DP WORLD
PORTS & TERMINALS
VANCOUVER

How To Book Your Terminal Visit

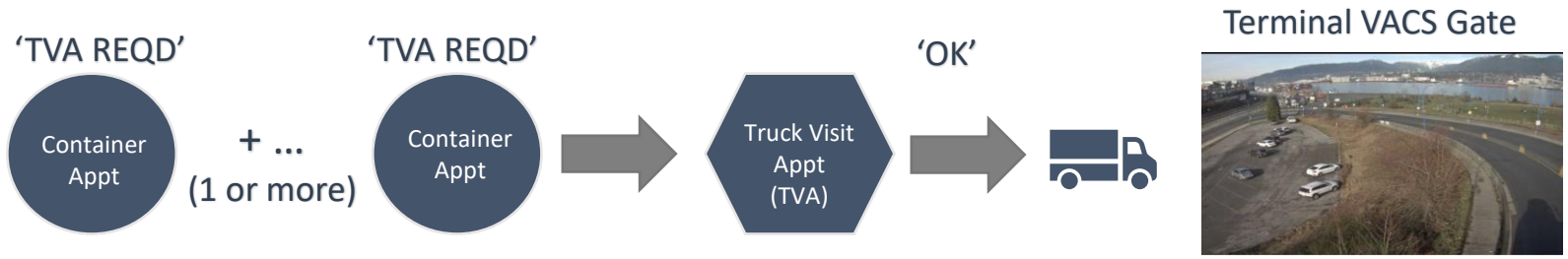
February 2022

Agenda

- Introduction
- Appointment Statuses
- Truck Visit Appointment Process
- Appointments Bulk Upload
- Training & Support

Truck Visit Appointments (TVA)

WHAT IS IT? Grouping of one or multiple valid container appointments that will be transacted during a single visit to the terminal



Notes:

1. Gate transaction Electronic Interchange Receipts (EIRs) **will not** list the TVA number until the launch of the CAMCO OCR gate in March 2022
2. Access through the Vehicle Access Control System (VACS Gate) will be based on a valid ('OK' Status) and first available appointment made *prior* to actual visit time

APPOINTMENT STATUSES
--QUICK REFERENCE--

Appt Type	Status	Description
Container	Pending	Brief initial status while system is creating Appt
Container	Created	Appt created successfully (Drop off Export)
Container	TVA Reqd	All mandatory fields have been provided
Container	OK	Container Appt has been successfully associated to a Truck Visit Appt
Container	Standby	Waiting for an available timeslot
Container	Failed	There was a problem creating the Container Appt. Customer will need to edit and re-submit
Container	Cancelled	Container Appt has been cancelled
Container	Trouble	Import Pickup Container has been placed on Hold
Container	Arrived	Dropoff Container Appts completed a successful gate transaction
Container	Departed	Pickup Container Appts completed a successful gate transaction
Container	Expired	Container Appt was not used
Truck Visit	Pending	Brief initial status while system is creating Appt
Truck Visit	OK	All mandatory fields provided and at least once Container Appt associated; Driver can proceed to use TVA
Truck Visit	Failed	There was a problem creating the TVA. Customer will need to edit and re-submit
Truck Visit	Cancelled	TVA has been cancelled before the timeslot
Truck Visit	Trouble	Status of one of Container Appts associated to TVA is ‘Trouble’. Customer action required
Truck Visit	Used	TVA completed a successful gate transaction
Truck Visit	Expired	Appt was not used

Truck Visit Appointment Process

1

Create Container Appointment(s)

2

Add Remaining Information (Drop Off Export Appointments)

3

Create Truck Visit Appointment (TVA)

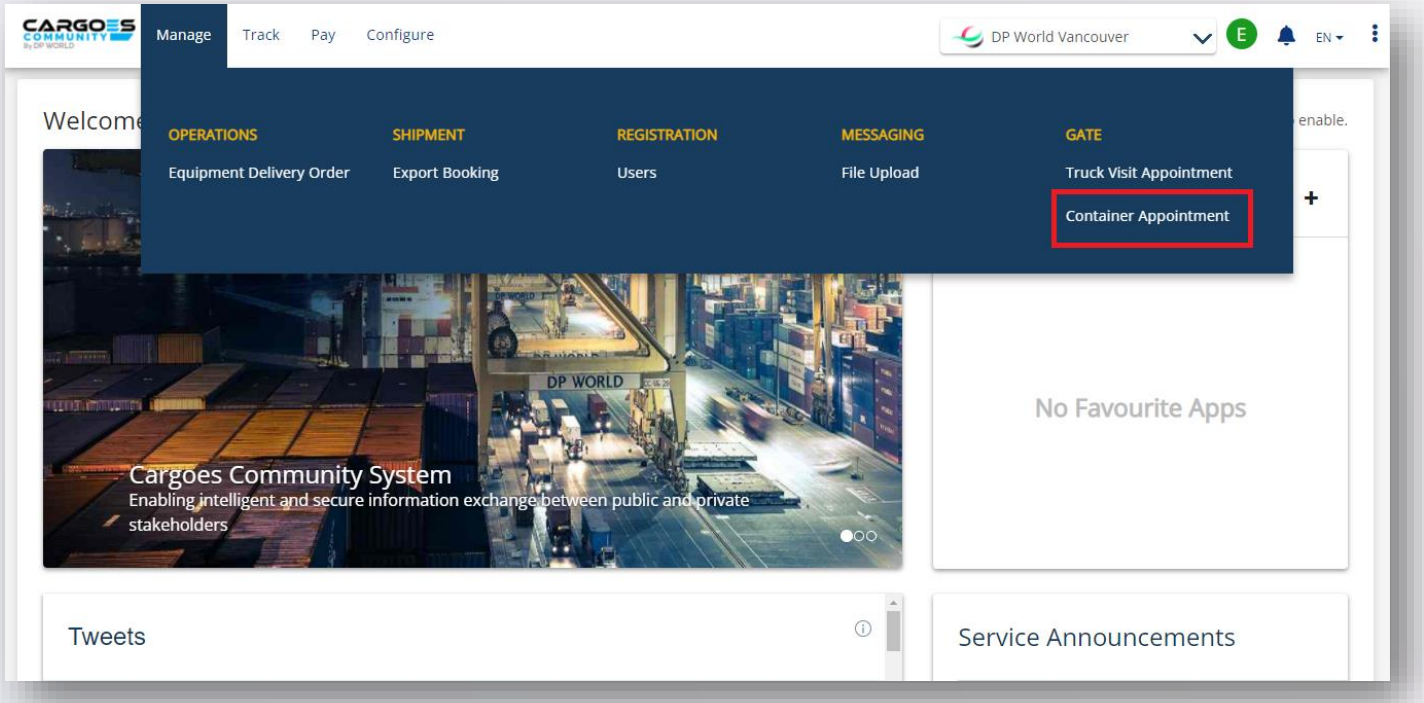
4

View Truck Visit Appointments (TVA)

STEP 1:

Create Container Appointment(s)

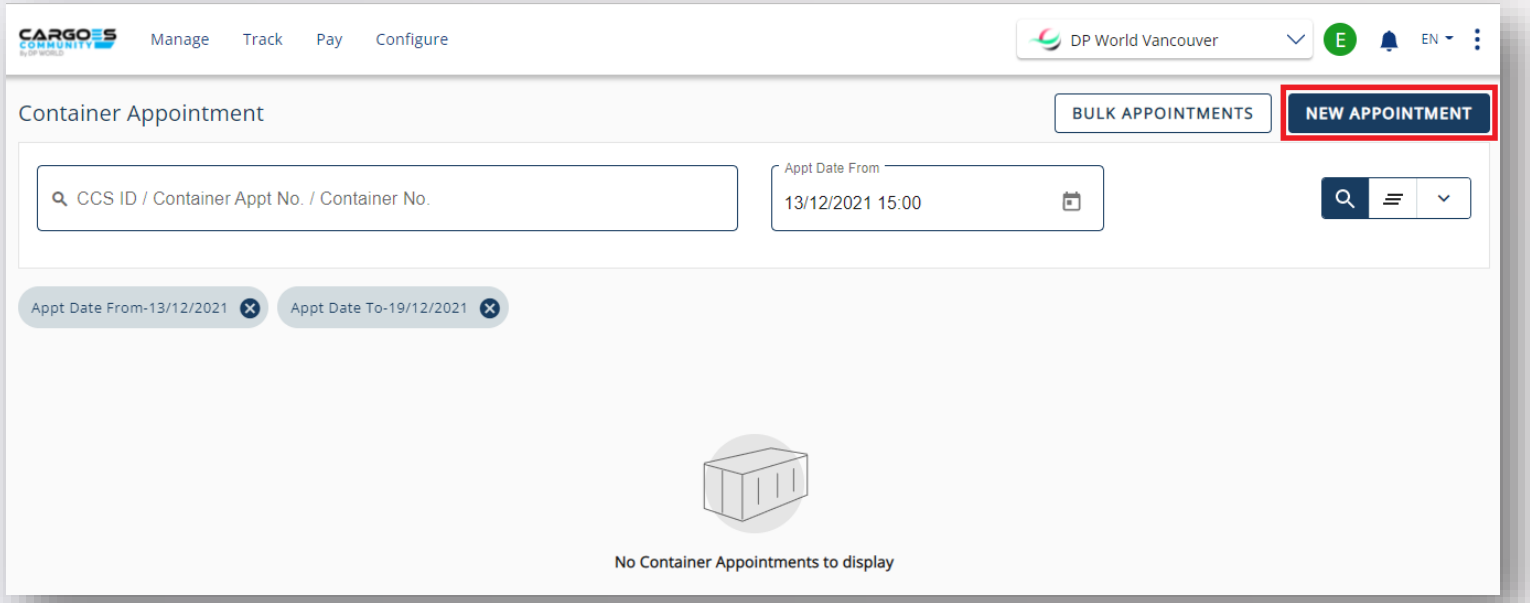
**Skip Step if Container Appointment already exists*

