

Terminal Gate Compliance Initiative Frequently Asked Questions

Q: Will all cancellations be charged?

A: Yes; this also includes missed appointments.

Q: Will there be any cancellation windows, e.g. 24 hours, for which no charge will apply?

A: No.

Q: Will changes to appointments be charged?

A: No.

Q: How will this initiative work with speed gates?

A: This does not apply to speed gates.

Q: How will long-haulers be handled?

A: No change; they will be handled as they are now.

Q: Are you giving preferential treatment to rail and CBSA truckers?

A: No change; they will continue to operate as they do now.

Q: Is a double transaction considered two appointments?

A: There is no change to the terminal operator's appointment systems; if they are considered two appointments now, they will be when the Initiative is implemented.

Q: Will the terminals continue to allow appointments many days in advance?

Q: Can the terminal systems support appointment changes?

Q: Are appointments transferable between trucking companies?

A: The Terminal Gate Compliance Initiative doesn't include any changes to the terminal operator's appointment systems.

Q: How will terminals guarantee availability of appointments?

A: With appointments secured only for actual business, and with increased completion/compliance, we anticipate there will be more appointments available on a daily basis. Terminal Operators will offer more gates as volume requires.

Q: Will guaranteed turn-time agreements be in place?

A: Not part of the Terminal Gate Compliance Initiative; the terminal operators are prepared to commit to guaranteed turn times once all the technologies are in place and the carriers, PMV and terminal operator have entered Service Level Agreements.

Q: What if the ocean carrier releases empties but there are none available at the terminal, or the trucker rejects the damaged container?

A: Ocean carriers are responsible for managing their empty inventory, and for coordinating pick-up with the trucking companies.

Q: What if we cancel or miss an appointment due to:

- Cargo delays at the shipping facility
- Truck breakdown, flat tires, etc.
- Road/traffic issues en route to the terminal
- Change in vessel ERD
- Ocean carrier rolls booking
- Ocean carrier cancels booking
- Train delays
- Empty container not available, or not acceptable

A: The terminal operators are implementing a Completion Incentive of up-to-5% of cancelled appointment fees, which should cover day-to-day issues such as those noted above.

Q: What if a problem on a terminal means we miss our appointment, or puts us behind for appointments later that day? E.g., shutdown for wind or snow, operational delays, system outage, missing container?

A1: If there is an issue which means the truck is turned away, e.g., a single truck couldn't be handled because of equipment breakdown, the trucking company will be provided with voucher confirming the appointment was attempted and the truck was turned away by the terminal operator. These will not be billable, and will be tracked by voucher number.

A2: Any significant terminal delays will result in all cancelled/missed appointments for the day not being charged port-wide. Terminal operators will assess on a case-by-case basis.

Q: If there is no behaviour change after implementation of the Terminal Gate Compliance Initiative, will it be removed?

A: If there is no behaviour change, then the Initiative will be adjusted to incite change.

Q: Once the behaviour changes, will terminal operators continue to charge for appointments?

A: Yes.

Q: Will exporters/transloaders be able to book appointments?

A: While there are no anticipated changes to the terminal operator's system, TSI is looking into the feasibility of this request; DP World's SCORE already allows this.

Q: How do I dispute an invoice? What are valid reasons for dispute?

A1: ***Prior to the payment deadline***, contact the terminal operator and provide: the dispute reason, date, time and number of the appointment being disputed

A2: Valid reasons for disputing an invoice are:

- Appointment shown as cancelled or missed which was kept. In this case, a copy of the interchange must be provided to the terminal operator.
- Voucher issued for turned-away truck, but wasn't credited on invoice
- Terminal issue which precluded the appointment being kept