



# TERMINAL GATE COMPLIANCE INITIATIVE

NOVEMBER 2011  
Version 1.9

## TERMINAL GATE COMPLIANCY INITIATIVE

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## TERMINAL GATE COMPLIANCY INITIATIVE

### 1. Definitions

Term	Definition
Active Customer (FSD)	Customer that will be utilizing the Reservation i.e. the name of the trucking company that will be arriving at the security kiosk
Business Day	The days between and including Monday to Friday and do not include public holidays and weekends.
Company	Refers to any company that uses the terminal appointment booking systems.
Completion	This term no longer exists.
Compliance (New Definition)	Amount of appointments filled compared to the number of appointments made.
Electronic Interchange Receipt (EIR)	Also referred to as an Interchange. Receipt given to a driver for in-gate or out-gate transaction of a container through a terminal.
Invoices	Summary of Gate Compliance Initiative charges for billable month. Includes summary of secured, vouchers, voids/days waived, net secured, net filled, net cancelled/missed, completion incentive.
Omit (DPW)	Appointments are listed against the Company but are not subject to the TGCI charges.
Source Customer (FSD)	Customer that originally created the Reservation and would be charged for non-compliance
Terminal	Refers to any one or all of the terminal operators: DP World Vancouver, Terminal Systems Inc. and Fraser Surrey Docks.
TGCI	Terminal Gate Compliancy Initiative
TGCI Report	An online tool for Companies to monitor their appointment usage.
Void/Days Waived	Non-compliant appointments will not be penalized for a specified day or part of the day due to massive service disruption.
Voucher	Reversal of non-compliant charges for a specific appointment due to Terminal failure to provide service.
<b>Appointment Statuses:</b>	
Cancel	A secured appointment that is cancelled by the user or the Terminal's system.
Filled	A secured appointment that has been successfully transacted.
Made	A secured appointment.
Net Secured	Total secured appointments minus appointments with vouchers or voids.
No-show (DPW) or Unused (TSI)	A secured appointment that was missed or cancelled.
Total Secured	Count of all appointments made.
<b>Reservation System Functions:</b>	
Move (TSI Web Access)	Moving a secured appointment to another available time slot
Swap (TSI Web Access)	Trading the same appointment category with another of the same category
<b>Other:</b>	
Completion Incentive	An adjustment up to 5% of the net secured appointments deducted from an invoice.
Credit	An approved disputed amount will be issued on the following month's invoice.
Reinstatement	Occurs 2 business days after payment of the Terminal Gate Compliance Initiative invoice.
Suspension	Port-wide ban from making appointments as a result of failure to pay the Gate Compliance Initiative invoice within a specific time period.

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### 2. Objective

Port Metro Vancouver and its container terminal operators will implement a collaborative Gate Compliance Initiative to optimize gate movements and maximize the use of appointments. This new process is being implemented to ensure a long-term sustainable system that supports legitimate business.

The Terminal Gate Compliance Initiative benefits all stakeholders with its enhanced movement of cargo, better utilization of the terminal operators' gates and more efficient dispatching for trucking companies.

Benefits of the TGCI:

- Increased availability of appointments
- Increased opportunities for double-ended moves
- Increased efficiencies for trucking companies and terminal operators

### 3. Process Overview

- a. Companies make appointments sufficient for their actual business.
- b. Companies execute on appointments by filling them, cancelling them or failing to show.
- c. Companies review the on-line appointment statuses for accuracy. Follow the Dispute Process if there are any appointment statuses that are deemed incorrect.
- d. Terminals invoice the companies monthly using the following appointment fee structure:
  1. \$25 is applied for each appointment booked (secured/made).
  2. \$25 credit is applied for each appointment that is filled.
  3. Appointment cancellations are considered non-compliant.
  4. Failure to fill an appointment (No Show) is considered non-compliant.
  5. A "Completion Incentive" adjustment for up to 5% of the net secured appointments.
- e. Companies review and pay the invoices within 30 days of the date of the invoices. Follow the Dispute Process if there are any transactions that were billed incorrectly.
- f. Terminals review disputes and issue credit, if applicable.
- g. Terminals check for overdue TGCI accounts.
- h. Terminals suspend Companies with overdue accounts.
- i. Companies pay outstanding balances on TGCI accounts.
- j. Terminals reinstate Companies within two (2) business days after payment is received.

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### 4. Schedule

<b>Date</b>	<b>Description</b>
November 1, 2011	Full process implementation
November 18, 2011	Communication to stakeholder representatives
November 18 – December 1, 2011	TGCI committee communication to their stakeholders
December 1 – 31, 2011	Last non-billable month
<b>January 1, 2012</b>	<b>Commencement of billable transactions</b>
February 2012	First payable invoice

### 5. Invoicing

Terminal Operators will invoice each Company monthly for the previous month's appointments.

Invoices are issued within 5 business days at the start of the month. Trucking companies have 10 business days to identify errors in the invoice. Payment is due 30 days from the date of the invoice.

Full payment of the invoice is required even if there is a disputed amount against the invoice. Any disputed amounts which are found to be billed in error will be a credit to the next statement.

## TERMINAL GATE COMPLIANCY INITIATIVE

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### 6. Completion Incentive

The Terminal Operators will provide a Completion Incentive of up to 5% based on the Company's compliance per month. Completion incentives cannot be carried over into the next month.

When a Company's compliance is equal to or greater than 95% the completion incentive is equal to the cancelled or missed appointment fees.

When a Company's compliance is less than 95% the completion incentive is equal to 5% of net secured appointment fees.

*Example 1: Compliance is 95%*

	UNITS	RATE	TOTAL
Secured Appointments	103		
Less: Vouchers	2		
Less: Voided	1		
Net Secured Appointments	100	25.00	2,500.00
Filled Appointments	95	-25.00	-2,375.00
Cancelled or Missed appointments	5		
Completion Initiative (on Net Secured Appointments)	5	-25.00	-125.00
<b>Total Payable</b>			<b>0.00</b>

*Example 2: Compliance is less than 95%*

	UNITS	RATE	TOTAL
Secured Appointments	103		
Less: Vouchers	2		
Less: Voided	1		
Net Secured Appointments	100	25.00	2,500.00
Filled Appointments	90	-25.00	-2,250.00
Cancelled or Missed appointments	10		
Completion Initiative (on Net Secured Appointments)	5	-25.00	-125.00
<b>Total Payable</b>			<b>125.00</b>

## TERMINAL GATE COMPLIANCY INITIATIVE

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### 7. TGCI Reports

Online reports are available from each terminal via the web services and these can be used to monitor appointments. Steps to access these reports start on page 12.

### 8. Voids

Transactions for an entire day or specific hours in a day are not counted against a Company due to major disruptions that impact the Terminal's service.

It is the Terminal's discretion to determine whether a void is applicable and this may or may not be conveyed to other terminals, depending on severity and time of day of the issue.

The terminal web sites will publish a list of the voided dates within 2 business days.

### 9. Vouchers

Vouchers are issued at the Terminal's discretion and are applied against specific appointments. This is to ensure companies are not penalized for appointments where the driver has arrived on the Terminal property but was not serviced due to terminal-related issues.

A single voucher is issued against an appointment. The vouchers are terminal-specific and each voucher is only valid for the appointment number that is listed on the printed voucher.

Vouchers are not issued for "Dry Runs" whereby a truck is not serviced due to failures outside of the Terminals' control.