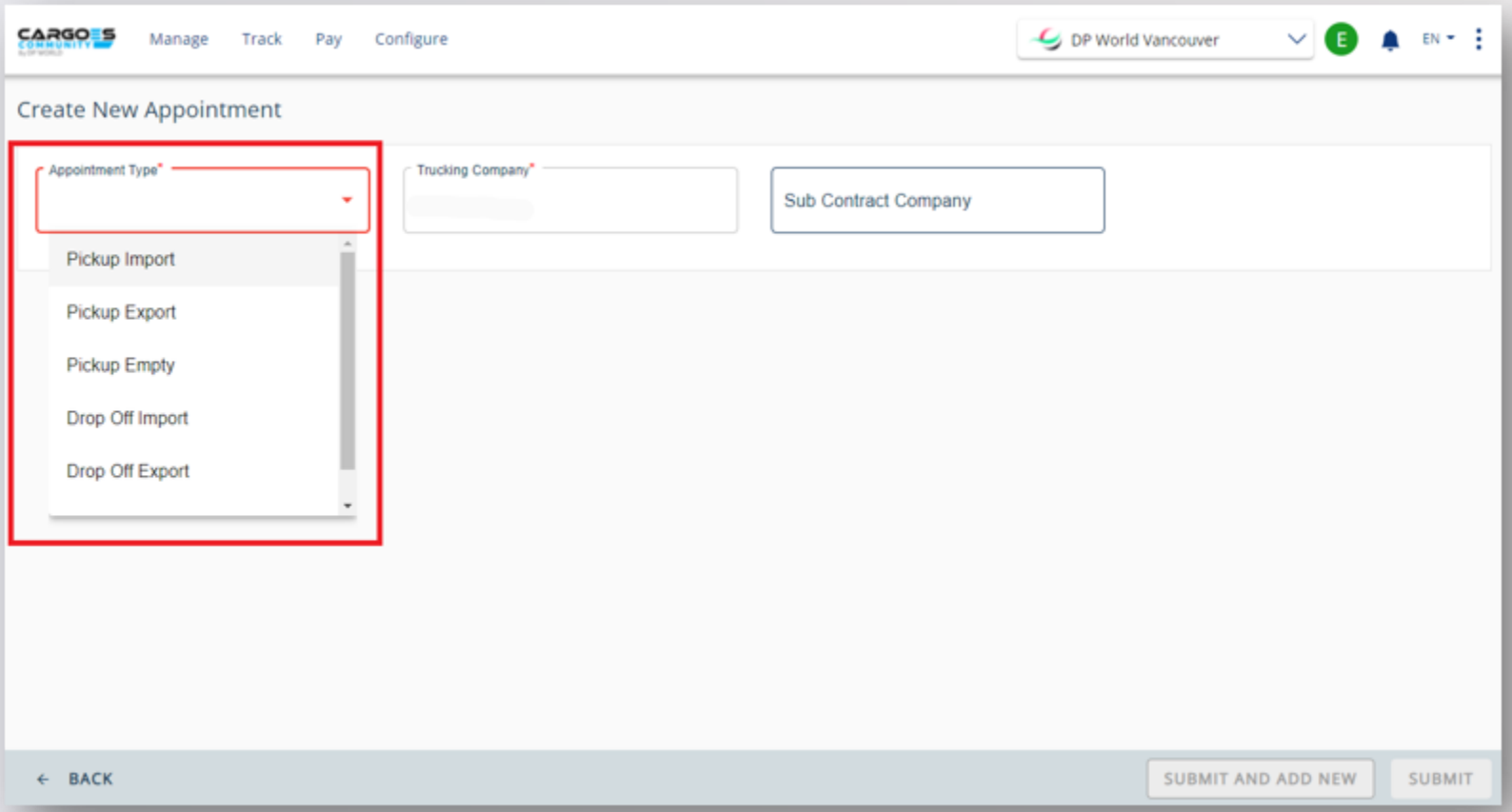


1

Navigate to “Container Appointment”

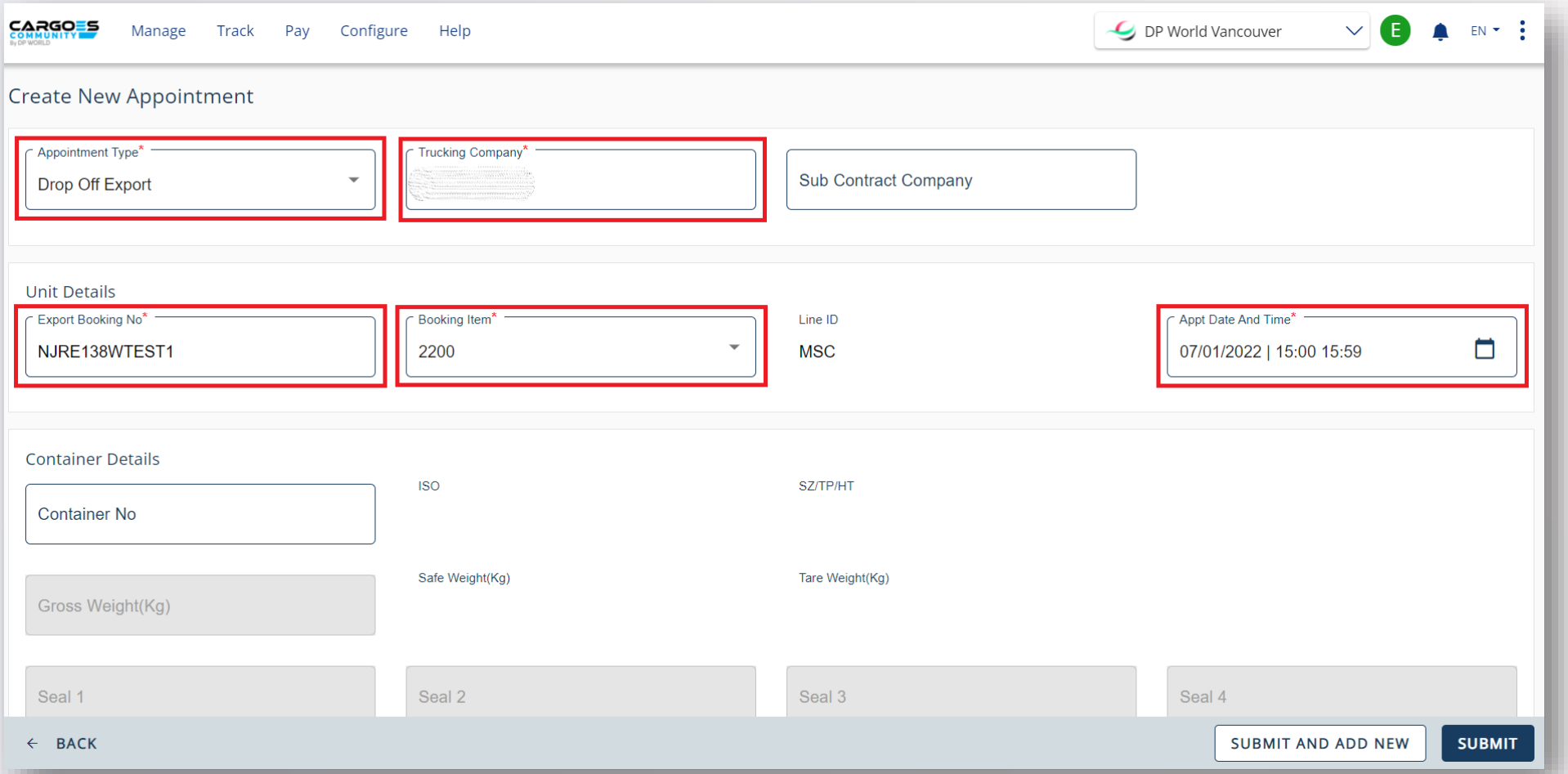
Click “NEW APPOINTMENT”





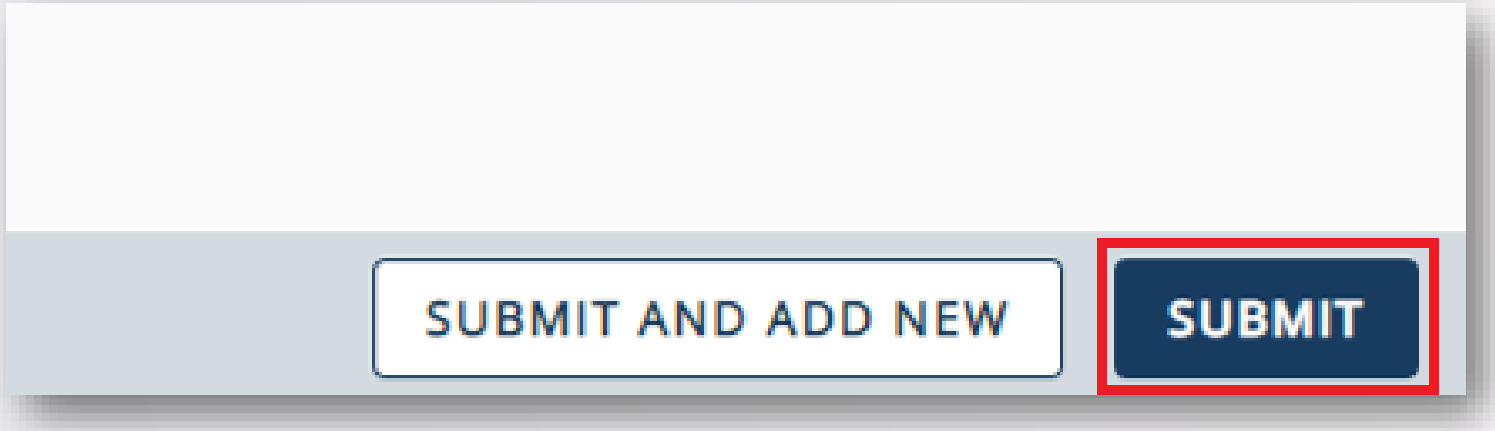
Select “Appointment Type”

