

CARRIER ACCESS REGULATIONS



DP WORLD

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CARRIER ACCESS ARRANGEMENTS

ADELAIDE CONTAINER TERMINAL

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1. OVERVIEW

Carrier access to DP World Adelaide is either by pre-booked time slots booked through the DP World Adelaide **Vehicle Booking System (VBS)** or by a **Standby Queue**. Access by Standby is irregular and not guaranteed at any particular time and is available to all carriers whether registered or not registered in the VBS.

However, VBS registered carriers using Standby access in place of adhering to a booked time slot are still liable for that booked time slot (and if not used a penalty will apply) regardless of the Standby entry.

Carriers wishing to use the VBS (other than carriers exclusively using the Standby arrangement) are required to register as a VBS user, prior to **25th February 2004**. Registration is activated upon purchase of slots in advance in either of 2 categories:

- ◆ **Category A** \$3.00 per slot. Minimum purchase 4,000 slots. Maximum purchase 10,000 slots. All rates quoted are subject to GST.
- ◆ **Category B** \$2.50 per slot. Minimum purchase 200 slots. Maximum purchase 2,000 slots. All rates quoted are subject to GST.

In order to gain entry to the terminal carriers will be debited from their account on a slot basis (container). When all available credits have been exhausted it is up to the carrier to replenish account to a positive balance. DP World Adelaide will not provide slots should a carriers account be in a debit situation. Carriers will have the ability to monitor their accounts through the DPW Vehicle Booking System.

2. SUBSCRIPTION REQUIREMENTS

The VBS is only available for booking purposes to **bona fide carriers**. Bona fide

carriers are defined as transport **companies that directly manage and operate trucks carrying containers to and from the terminal.**

Carriers are required to complete a registration form and acceptance as a bona fide carrier is dependent on meeting the required DP World Adelaide criteria. Country carriers will require proof of Business Registration address (ACN) prior to acceptance in VBS.

3. VBS CARRIER CATEGORIES

Carriers may apply to be registered for one of the following levels of VBS access:

Category A:

Premium Carrier – with Online Web Access for bookings & support phone access. The rules and terms of the VBS that specifically apply to ‘A’ category carriers are detailed in section A of this document.

Category B:

Secondary Level Carrier – with Online Web Access for bookings & support phone access. The rules and terms of the VBS that specifically apply to ‘B’ category carriers are detailed in section A of this document.

Country/Reefer Carriers:

Country/Reefer Carriers are governed by the same regulations as Category B carriers (i) however their arrival windows will be extended to a period of 2 hours beyond the booked zone. With the exception of item (i) The rules and terms of the VBS that specifically apply to ‘Country/Reefer Carriers are detailed in section A of this document. With the exception of the extended window Country &

reefer carriers will be treated identically to that of a Category B carrier.

STANDBY:

The rules and terms of Standby Entry are detailed in section S of this document. No registration is required for this category.

4. TIME ZONE INFORMATION

Each day (0700–1500 day shift, 1500–2100 evening shift) is split into 14 time zones from Monday to Friday as follows:

<u>ZONE</u>	<u>TIME</u>	<u>ZONE</u>	<u>TIME</u>
07	0700 - 0800	14	1400 - 1500
08	0800 - 0900	15	1500 - 1600
09	0900 - 1000	16	1600 - 1700
10	1000 - 1100	17	1700 - 1800
11	1100 - 1200	18	1800 - 1900
12	1200 - 1300	19	1900 - 2000
13	1300 - 1400	20	2000 - 2100

Additional time zones may be advertised from time to time to accommodate peak periods.

5. TERMINAL ARRIVAL PROCEDURES

5.1 All carriers (other than Standby carriers) attempting to enter the terminal must have a pre-booked time slot for every container to be handled, unless by prior arrangement with DP World Adelaide’ management.

5.2 Carriers are required to arrive at the terminal from within the time zone. For example, a truck using a zone 08 slot should arrive between 0800 and 0859 hours. Any carrier who is not in the entry queue (if applicable) by 0859 may not then be

admitted and may be directed to the Standby queue.

