July 20th, 2009

Fraser Surrey Docks Adds Compliance System
to the Container Gate Reservation System (GRS)

In an effort to increase compliance with the GRS, we have implemented a system to monitor compliance so that more reservations will be available for Fraser Surrey Docks (FSD) carriers with valid business at the terminal. This will based on a simple tiered system with reduction to the amount of reservations a customer will be able to pre-book and book when the system opens. To determine what Tier or Class that a customer will fall under, a simple point system will be implemented.

Currently, compliance to the GRS is tracked at FSD by three measures:

1.) Deleted: These are reservations that are cancelled by a GRS user before the cut-off time. This cut-off time represents the time when FSD is required to order labour for the next business day.

2.) Canceled: These are reservations that are cancelled by a GRS user after the cut-off time and two hours before the time slot; this is referred to as the "Cancellation Time Frame". Our intention is that these reservations should be available on the system for stand-bys to be converted or for a carrier to pick-up reservations on the fly, to accommodate the needs of our customers.

3.) Bad Reservations: These are reservations that are cancelled by a GRS user after the "Cancellation Time Frame", during the time slot, or simply not used.

The new GRS Compliance system will be tracked on a weekly basis, as follows:

o We understand that customers may have unexpected issues come up from time to time, such as traffic accidents, cancelled orders with their customer, or equipment breakdowns. The new GRS compliance system will account for this.
o Compliance will be allocated to the "Source Customer", the customer who made the reservation.
o **Cancelled (80%):** The threshold will be set at 80%, in other words if you cancel more than 20% of the reservations that either were created by the user or pre-booked, you will be allocated (-0.5) to your account. Alternatively if you maintain you compliance above 80% you will be allocated a (+0.5) to your account.
o **Bad Reservations (90%):** The threshold will be set at 90%, if you fall below this your account will be allocated a (-1). Alternatively if you maintain your compliance above 90% you will be allocated (+1) to your account.

Compliance will be allocated to your account beginning each Wednesday, this is to ensure all pre-booked appoints sent the previous week for Monday and Tuesday will still be honoured. Please note FSD will not be informing you of your rating but will be providing an excel sheet to allow you to track your own compliance.

Frequently Asked Questions

1.) How will the points be allocated?

Points will be allocated to a Class determining the number of pre-books and current shift cap for a customer. These Classes are as follows:

Class	Comment	Score
A Class	All is normal, pre-book above Shift Cap if required.	0 to +3
B Class	Max pre-book allowed 75% of Shift Cap	-0.5 to –1
C Class	Max pre-book allowed 50% of Shift Cap	-1.5 to –2
D Class	Max pre-book allowed 25% of Shift Cap	-2.5 to –3
E Class	No pre-booking allowed	-3.5 to –4
F Class	No pre-booking, Shift Cap reduced to 75%	-4.5 to –5
G Class	No pre-booking, Shift Cap reduced to 50%	-5.5 to –6
H Class	No pre-booking, Shift Cap reduced to 25%	-6.5 to –7
I Class	No pre-booking, Shift Cap reduced to 0	-7.5 and below

As described in the above table, an "A Class" carrier has the ability to move into a positive score which would allow them to have up to two bad weeks in a row with no ill affects on their ability to book reservations. On the opposite end of the scale, an "I Class" carrier would be required to contact FSD Operations to set-up a meeting to discuss compliance, in order to have them reinstated and to again be able to book reservations on the GRS.

2.) How can I track my compliance?

In order to track compliance, you will need to log into your GRS account. The following Header will be displayed across the top of the screen.