2



3

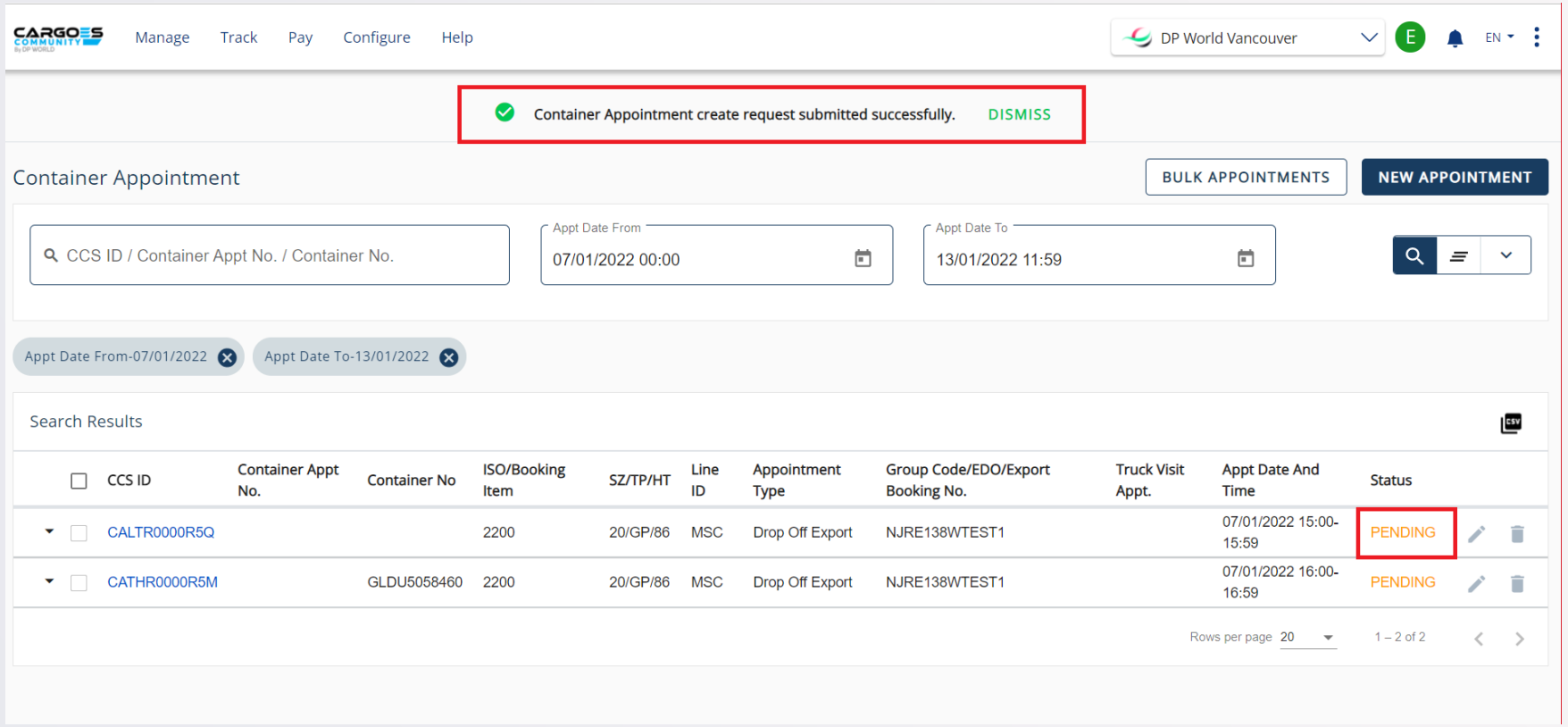
Enter all mandatory information



Click
“SUBMIT”

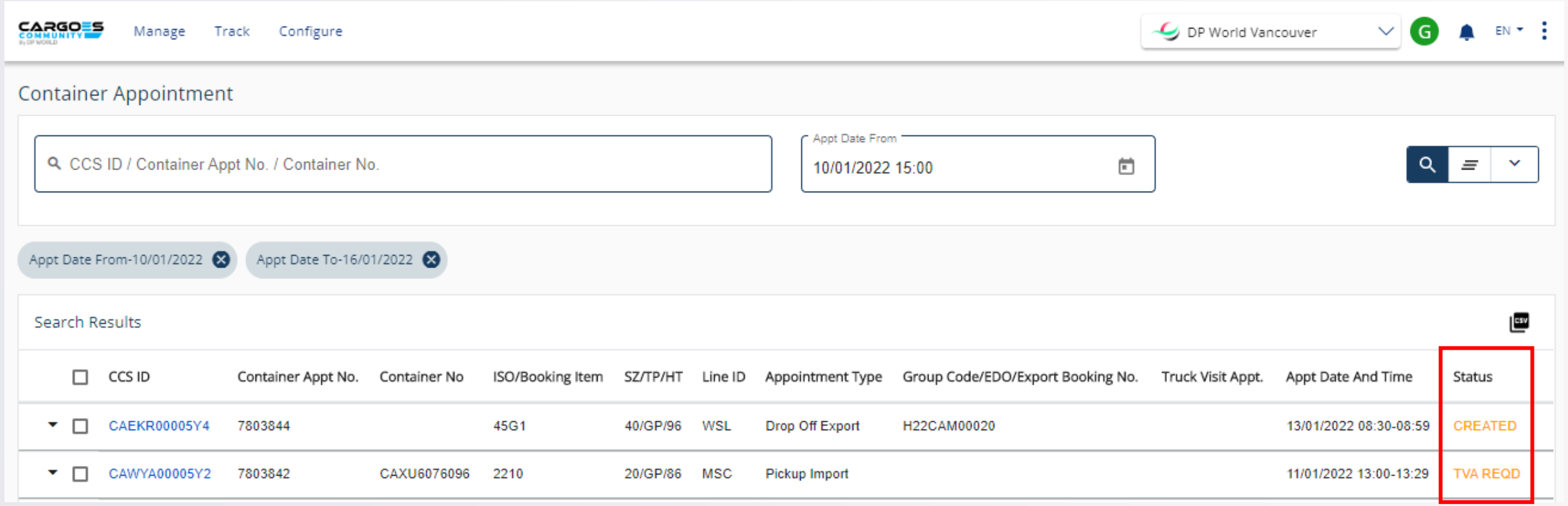
4

*Use “SUBMIT AND ADD NEW” to create another Appointment



5

Status will initially be set to “PENDING”



Refresh page!!!

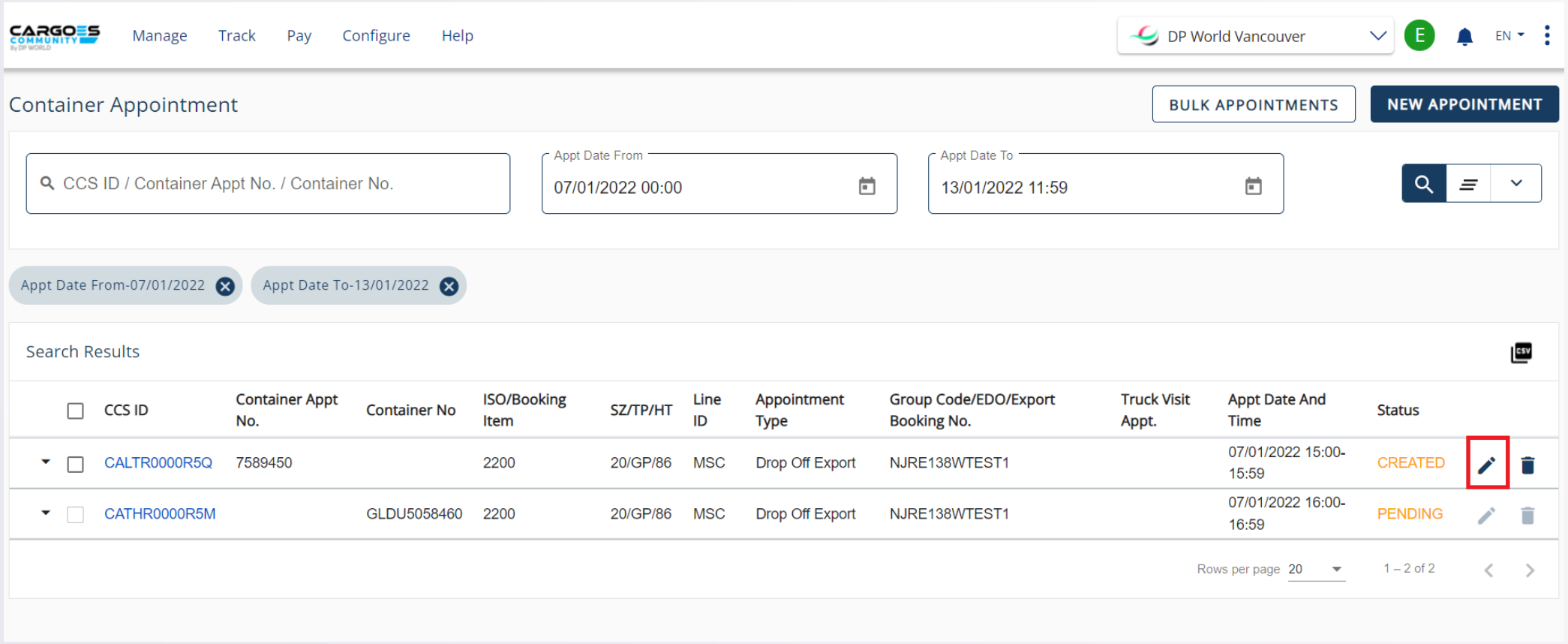
Status will update to
“CREATED” (Drop Off Export)
“TVA REQD” (all other appt types)

6

STEP 2:

