

STANDARD OPERATING PROCEDURE


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1. INTRODUCTION

On the 05-10-2021, Cape Town Container Terminal (CTCT) implemented a mandatory Truck Appointment system. The rollout has only one option, all trucks need to have an appointment number to enter CTCT. Trucks with dual/multiple transactions only require an appointment for one of the transactions.

2. BACKGROUND

The need for a booking system comes about because of congestion caused by transporters arriving at the container Terminal at the same time of the day, typically between 08h00 and 16h00. The concentrated number of trucks during this period creates a build-up of trucks, which spills over to public Road and cause congestion. In other words, Congestion is simply a result of an uncapped number of trucks entering the container terminal against number of trucks exiting the terminal. This is a case of demand exceeding supply.

The implementation of a booking system regulates the number trucks entering the Terminal at any point in time. It achieves this by spreading the number of trucks entering the container Terminal over a 24hr period.

3. MANAGING AND ALLOCATING OF APPOINTMENT SLOTS

#	OPERATIONS PROCEDURE	RESPONSIBLE
1.	Analyse the 24 Hr. forecast volumes to understand planned landside activity for the day (forecasted volumes per gate) <ul style="list-style-type: none"> ➤ 24 hr forecast report sent by senior yard planner / Planning supervisor every morning 	Appointments administrator
2.	Create slot allocation per gate, based on RTG carrier availability, volume forecast, and appointment uptake for the day. <ul style="list-style-type: none"> ➤ Confirm equipment deployment with Planning / Ops Manager 	Appointments administrator

#	OPERATIONS PROCEDURE	RESPONSIBLE
3.	Use a minimum of 10 moves per hr. per RTG carrier to calculate slots allocation per gate. <ul style="list-style-type: none"> ➤ Add or remove slots/tally between gate zones as needed 	Appointments administrator
4.	Keep a record of slot allocated and make notes on the logic applied in allocating slots for the shift.	Appointments administrator
5.	At 08h00 Daily, the Appointment administrator is to publish appointments made for the day (next 24hrs), per Gate. <ul style="list-style-type: none"> ➤ Report to be distributed to Operations and Planning teams ➤ Planning Manager to sign off slot allocation 	Appointments administrator
6.	Every 2hrs (08h00/10h00/12h00/16h00/18h00/20h00/00h00/02h00/04h00) publish appointment uptake and slot allocation to Planning and Operation departments <ul style="list-style-type: none"> ➤ Filter on Appointment tab, save to excel, pivot 	Appointments administrator
7.	Attend to customer queries around slot availability, slot cancellation, and engage Planning/Ops managers on customers' requests for an increase of slots, etc.	Appointments administrator
8.	Take note of customer requests for Empty Bulk Runs (EDO) and collaborate with planning the timing of bulk runs based on activities on the landside. <ul style="list-style-type: none"> ➤ Consult Planning managers with regard to EDO deliveries ➤ EDO transactions will be processed without an appointment 	Appointments administrator
9.	Continue to monitor slot allocation every 2 hr. and escalate major equipment fluctuation due to equipment breakdowns with the line managers.	Appointments administrator
10.	Escalate the impact of a shortage of slots to Planning / Ops Manager on planned volumes for the day.	Appointments administrator
11.	1 hr. before the end of shift, publish appointment update/slot allocation to all departments.	Appointments administrator

3.1 RTG Availability

If the RTG availability goes down the following actions should be taken:

#	PROCEDURE	RESPONSIBLE
1.	Use the 24 Hr Forecast to determine where to adjust slots (24hr Gate Activity - forecasted Volumes per Gate)	Appointments Administrator
2.	The Appointment administrator will allocate/update slots on system as needed	Appointments Administrator
3.	Daily- <ul style="list-style-type: none"> ➤ The Appointment Administrator is to analyse Uptake vs Slot Utilisation, ➤ Recommend to Managers new allocation of slots and new allocation of machines (if there is a need) 	Appointments Administrator

3.2 Wind Stoppage

When Terminal goes wind bound, the following actions should take place

- CTCT Logistics sends communication to the Industry giving details of wind stoppage. This is to be done via the TPT call Centre through local Logistics desk and SMS communication.
- Truck Appointments Team request planning for extensions where the situation warrants extension

#	PROCEDURE	RESPONSIBLE
1.	Block out appointments for the next 24 hours – “ Use Entire Duration ” to avoid customers from creating additional appointments <ul style="list-style-type: none"> ➤ Check with Planning dept. if certain gates is still operational that will be servicing the straddle areas (W Coast / 501 / block 80) 	Appointments Administrator
2.	Trucks at A-check square and roadway will be cleared until such time as wind subsides	Security / A-check Supervisor
3.	Trucks already inside the terminal,	Planning & Operations dept.

