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TPT CAPE TOWN TRUCK BOOKING SYSTEM
(CONTAINER TERMINAL AND MULTIPURPOSE TERMINAL)

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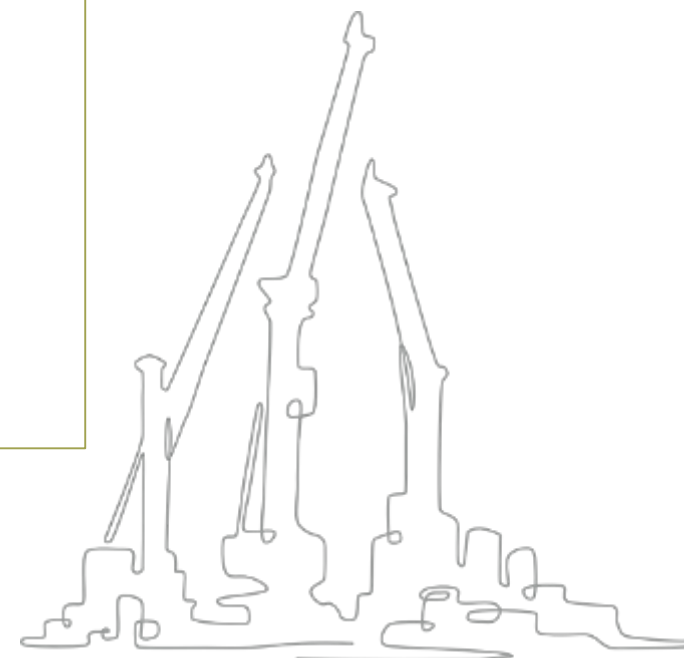
Contents

1.Truck Appointments Overview

2.**FAQ's**

3.Contacts

1. Phone numbers
2. Email addresses



Truck Appointments

Overview



Why are we doing this ?

- This is to ensure that the arrival of trucks at the gate are regulated and we are only receiving a certain number of trucks per hr and not an uncapped number of truck as this causes congestion.
- Thereby, reduce the truck congestion outside the terminal as well as inside the terminal **creating a ...**
- Win – Win situation !

How will it work ?

- **The terminals' gates working 'day' will be split into 1-hour slots**
- For CTCT there will be 24 such hourly slots from 0600 – 0600
- For CTMPT there will be 16 such hourly slots from 0600 – 2200
- Trucking companies must book a slot for a truck visit to the terminals
- That slot booking must be done online via Navis
- Companies to ensure truck arrives at the terminal to meet the slot appointment time and
- We guarantee that we will service your truck in that booked slot appointment time!

1. When is the Truck Booking system going live in CTCT and CTMPT?
 - Both Terminals go live on the 5th of October 2021
2. Do we need to make a booking for Export empties to the Buffer stack
 - Yes, empty Exports for the buffer stack also need a Booking to be made.
 - When making the booking in Navis, select the CPT Empty gate
 - Truck still to go to A-check for processing
3. Do we need to make Bookings for Empty import evacuation from the Empty block stacks (EDO)
 - No, you will not be required to create an appointment for EDO deliveries.
 - We will arrange a Group import release for these empties and ensure we peel them from the top to avoid Shuffles
4. If a truck is dropping off an Export and picking up an Import (dual transaction), do we need to have an appointment for both containers?
 - No, only one of the containers needs an appointment and the second other container will be processed without an appointment
5. What will happen to my appointment when the Terminal goes Wind bound?
 - The Terminal will send out communication via the TPT call center and Logistics SMS system regarding wind stoppage as normal.
 - The Transporter/designated authority will be required to edit their bookings for the next available slot once the Terminal resumes operations.
 - Before arriving at the terminal, you have an option to amend/edit the appointment time to a future time when the wind is projected to have subsided.

6. We do a lot of refrigerated containers in CPT, how do we ensure there is slot available when we need it?
 - The appointment system will ensure that there are enough slots for the forecasted volume. The only change is that the volume will be spread over a period of time, so refrigerated containers will not necessarily be entering the terminals at the same time.
7. Will reefers be competing with empties and dry boxes for appointment slots?
 - No, There is a virtual gate for each type of container. There will be segregated slots for Reefers, Dry boxes and Empties
8. Does a container need to be weighed and pre-advised before an appointment can be made?
 - Yes, the condition of the system is that a container has to be weighed and pre-advised before an appointment can be made
9. Can a booking be made while a container is on-board a vessel?
 - No, the container has to have landed and assigned to a transporter, and the storage updated before an appointment can be made
10. Can we still use Subcontractors?
 - Yes, as long as the subcontractor is registered on our database and the sub-contracted makes a booking themselves for the work allocate/assigned to them.
 - The work allocation must happen between the main contractor and the sub-contractor before an appointment is made.
 - If there is a appointment already made by the main contractor, the appointment would need to be cancelled and the sub contractor is to make their own appointment.
 - This is also security control.