If a driver qualifies for a voucher, the process is as follows:

- a. Driver must arrive on terminal.
- b. Driver will be asked to report to Trouble Booth to contact Customer Service.
- c. Customer Service will ask for the Appointment Number and will confirm the appointment details.
- d. A voucher will be generated for the appointment.
  - DP World Vancouver will issue a voucher from the printer in the Trouble Booth and/or an email notification will be sent to the Company.
  - TSI will email the voucher to the Company.

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### 10. Suspension and Reinstatement

Companies that fail to remit payment for TGCI invoices by the due date will be suspended from all terminals.

Suspension from the terminals results in the removal of the ability to secure appointments and any appointments that have been secured will be removed from the system.

Payment for overdue accounts can be made by credit card, certified cheque, on-line payment or wire transfer.

Once the Company's account is back in good standing the Company's appointment privileges will be reinstated. This may take up to 2 business days from the time of payment.

### 11. Dispute Process

In the event there is an issue with an appointment status, use the dispute process outlined below to have the transaction reviewed. To ensure your next invoice is accurate, disputes must be submitted by 16:30 of the last calendar day of the month. Any submissions received after will not be reflected on subsequent invoice.

#### Level 1

- a. All disputes are to be submitted to the gate compliancy email address for each terminal. Submission by any other means will not be accepted.
- b. One dispute submission per appointment.
- c. Companies must provide basic information using the form provided (link will be on published on terminal web site) and a copy of the EIR or voucher must be attached.
- d. Disputes against an invoice must be submitted within 10 business days of the invoice date. Valid disputes will qualify for a credit against the next invoice.
- e. No other month can be disputed as the allowable dispute period will have expired.
- f. The Terminal will respond to the disputed item within 3 business days of receipt of the email.

## TERMINAL GATE COMPLIANCY INITIATIVE

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### Sample Dispute form



The image shows a sample 'Gate Appointment Dispute Form' from DP WORLD Vancouver. The form is enclosed in a rectangular border and contains the following fields:

- DP WORLD Vancouver** logo and name in the top left corner.
- Gate Appointment Dispute Form** title in the top right corner.
- Fields for: Date, Company Name, Account Number, Invoice No., Appointment number, Date of Appointment, and Time of Appointment, each followed by a horizontal line for input.
- A large, semi-transparent 'Sample' watermark is overlaid diagonally across the center of the form.
- At the bottom, a note reads: "Please attach a copy of the EIR or Voucher and email to [gateway.compliance@dpworld.ca](mailto:gateway.compliance@dpworld.ca)".

### Level 2

Disputes that require escalation to the Director, Operations Support at TSI or the Director of Operations at DP World Vancouver will be taken into consideration if the following criteria are met:

- a. Disputed amount must be 2500 CAD or more, and
- b. Dispute must be initiated by an Executive/Owner of the Company.

### Level 3

Any unresolved dispute at the Level Two shall be governed by and construed in accordance with the laws of the Province of British Columbia. Any dispute arising out of, or in connection with an unpaid invoice over 2500 CAD resulting in suspension which cannot be resolved through direct negotiation shall be referred to and finally resolved by a single arbitrator under the rules of British Columbia International Commercial Arbitration Centre.

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### 12. DP World Vancouver-Specific Information

#### Appointment Cancellation Cut-Off

At DP World Vancouver, Trucking Companies and Loading Facilities are treated the same even though each book appointments using different systems (EXPRESS and SCORE).

The cut-off time for cancelling appointments with no penalty is 4:00 PM the business day prior to the actual appointment in recognition of the fact that the system currently does not accommodate reservation swapping.

DP World Vancouver reserves the right to change the cut-off time.

##### *Example 1:*

A Company has an appointment for Tuesday at 10:00 AM. If the dispatcher cancels the appointment on Monday at 3:59 PM or earlier, the cancellation will not count against the Company. If the dispatcher cancels the appointment on Monday at 4:00 PM or later, the cancellation will count against the Company.

##### *Example 2:*

A Company has an appointment for Monday at 11:00 AM. If the dispatcher cancels the appointment on Friday at 3:59 PM or earlier, the cancellation will not count against the Company. If the dispatcher cancels the appointment on Friday at 4:00 PM or later, the cancellation will count against the Company.

##### *Example 3:*

A Company has an appointment for Friday at 1:00 PM and there is a holiday on Thursday. If the dispatcher cancels the appointment on Wednesday at 3:59 PM or earlier, the cancellation will not count against the Company. If the dispatcher cancels the appointment on Wednesday at 4:00 PM or later, the cancellation will count against the Company.

#### Omits

Appointments are listed against the Company but are not subject to the TGCI charges. For example, an appointment that is cancelled before the cut-off time will be omitted.

#### 2-Hour Cancellation Window

The restriction preventing the cancellations of appointments within 2 hours of the appointment start time has been removed. Companies are encouraged to make the appointment only when cargo is ready for drayage.

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### Standby Appointments

Companies must manage their standby appointments. There is no fee or penalty for cancelling standby appointments.

However, standby appointments that become secured appointments are subject to the TGCI fees.

The restriction preventing the cancellations of appointments within 2 hours of the appointment start time has been removed. This means that it is possible for a Company to cancel an appointment just before the appointment start time and any standby appointments will be filled.

### Reprinting EIRs or Vouchers

Please be reminded of the importance to keep your EIR and vouchers as a \$35 fee will be applicable for a reprint. EIRs are required as part of the dispute process.

## TERMINAL GATE COMPLIANCY INITIATIVE

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### DP World Reports

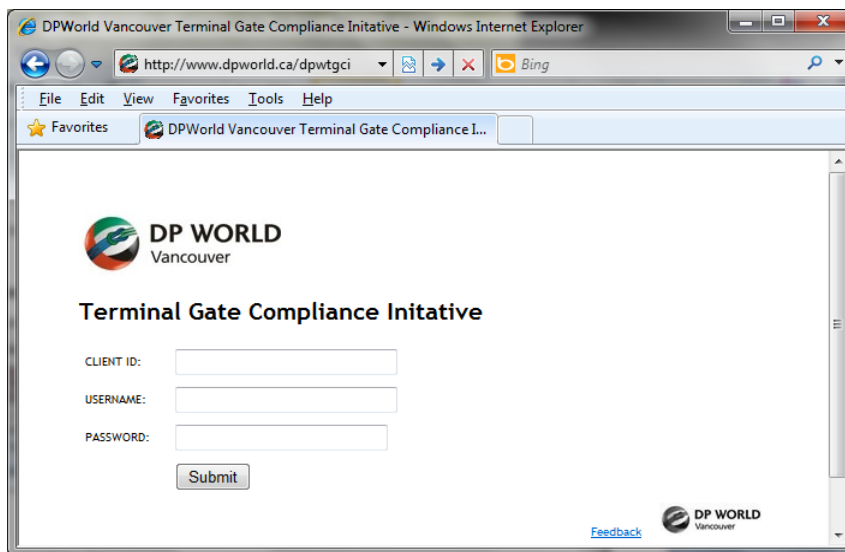
#### Two Terminal Gate Compliance Initiative (TGCI) reports are available:

- Detailed Report - provides detailed information by appointment for the selected month
- Summary Report - provides a daily summary for the selected month

The reports include data up to the end of the previous business day i.e. same day or live information is not included. Use the appointment booking systems to monitor the current day's transactions.

