



# TERMINAL GATE COMPLIANCE INITIATIVE

January 2015

Version 3.0



## TERMINAL GATE EFFICIENCY PROGRAM

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## TERMINAL GATE EFFICIENCY PROGRAM

### 1. Definitions

Term	Definition
Active Customer (FSD)	Customer that will be utilizing the Reservation i.e. the name of the trucking company that will be arriving at the security kiosk
Business Day	The days between and including Monday to Friday and do not include public holidays and weekends.
Company	Refers to any company that uses the terminal appointment booking systems.
Compliance	Amount of appointments filled compared to the number of appointments made.
Electronic Interchange Receipt (EIR)	Also referred to as an Interchange. Receipt given to a driver for in-gate or out-gate transaction of a container through a terminal.
Invoices	Summary of Gate Compliance charges for billable month. Includes summary of secured, vouchers, voids/days waived, net secured, net filled, net cancelled/missed.
Omit (DPW)	Appointments are listed against the Company but are not subject to the TGEP charges.
Source Customer (FSD)	Customer that originally created the Reservation and would be charged for non-compliance
Terminal	Refers to any one or all of the terminal operators: DP World Vancouver, GCT Canada LP. (Deltaport and Vanterm) and Fraser Surrey Docks.
TGEP	Terminal Gate Efficiency Program
TGEP Report	An online tool for Companies to monitor their appointment usage.
Void/Days Waived	Non-compliant appointments will not be penalized for a specified day or part of the day due to massive service disruption.
Voucher	Reversal of non-compliant charges for a specific appointment due to Terminal failure to provide service.
<b>Appointment Statuses:</b>	
Cancel	A secured appointment that is cancelled by the user or the Terminal's system.
Filled	A secured appointment that has been successfully transacted.
Made	A secured appointment.
Net Secured	Total secured appointments minus appointments with vouchers or voids.
No-show (DPW) or Unused (GCT)	A secured appointment that was missed or cancelled.
Total Secured	Count of all appointments made.
<b>Other:</b>	
Credit	An approved disputed amount will be issued on the following month's invoice.
Reinstatement	Occurs 2 business days after payment of the Terminal Gate Compliance Initiative invoice.
Suspension	Port-wide ban from making appointments as a result of failure to pay the Gate Compliance Initiative invoice within a specific time period.



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## TERMINAL GATE EFFICIENCY PROGRAM

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### 2. Objective

Port Metro Vancouver and its container terminal operators will implement a collaborative Terminal Gate Efficiency Program (TGEP) to optimize gate movements and maximize the use of appointments. This new process is being implemented to ensure a long-term sustainable system that supports legitimate business.

The TGEP benefits all stakeholders with its enhanced movement of cargo, better utilization of the terminal operators' gates and more efficient dispatching for trucking companies.

Benefits of the TGEP:

- Increased availability of appointments
- Increased opportunities for double-ended moves
- Increased efficiencies for trucking companies and terminal operators

### 3. Process Overview

- a. Companies make appointments sufficient for their actual business.
- b. Companies execute on appointments by filling them, cancelling them or failing to show.
- c. Companies review the on-line appointment statuses for accuracy. Follow the Dispute Process if there are any appointment statuses that are deemed incorrect.
- d. Terminals invoice the companies monthly using the following appointment fee structure  
Rate schedule as of July 2, 2014 (subject to change)
  1. \$50 is applied for each appointment booked (secured/made).
  2. \$50 credit is applied for each appointment that is filled during extended gate shifts
  3. Appointments cancelled after the cancellation "cut-off time" are considered non-compliant.
  4. Failure to fill an appointment (No Show/ Unused) is considered non-compliant.
- e. Companies review and pay the invoices within 30 days of the date of the invoices. Follow the Dispute Process if there are any transactions that were billed incorrectly.
- f. Terminals review disputes and issue credit, if applicable.
- g. Terminals check for overdue TGEP accounts.
- h. Terminals suspend Companies with overdue accounts.
- i. Companies pay outstanding balances on TGEP accounts.
- j. Terminals reinstate Companies within two (2) business days after payment is received.