5.3 Carriers that arrive early will be directed to the “Next Zone” queue within the confines of the terminal if they arrive 30 mins prior to the commencement of their zone, however there is no guarantee of queuing within the terminal. If congestion outside the terminal (for “Next Zone) reaches a stage where it is impeding access to the terminal or is deemed dangerous by DPI management. In this instance carriers will be directed away from the terminal precinct until the commencement of their allotted time zone.

5.4 Carriers who are late will be directed to the standby queue for next available service. In this event every effort will be made to arrange entry later in the day, however this cannot be guaranteed. Late arrivals may be subject to the penalty provisions as outlined in these rules.

6. ALLOCATION OF TIMESLOTS

6.1 Once slot bookings are opened for the *initial* booking period, each carrier, depending on their Category status, is restricted to booking up to a predetermined maximum number of timeslots per day. This is the carrier’s *initial* daily allocation and can be exceeded once slots go into ‘free-sale”.

6.2 Each carrier is allowed to book a maximum number of time slots per zone. This may vary through the day.

6.3 After a predetermined time all carriers may compete for any remaining slots regardless of category limits.

7. DOCUMENTATION REQUIREMENTS

Carriers are required to use the following documents only:

a. Exports

The standard Export Receipt Advice (ERA). This can be lodged electronically or in paper form.

b. Imports

The standard Import Delivery Order (IDO) or ACS Under Bond Movement Authority (B200). This can be lodged electronically or in paper form.

c. Imports & Exports

All relevant hazardous documents required by the governing body.

d. Break-bulk & Non Standard

Break-bulk and non-standard lifts must be booked with the Assistant Ops Manager/ Shift Manager, not through VBS.

Carriers are responsible for the supply, accuracy and legibility of all paperwork. Any errors or discrepancies on paperwork carriers will be directed to a trouble bay in order to rectify the problem. No guarantee of service within the given time zone can be provided in the event of documentation errors.

e. Unique Carrier Identity Swipe Cards:

To identify individual trucks as they arrive and depart the terminal. Swipe cards are available by contacting the VBS Clerk on (08) 8248 9304.

f. Time Slot Booking Details:

Either: The computer generated "bar code" documentation, which identifies the zone and number of slots for a given booking. This can be printed from DP World Adelaide's web-site at the time of the booking creation. This will

be scanned at the security entrance to establish entrance criteria into the terminal;

or

the unique VBS booking number which identifies the zone and number of slots for a given booking. This number can be quoted to the security guard at the terminal entrance in order to gain access

8. CONTAINER AVAILABILITY

All carriers are reminded that only containers that have received the necessary ACS/AQIS clearances will be released. Carriers are responsible for checking that each container is available for delivery prior to arriving at the terminal. Container status can be verified by visiting DP World Adelaide's web site's *Container Enquiry Report*.

Monies owing due to storage must be paid or accepted by the Carrier before a container can be picked up. Storage payment arrangements are as per the details listed on DP World Adelaide's website. Failure to utilise a timeslot due to storage not being paid will attract a no-show fee as outlined in these conditions.

9. TIME SLOT EXCHANGE/CANCELLATION:

9.1 Slot cancellations are allowed up until 12.00 noon the day prior to the booking. After this time they will attract a cancellation fee of 10 credits (10 x slots) unless utilised by another carrier. In order for other carriers to pick up unwanted bookings these slots must be cancelled.

9.2 If a slot is cancelled within 4 working hours of its booked time this will be deemed as a "no show" which will attract a higher penalty of 30 credits (30 slots) cancellation fee. This fee will not apply if this slot is

'picked-up' by another carrier. Carriers can monitor the 'pick-up' of cancelled slots through the web.

9.4 Carriers may exchange time slots with other carriers, provided that the original booking number is used throughout the transaction. In accordance with these rules the responsibility for all booked time slots remains with the original carrier and any penalties incurred will be the responsibility of the original booking carrier.