#### Accessing the TGCI Reports

1. Start your internet browser and navigate to the following URL:  
**http://www.dpworld.ca/dpwtgci**
2. The Terminal Gate Compliance Initiative login window will appear.



DPWorld Vancouver Terminal Gate Compliance Initiative - Windows Internet Explorer

http://www.dpworld.ca/dpwtgci

File Edit View Favorites Tools Help


DP WORLD Vancouver

**Terminal Gate Compliance Initiative**

CLIENT ID:

USERNAME:

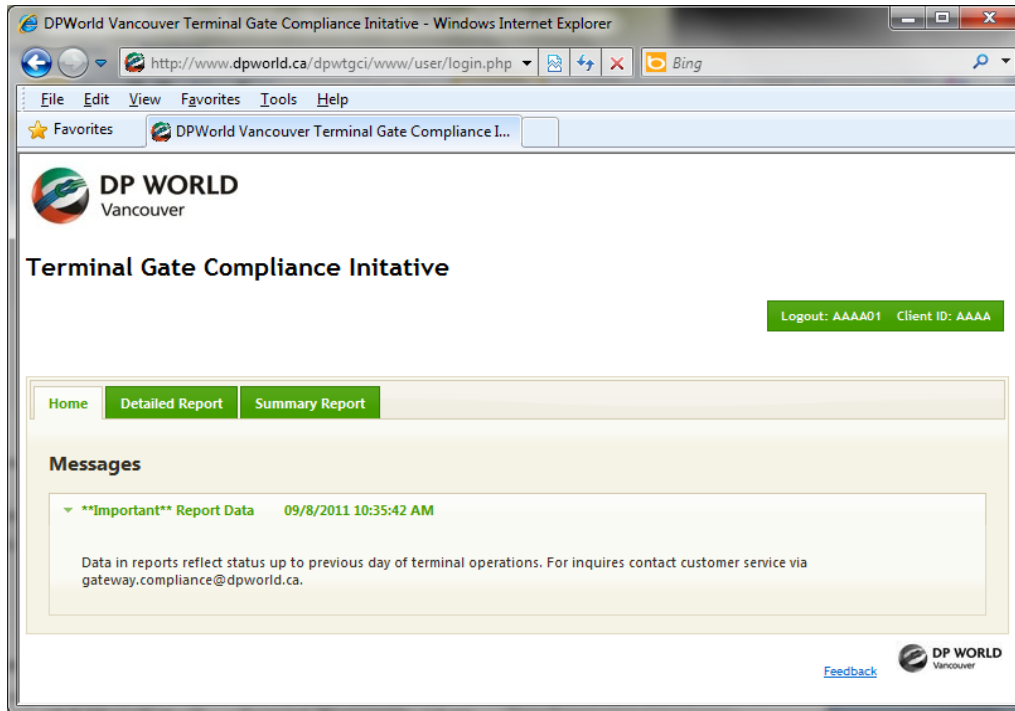
PASSWORD:

[Feedback](#) 

3. Enter the login credentials you have been provided. Note that these fields are **case-sensitive**.
  - a. Client ID – 3 or 4 character Company code
  - b. Username – same user id used for accessing the DP World Vancouver portal
  - c. Password – same password used for accessing the DP World Vancouver portal
4. Click **Submit**.

## TERMINAL GATE COMPLIANCY INITIATIVE

- The report interface loads up and the **Home** tab is displayed by default. The **Home** tab is where messages from the Terminal will be displayed.



- Click on the **Detailed Report** or **Summary Report** tab to access the desired report form.

### Logging Off

- To logout, click on the green **Logout** button in the top right corner.



- You will be returned to the main login page.

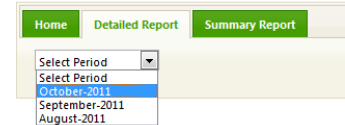
## TERMINAL GATE COMPLIANCY INITIATIVE

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### The Report Form

The data is grouped by calendar month.

Both reports require the user to select the month from the drop-down list. Once the desired month has been selected, the report will be generated.

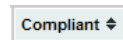


### Navigating the Reports

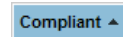
#### Sort Data

The double up/down arrows in each column heading indicates that the data can be sorted using the contents of the column.

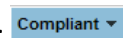
Simply click on the column heading to sort. The column heading will change to a blue colour to indicate that the data is being sorted using the data in that specific column. Each time the column heading is clicked, it will reverse the sort order of the contents.



When the arrow is pointing up, the contents are being sorted in ascending order.



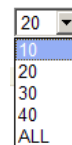
When the arrow is pointing down, the contents are being sorted in descending order.



#### Set Number of Records per Page

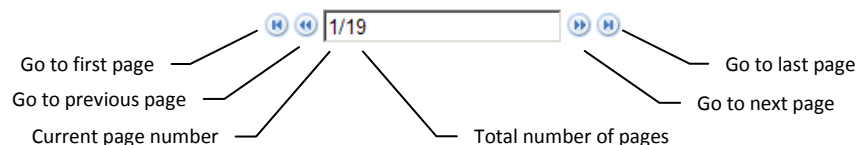
The default number of records shown is 20.

To change the number of records shown use the scroll bar to navigate to the bottom of the grid and use the drop box to select the desired number of records.




#### Navigate Multiple Pages

When the data spans multiple pages use the page navigation controls to move through each page. The navigation controls are found at the bottom of the data grid.



#### Print

Click the  [Print View](#) option to open a new window that displays the data in a single page. This can now be sent to your printer.

## TERMINAL GATE COMPLIANCY INITIATIVE

### Detailed Report

The Detailed Report provides appointment-specific details for the selected month. The monthly totals are also provided at the top of the report.

Reporting Period	Company	% Compliance	Total Booked	Vouchers	Voids	Net secured	Filled Appt.	Cancelled	No Show
September 2011	AAAA	97.59	374	0	0	374	365	2	7

Note	Appt. Date	Appt. Time	Appt. Num	Status	Created Date/Time	Changed Date/Time	Interchange	Appt. Type	Booking/Release	Container No.	Sz/Trp/Plt	Lib	Trucking Co.	Truck No.	Compliat
	01-Sep	07:30	2835113	FILLED	09/1/2011 7:17:15 AM	09/1/2011 8:14:17 AM	6389	Export Drop-Off	2256225695	TTNU8683568	40DR96	HMM	AAAA	A45	YES
	01-Sep	08:00	2833559	CANCEL	08/30/2011 8:02:39 AM	08/31/2011 8:06:13 AM		Import Pick-Up		CBHU8413689	40DR96		AAAA		OMIT
	01-Sep	09:00	2833560	CANCEL	08/30/2011 8:02:40 AM	08/31/2011 8:06:11 AM		Import Pick-Up		TTNU8483352	40DR96		AAAA		OMIT
	01-Sep	09:00	2835270	FILLED	09/1/2011 8:50:22 AM	09/1/2011 10:39:31 AM	6568	Import Pick-Up		CBHU5852773	40RF96	APL	AAAA	117	YES
	01-Sep	10:00	2833561	CANCEL	08/30/2011 8:02:40 AM	08/31/2011 8:06:10 AM		Import Pick-Up		CBHU5265357	40DR96		AAAA		OMIT
	01-Sep	10:00	2833562	FILLED	08/30/2011 8:02:41 AM	09/1/2011 10:52:53 AM	6618	Import Pick-Up		CBHU0756151	20DR86	COS	AAAA	A52	YES
	01-Sep	10:00	2835117	FILLED	09/1/2011 7:32:17 AM	09/1/2011 10:18:46 AM	6617	Empty Drop-Off		CBHU2043555	20DR86	COS	AAAA	A52	YES
	01-Sep	10:00	2835244	FILLED	09/1/2011 8:40:51 AM	09/1/2011 9:43:14 AM	6559	Export Drop-Off	5704524570	CBHU8654089	40DR96	COS	AAAA	A117	YES
	01-Sep	10:00	2835245	FILLED	09/1/2011 8:40:51 AM	09/1/2011 12:47:29 PM	6781	Export Drop-Off	5704524570	CBHU8703552	40DR96	COS	AAAA	A45	YES
	01-Sep	10:00	2835246	FILLED	09/1/2011 8:40:52 AM	09/1/2011 12:53:02 PM	6794	Export Drop-Off	5704524570	CBHU8950489	40DR96	COS	AAAA	A25	YES
	01-Sep	10:00	2835247	FILLED	09/1/2011	09/1/2011	6839	Export	5704524570	TTNU9359518	40DR96	COS	AAAA	A17	YES