## TERMINAL GATE EFFICIENCY PROGRAM

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### 4. Appointment Cut-Offs and Cancellations

DP World Vancouver	Cancel without Penalty	Appointment Cutoff
<b>Dayshift 08:00 - 16:30</b>	NOON - <i>Business</i> day prior	14:00 – <i>Business</i> day prior
<b>Nightshift 16:30 - 01:00</b>	09:00 Same Day	11:00 Same day

GCT Canada LP	Cancel without Penalty	Appointment Cutoff
<b>Dayshift 08:00 - 16:30</b>	NOON - <i>Calendar</i> day prior	14:00 - <i>Calendar</i> day prior
<b>Nightshift 16:30 - 01:00</b>	09:00 Same Day	11:00 Same day

- Effective June 24<sup>th</sup>, 2014 in alignment with DP World “standby system”, GCT will add the ability to pick-up cancelled appointments on the same day.

NOTE: DP World Vancouver and GCT Canada LP reserve the right to change the cut-off time

## TERMINAL GATE EFFICIENCY PROGRAM

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### Appointment Fee

- \* All dayshift appointments shall incur a fee of \$50.00. This will be effective July 2, 2014.
- \* Under this arrangement, the Terminal Gate Compliancy Initiative (TGCI) will no longer be applicable. This initiative has been replaced by the new appointment program. The 5% completion incentive is no longer in effect.

Shift	Action	Fee
DAY	Book appointment	\$50
	Cancel before cut-off	Credit \$50
	Cancel after cut-off or No Show	No Credit

Shift	Action	Fee
AFT	Book appointment	\$50
	Filled	Credit \$50
	Cancel before cut-off	Credit \$50
	Cancel after cut-off or No Show	No Credit



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## TERMINAL GATE EFFICIENCY PROGRAM

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### 5. Invoicing

Terminal Operators will invoice each Company monthly for the previous month's appointments.

Invoices are issued within 5 business days at the start of the month. Trucking companies have 10 business days to identify errors in the invoice. Payment is due 30 days from the date of the invoice.

Full payment of the invoice is required even if there is a disputed amount against the invoice. Any disputed amounts which are found to be billed in error will be a credit to the next statement.

### 6. TGEP Reports

Online reports are available from each terminal via the web services and these can be used to monitor appointments. Steps to access these reports start on page 12.

### 7. Voids

Transactions for an entire day or specific hours in a day are not counted against a Company due to major disruptions that impact the Terminal's service.

It is the Terminal's discretion to determine whether a void is applicable and this may or may not be conveyed to other terminals, depending on severity and time of day of the issue.

The terminal web sites will publish a list of the voided dates within 2 business days.





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## TERMINAL GATE EFFICIENCY PROGRAM

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### 8. Vouchers

Vouchers are issued at the Terminal's discretion and are applied against specific appointments. This is to ensure companies are not penalized for appointments where the driver has arrived on the Terminal property but was not serviced due to terminal-related issues.

A single voucher is issued against an appointment. The vouchers are terminal-specific and each voucher is only valid for the appointment number that is listed on the printed voucher.

Vouchers are not issued for "Dry Runs" whereby a truck is not serviced due to failures outside of the Terminals' control.

If a driver qualifies for a voucher, the process is as follows:

- a. Driver must arrive on terminal.
- b. Driver will be asked to report to Trouble Booth to contact Customer Service.
- c. Customer Service will ask for the Appointment Number and will confirm the appointment details.
- d. A voucher will be generated for the appointment.
  - DP World Vancouver will issue a voucher from the printer in the Trouble Booth and/or an email notification will be sent to the Company.
  - GCT will email the voucher to the Company.





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## TERMINAL GATE EFFICIENCY PROGRAM

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### 9. Suspension and Reinstatement

Companies that fail to remit payment for TGEP invoices by the due date will be suspended from all terminals.

Suspension from the terminals results in the removal of the ability to secure appointments and any appointments that have been secured will be removed from the system.

Payment for overdue accounts can be made by credit card, certified cheque, on-line payment or wire transfer.

Once the Company's account is back in good standing the Company's appointment privileges will be reinstated. This may take up to 2 business days from the time of payment.

### 10. Dispute Process

In the event there is an issue with an appointment status, use the dispute process outlined below to have the transaction reviewed. To ensure your next invoice is accurate, disputes must be submitted by 16:30 of the last calendar day of the month. Any submissions received after will not be reflected on subsequent invoice.