	<ul style="list-style-type: none"> ➤ will go to Gates and cancel their transactions – their appointments will return to created state ➤ When terminal resumes operation, they will be allowed to use their existing appointment by showing their gate slips at the in-gate ➤ Appointments desk will extend end tolerance for all those trucks <p><i>P.S. Inform Transporters that they should use that Appointments first and not leave it for later while doing other Appointments. If they want to do other/later Appointments first, they should rather edit the one they had when Terminal went wind bound to another time slot.</i></p>	
3.1	<p>Trucks waiting on the roadside and at the A-check square,</p> <ul style="list-style-type: none"> ➤ Increase end time tolerance by 06h00 hrs. and keep reviewing so they don't miss their slots 	
4.	<p>Trucks that are still on their way to the terminal that cannot be accommodated by the Reefer gate (straddle areas)</p> <ul style="list-style-type: none"> • Communication is sent out regarding wind stoppage and transporter will be encouraged to edit their appointments to a new slot once Terminal resumes operations • the onus remains on the Transporter to edit appointment once Terminal operations resumes 	Appointments Administrator
5.	<p>Upon resumption of operations – service the trucks at A-check on the square first by opening slots for those trucks (extending end tolerance).</p>	Appointments Administrator
6.	<p>Once the A-check Square is free-flowing, take off the restriction and assign appointment slots to the appointment windows for customers to edit/create bookings</p>	Appointments Administrator
7.	<p>Assess the impact of future slots, motivate Ops to increase Straddle / RTG's where the situation warrants an increase in slots</p>	Appointments Administrator

3.3 Congestion at A-check / Queues on bridge

In the event of poor productivity, breakdown/shortage of equipment, unannounced trucks, etc. and we experience a build-up of trucks at the A-check area, the following should occur:

- Customer Communication- Initiate communication to the Industry giving details of Congestion. This is to be done via the TPT call Centre through local KAMS
- Truck Appointment Supervisor- request planning for extensions where the situation warrants an extension

#	PROCEDURE	RESPONSIBLE
1.	Reduce truck appointments for the next 6 hours by 50 % (Starting time will be a time slot that is not fully booked)	Appointments Administrator
2.	Assign trucks in the A-check area to an available appointment slot focusing on the earliest trucks first.	Appointments Administrator
3.	Increase Capacity of Processing at In gate where the situation warrants an increase in pre-gate staff	Gate Supervisor
4.	Continue to Process trucks that have missed their slots- drivers to produce valid appointment numbers	Doc Officials
5..	Where possible, initiate an increase in the number of RTG's at the landside to deal with the traffic build-up	Appointment admin & RTG Planner
6.	Once A-check square is free-flowing – inform Appointments desk to revert the changes made	Gate Supervisor
7.	Assess the impact on Future slots and adjust slots accordingly (increase or decrease)	Appointments Administrator

3.4 Customers/clients reporting delay of their truck due to congestion on road leading to the Terminal, local depot delays, truck breakdowns, traffic/police roadblocks, delays at weighbridge, Long distance trucks, etc.....

- Customer will call/email details of truck delay to Appointments desk
- Appointments desk will assess Terminal activity and adjust booking as needed by extending the end tolerance of the trucks booking.

4. DIRECT DELIVERIES

Transporters that are doing Direct deliveries generally do not know when they will be required in the terminal.

It is recommended that the transporter make an initial booking for the estimated time that was provided by the Planning dept. However, go to the terminal only when the terminal requires the container. The truck will be processed even it is early or it has missed a time slot.

In cases where the booked time is aligned to the time the truck is required at the terminal, the transporter is to simply use the appointment that was created.

4.1 Exports

- The Shipping line will provide the Terminal with all the relevant documentation / information as set out in the TPT Conditions of Trade and Standard Operating Procedures for Container Terminals.
- The Shipping line / Transporter will create an appointment after getting the estimated time from the Planning dept. when the container will be required at the Terminal.
- The transporter will report to the Gate Supervisor and the gates will inform the Appointments Team to adjust time, if necessary, so that Gate transaction can be processed.
- After Gate transaction is processed, truck will be escorted to the Quayside.

4.2 Imports

- The Shipping line will provide the Terminal with all the relevant documentation / information as set out in the TPT Conditions of Trade and Standard Operating Procedures for Container Terminals.
- The transporter will arrive at the Terminal at the stipulated time as informed by the Planning dept.
- The transporter will report to the Gate Supervisor, who will arrange an escort for the truck to the quayside at the designated time.
- Once the container has been landed on the truck, the Appointments team will be informed to create an appointment and send the gates the appointment number so that Gate transaction can be processed.