Logout button

Report tabs

Month selector

Print View option

Month Summary

Appointment details

The **Note** column uses the following legend:

Icon	Explanation
	Appointment record is omitted.
	Appointment record has a voucher applied.
	Appointment record has been made void.

## TERMINAL GATE COMPLIANCY INITIATIVE

### Summary Report

The Summary Report provides daily totals for the selected month. The monthly totals are also provided at the top of the report.

The screenshot shows a web browser window displaying the 'Terminal Gate Compliance Initiative' Summary Report for September 2011. The interface includes a navigation menu, a month selector, a print view option, a summary table, and a detailed daily data table. Callouts on the right side of the image identify the following elements:

- Logout button
- Report tabs
- Month selector
- Print View option
- Month Summary
- Daily details
- Page navigation controls
- Set number of records to display

Reporting Period	Company	% Compliance	Total Booked	Vouchers	Voids	Net secured	Filled Appt.	Cancelled	No Show
September 2011	AAAA	97.59	374	0	0	374	365	2	7

Appt. Date	% Compliance	Secured Appointments	Vouchers	Voids	Net Secured	Filled	Cancelled	No Show
01-Sep	100.00	17	0	0	17	17	0	0
02-Sep	100.00	10	0	0	10	10	0	0
06-Sep	100.00	21	0	0	21	21	0	0
07-Sep	100.00	22	0	0	22	22	0	0
08-Sep	85.71	14	0	0	14	12	0	2
09-Sep	94.74	19	0	0	19	18	0	1
12-Sep	87.50	16	0	0	16	14	2	0
13-Sep	100.00	28	0	0	28	28	0	0
14-Sep	93.33	45	0	0	45	42	0	3
15-Sep	100.00	23	0	0	23	23	0	0

## TERMINAL GATE COMPLIANCY INITIATIVE

### 13. TSI -Specific Information

#### Arrival at the Terminal

Once a transaction is started at the pedestal, the truck is deemed to have arrived at the Terminal.

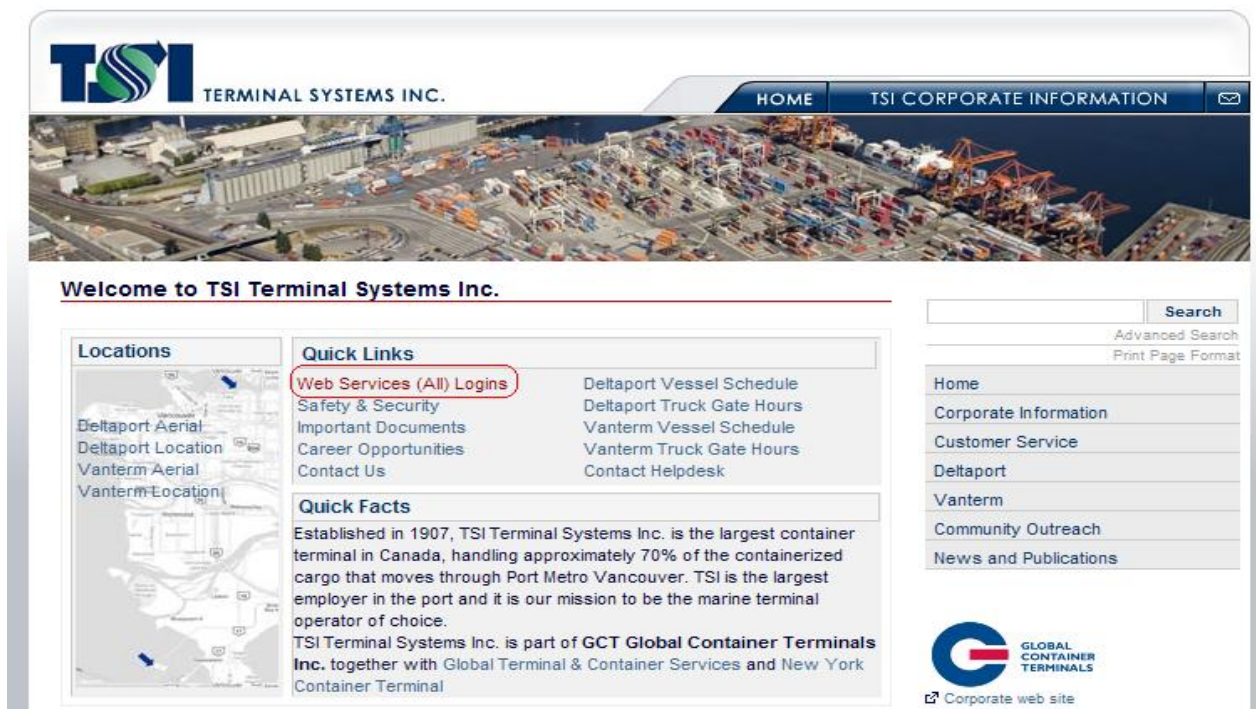
#### TSI Reports

Reports are available for both Vanterm and Deltaport:

- Vanterm – provides a daily summary of appointments. The report includes data up to the end of the previous business day i.e. same day or live information is not included.
- Deltaport – provides live detailed information for all appointments

#### Accessing the Vanterm Report

1. Start your internet browser and navigate to [www.tsi.bc.ca](http://www.tsi.bc.ca)
2. Click on **Web Services (All) Logins**






## TERMINAL GATE COMPLIANCY INITIATIVE

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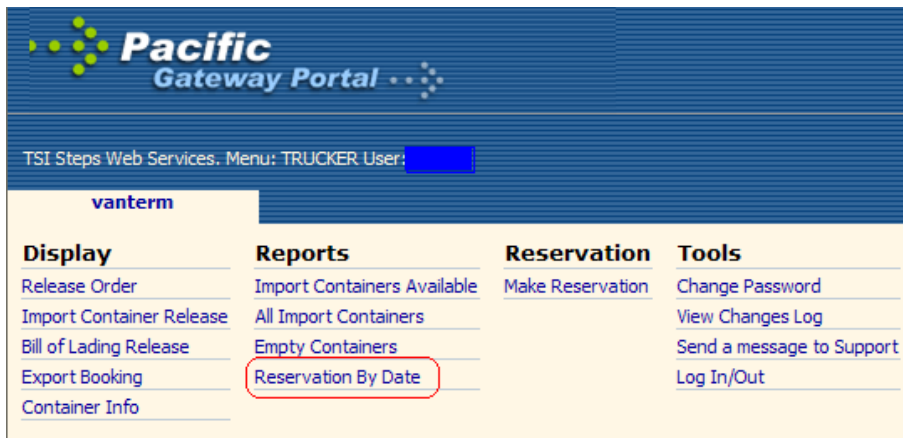
- Click on **Trucks Web Login** for Vanterm Web Services