#### Level 1

- a. All disputes are to be submitted to the gate compliancy email address for each terminal. Submission by any other means will not be accepted.
- b. One dispute submission per appointment.
- c. Companies must provide basic information using the form provided (link will be on published on terminal web site) and a copy of the EIR or voucher must be attached.
- d. Disputes against an invoice must be submitted within 10 business days of the invoice date. Valid disputes will qualify for a credit against the next invoice.
- e. No other month can be disputed as the allowable dispute period will have expired. cancelled
- f. The Terminal will respond to the disputed item within 3 business days of receipt of the email.

## TERMINAL GATE EFFICIENCY PROGRAM

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### Sample Dispute form



**DP WORLD**  
Vancouver

**Gate Appointment Dispute Form**

Date: \_\_\_\_\_

Company Name: \_\_\_\_\_

Account Number: \_\_\_\_\_

Dispute Details

Invoice No.: \_\_\_\_\_

Appointment number: \_\_\_\_\_

Date of Appointment: \_\_\_\_\_

Time of Appointment: \_\_\_\_\_

Please attach a copy of the EIR or Voucher and email to [gateway.compliance@dpworld.ca](mailto:gateway.compliance@dpworld.ca)

### Level 2

Disputes that require escalation to the Director, Operations Support at GCT or the Director of Operations at DP World Vancouver will be taken into consideration if the following criteria are met:

- a. Disputed amount must be 2500 CAD or more, and
- b. Dispute must be initiated by an Executive/Owner of the Company.

### Level 3

Any unresolved dispute at the Level Two shall be governed by and construed in accordance with the laws of the Province of British Columbia. Any dispute arising out of, or in connection with an unpaid invoice over 2500 CAD resulting in suspension which cannot be resolved through direct negotiation shall be referred to and finally resolved by a single arbitrator under the rules of British Columbia International Commercial Arbitration Centre.



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## TERMINAL GATE EFFICIENCY PROGRAM

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### 11. DP World Vancouver-Specific Information

#### Appointment Cancellation Cut-Off

At DP World Vancouver, Trucking Companies and Loading Facilities are treated the same even though each book appointments using different systems (EXPRESS and SCORE).

#### Omits

Appointments are listed against the Company but are not subject to the TGEP charges. For example, an appointment that is cancelled before the cut-off time will be omitted.

#### 2-Hour Cancellation Window

The restriction preventing the cancellations of appointments within 2 hours of the appointment start time has been removed. Companies are encouraged to make the appointment only when cargo is ready for drayage.

#### Standby Appointments

Companies must manage their standby appointments. There is no fee or penalty for cancelling standby appointments.

However, standby appointments that become secured appointments are subject to the TGEP fees.

The restriction preventing the cancellations of appointments within 2 hours of the appointment start time has been removed. This means that it is possible for a Company to cancel an appointment just before the appointment start time and any standby appointments will be filled.

#### Reprinting EIRs or Vouchers

Please be reminded of the importance to keep your EIR and vouchers as a \$35 fee will be applicable for a reprint. EIRs are required as part of the dispute process.

## TERMINAL GATE EFFICIENCY PROGRAM

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### DP World Reports

#### Two Terminal Gate Compliancy Initiative (TGEP) reports are available:

- Detailed Report - provides detailed information by appointment for the selected month
- Summary Report - provides a daily summary for the selected month

The reports include data up to the end of the previous business day i.e. same day or live information is not included. Use the appointment booking systems to monitor the current day's transactions.