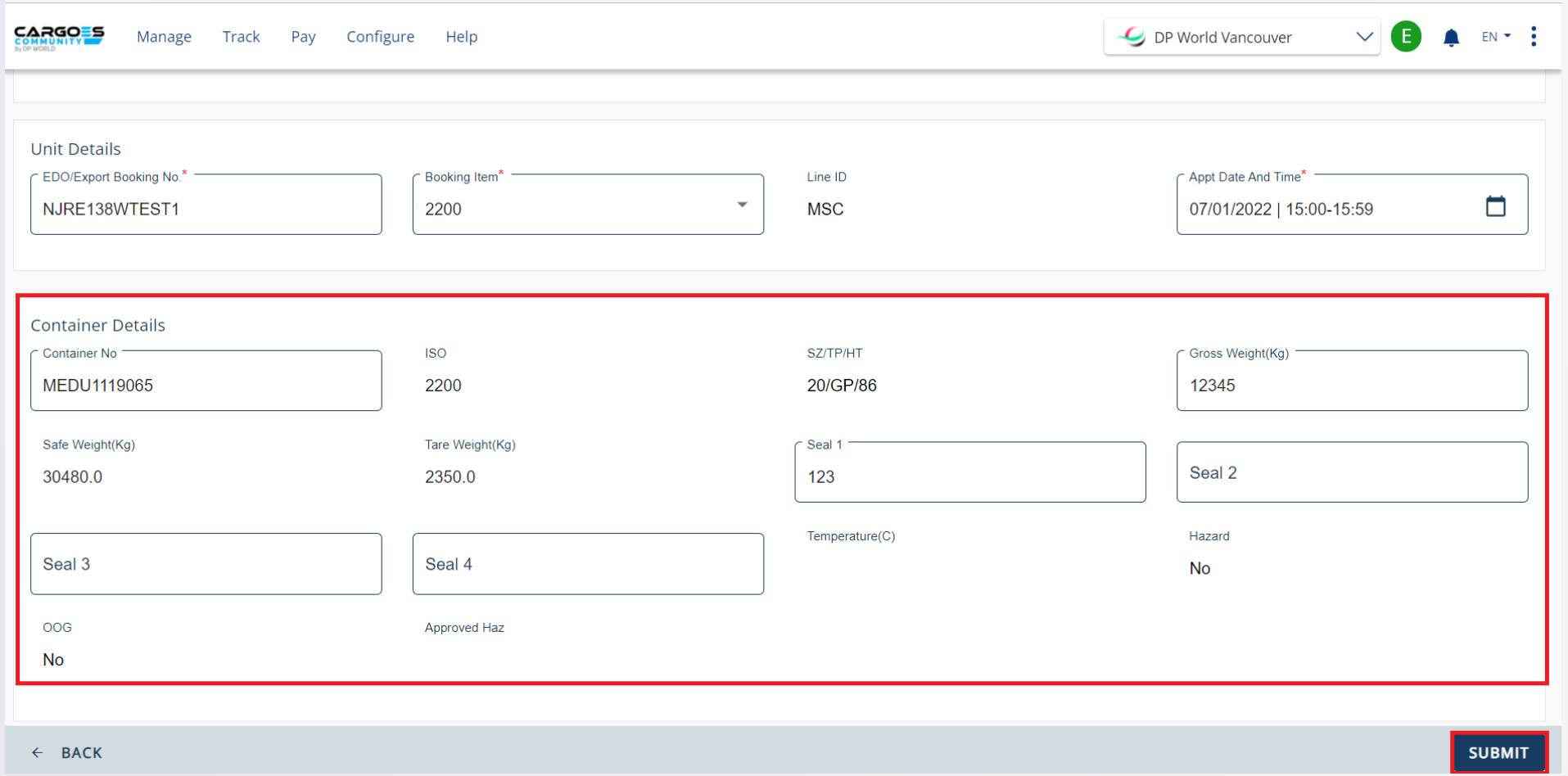
Add Remaining Information

**for Drop Off Export appointments*



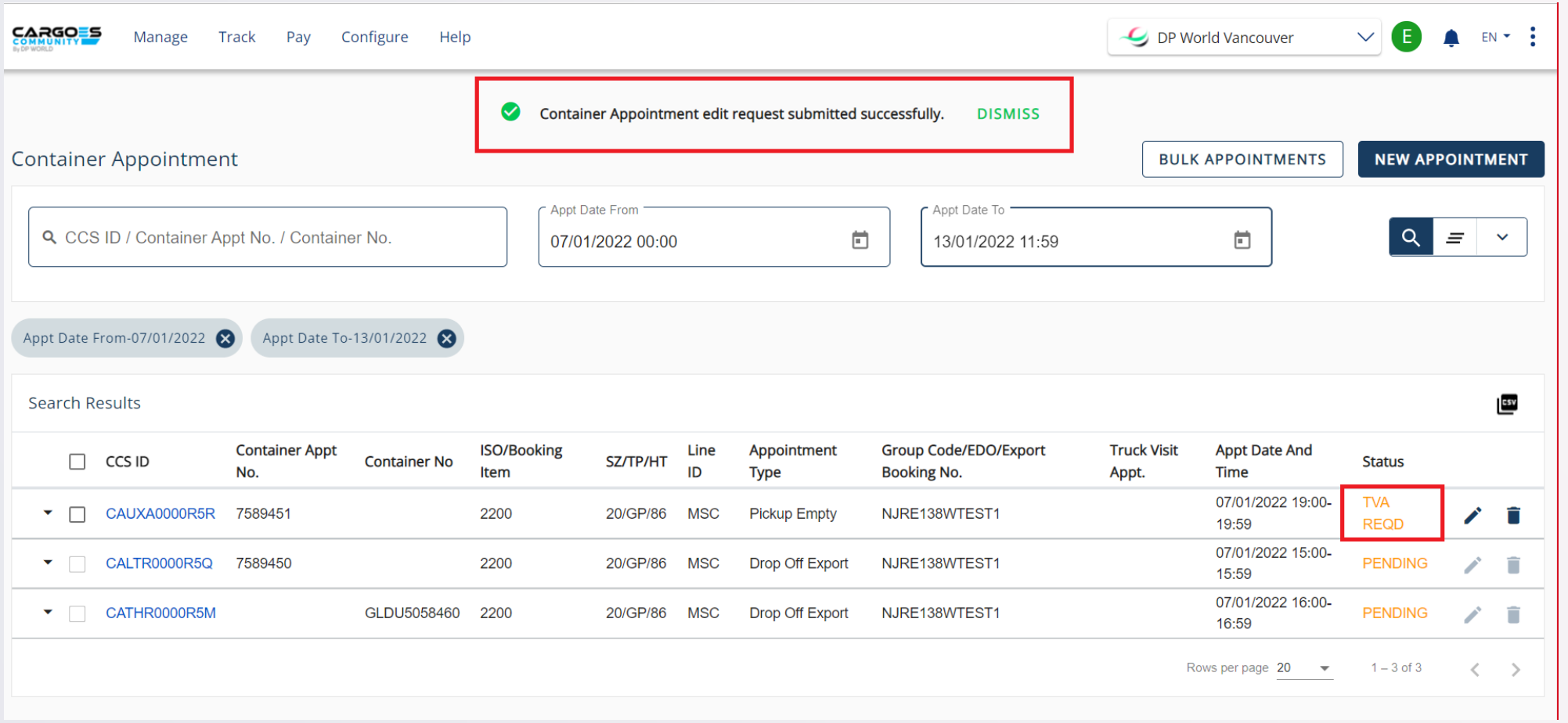
1

Click on pencil icon to edit



Fill in remaining information & "SUBMIT"

2



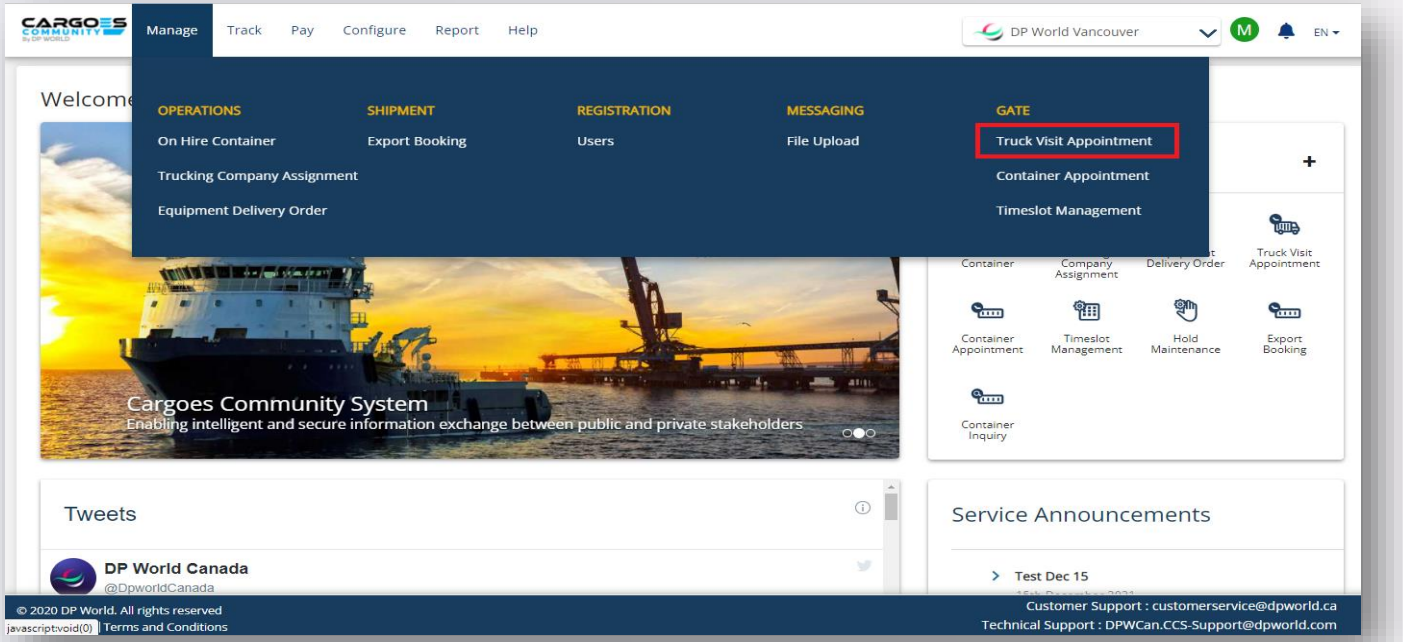
3

Status will update to "TVA REQD"

**Page may need to be refreshed*

STEP 3:

Create Truck Visit Appointment (TVA)

