



# TRUCK ACCESS INTO THE TERMINAL FROM JANUARY 2024

**Dear partners,**

The year 2023 was exceptional from the point of view of the operational performance of our terminal. This year we have reached or broken most of the records set to date, an extraordinary fact for a terminal with an uninterrupted history of 19 years.

One of the new records set this year is the number of trucks that entered/exited the terminal gate within 24 hours. Thus, the previous record that was established since 2012 was surpassed for the first time in the month of May of this year, when we recorded approximately 700 trucks that entered the terminal daily. Two months distance, in August, we had almost 1,000 trucks passing the terminal gate every 24 hours. Even if they did not generate congestion at the terminal gate, these new records significantly increased the maintenance costs of the road infrastructure.

At the same time, against within the context of the increase in the road traffic at the level of the entire port, starting from September, the Maritime Ports Administration started the implementation of a new application aimed at decongesting road traffic at the access gates into the port. The central focus of the application is the road transport companies, with the rest of the actors in the transport chain having a validating role.

Considering this new context, characterized by high road traffic and new administrative procedures, we believe that the time has come to optimize the terminal access process. To manage this process, we started the development of the Vehicle platform Flow App, **the use of which will become mandatory from January 2024**. A first step in the transition to the new terminal access process is the enrolment into the Vehicle platform Flow App.

Therefore, **we invite all transport companies that will use the terminal in 2024 to register on the platform immediately, following both the link to the platform and the instructions contained in the registration guide, in the continuation of this release. We will then begin evaluating and testing the new process.**

During the evaluation and the testing stage of the new process, there will be no additional requests to transport companies. The experience we will gain during this period will help us to implement the new process, starting from January 2024, without causing any malfunction of the access into the terminal.



The 2nd change we introduce in the terminal access process is the tariff system. Described below, this system aims to allocate the costs associated with road transport from the terminal to the transport companies, depending on the degree of use of the terminal.

Subscription structure	Credit value
Single entry - 1 truck visit	€10.00
Silver - 50 truck visits	€9.00
Gold - 200 truck visits	€8.00

In the questions and answers section you will find information related to this process. For any additional questions, our team is at your disposal at the e-mail: [customerserv.csct@dpworld.com](mailto:customerserv.csct@dpworld.com).

### Questions and answers

1. Q) When will the change to the terminal access process take effect?  
R) The new terminal access process will be applied starting from January 2024.
2. Q) What changes does the new terminal access process entail?  
A) All road transport companies wishing to access the DP World terminal will need to be registered on the Vehicle platform Flow App and have paid the credit(s) required to access the terminal by the truck(s).
3. Q) Once the terminal access process is modified, will I be able to enter the terminal without being enrolled in the Vehicle platform Flow Apps ?  
A) No.
4. Q) How will the pricing system work?  
A) It will be a credit access system that will be managed directly by the road transport company. With a single credit, one truck will be able to access the terminal once and perform up to four transactions (it will be possible to leave up to two 1 TEU containers and pick up two more). Following the evaluation and testing phase, this system may undergo changes. The value of a terminal access credit (single entry) will be EUR 10.00.
5. Q) Is there any condition regarding the number of credits that can be purchased?  
A) The only limit that will exist will address the minimum number of credits. Thus, to be able to access the terminal once with a single truck, at least one credit will be needed. There will be no upper limit to the number of credits that can be purchased, with each company having the freedom to pre-purchase as many credits as it deems necessary.

6. Q) What will be the validity of the credits?  
R) The validity of a credit will be 6 months, from the moment of purchase.
  
7. Q) What expenses will the revenues from the terminal access credits cover?  
R) The main expense that will be covered will be the maintenance and the development costs of the road infrastructure in the terminal. We currently have over 20 km of paved roads inside the container terminal that we maintain in the best operating conditions. Against the background of the increase in road traffic and the new developments that we have in the implementation of the terminal, starting from January 2024, the terminal will no longer support these costs on its own.
  