10. TIME SLOT EXCHANGE

Carriers are allowed to swap their own import and export time slots around to facilitate back loading. For example, if the carrier has a one or more import time slots in time zone 09 and one or more export time slots in time zone 15, the carrier can swap an import from zone 09 with an export in zone 15 in order to twin an import time slot with an export in the **same** time zone.

11. TERMINAL CONTACT NUMBERS

Key terminal telephone and facsimile numbers are:

VBS Clerk: **Phone: (08) 8248 9304**
 Fax: (08) 8248 9375

Section A – RULES & TERMS FOR 'A', 'B' 'C' & STANDBY CARRIERS

A1 Registration

All VBS Subscribers are required to be registered before utilising the VBS System. Should a carrier exhaust credits (slots) or come into a debit situation with their account due to penalties this will be deemed as grounds for de-registration and access to VBS will be denied. All efforts will be made to advise carriers when they are nearing this

stage and credit balance can be viewed through the VBS Users web account.

A2 Internet Log-In & Password

Carrier subscribers are issued with a unique Carrier Log In and Password enabling carriers to book their time slots electronically via their own computer hardware and an internet connection to the DP World Adelaide website. Carriers are responsible for safeguarding their access Log In & Password. Internet Login & Password can be amended by contacting the VBS Clerk on (08) 8248 9304.

A3 Information Requirements

When making a time slot booking, 'A' carriers are to provide the following information:

- The number of export & import slots (containers required for that zone).
- The vessel information (ship code and voyage number) where possible.

A4 Booking Access Times

Category A

Import and export container bookings open 4 working days in advance. For example all bookings for time slots on Friday's (commencing 0700) open on a Monday at 0700 hours. A Carriers will have the ability for the *initial* 24 hours to book up to their maximum allowable level. After 48 hours (Wednesday 0700) Category A carriers can take up unlimited slots for any time zone on the Friday with no restriction on the number of slots. Any unutilised slots will need to be cancelled by 12.00 noon the day prior to the nominated booking. For example a slot booking for 1000 on a Friday will need to be cancelled prior to 1200 on the Thursday or it will incur a cancellation fee of 10 credits (10 slots).

Category B

Import and export container bookings open 3 working days in advance. For example all bookings for time slots on Friday's (commencing 0700) open on a Tuesday at 0700 hours. Carriers will have the ability for the *initial* 24 hours to book up to their maximum allowable level. After 24 hours (Wednesday 0700) Category B carriers can take up unlimited slots for any time zone on the Friday with no restriction on the number of slots. Any unutilised slots will need to be cancelled by 12.00 the day prior to the nominated booking. For example a slot booking for 1000 on a Friday will need to be cancelled prior to 1200 on the Thursday or it will incur a cancellation fee of 10 credits (10 slots).

A5 Changing a Booking

Changing & editing time slot-booking information such as vessel information, number of containers, import to export, prior to arriving at the terminal is permissible, subject to conditions under items 7 and 8 above.

A6 Import Time Slot Bookings

Import containers can be picked up from the advertised date of import availability. The availability date for each ship can be obtained on DP World Adelaide's website.

DP World Adelaide is not responsible for imports slots lost in the event that a vessel 'drops back' and either has not arrived due to delays or is still physically working. In this event no slot fees will be levied due to late arrival of vessel

A7 Export Receival Times

Export container time slots are available over a set window prior to the ship's arrival. The export receival dates can be obtained from DP World Adelaide's website.

A8 Import, Export and Ship Information

Details of import availability and export receival periods and shipping schedules are available from DP World Adelaide website.

A9 Daily Quota

Category A

In the *initial* booking period Category A carriers are restricted to a maximum limit of time slots per day and a maximum limit of slots for any given hour. After a predetermined time (48 hours), these daily restrictions are lifted and Category A carriers may compete in an open market for any remaining slots regardless of their daily limits.

Category B

In the *initial* booking period Category B carriers are restricted to a maximum limit of time slots per day and a maximum limit of time slots for any given hour. After a predetermined time (usually 24 hours), the daily restrictions are lifted and carriers may compete for any remaining slots regardless of their daily limits.