### Web Services Login

Please visit [Customer Service page](#) for support contact information

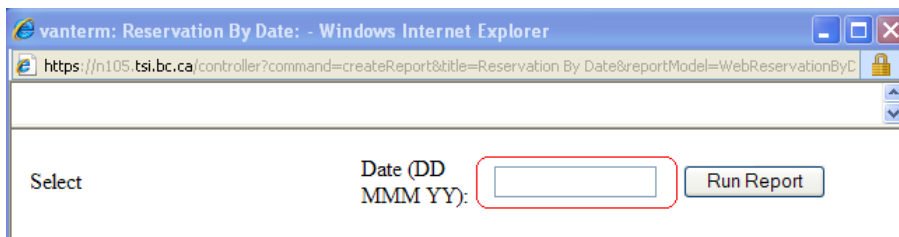
Deltaport SSLVPN Web Services	Vanterm Web Services
 <p> <a href="#">All TSI Web Services</a>                      Trucks, Ocean Carriers, Rail, Brokers, &amp; Agents                 </p>	 <p> <a href="#">Trucks Web Login</a>                      Login and information for Trucking Carriers                 </p>
	 <p> <a href="#">Other Web Logins</a>                      Login for Ocean Carriers, Rail, Brokers, &amp; Agents.                 </p>

- A new window will appear. Login by using your TSI Vanterm user name and password.
- Click on **Reservation By Date** to access transactions from the previous day.



The screenshot shows the Pacific Gateway Portal interface. At the top, it says "Pacific Gateway Portal". Below that, it indicates "TSI Steps Web Services. Menu: TRUCKER User:". Under the "vanterm" section, there are four columns of links: "Display", "Reports", "Reservation", and "Tools". In the "Reservation" column, the link "Reservation By Date" is highlighted with a red box.

- Enter the date – format DD MMM YY.



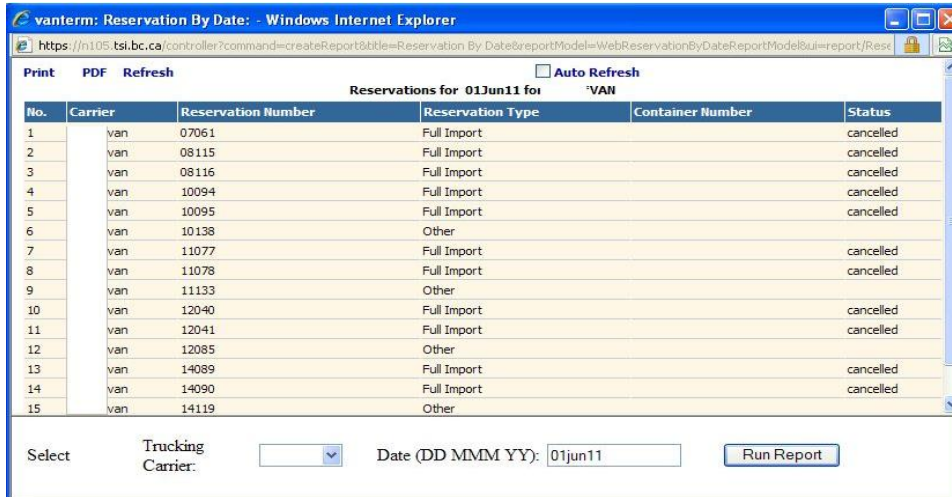
The screenshot shows a Windows Internet Explorer browser window titled "vanterm: Reservation By Date: - Windows Internet Explorer". The address bar shows the URL: "https://n105.tsi.bc.ca/controller?command=createReport&title=Reservation By Date&reportModel=WebReservationByC". The main content area contains a form with a "Select" dropdown menu, a "Date (DD MMM YY):" label, an empty text input field (highlighted with a red box), and a "Run Report" button.

- Click **Run Report**.
- The report provides daily transactions for the selected date. Reconcile cancelled appointments with filled.

## TERMINAL GATE COMPLIANCY INITIATIVE

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### Sample Vanterm Report



vanterm: Reservation By Date: - Windows Internet Explorer  
[https://m105.tsi.bc.ca/controller?command=createReport&title=Reservation By Date&reportModel=WebReservationByDateReportModel&ui=report/Resv](https://m105.tsi.bc.ca/controller?command=createReport&title=Reservation%20By%20Date&reportModel=WebReservationByDateReportModel&ui=report/Resv)

Print PDF Refresh  Auto Refresh

Reservations for 01Jun11 for 'VAN'

No.	Carrier	Reservation Number	Reservation Type	Container Number	Status
1	van	07061	Full Import		cancelled
2	van	08115	Full Import		cancelled
3	van	08116	Full Import		cancelled
4	van	10094	Full Import		cancelled
5	van	10095	Full Import		cancelled
6	van	10138	Other		
7	van	11077	Full Import		cancelled
8	van	11078	Full Import		cancelled
9	van	11133	Other		
10	van	12040	Full Import		cancelled
11	van	12041	Full Import		cancelled
12	van	12085	Other		
13	van	14089	Full Import		cancelled
14	van	14090	Full Import		cancelled
15	van	14119	Other		

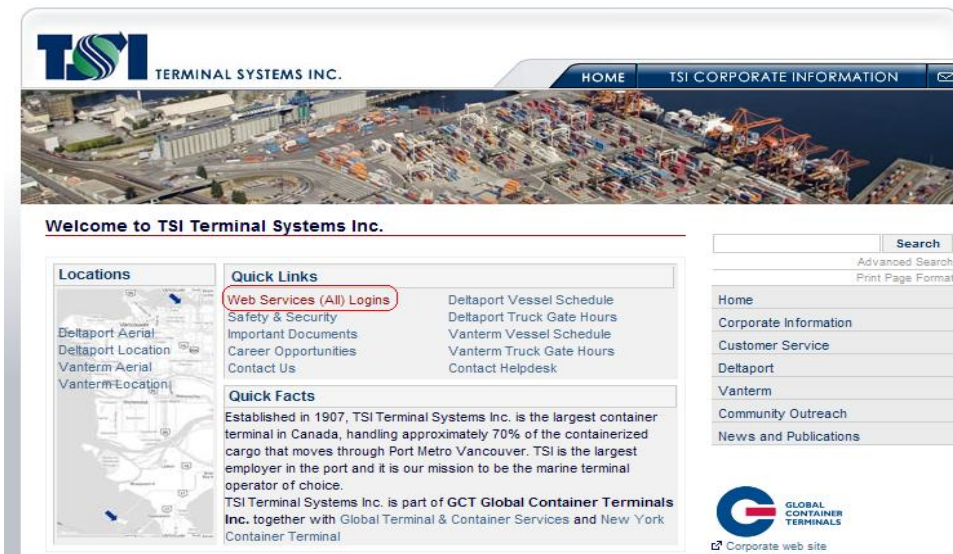
Select  Trucking Carrier:  Date (DD MMM YY): 01jun11

This report summarizes appointments for each individual day. The status column will show cancelled appointments. A blank status indicates the appointment has been filled.

