

Effective Wednesday 1<sup>st</sup> September, 2010.

## BUSINESS PROCESSES IMPROVEMENTS FOR:

1. The receipt of a late container

### THE BUSINESS PROCESS IMPROVEMENT IS:

**A container delivered into the terminal after the 12hour cut-off prior to vessel's ETA is considered a late container.**

**Prior to the 12hour cut-off, a late container must be pre-advised in InterACT and have approval from the vessel operator to remain on the load-list.**

**Late containers without the above requirements will be gated into the terminal but removed from the load list and await new instructions from the vessel operator.**

**A fee to cover the additional work related to the re-planning of the loading of the container on a subsequent vessel as well as a move to a new position in the container yard will be charged.**

*NB: All Chilled product and transshipment containers must be pre-advised in InterACT and approved by the vessel operator to remain on the load list.*

### PROCESS FOR THE RECEIVAL OF A LATE CONTAINER

#### **1. Prior to delivery of a late container**

- a. Latest 12hours prior to the vessel's ETA, the exporter will create a pre-advice in InterACT and request approval from the vessel operator for late delivery, specifying the date/time of estimated delivery.
- b. The request for late delivery will trigger an e-mail to the vessel operator with a copy to the line operator, asking for the request to be either approved or declined.
- c. If approved an e-mail will be sent to the line operator and the customer to advise the status of the request. If the request is declined the vessel operator will be prompted for a reason.
- d. Lines can, in InterACT, identify the bookings that have not yet been received or pre-advised per vessel with a drill-down to the individual bookings to be able to reconcile this with their booking system.
- e. This should ideally be done prior to the cut-off time to ensure that there is enough time to create a pre-advice and have it approved.

#### **2. At the time of delivery**

- a. Containers arriving after cutoff will be received, but will be tagged with a "Late received" event as well as a "STOP loading" in the terminal operating system PACTS.

#### **3. Prior to loading**

- a. Late containers will have a "STOP" applied in PACTS which can be removed by the Planners after they have checked in InterACT if an approved pre-advice has been received.

#### **4. After departure**

- a. The containers will remain on the original vessel until departure or until instructions from the shipping line have been received with details of a possible new vessel/voyage.
- b. Charges will be applied to the line operator to cover change of vessel/voyage as well as container moves in the yard to a new vessel position.

**Please log-in to InterACT, under Help, for our Pre-Advice Quick Reference Guide.**