A10 Time Zone Cancellations

DP World Adelaide reserves the right to cancel a time zone as a result of unforeseen circumstances. This will be done with as much notice as possible but with minimum notice of at least 1 hour. DP World Adelaide will endeavour to assist carriers with replacement timeslots.

A11 Bulk Runs In

Carriers may, at DP World Adelaide's discretion arrange a bulk run in. Container volumes handled via bulk runs are treated separately to VBS bookings and are organised in consultation with DP World Adelaide's management.

A12 Bulk Runs Out

Carriers may, at DP World Adelaide's discretion arrange a bulk run out. Container volumes handled via bulk runs are treated separately to VBS bookings and are organised in consultation with DP World Adelaide's management.

A13 Late or No Show Fee

Carriers who book time slots, but fail to arrive for the booking within the nominated time zone will incur a penalty to the equivalent of 30 credits (30 slots), unless the carrier was unable to meet the time slot due to delays caused and acknowledged by DP World Adelaide. At DP World Adelaide's discretion this may be debited directly from the carriers account. Failure to cancel booking within 4 hours of allotted appointment (booked time zone) will be deemed as a "no show" and a penalty to the equivalent of 30 credits (30 slots) will apply.

A14 Payment of Penalties

Penalties may be deducted direct from the carriers account in the form of credits. Cancellation fee for a Category A Carrier is the equivalent of 10 credits (or slots). Cancellation fee for a Category B Carrier is the equivalent of 10 credits (or slots). "No show" will be penalised @30 slots for all categories – A, B & C.

A15 Delays Caused by Terminal

If VBS Registered Carriers are delayed at DP World Adelaide for more than two hours (ie. from the time they are "arrived" at the gate house to the time the job is completed) per single container or three hours per multiple container vehicle, DP World Adelaide will accept claims for reasonable out of pocket costs to a limit of 30 credits (slots) per incident and in any one year (July 1 to June 30) up to 500 credits (slots) total per year maximum. However DP World Adelaide

reserves the right to cancel time zones with at least one hour's notice, without accepting any claim for any carrier's out of pocket costs – DP World Adelaide will subsequently endeavour to assist the carrier with replacement time slots.

A16 Gate Procedures

- (i) Upon entry to the terminal the carrier will be directed to the appropriate lane by the security card or electronic monitor. Failure to adhere to these instructions will result in ejection from the terminal in the case on non VBS users & a fine of 60 credits (60 slots) in the case of a VBS registered carrier.
- (ii) Failure to adhere to the lights signalling indicators will result in ejection from the terminal in the case on non VBS users & a fine of 60 credits (60 slots) in the case of a VBS registered carrier.
- (iii) Use of the Express Lane by VBS & Standby carriers is not permitted. Failure to adhere to these instructions will result in ejection from the terminal in the case on non VBS users & a fine of 60 credits (60 slots) in the case of a VBS registered carrier.
- (iv) Carriers who deliberately exceed bookings for a nominated time zone will be penalised the equivalent of 30 credits (30 slots) for each slot exceeding the original booked amount.

Section S – STANDBY QUEUE ACCESS PROCEDURES

S1 General

All categories of carrier may use the Standby Queue to access the terminal. The Standby Queue is primarily intended for:

- Carriers not registered in the VBS.
- Carriers who were late for their timeslot.

S2 Queuing Arrangements

Carriers are to queue in the designated 'Standby Lane'. No pre-booking is required. Standby Carriers may be redirected from the terminal in the event that the queue is preventing access into the terminal for VBS registered users.

S3 Requirements

All carriers must comply with conditions outlined under "Documentation Requirements" and "Container Availability" (items 7 and 8 in this document).

S4 Call Forward System

Individual carriers may only move forward beyond the Standby sign only when a "green light" indicates to move forward. Breach of the lighting system may result eviction from the terminal.

S5 Delays

There will be delays and access is not guaranteed at any time. Carriers may queue and not be admitted that day as it depends upon progress within the terminal. DP WORLD ADELAIDE will endeavour to process the Standby Queue when operational parameters allow.