Common questions and answers

11. What happens if there is a strike or major accident on the Road and our trucks miss their appointment times?
 - If there is a major accident or a strike that everyone including the Terminal is aware of, the Gate Supervisor will alert the Appointment office of trucks arriving late due to an obstruction on the Road,
 - The Appointment Team will adjust the grace time (end tolerance) from 15 min to reasonable time to allow for late trucks to be processed without being penalised/rejected.
 - This would be monitored closely and verified with reliable sources.

12. Will appointments only be opened once a vessel has completed the full discharge?
 - No, you do not have to wait for completion of discharge as the terminal will still apply block releasing.
 - If your container has landed, you may proceed with booking in alignment with forecasted block releasing as communicated to you via the TPT Call center daily.

13. When I have a booking for my container, will restricted areas affect the container availability during my slot time?
 - **Provided that your appointment is in alignment with the "CTCT updates" sent via TPT call center daily, you should not experience issues regarding restricted areas**

14. Will equipment break-downs result in slots being closed?
 - Equipment break-downs is a factor to consider when allocating slots, however, the terminal has a responsibility to bring in the forecasted export volumes through the gate and ensure the evacuation of imports.
 - If exports are not brought in TPT loses Revenue so this is a no go.
 - If Imports are also not evacuated, the stack occupancy becomes too high for the terminal to operate effectively

15. How will my early/late arrival applications be affected by the appointment system?
- EAR – normal application process will apply. Once approved by Terminal, the Appointments desk will create the booking and email the appointment numbers to you. You will be able to edit booking as needed.
 - LAR – normal application process to apply. Once approved by Terminal, you may proceed to make the booking
15. What happens if I have a Direct delivery?
- Exports – you will be required to create a booking for the estimated time given by the vessel planners. Appointments desk will assist by adjusting booking to allow truck to enter gate at required time.
 - Imports – Appointments desk will create and send Gates the Appointment number when processing the Gate transaction
16. Will we still be able to apply for special stacking requests (hot box)?
- You may continue to submit special stack requests.
 - It remains the Terminal discretion to accept or deny request.
 - **If your application is approved by the Terminal, you will be required to book an appointment for the “hotbox”**
17. Can the Booking system work without a staging area?
- It is advisable to have staging area in case there is a wind stoppage or any kind of stoppage while trucks are at the Terminal and others are still making their way to the Terminal.
 - The staging area can be used to accumulate trucks until the terminals has resumed.
 - In the absence of a staging area, it is recommended that trucks amend their slots to a later time slot and only make their way to the Terminal when the Terminal has resumed operation again.

19. What happens if there is an issue with my appointment, who can I talk to?
 - The terminals will set up a 24hr help desk with a dedicated telephone line.
 - Customer will have a choice to either make a call or send an email with a query and they will get a response.

20. What happens if the system has a problem on Day 1?
 - All efforts will be made to get the system going , the system has be tested and stressed on the Q.A environment. The system has not been migrated to the live environment yet. The migration will happen on the 4th of October 2021

21. When can I make the first Booking on the System for CTCT and CTMPT?
 - On Monday the 4th of October 2021, as from 12:00pm, the Industry will be able to make an appointment for the next day.

22. When is the first truck expected to enter the gates at CTCT and CTMPT?
 - The first truck to enter the terminals is at 06h00 on Tuesday the 5th of October.

23. When is the last truck without an appointment going to be able to enter the Terminal?
 - at CTCT- The last truck that will enter the terminal 02h00 on Tuesday the 5th of October 2021.
 - at CTMPT- The last truck will enter the Terminal at 19h00 on Monday the 4th of October 2021.

Cape Town-Truck Appointment System Cut-Over Plan



System Live for Industry to make Appointments

1st Truck with Appointment to Enter Terminal

Last truck to enter Terminal without an appointment

CTCT

Monday 4th- 12h00

Tuesday 5th - 06:00am

Tuesday 05th - 02:00am

CTMPT

Monday 4th- 12h00pm

Tuesday 5th - 06:00am

Monday 4th - 19:00 pm

1. All correspondence on truck appointments must be sent to :

- For CTCT: ctctappointments@transnet.net
- For CTMPT: ctmptappointments@transnet.net

2. Appointment Desk

- 0214492710
- 0214492711

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THANK YOU