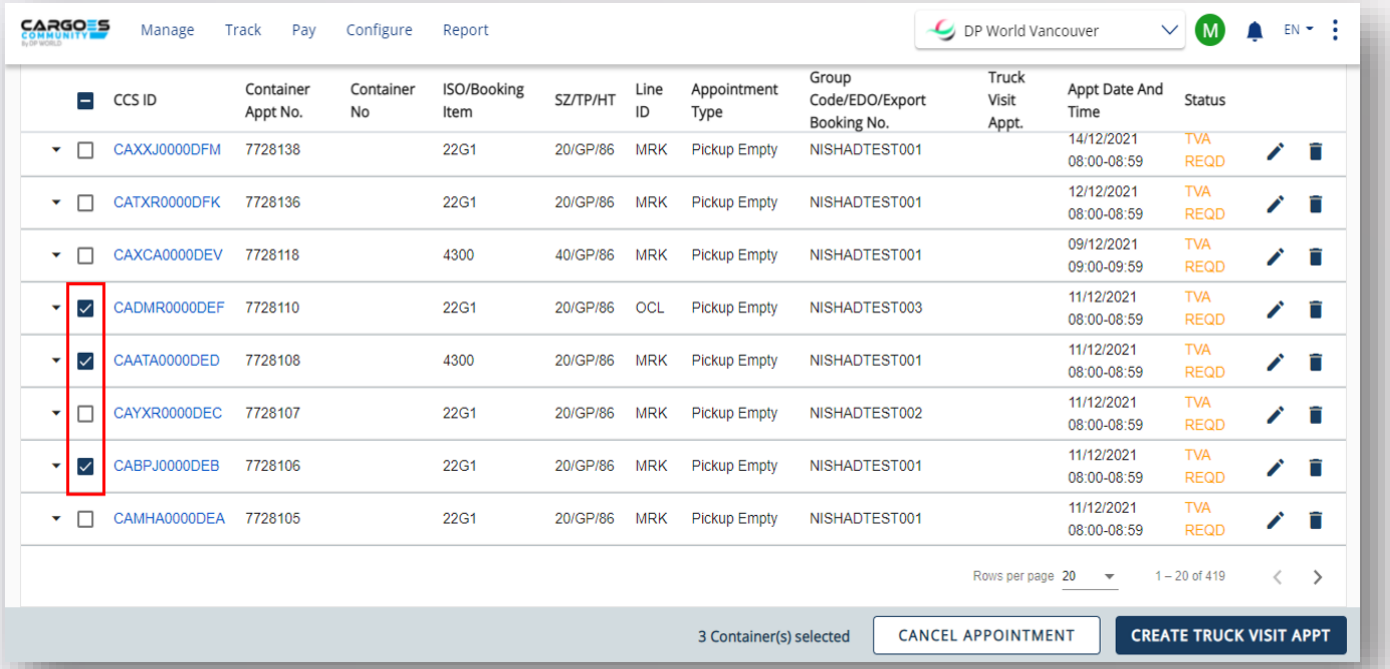


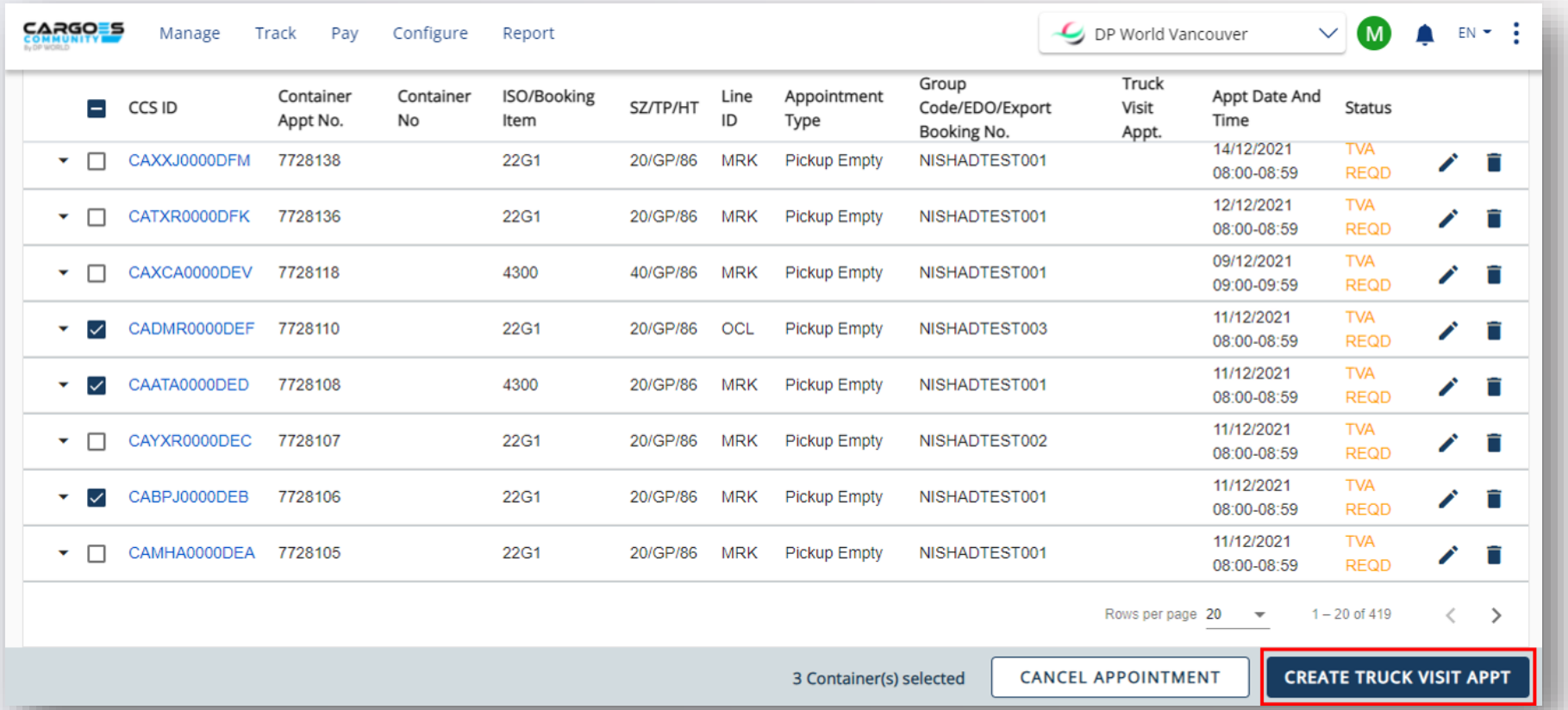
1

Navigate to "Truck Visit Appointment"

Select all Container Appointment(s)* for the terminal visit

**Container Appt Status must = "TVA REQD"*



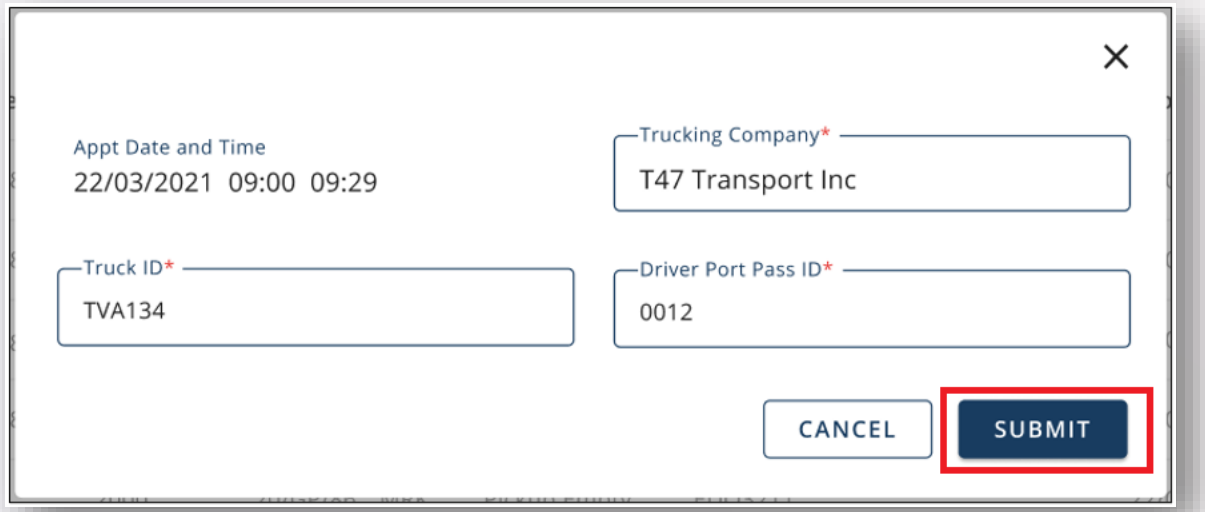


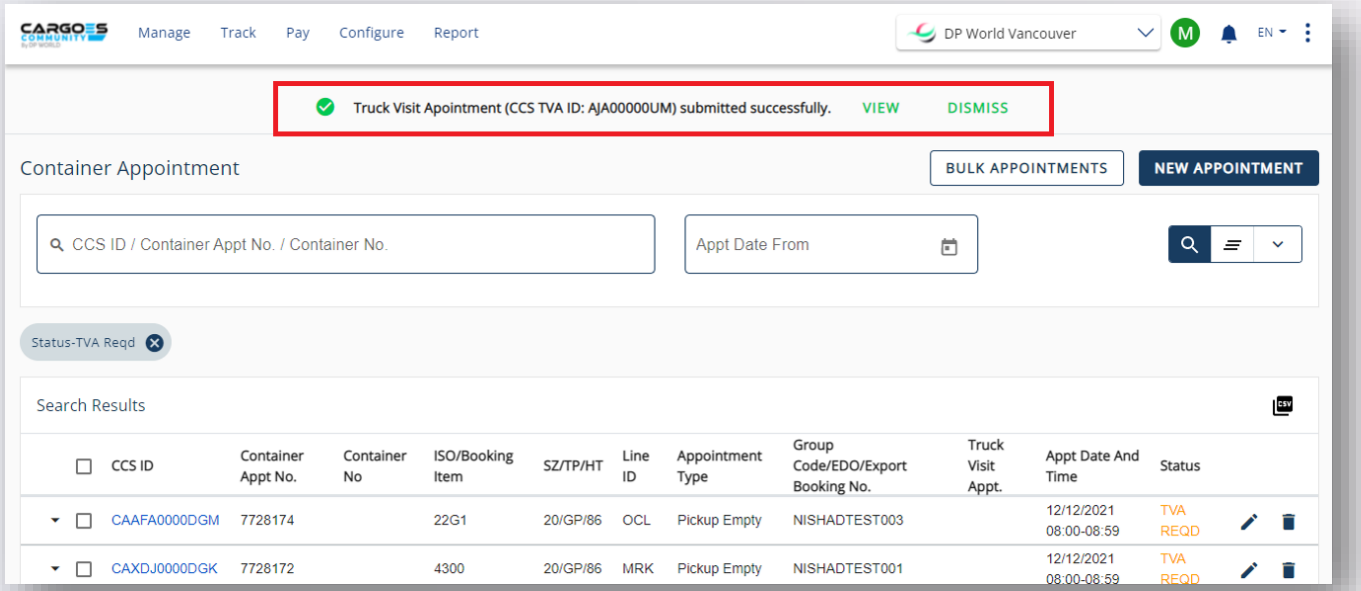
Click “CREATE TRUCK VISIT APPT”