#### Accessing the TGEP Reports

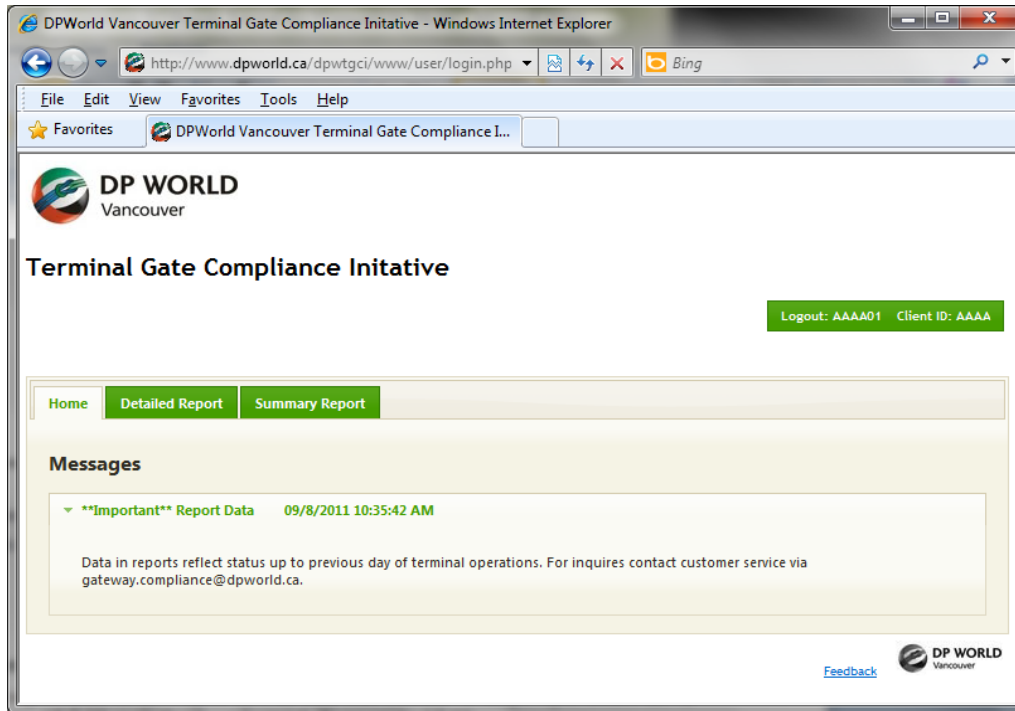
1. Start your internet browser and navigate to the following URL:  
**<http://www.dpworld.ca/dpwtgci>**
2. The Terminal Gate Compliance Initiative login window will appear.



3. Enter the login credentials you have been provided. Note that these fields are **case-sensitive**.
  - a. Client ID – 3 or 4 character Company code
  - b. Username – same user id used for accessing the DP World Vancouver portal
  - c. Password – same password used for accessing the DP World Vancouver portal
4. Click **Submit**.

## TERMINAL GATE EFFICIENCY PROGRAM

- The report interface loads up and the **Home** tab is displayed by default. The **Home** tab is where messages from the Terminal will be displayed.



- Click on the **Detailed Report** or **Summary Report** tab to access the desired report form.

### Logging Off

- To log out, click on the green **Logout** button in the top right corner.

Logout: AAAA01 Client ID: AAAA

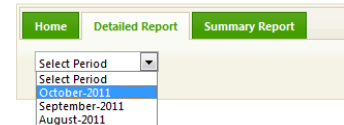
- You will be returned to the main login page.

## TERMINAL GATE EFFICIENCY PROGRAM

### The Report Form

The data is grouped by calendar month.

Both reports require the user to select the month from the drop-down list. Once the desired month has been selected, the report will be generated.

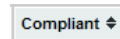


### Navigating the Reports

#### Sort Data

The double up/down arrows in each column heading indicates that the data can be sorted using the contents of the column.

Simply click on the column heading to sort. The column heading will change to a blue colour to indicate that the data is being sorted using the data in that specific column. Each time the column heading is clicked, it will reverse the sort order of the contents.



When the arrow is pointing up, the contents are being sorted in ascending order.



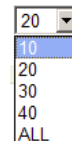
When the arrow is pointing down, the contents are being sorted in descending order.



#### Set Number of Records per Page

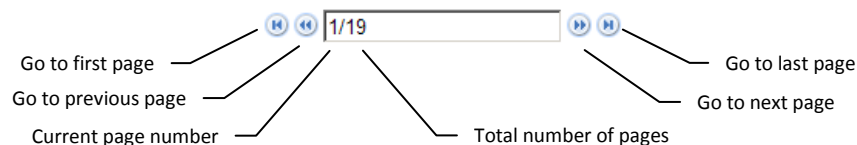
The default number of records shown is 20.

To change the number of records shown use the scroll bar to navigate to the bottom of the grid and use the drop box to select the desired number of records.




#### Navigate Multiple Pages

When the data spans multiple pages use the page navigation controls to move through each page. The navigation controls are found at the bottom of the data grid.



#### Print

Click the  [Print View](#) option to open a new window that displays the data in a single page. This can now be sent to your printer.

## TERMINAL GATE EFFICIENCY PROGRAM

### Detailed Report

The Detailed Report provides appointment-specific details for the selected month. The monthly totals are also provided at the top of the report.