By clicking on **"Reports",** this should give you a drop menu/list where you will have 5 reports to select from, these reports are:

1) Reservation Summary Report
2) Reservation Change History Report
3) Reservation Stats Report
4) Compliance Details Report
5) Compliance Billing Report

Please select the **"Compliance Detail Report"**, this report will allow you to track your compliance for the week. The Compliance Detail Report will display compliance statistics for a customer's reservations broken down by Date, Shift and Time Slot. Please note this report can only be run for the previous weeks reservations, this is to ensure all the data is accurate. The lay out for the report criteria is as follows:

Report Criteria

Customer: Test Company
Terminal: FSD - Container Gate
Date From: 11/28/2006
Date To: 11/28/2006

Create Report | Reset

Download

1) Select your **Terminal/Gate**.
2) Select your **"Date From:"** by clicking on the calendar icon or entering the date (Month/Day/Year).
3) Select your "**Date To:"** by clicking on the calendar icon or entering the date (Month/Day/Year).
4) Click the **"Create Report"** Button, then click the **Download** Icon to download the report. The report will display as follows:

Compliance Details

Terminal: FSD - Container Gate
Customer: Test Company
User: chrisa
Date Period: 28-Nov-2006 to 28-Nov-2006

Date	Shift	Calendar Date	Time Slot	Customer	Status									Total	Compliance					
					StandBy	Open	Deleted	Cancelled	Bad Res	In Gate	Proc.	Complete	Out Gate		Level 3: 100 %		Level 2: 100%		Level 1: 80%	
															Actual	Variance	Actual	Variance	Actual	Variance
28-Nov-2006	DAY	28-Nov-2006	7:00 - 8:00	Test Company	0	2	0	0	0	0	0	0	0	2	100	OK	100	OK	100	OK
		28-Nov-2006	8:00 - 9:00	Test Company	0	0	0	0	0	0	0	0	0	0	100	OK	100	OK	100	OK
		28-Nov-2006	9:00 - 10:00	Test Company	0	0	0	0	0	0	0	0	0	0	100	OK	100	OK	100	OK
		28-Nov-2006	10:00 - 11:00	Test Company	0	0	0	0	0	0	0	0	0	0	100	OK	100	OK	100	OK
		28-Nov-2006	11:00 - 12:00	Test Company	0	0	0	0	0	0	0	0	0	0	100	OK	100	OK	100	OK
		28-Nov-2006	12:30 - 13:00	Test Company	0	0	0	0	0	0	0	0	0	0	100	OK	100	OK	100	OK
		28-Nov-2006	13:00 - 14:00	Test Company	0	0	0	0	0	0	0	0	0	0	100	OK	100	OK	100	OK
		28-Nov-2006	14:00 - 15:00	Test Company	0	0	0	0	0	0	0	0	0	0	100	OK	100	OK	100	OK
		28-Nov-2006	15:00 - 16:00	Test Company	0	0	0	0	0	0	0	0	0	0	100	OK	100	OK	100	OK
				Shift Sub-Total	0	2	0	0	0	0	0	0	0	2	100	OK	100	OK	100	OK
				Date Total	0	2	0	0	0	0	0	0	0	2	100	OK	100	OK	100	OK
				GRAND TOTAL	0	2	0	0	0	0	0	0	0	2	100	OK	100	OK	100	OK

Below is an explanation of the **Compliance Details Report.**

- o **Date -** The date that the reservations are for (28-Nov-2006).
- o **Shift** - The shift the reservations are for (i.e. "DAY").
- o **Calendar Date** - The calendar date the reservations are for (28-Nov-2006).
- o **Time Slot -** The time slot the reservation is for (07:00-08:00).
- o **Customer** - The source customer that made the Reservation.
- o **Status -** The current status of the reservation, possible status descriptions are as follows:

  - ➢ **Open (O) –** Reservation has not been utilized at the security kiosk.
  - ➢ **Deleted (D) –** Reservation has been deleted before the cut-off.
  - ➢ **Cancelled (X) –** Reservation has been cancelled after the cut-off and before the cancellation time frame.
  - ➢ **Bad Reservation (B) –** Reservation has been cancelled after the cancellation time frame or during the time slot.
  - ➢ **In Gate (Y) –** Truck that has utilized the reservation has been in gated at the Security Kiosk.
  - ➢ **Processed (P) –** Truck that has utilized the reservation has been processed at the Container Gate.
  - ➢ **Completed (C) –** Truck that has utilized the **r**eservation has been loaded and is at the out gate (Not active at this time).
  - ➢ **Out Gate (Z) –** Truck that has utilized the reservation has left the terminal. (Not active at this time).