5. EARLY AND LATE ARRIVALS

5.1 Early Arrival (EAR) application

- The Shipping Line applies for early arrival as per the Early Arrival process set out in the TPT Conditions of Trade and Standard Operating Procedures for Container Terminals. The request must be sent to the Planning Supervisor and cc in ctctappointments@transnet.net with the required appointment times and the name of the nominated trucking company.
- Once the Planning supervisor approves the EAR, the Appointments Team will create appointments for each container for the required time using the details supplied in EAR application.
- The Appointment Team will email the list of booked appointments to the Shipping Line / Transporter.
- Once the appointment has been made on behalf of the Transporter, the onus remains on the Transporter to edit the appointment if necessary at least 2 hours before the confirmed appointment time and within the cut-off time.

5.2 Late Arrival (LAR) application

- The Shipping Line Customer applies for late arrival as per the Late Arrival process set out in the TPT Conditions of Trade and Standard Operating Procedures for Container Terminals. The request must be sent to Planning Managers / Gate Supervisors and copy Ctctappointments@transnet.net with the required appointment times and the name of the nominated transporter / trucking co.
- Once the LAR is approved the Gate Supervisor will enter the container number under the LAR tab on the vessel visit
- The Gate supervisor will email the Shipping line the approved/stamped LAR form and cc in CPTDOCcentre@transnet.net and CTCTappointments@transnet.net
- The Shipping line / Transporter can now create the appointments for each container for the required time.
- Once the appointment has been made, the onus remains on the Shipping line/Transporter to edit the appointment if necessary at least 2 hours before the confirmed appointment time and within the cut off time.

6. DRAY OFF/ DRAY IN

6.1 Inter terminal Transshipments (ITT's)

- The customer will send email to Doc center for routing of ITT containers.
- Once Doc center has actioned routing information, the customer is required to create a booking for the dispatching Terminal only, and at the receiving Terminal, the truck will be allowed to enter without an appointment.
- The booking for the receiving Terminal can only be done once the container has left the dispatching Terminal
- Bookings can be edited as needed

6.2 Return to Shipper

- The customer will send email to Doc center to route a container for "return to shipper"
- Additional steps required for routing – see addendum 13.2
- Once routing is done, customer can create the booking.
- Booking can also be edited as needed

7. EMPTY TOP-UP BUFFER STACK / EDO's

7.1 Empty Top up - Buffer Stack

- The buffer stack runs in as normal export receivable through the A-check
- Appointments desk allocates slots under the CPT EMPTY Gate for customers to book appointments

7.2 EDO's – Deliver empty

- A-check to process via "express" Reefer Gate lane
- ***Currently No appointments will be Required***

8. SARS GATE (Through containers)

When a transporter is redirected by Customs officials to take a container through the SARS scanner, the gate staff (Doc Official), will process truck without an appointment.

9. SPECIAL STACK REQUESTS "HOTBOXES"

Requests for special stack "hotboxes" will go through Planning Supervisor desk. Customer to copy in the Appointments desk.

If Planning Supervisor approves request, the customer will create a booking for the container. Appointments desk will assist with editing appointment slots, if needed.

10. WASTED SLOTS (Non-utilized slot)

#	PROCEDURE	RESPONSIBLE
1.	At the end of shift, pull the wasted slot report	Appointments Administrator
2.	Analyse the report to identify which transport has a high volume of unused slot wasted. Share report with all relevant stakeholder – KAM/Planning mgr.	Appointments Administrator
3.	Give 3 warnings to the transporter with high volumes of unused slot or ban the transporters	KAM/Planning Dept.

The non-utilisation of slot will result in the banning of a trucking company, only 20 percent of the non-utilize slot is allowed.

11. TRANSPORTERS NOT ADHERING TO APPOINTMENT TIME SLOT

Transporters are to manage their arrival times at A-check square to within 15 minutes before their booked Appointment time slot.

Transporters that do not adhere will be banned, as per below

OFFENCE	TRUCK BANNED
First	24 hours
Second	48 hours
Third	1 week

12. BUSINESS CONTINUITY PLAN

In the event that System is down for an extended period of time, the gates will revert to the manual process of receiving and releasing of containers as per the documented BCP, Annexure 13.3.