8. Q) How will you make the new changes public?  
A) In addition to the e-mail information that will be sent to the entire community (shipping lines, freight forwarders), we will also publish the information on our website and the tariff list will be updated accordingly.

# **VEHICLE FLOW APP PLATFORM REGISTRATION GUIDE**


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- I. **Creating a new account or logging in of an existing user**
  1. Accessing the page

The page where existing users will log in or where new accounts can be created can be accessed by clicking on the link: <https://vfa.dpw.ro>.

2. Creating a new account  
To create a new account, press the "New account" button



# DP WORLD

Intra in contul tau B2B

Utilizator

Parola

[Cont nou](#)

3. Completing the registration data and receiving the login data in the application

After pressing the "New account" button, you will be transferred to a new page where you will have to fill in the company data.

You also have the option to use the "Get data" button, which will retrieve your company ANAF data and automatically populate the fields in the registration form.

To use this option, enter the tax code of the company and press the "Get data" button.

After entering all the data, the captcha code will be inserted and the "Register" button will be pressed.

Attention, when entering the captcha code, capital letters will be taken into account and the "Caps Lock" key will be used as appropriate.

Utilizator/Email

Cod fiscal


RO

[Preia date](#)

Denumire

Nr reg

Tara

Romania 

Localitate

Adresa

Reprezentant legal

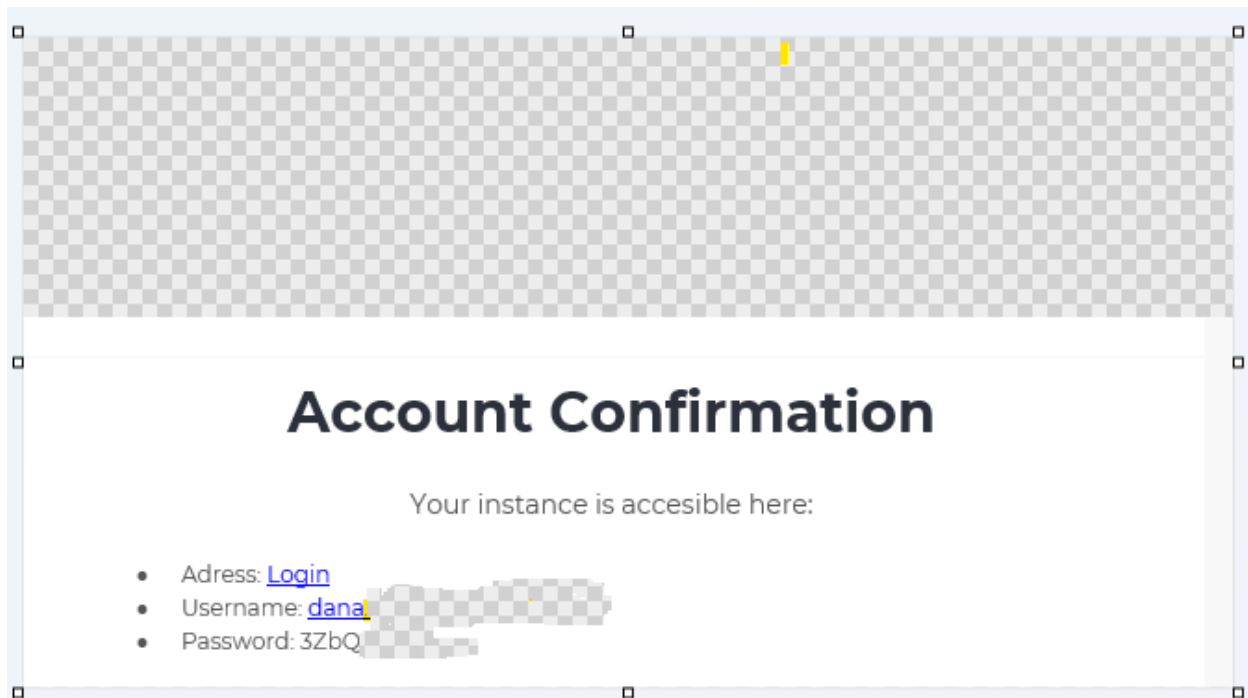
Telefon

After entering the requested data, you will receive a message in which you will be notified of the creation of the account and the fact that the login data (username and password) have been sent to you by e-mail.

