

DP World Saint John Truck Gate Orientation

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Contents

1.0 Safety..... 2
2.0 Trucking Company Registration..... 3
3.0 Book Appointment (Container truck Gate) 3
4.0 Online Gate Form 3
5.0 CCS (Community Cargoes System) 4
6.0 Traffic Patterns, Traffic Lights and Terminal Signage 4
Traffic Patterns: 4
Traffic Lights 4
Terminal Signage 4
7.0 Truck Gate Service Process..... 4
Prior to Arrival (Please complete the below a minimum of one hour before arrival): 4
Upon Arrival 4
8.0 Damaged Containers 5
Returning a Damaged Container 5
Rejecting an empty damaged container 5
9.0 External Communications 5

1.0 Safety

Safety is taken seriously on the DPWSJ Terminal. Please review the below important safety notes:

Drivers must complete the online safety orientation prior to driving on the terminal. While on the terminal, drivers are to remain in their vehicles. In the event the driver must exit the vehicle, driver must wear high visibility vest and steel toed footwear.

If a driver arrives at the terminal without completing the driver safety orientation, the driver will be asked to exit the queuing lane and complete the online safety training prior to return.

Below is the link to access the online safety training:

[External Truck Driver HSSE Orientation \(Page 1 of 30\) \(office.com\)](#)

While on the terminal, drivers are to remain in their vehicles. If driver need to contact someone at the port, they can call 506-271-4545 or 506-696-0330. Drivers can also wave down anyone in a "YARDT" vehicle.

2.0 Trucking Company Registration

All trucking companies must be registered with DP World Saint John. To register, please email dpwsj.customerservice@dpworld.com and provide the following information:

- Company Name
- Company Contact Name
- Company Contact Phone Number
- Company Contact Email
- License Plate Numbers (For all trucks that will be coming to the DPW Saint John Terminal)

3.0 Book Appointment (Container truck Gate)

An appointment must be booked prior to arrival for each truck for each visit using DP World Saint John's Appointment Booking System.

Appointments are half hour increments and drivers are expected be queued at the start of their appointment time but can queue 10 minutes prior to appointment.

IMPORT Pick Ups must arrive prior to 4pm to allow for time to access container.

Drivers arriving without appointments or outside of their appointment window, the driver may be asked to exit the queue, book an appointment and re-enter the queue for their new appointment time.

Instructions to book appointment with link can be found in Appendix A

4.0 Online Gate Form

Online Gate Form shall be completed one hour prior to truck arrival (minimum). Incomplete or no gate forms at the time of arrival can be result in driver being asked to exit the queue and book a later appointment once online gate form is complete. Additionally, if any issues arise at the time of check in i.e. wrong bkg number, container number etc... driver may be asked to wait in the exceptions area (Noted on Traffic Pattern) until issue is resolved. ILA Checker will advise driver once issue is resolved.

Information in gate forms should be accurate and complete. i.e. Container numbers including check digits (All Caps, no spaces), Booking numbers(All Caps, no spaces), BOL numbers (All Caps, no spaces), Contact numbers.

Instructions to complete online gate form can be found in Appendix A

5.0 CCS (Community Cargoes System)

Customers can register on our customer portal and access the following services.

- Service Announcements
- Container enquiry with Hold/ Release status (for Import pick up)
- Export Booking Enquiry

We would encourage you to make use of this functionality where possible to check container and booking status.

Below is the link to access the Community Cargoes portal:

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

Below is user guide for CCS:

<https://dtworld.atlassian.net/wiki/spaces/CCD/pages/2738651165/User+Guide+-+Saint+John>

6.0 Traffic Patterns, Traffic Lights and Terminal Signage

Traffic Patterns:

Container trucks are required to follow the traffic patterns shown in Appendix B

**There will be zero tolerance for not adhering to the traffic patterns i.e. cutting through stacks. Safety for the drivers and workers on the terminal is of utmost importance.

Traffic Lights

Security booth at the Truck Gate entrance, will control the flow of traffic using a traffic light. Trucks are expected to stop at the stop sign (to be installed in near future) and only proceed on the security booth green light.

Terminal Signage

Trucks are expected to adhere to the signage provided on the terminal for container truck flow.

7.0 Truck Gate Service Process

Prior to Arrival (Please complete the below a minimum of one hour before arrival):

- Complete Driver Safety Orientation (To be renewed on a yearly basis)
- Complete Online Gate Form
- Book Appointment

Upon Arrival

- Enter In-gate truck queuing lane up to 10 minutes prior to appointment time
- Driver check-in at Security Booth (provide government issued ID #)
- Driver proceeds to check-in for appointment at Truck Gate Trailer

- Office In-gate provide driver with Transfer Interchange Receipt (TIR)
- Driver proceeds to Unpinning Station
 - Give TIR to Inbound Checker
 - Inbound Checker complete container and seal inspection
 - Provide driver with special instructions > return TIR to driver
 - Driver unpins container
- Driver proceeds to applicable yard location
- If dual transaction, proceed to next applicable yard location
- Driver proceeds to Outbound Pinning Station:
 - Give OB checker TIR
 - Complete container inspection
 - Pin Container
- Driver proceeds to Out Gate – Leaves Terminal

8.0 Damaged Containers

Returning a Damaged Container

Damaged containers must be approved by the shipping line prior to in-gating at DPWSJ Terminal.

Customer/Agent can copy dpwsj.customerservice@dpworld.com in communication with the shipping line to expedite the process of returning a damaged container.

Rejecting an empty damaged container

Drivers are given the opportunity to inspect the condition of the container at the Pinning Station. If the driver rejects the container, the driver will return to empty pile, damaged container will be removed and new container will be loaded to chassis. Driver proceeds to Outbound Lanes.

9.0 External Communications

All external communications will be sent via email.