## TERMINAL GATE COMPLIANCY INITIATIVE

### Accessing the Deltaport Report

1. Start your internet browser and navigate to [www.tsi.bc.ca](http://www.tsi.bc.ca)
2. Click on **Web Services (All) Logins**.



3. Click on **All TSI Web Services** for Deltaport Web Services.

#### Web Services Login

Please visit Customer Service page for support contact information

<b>Deltaport SSLVPN Web Services</b>	<b>Vanterm Web Services</b>
 <a href="#">All TSI Web Services</a> Trucks, Ocean Carriers, Rail, Brokers, & Agents	 <a href="#">Trucks Web Login</a> Login and information for Trucking Carriers
	 <a href="#">Other Web Logins</a> Login for Ocean Carriers, Rail, Brokers, & Agents.

4. A new window will appear. Use your TSI WebAccess login.



**Remote Access Logon for TSI Terminal Systems Inc.**

Username:

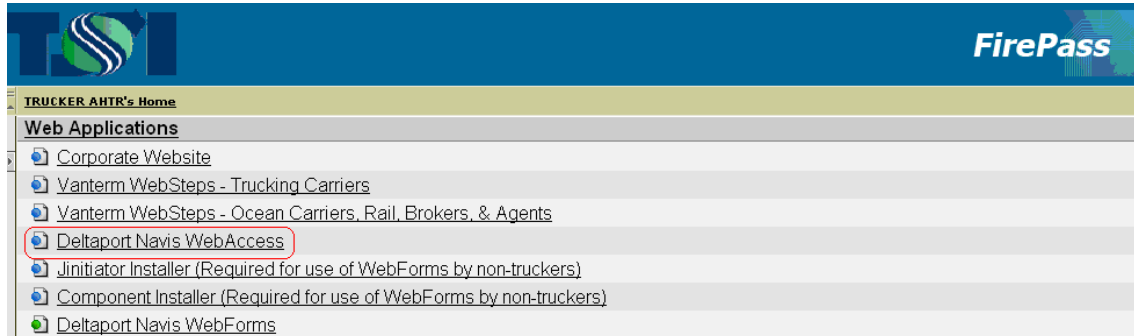
Password:

## TERMINAL GATE COMPLIANCY INITIATIVE

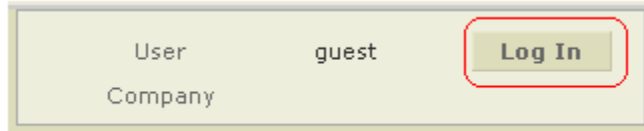
5. Click **Logon**.
6. To navigate into WebAccess, click on **Deltaport Navis WebAccess**.

Note: Navis WebAccess DP Trucker's Manual is available online through this link:

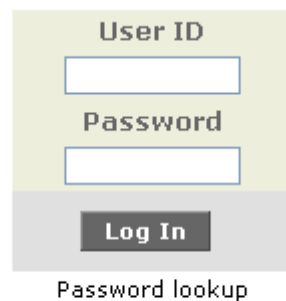
<http://www.tsi.bc.ca/t3/index.php?id=695>



7. A new window will appear.
8. Click the **Log In** button at the top right of the Navis WebAccess screen.



9. Under User ID, enter your user name. Enter your password and click Log In.



[About Navis WebAccess](#) | [Contact Us](#) | [Terms Of Use](#)

10. Click **Log In**.

Note: If you require a User ID, please contact our helpdesk at [helpdesk@tsi.bc.ca](mailto:helpdesk@tsi.bc.ca) or 604-267-5330

## TERMINAL GATE COMPLIANCY INITIATIVE

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### WebAccess Basics



#### Menu Bar

The Menu Bar displays those menus you have been give access to.

#### Menu Items

The Menu Items are the commands available through a particular menu.

#### Search Items

Please note that although the **Search For** items is visible, they are **non-functioning**.

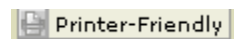
#### Command Buttons



Login - used to log into WebAccess.



Logout - used to log out of WebAccess



Printer Friendly – used to print the content in the display area only.



Convert to an Excel Spreadsheet



Convert to PDF.



Calendar Pop Up – enables you to select a date with the correct format.

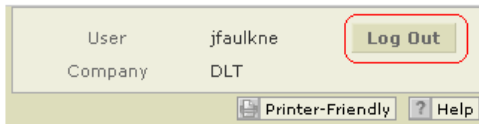
## TERMINAL GATE COMPLIANCY INITIATIVE

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### Exiting Navis WebAccess

To log out:

1. Click on the **Logout** button at the top right of the WebAccess screen.



### View Appointments

1. To view appointments, go to **WebAccess>Gate>View Appointments**



The following window will open.



2. Click on the **Add** button to create a report. A Query Criteria window will open.

#### Query Criteria

Criteria Columns Sort

Report Name	<input type="text"/>	Records Per Page	<input type="text"/>
Visit Id	<input type="text"/>	Appointment Id	<input type="text"/>
Trucking Company	<input type="text"/> ▼	Status	<input type="text"/> ▼
Start Date	<input type="text"/> [calendar icon]	End Date	<input type="text"/> [calendar icon]
Appointment Type	<input type="text"/> ▼	Category	<input type="text"/> ▼
Truck Id	<input type="text"/> ▼	Driver Id	<input type="text"/> ▼
BL/Booking/EDO	<input type="text"/>	Equipment Id	<input type="text"/>

## TERMINAL GATE COMPLIANCY INITIATIVE

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The report can be tailored depending on the type of information the user is looking for.

*If the report is one which is going to be used on a regular basis, the criteria can be selected and saved with a report name so it can be used over and over again. Once the criteria is captured, the Save and Execute button should be selected. If a Report Name has not been entered, the system will prompt the user to enter one. If the report is only going to be used once, the user only needs to select the Execute button and the report will be generated.*

There are 3 tabs which allow the user to customize the report:

- A. The **Criteria** tab displays the basic search criteria for your search. It also includes a field for setting the number of lines each result page will show.

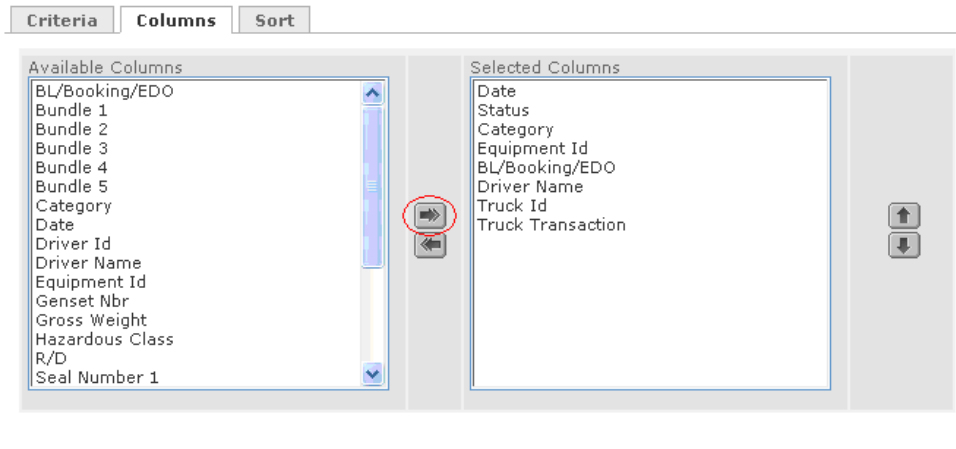
Criteria	Columns	Sort
Report Name	<input type="text"/>	Records Per Page <input type="text"/>
Visit Id	<input type="text"/>	Appointment Id <input type="text"/>
Trucking Company	<input type="text"/> ▼	Status <input type="text"/> ▼
Start Date	<input type="text"/> 📅	End Date <input type="text"/> 📅
Appointment Type	<input type="text"/> ▼	Category <input type="text"/> ▼
Truck Id	<input type="text"/> ▼	Driver Id <input type="text"/> ▼
BL/Booking/EDO	<input type="text"/>	Equipment Id <input type="text"/>
Gate Entry Mode	<input type="text"/> ▼	