## Creaza cont nou

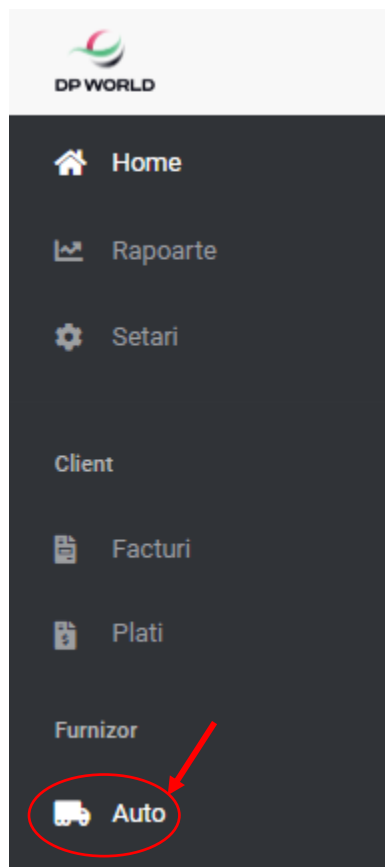
Contul a fost creat. Datele de conectare au fost trimise la adresa indicata. Va rugam sa verificati inboxul.

[Autentificare](#)



The screenshot shows an email confirmation page. At the top, there is a large rectangular area with a grey and white checkerboard pattern, which is a placeholder for a missing image. Below this, the page has a white background with a light blue border. The main heading is "Account Confirmation" in a large, bold, black font. Underneath the heading, the text "Your instance is accesible here:" is centered. Below this text, there is a bulleted list of three items: "Adress: [Login](#)", "Username: [dana](#)", and "Password: 3ZbQ". The text "dana" and "3ZbQ" are followed by a small rectangular area with a grey and white checkerboard pattern, indicating that the text has been redacted or is a placeholder.

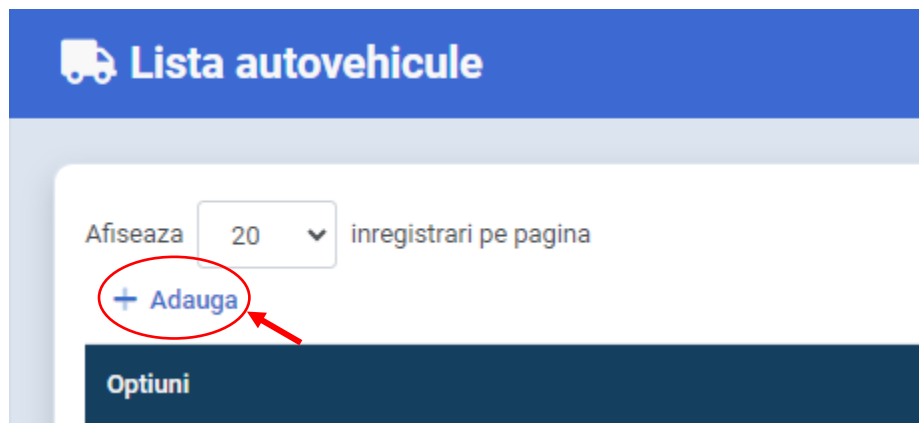
## II. Filling up and managing the car fleet



