it does not FSD will be calling the customer to find out what happened.

12) Will I get the time slot I requested on my pre-book form?

Not always, Fraser Surrey Docks would like nothing more than to service all transactions in the first morning time slot. This is simply not feasible to have up to 500 trucks to arrive at the FSD container gate all at once. We request that you fill out all your preferred and alternate time slots. This is to assist FSD in balancing the flow throughout the day to ensure all requests are booked and to allow a good turnaround time for all customers.