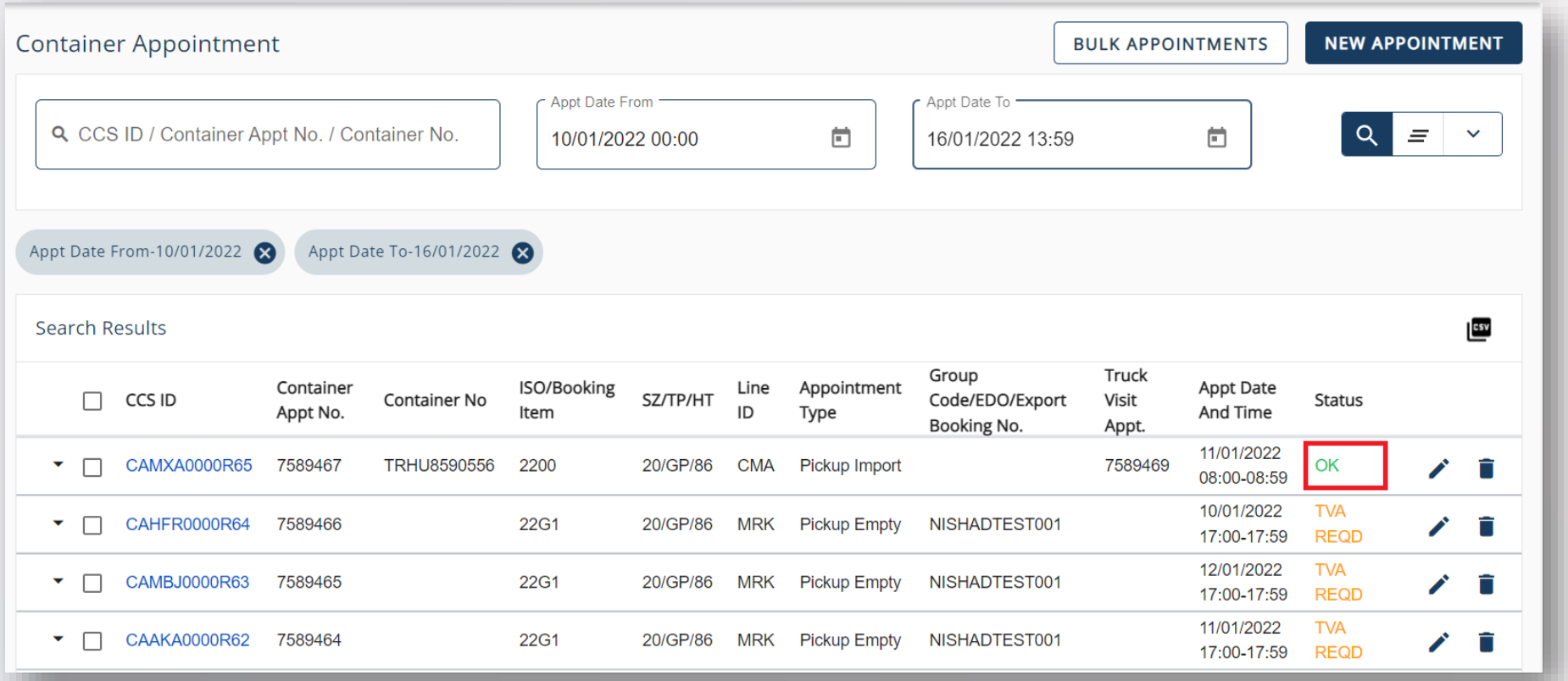
2

3

Fill in all fields & “SUBMIT”







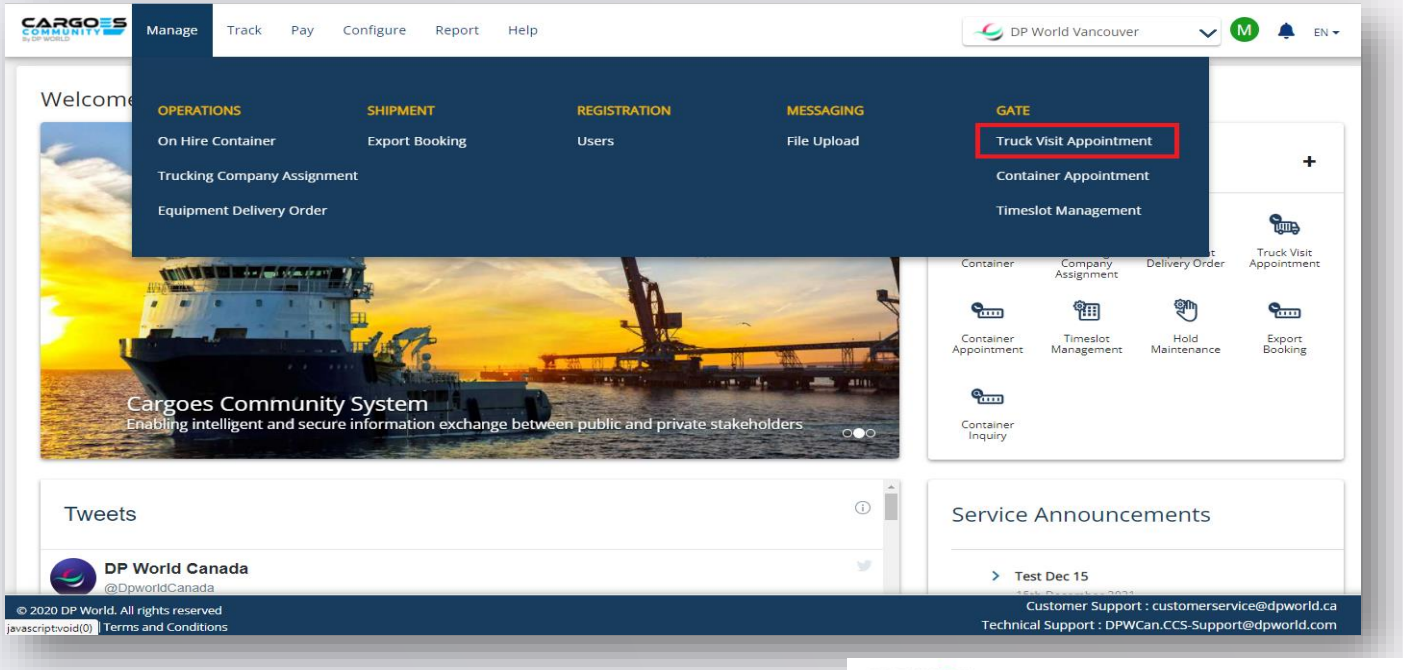
4

Container Appt status will update to “OK”

**Page may need to be refreshed*

STEP 4:

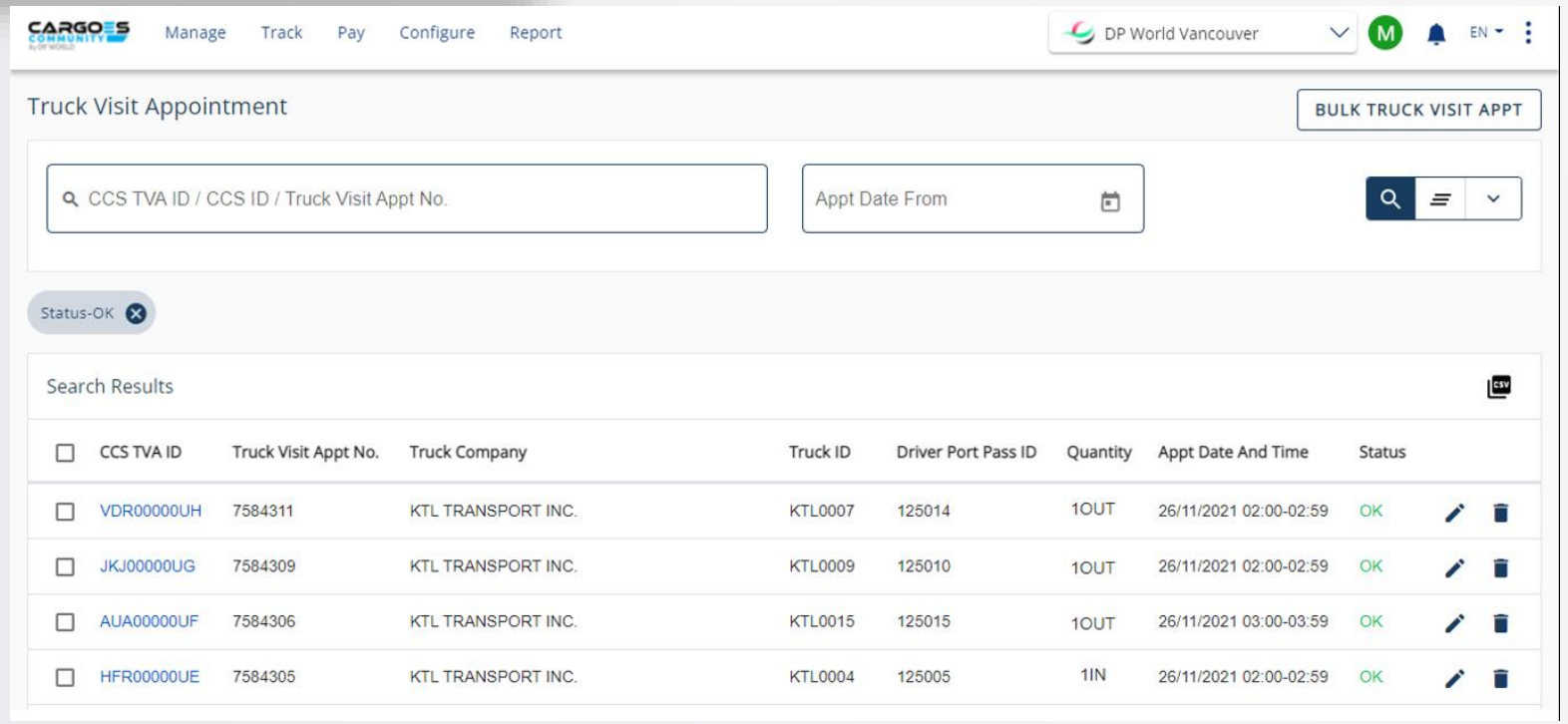
View Truck Visit Appointments (TVA)