- o **Total** - The total number of reservations in this report.
- o **Compliance -** Your compliance to the Reservation System. This is tracked by Deleted, Cancellation and Bad Reservations, they are tracked as follows:

  - ➢ **Deleted (Level 3) –** These are Reservations that are cancelled before the cut-off time. The calculation is (Deleted)% = Deleted / (Open+Delete+Cancel+BadRes+InGate+Processed+Completed+OutGate)
    - o **These will not be counted to your compliance at this time.**
  - ➢ **Cancelled (Level 2) –** These are Reservations that are cancelled after the cut-off and before the cancellation time frame. The calculation is (Cancelled)% = Cancelled / (Open+Delete+Cancel+BadRes+InGate+Processed+Completed+OutGate)
  - ➢ **BadRes (Level 3) -** These are Reservations that have been cancelled after the cancellation time frame or a Reservation that was not utilized. The calculation is (BadRes)% = (BadRes+Open) / (Open+BadRes+InGate+Processed+Completed+OutGate)

Compliance					
Level 3: %		Level 2: %		Level 1: %	
Actual	Variance	Actual	Variance	Actual	Variance

Actual – is your actual percentage of compliance.

Variance – is your numerical variance from what the compliance was set at. For example, if Level 2 compliance has been set for 80% and you created 100 Reservations and out of those 100 you fulfilled 70 of them, then your compliance would be 70%. Your variance would be 10, only counting what was not fulfilled from what was set for the compliance level (80% in this case) meaning the variance would be 10%. If you are within the percentage the variance will display as "**OK",** as per the below in red.

3.) How do you calculate your own compliance with the GRS?

In order to calculate your own compliance with the GRS, please use the compliance calculator Excel sheet which is attached to the same email as this document. It will appear similar to the example below (Excel Sheet Attachment is entitled: FSD COMPLIANCE CALCULATOR):

COMPLIANCE CALCULATOR				
FRASER SURREY DOCKS CONTAINER GATE RESERVATION SYSTEM				
CUSTOMER	XYZ	Enter your company		
SHIFT CAP	15	Enter your company shift cap		
PREVIOUS SCORE	-2.0	Enter your previous week score		
CANCEL COMPLIANCE	82	Enter you Actual Cancel (Level 2) Compliance	CANCEL SCORE	0.5
BAD RES COMPLIANCE	90	Enter you Actual Bad Res (Level 1) Compliance	BAD RES SCORE	1.0
NEW SCORE	-0.5			
NEW RATING	B	IF "N/A#" IS DISPLAYED, BELOW -8.0		
COMMENT	Max Prebook allowed 75% of Shift Cap			
CURRENT PREBOOK CAP	11			
CURRENT SHIFT CAP	15			

Please enter the following information in the cells highlighted in yellow.

- o Enter your Company Name
- o Enter your Company Shift Cap
- o Enter your previous week score
- o Enter your Actual Cancelled (Level 2) Compliance
    - o This is found on the Compliance Detail Report (Boxed in Red) Level 2 Actual – Please use the grand total for the week.
    - o Enter your Actual Bad Res (Level 1) Compliance
    - o This is found on the Compliance Detail Report (Boxed in Red) Level 3 Actual – Please use the grand total for the week.

The Calculator will then display the following information

- o New Score
- o New Rating
- o Comment – Information on what your new rating
    - o Example – A class rating "B" would display "Max pre-book allowed 75% of Shift Cap"
- o Current Pre-book Cap – Current number of Pre-book reservations you can make each day
- o Current Shift Cap – Current total number of reservations you can make in a day

If you have any question or concerns with this new procedure please e-mail fsdres@fsd.bc.ca and the FSD Operations staff will contact you.

Thank you,

Chris Armer
Fraser Surrey Docks