

Dear Customer

Commencing on the 14<sup>th</sup> April 2025 truck appointments will be mandatory for service at our facility. This will be the first step of the transition to our modernised gate solution, which will reduce wait times and improve efficiencies.

To create appointments, you must first subscribe on our on-line portal (CCS) where you will be required to pre-register trucks and drivers.

<https://ca-community.dpworld.com/>

Once registered, there are user guides available under the help section, however we will be running series of virtual training sessions prior to the 14<sup>th</sup>.

Dates and times will be communicated in due course.

Appointments will be available from 08:00- 12:00 and 13:00 - 16:30 Monday to Friday.

The window for service will open 15 minutes prior the appointment and close 30 minutes after the appointment window.

Appointments will be in 1-hour windows (except for end of day)

Appointments will be container based initially (Container Appointment) and then converted to a Truck Visit Appointment (TVA)

This will allow users to assign drop off and pick up appointments to the same truck if the container appointments are in the same window.

On arrival at the truck gate the driver will be required to submit his TVA reference for processing. Trucks will only be processed if arriving within the booked window.

There will be a 2 week grace period (ending 26<sup>th</sup> April) where trucks arriving without an appointment will serviced. After this date trucks without current appointments will be rejected and diverted to the waiting area by the roundabout on Gateway Street, until a valid appointment is made.

The following types of appointments will be available daily

**Drop off**

Export - for full export containers with valid booking)

Empty - for empty container returning to terminal after import delivery, damaged, unused, etc

**Pick Up**

Import – for full import containers with out any holds applied

Empty – for empty containers required for export loading (appointment to be secured with valid booking number)

Other specialist appointment types will be issued on request

Import drop-off– import returning after off dock handling)

Storage drop-off – domestic intermodal move arriving full by truck to depart by rail

Export pick-up– export returning to shipper / cancelled load etc

Storage pick-up– domestic intermodal move arriving full by rail to depart by truck

We thank you for support and further communications will follow.

**Please contact Customer Service Team for any enquiries**

**506-696-0330 (Press 7)**

Kind regards,



**Brendon Hull  
General Manager**