- i. Enter the criteria required for the report. If you enter no criteria, all appointments will be generated when you run the query.
- ii. Enter a unique **Report Name** on the on the **Criteria** tab.  
*If you only plan to run this search once (for example, you are searching for a single specific **Visit ID** or **Appointment ID**), you do not need to include a **Report Name**. However, you must include a name if you intend to save the search for later use. Be sure to give the search a unique as the system has only one data base for Report Names. If two people attempt to enter a report with the same name, only one will be able to. To avoid this and to keep your report names unique, you may want to start or end each Report Name with your initials or company name. Please note that although the data base for the report names is shared, no one else has access to your report templates.*

## TERMINAL GATE COMPLIANCY INITIATIVE

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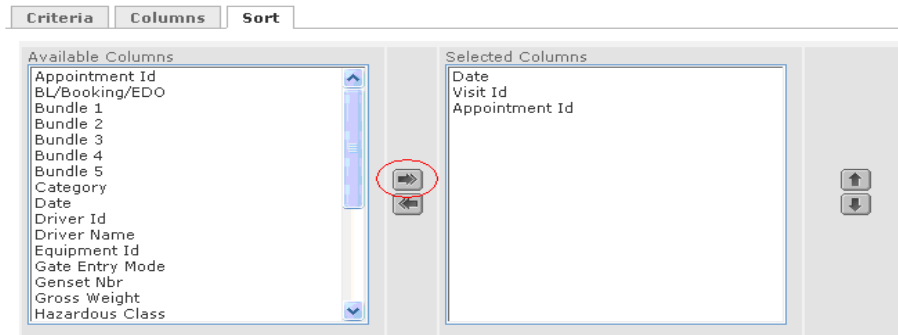
- B. The **Columns** tab allows you to determine which fields will be displayed for your query results, and the order of the columns.
- i. Click the **Columns** tab to view the column layout for the search results.



- ii. The Selected Columns field displays the default columns and their order, with the top column appearing at the left side of the Query Results page and the bottom column at the right of the page.
- To add a column to the Query Results page: select it in the Available Columns field and use the right-arrow button to move it to the Selected Columns field.
  - To remove a column from the Query Results page: select it in the Selected Columns field and use the left-arrow button to move it to the Available Columns field.
  - To move a column left or right on the Query Results page: select it in the Selected Columns field and use the up and down buttons on the right side of the tab to move it.

## TERMINAL GATE COMPLIANCY INITIATIVE

C. The **Sort** tab allows you to determine a multiple-level sort for the results.



i. Click the **Sort** tab to view the sort scheme in Selected Columns field.

*The top column represents the first sort, the second column represents the sort within the blocks of records produced by the first level of the sort, etc. For example, sorting by date alone results in large blocks of records all with the same date, subsequently sorting by Visit ID organizes the records for each date by Visit ID.*

Date columns are sorted in descending order (most recent date at the top), and the other columns are sorted in ascending order (lowest value at the top).

- To add a sort level to the Query Results page: Select the field you want to sort by in the Available Columns field and use the right-arrow button to move it to the Selected Columns field.
- To remove a sort level from the Query Results page: Select the field you want to sort by in the Selected Columns field and use the left-arrow button to move it to the Available Columns field.
- To change the sort order: Select the field you want to sort by in the Selected Columns field and use the up and down buttons on the right side of the tab.

Once the criteria, columns and sort details have been selected, the report is ready to be generated.

- Click the **Execute** button and the report will be generated
- OR
- Click the **Save and Execute** button to save the report for later use.

Query Result

Search Result											
VISIT ID	APPT NBR	GATE ENTRY MODE	DATE	STATUS	R/D	CATEGORY	EQUIPMENT ID	BL/BOOKING/EDO	DRIVER NAME	TRUCK ID	TRUCK TRANSACTION
422	1518		16-JAN-2007	CANCEL	R	E					
	1519		16-JAN-2007	CANCEL	R	E					
	1520		16-JAN-2007	CANCEL	D	M					
	1521		16-JAN-2007	CANCEL	D	I					
423	1522		16-JAN-2007	CANCEL	R	E					
	1523		16-JAN-2007	CANCEL	R	E					
	1524		16-JAN-2007	CANCEL	D	M					
	1525		16-JAN-2007	CANCEL	D	I					
424	1526	AUTO	16-JAN-2007	MADE	R	E	CMAS6391005	CAN222111			
	1527	MANUAL	16-JAN-2007	MADE	R	E		CHICU00042			
	1528	AUTO	16-JAN-2007	MADE	D	M		EVRDEPOT			
	1529	AUTO	16-JAN-2007	MADE	D	I	TGHU2427998	102600012797			
425	1530	AUTO	16-JAN-2007	MADE	D	I	CPSU1891036				

Excel PDF

Previous Items 1 - 13 Next



Move Appointments  
Swap Appointments

After the report is generated, it can be extracted into an Excel spreadsheet or a PDF file by clicking on the icon at the top of the report.