### Adding a vehicle

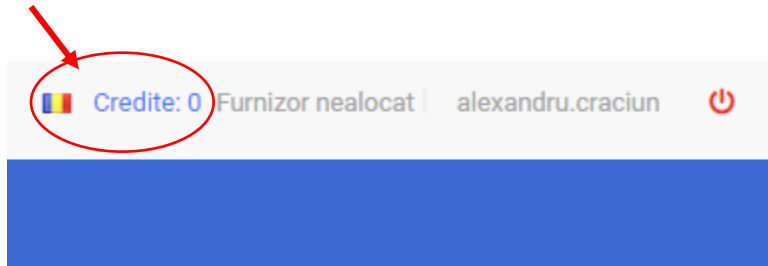
After logging into the platform you will be directed to the main "home" screen. In this screen you will find the "Auto" button in the menu on the left, which you will press.

After pressing the "Auto" button, the "Vehicle list" menu will open on the left side of the screen. By pressing the "+Add" button you will be able to add information about the trucks and drivers that will access the terminal. After adding the requested information, press the "Save" button and the dialogue window will close and the information will be saved.

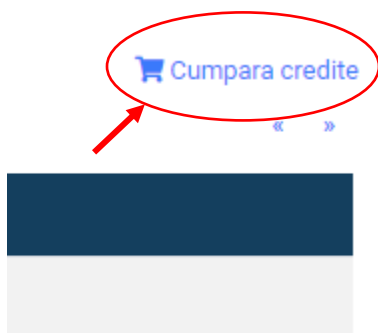


### III. Purchase of credits

Press the "Credits" button located in the upper-right part of the screen.



Once this button is pressed, 2 tables will open: "Purchase history" and "Consumption history". In the upper-right corner of the "Purchase history" table, you will be able to access the "Buy credits" button.



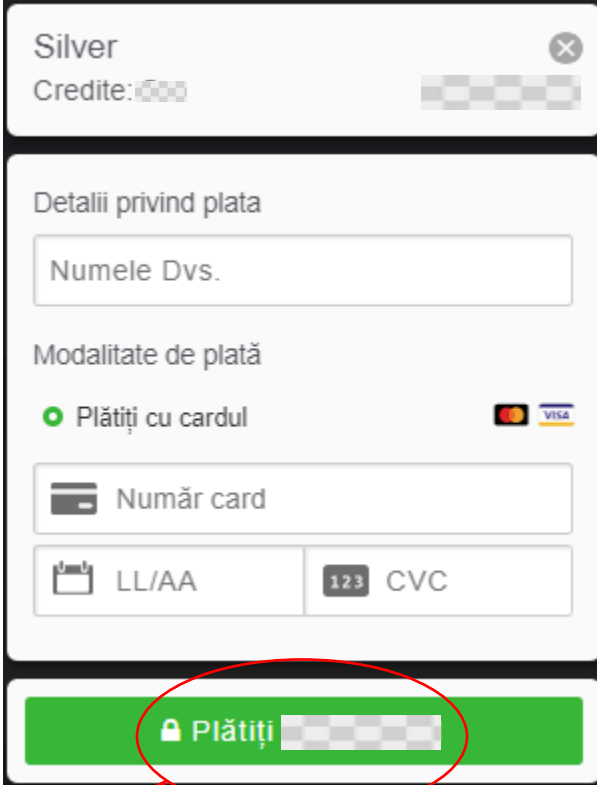
Pressing the "Buy credits" button will open the "Choose package" dialogue box, where you will be able to express your option for purchasing the desired access package. All you will have to do is to click on the package you want to purchase.

After clicking on the desired package, the "Checkout" dialogue box will open. where you can validate the name of the chosen package and the total payment. Validation will be completed by pressing the "Buy now" button





Pressing this button will take you to the box where you will have to enter your payment details. After entering these details, you can press the green "Pay..." button.



Silver

Credite: 0000

Detalii privind plata

Numele Dvs.

Modalitate de plată

Plățiți cu cardul

Număr card

LL/AA

123 CVC

Plățiți