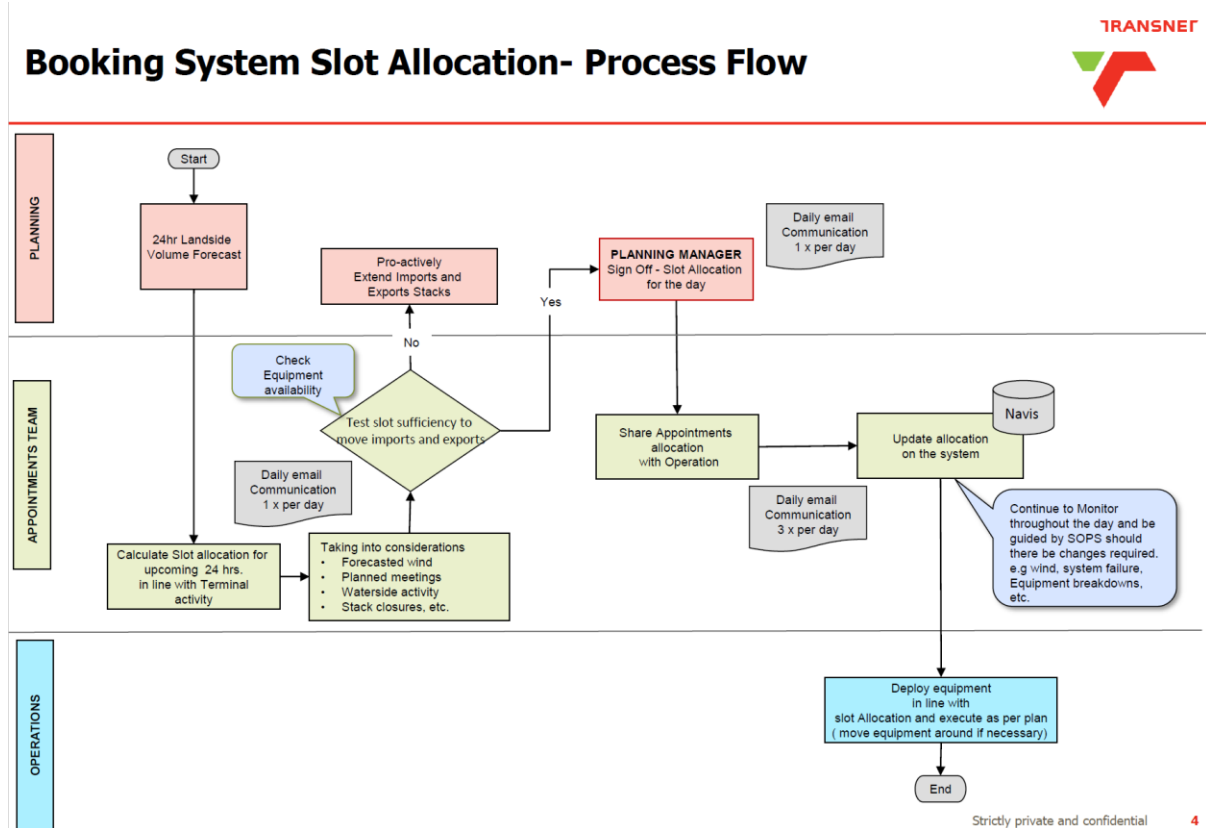
13. ANNEXURES

13.1 Truck booking process flow - TPT-IMS-CPT-PLN-PF-009.016.01

13.2 Return to Shipper routing manual - TPT-IMS-CPT-PLN-SRM-009.016.02

13.3 Business Continuity Plan – TRN-IMS-GRP-PROC-016

13.1 Truck Booking Process Flow - TPT-IMS-CPT-PLN-PF-009.016.01

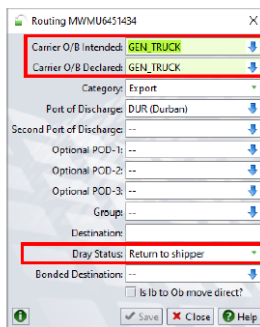
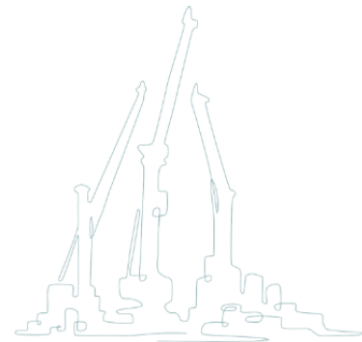


13.2 Return to Shipper routing manual - TPT-IMS-CPT-PLN-SRM-009.016.02

1. Return to Shipper – Update Routing

Routing

- Unit Category must remain Export
- Update the Routing of the unit as follows
 - Carrier O/B Intended: GEN_TRUCK
 - Carrier O/B Actual: GEN_TRUCK
 - Dray Status: Return to shipper

1.1 Return to Shipper – Other Details

Other Details

- Update the Other Details of the unit as follows
 - Carrier I/B Declared: This field must be updated to reflect the vessel ID on which the unit was originally intended to be loaded to as per shipping line Booking