## TERMINAL GATE COMPLIANCY INITIATIVE

### Appendix A – Sample Invoices


#### DP World Sample Invoice – Page 1

 <b>DP WORLD</b> Vancouver  DP WORLD (CANADA) INC. 777 Centennial Road Vancouver, B.C. V6A 1A3 Canada Tel: (604) 255-5151 - Fax: (604) 253-5531	Invoice #: CI00002182 Please Remit To: <b>DP WORLD (Canada) Inc.</b> 777 Centennial Road Vancouver, B.C. V6A 1A3 Canada Wire To: <b>HSBC Bank Canada</b> Transit # 10020 Acct. 550464-001 HST No. 863422028 RT0001												
Page 1 of 2													
<table border="0" style="width: 100%;"> <tr> <td style="width: 60%;">AAAA COMPANY</td> <td style="text-align: right;">Account #: AAAA</td> </tr> </table>		AAAA COMPANY	Account #: AAAA										
AAAA COMPANY	Account #: AAAA												
<table border="0" style="width: 100%;"> <tr> <td style="width: 33%;">Period: 2011-10-01 - 2011-10-31</td> <td style="width: 33%;">Created: 2011-11-02</td> <td style="width: 33%;">Due: 2011-12-02</td> </tr> </table>		Period: 2011-10-01 - 2011-10-31	Created: 2011-11-02	Due: 2011-12-02									
Period: 2011-10-01 - 2011-10-31	Created: 2011-11-02	Due: 2011-12-02											
<table border="0" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Item</th> <th style="text-align: right;">Qty</th> <th style="text-align: right;">Rate</th> <th style="text-align: right;">Amount</th> </tr> </thead> <tbody> <tr> <td>Terminal Gate Compliance Initiative Fee</td> <td style="text-align: right;">1</td> <td style="text-align: right;">\$0.00</td> <td style="text-align: right;">\$0.00</td> </tr> <tr> <td><b>TOTAL</b></td> <td></td> <td></td> <td style="text-align: right;"><b>\$0.00</b></td> </tr> </tbody> </table>		Item	Qty	Rate	Amount	Terminal Gate Compliance Initiative Fee	1	\$0.00	\$0.00	<b>TOTAL</b>			<b>\$0.00</b>
Item	Qty	Rate	Amount										
Terminal Gate Compliance Initiative Fee	1	\$0.00	\$0.00										
<b>TOTAL</b>			<b>\$0.00</b>										
<b>TRIAL INVOICE - DO NOT PAY</b>													
 <div style="font-size: 2em; font-weight: bold; margin-left: 20px;"> <b>DP WORLD</b>        Vancouver     </div>													
<p style="font-size: 0.8em; margin: 0;">PAYMENT TERMS ARE 30 DAYS FROM DATE OF INVOICE. PLEASE ALLOW 2 DAYS FOR PAYMENT PROCESSING.</p> <p style="font-size: 0.8em; margin: 0;">A COMPLETION INCENTIVE OF UP TO 5% OF NET SECURED APPOINTMENTS HAS BEEN APPLIED TO THE AMOUNT ON THIS INVOICE.</p> <p style="font-size: 0.8em; margin: 0;">IT IS THE CUSTOMER'S RESPONSIBILITY TO SUBMIT ANY INVOICE DISPUTES ELECTRONICALLY TO GATEWAY.COMPLIANCE@DPWORLD.CA WITHIN 10 DAYS OF THE INVOICE DATE. ALL DISPUTED AMOUNTS MUST BE PAID IN FULL WITHIN THE PAYMENT TERMS. ANY DISPUTED AMOUNTS WHICH ARE FOUND TO BE BILLED IN ERROR WILL BE CREDIT TO THE NEXT STATEMENT. CUSTOMERS WITH OVERDUE INVOICES WILL BE DENIED ACCESS TO THE TERMINAL AND TERMINAL SYSTEMS UNTIL PAYMENT IS REMITTED.</p>													




## TERMINAL GATE COMPLIANCY INITIATIVE

TSI Sample Invoice – Page 1

	<p><b>Terminal Systems Inc.</b> 1285 Franklin Street Vancouver, B.C. Canada V6A 1J9</p>	<p>Invoice No: <b>TRIALDP09036</b></p>												
<p>Sample Trucking Inc. 123 Trucker Drive Vancouver, B.C.</p>														
<p>06 OCT 2011</p>														
<p>SS Line: Agent:</p>		<p>Date work commenced: Sep 01 Date work completed: Sep 30</p>												
<p>Description of work performed: <b>TERMINAL GATE COMPLIANCE INITIATIVE FEE - DELTAPORT</b></p>														
<table border="0" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left; border-bottom: 1px dashed black;">REV. CODE</th> <th style="text-align: left; border-bottom: 1px dashed black;">SPECIAL CHARGES</th> <th style="text-align: left; border-bottom: 1px dashed black;">NO. OF UNITS</th> <th style="text-align: left; border-bottom: 1px dashed black;">UNIT RATE</th> <th style="text-align: left; border-bottom: 1px dashed black;">TYPE OF UNITS</th> <th style="text-align: left; border-bottom: 1px dashed black;">TOTAL</th> </tr> </thead> <tbody> <tr> <td></td> <td>GATE COMPLIANCE INITIATIVE FEE</td> <td style="text-align: center;">1.0</td> <td style="text-align: right;">173.75</td> <td>FLAT CHARGE</td> <td style="text-align: right;">\$ 173.75</td> </tr> </tbody> </table>	REV. CODE	SPECIAL CHARGES	NO. OF UNITS	UNIT RATE	TYPE OF UNITS	TOTAL		GATE COMPLIANCE INITIATIVE FEE	1.0	173.75	FLAT CHARGE	\$ 173.75		
REV. CODE	SPECIAL CHARGES	NO. OF UNITS	UNIT RATE	TYPE OF UNITS	TOTAL									
	GATE COMPLIANCE INITIATIVE FEE	1.0	173.75	FLAT CHARGE	\$ 173.75									
<p>Total Invoice (CDN)      \$</p>					<p>----- 173.75 =====</p>									
<p><b>TRIAL INVOICE – DO NOT PAY</b></p>														
<p>Payment terms are 30 days of date of invoice. Please allow 2 days for payment processing.</p>														
<p>A completion incentive of up to 5% of net secured appointments has been applied to the amount of the invoice.</p>														
<p>It is the customer's responsibility to submit any invoice disputes electronically to <a href="mailto:gateway.compliance@tsi.bc.ca">gateway.compliance@tsi.bc.ca</a> within 10 days of the invoice date. Customers with overdue invoices will be denied access to the terminal and terminal systems until payment is remitted.</p>														
					<p>Invoice No.: <b>TRIALDP09036</b></p>									

## TERMINAL GATE COMPLIANCY INITIATIVE

### TSI Sample Invoice – Page 2

		Gate Appointment Compliance Summary Report				
Carrier : Sample Trucking Inc			ReportID: CYS-032 VP56			
Date : Sep 2011			Run Date: 04 OCT 2011			
Terminal: DELTAPORT			Run Time: 02:41:36 PM			
Date	Filled	Cancel	Unused	Vouchers	Days Waived	Net Secured
01-Sep-2011	60	0	0	0	0	60
02-Sep-2011	44	0	0	0	0	44
06-Sep-2011	93	1	9	1	0	102
07-Sep-2011	92	1	2	0	0	95
08-Sep-2011	76	2	0	0	0	78
09-Sep-2011	81	6	1	0	0	88
12-Sep-2011	40	0	0	0	0	40
13-Sep-2011	63	0	2	0	0	65
14-Sep-2011	42	1	1	0	0	44
15-Sep-2011	62	3	4	0	0	69
16-Sep-2011	43	0	2	0	0	45
19-Sep-2011	39	1	0	0	0	40
20-Sep-2011	70	0	2	0	0	72
21-Sep-2011	76	0	0	0	0	76
22-Sep-2011	46	3	7	0	0	56
23-Sep-2011	60	5	3	0	0	68
26-Sep-2011	41	5	2	0	0	48
27-Sep-2011	70	6	0	0	0	76
28-Sep-2011	57	0	2	0	0	59
29-Sep-2011	66	1	2	0	0	69
30-Sep-2011	65	1	1	0	0	67
<b>Total</b>	<b>1,286</b>	<b>36</b>	<b>40</b>	<b>1</b>	<b>0</b>	<b>1,361</b>
Vouchers for Sample Trucking Inc.						
Date	Voucher No					
06-SEP-11	2026461					





## TERMINAL GATE COMPLIANCY INITIATIVE

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### Gate Compliance Initiative Contact Information



**DP WORLD**  
Vancouver

[gateway.compliance@dpworld.ca](mailto:gateway.compliance@dpworld.ca)



**TERMINAL SYSTEMS INC.**

[gateway.compliance@tsi.bc.ca](mailto:gateway.compliance@tsi.bc.ca)



[fsdres@fsd.bc.ca](mailto:fsdres@fsd.bc.ca)