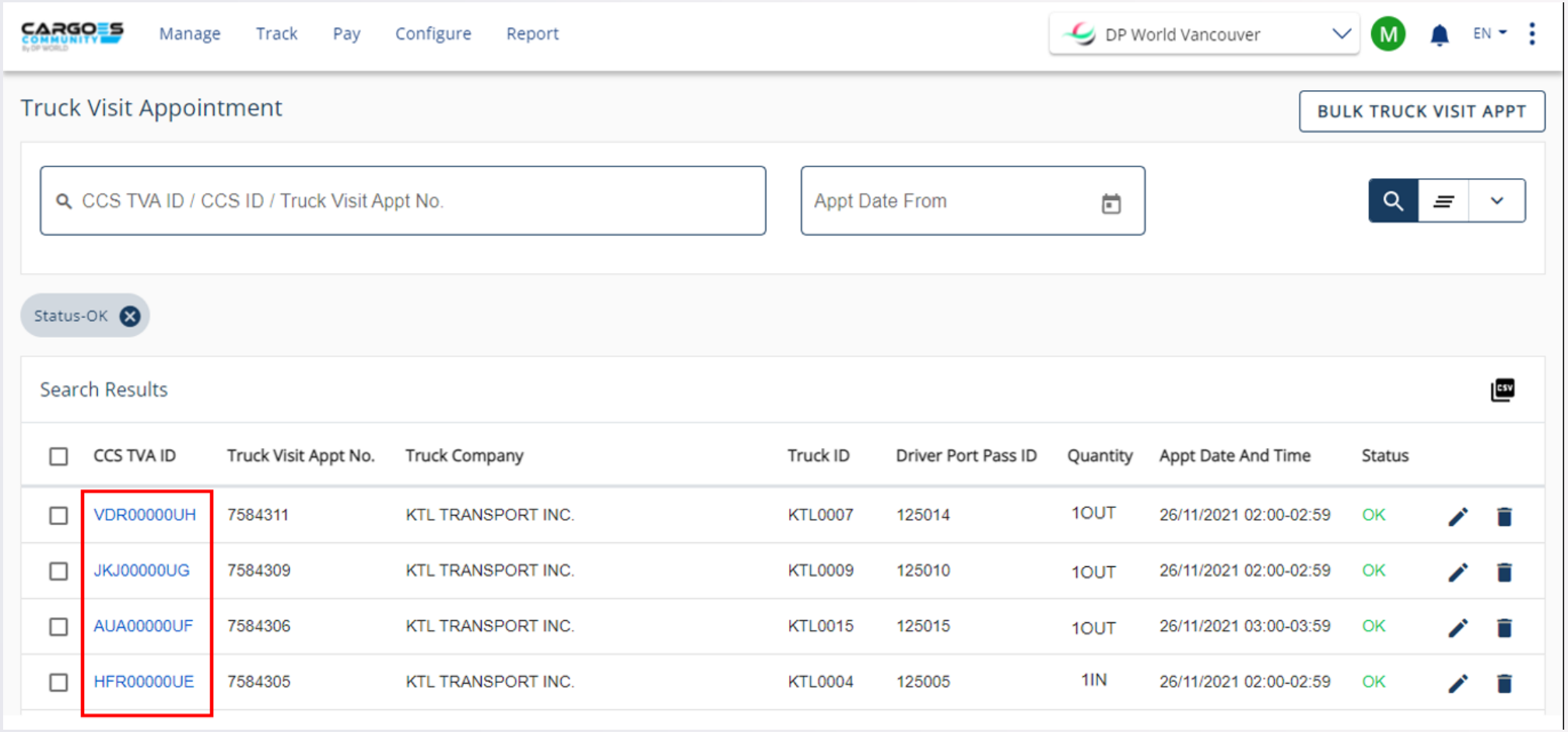


1

Navigate to “Truck Visit Appointment”

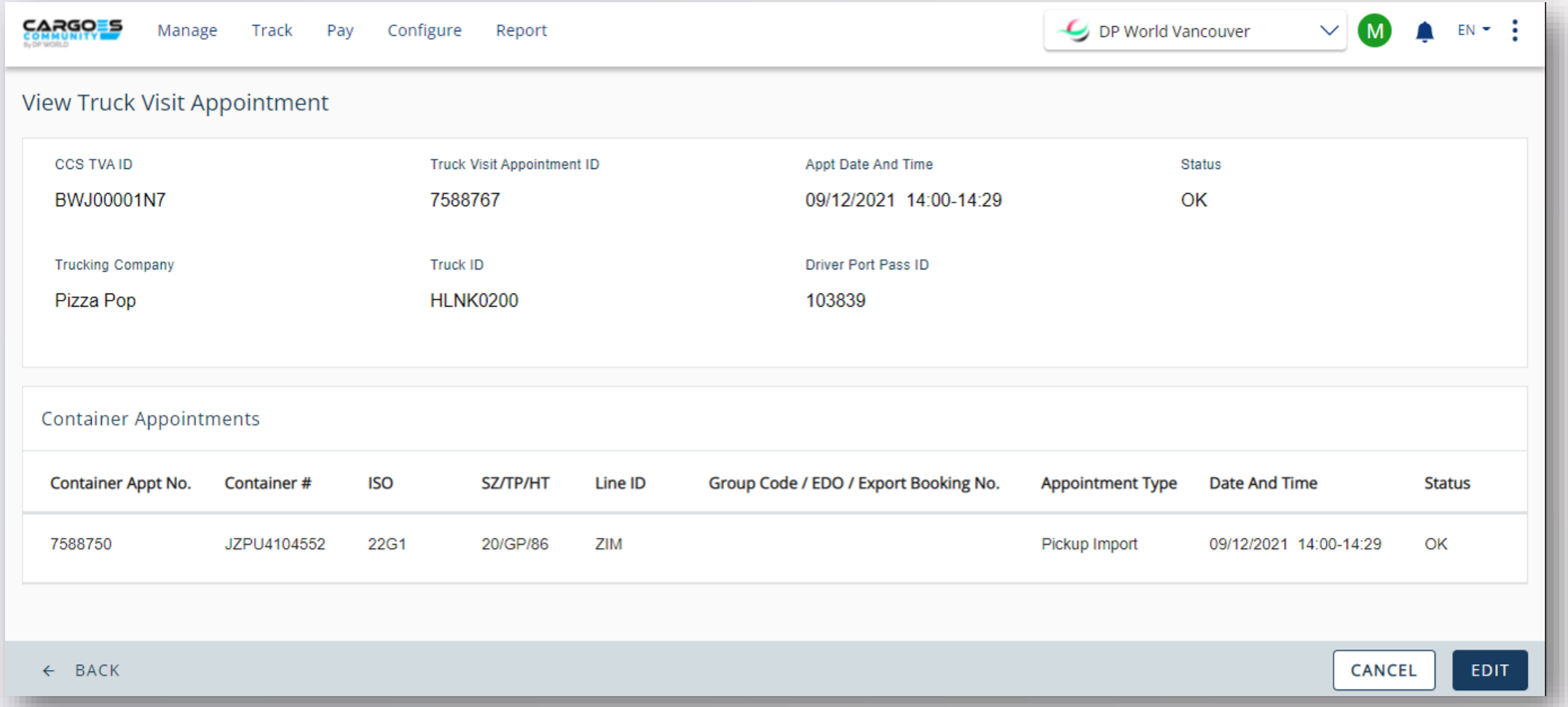
Search using parameters





For TVA details, click on the CCS TVA ID

2



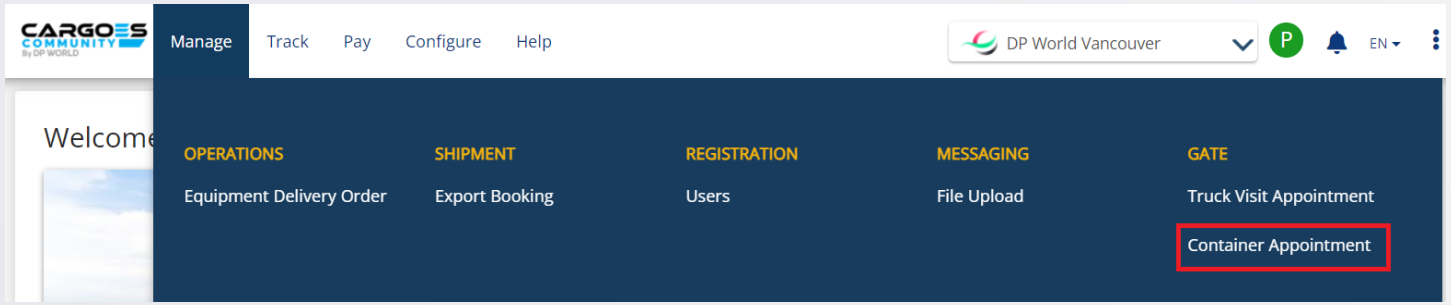
3

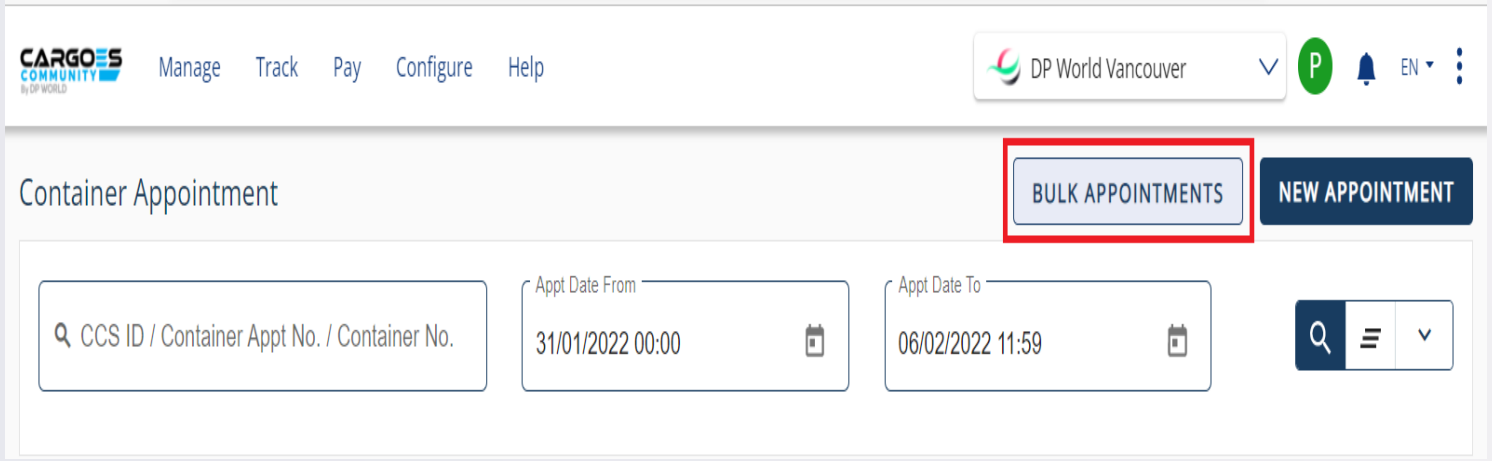
View TVA details

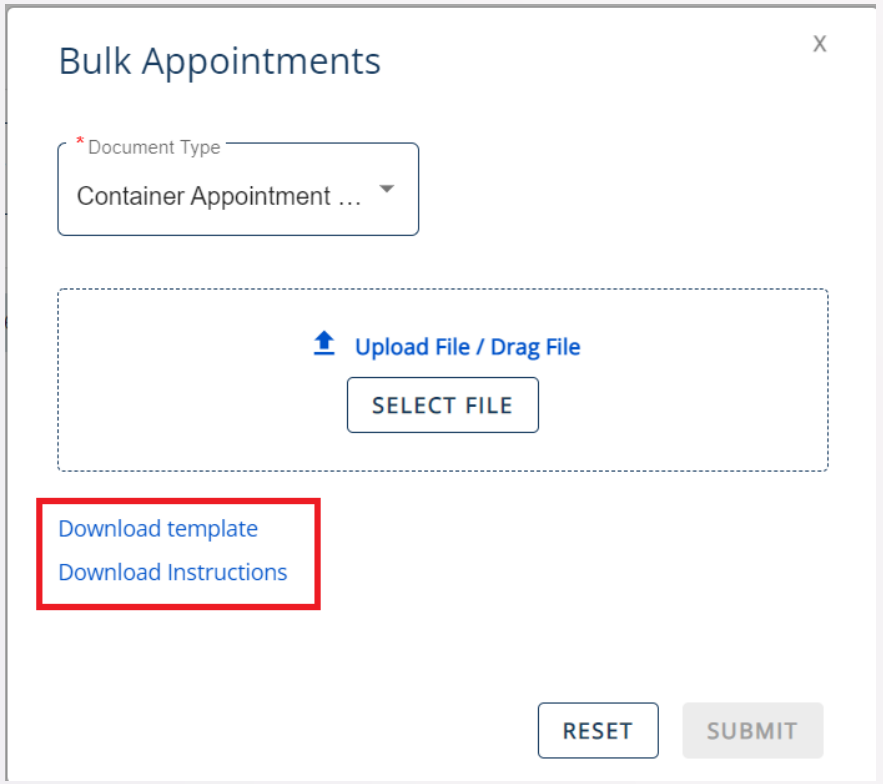
Appointments Bulk Upload

- Container Appointments
- Truck Visit Appointments

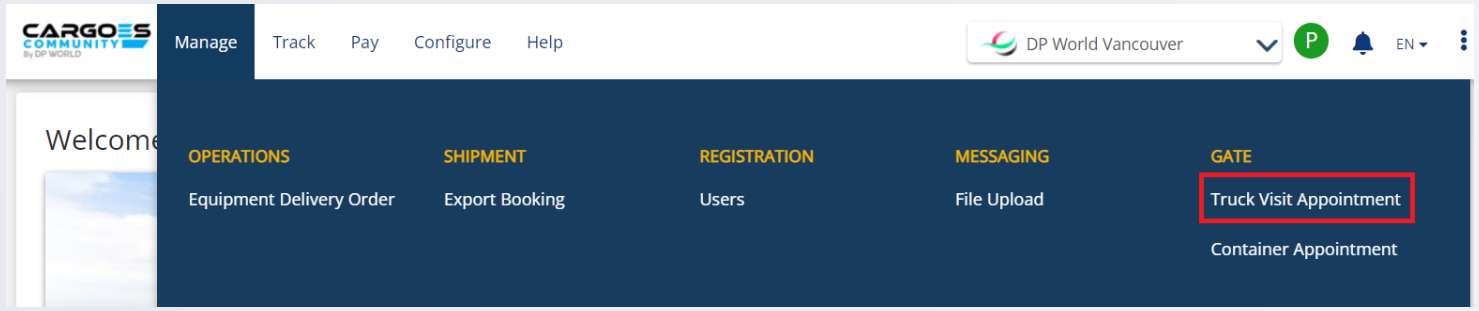
Container Appointments Bulk Upload

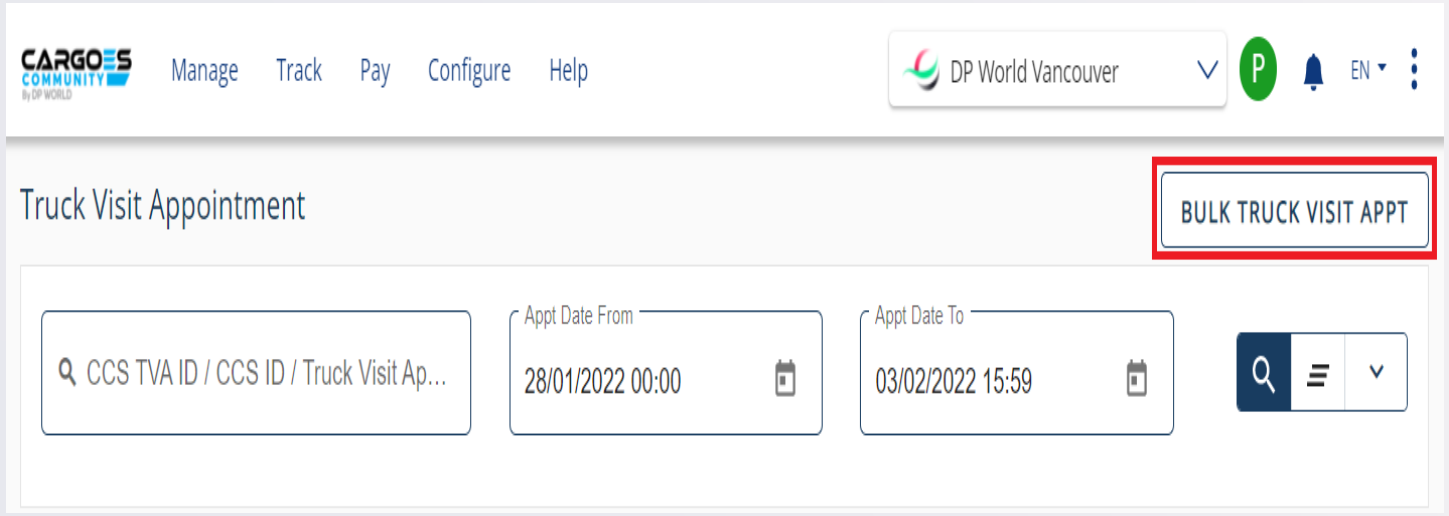


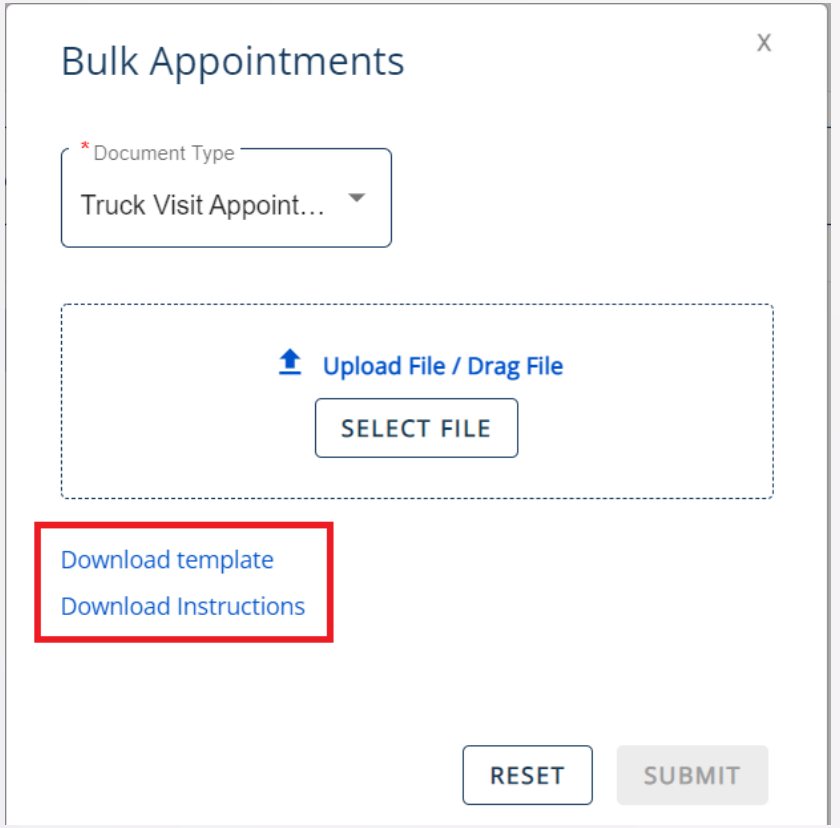




Truck Visit Appointments Bulk Upload





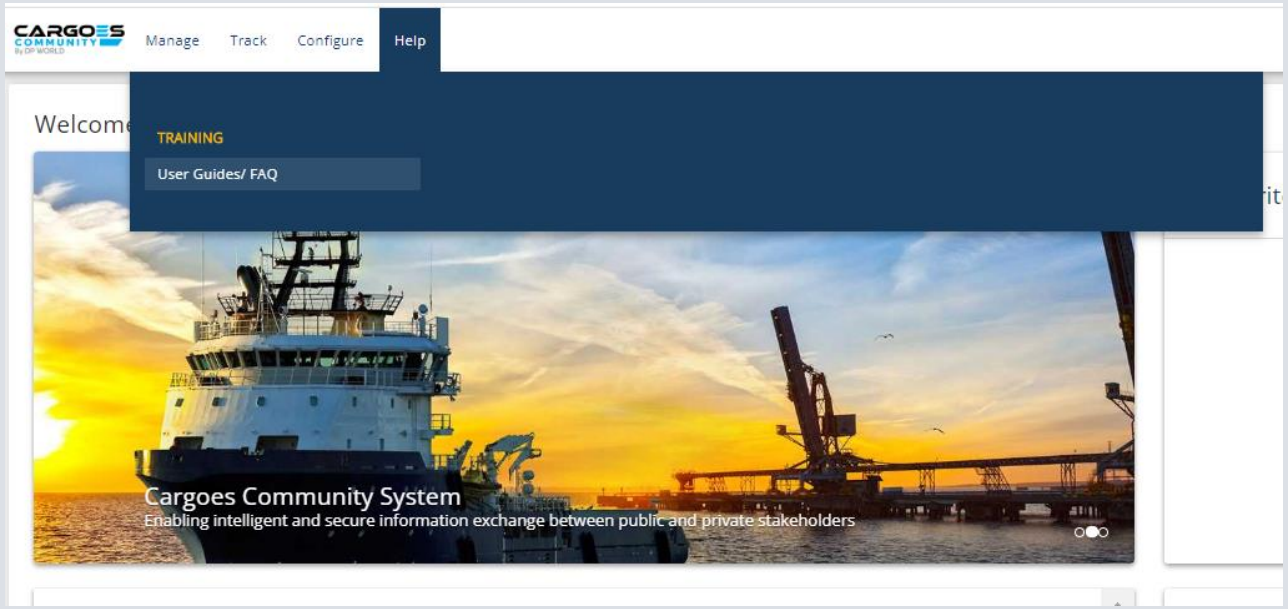


Training & Support

Important Points To Remember

- Use tab to navigate between fields
- Refresh page to see current appointment status
- “Container details not found” default error message could mean several reasons, including being on hold
- VACS gate: Enter first valid TVA of the day, and ensure appointment made *prior* to actual visit time

Need Help?



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CCS Technical Support:

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THANK YOU