The screenshot shows a web browser window displaying the 'Terminal Gate Compliance Initiative' report. At the top right, there is a green 'Logout' button. Below it are navigation tabs for 'Home', 'Detailed Report', and 'Summary Report'. A month selector is set to 'September 2011', and a 'Print View' option is available. A summary table shows the following data for September 2011:

Reporting Period	Company	% Compliance	Total Booked	Vouchers	Voids	Net secured	Filled Appt.	Cancelled	No Show
September 2011	AAAA	97.59	374	0	0	374	365	2	7

Below the summary is a detailed appointment table with columns: No#, Appt. Date, Appt. Time, Appt. Num, Status, Created Date/Time, Changed Date/Time, Interchange, Appt. Type, Booking/Release, Container No., Sz/Tr, Ltr, Trucking Co., Truck No., and Compliance. The table lists various appointments with their respective details and status (e.g., FILLED, CANCEL, EXPORT Drop-Off).

Logout button

Report tabs

Month selector

Print View option

Month Summary

Appointment details

The **Note** column uses the following legend:

Icon	Explanation
	Appointment record is omitted.
	Appointment record has a voucher applied.
	Appointment record has been made void.



## TERMINAL GATE EFFICIENCY PROGRAM

### Summary Report

The Summary Report provides daily totals for the selected month. The monthly totals are also provided at the top of the report.

Logout button

Report tabs

Month selector

Print View option

Month Summary

Daily details

Page navigation controls

Set number of records to display

Reporting Period	Company	% Compliance	Total Booked	Vouchers	Voids	Net secured	Filled Appt.	Cancelled	No Show
September 2011	AAAA	97.59	374	0	0	374	365	2	7

Appt. Date	% Compliance	Secured Appointments	Vouchers	Voids	Net Secured	Filled	Cancelled	No Show
01-Sep	100.00	17	0	0	17	17	0	0
02-Sep	100.00	10	0	0	10	10	0	0
06-Sep	100.00	21	0	0	21	21	0	0
07-Sep	100.00	22	0	0	22	22	0	0
08-Sep	85.71	14	0	0	14	12	0	2
09-Sep	94.74	19	0	0	19	18	0	1
12-Sep	87.50	16	0	0	16	14	2	0
13-Sep	100.00	28	0	0	28	28	0	0
14-Sep	93.33	45	0	0	45	42	0	3
15-Sep	100.00	23	0	0	23	23	0	0

## TERMINAL GATE EFFICIENCY PROGRAM

### 12. GCT Canada -Specific Information

#### Arrival at the Terminal

Once a transaction is started at the pedestal, the truck is deemed to have arrived at the Terminal.

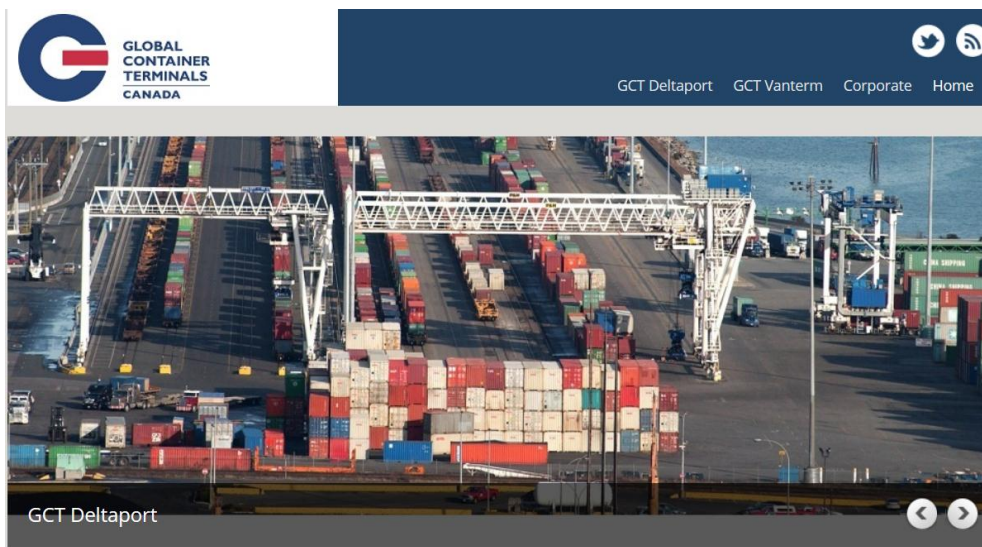
#### GCT Reports

Reports are available for both Deltaport and Vanterm:

- Deltaport and Vanterm Web Access – provides live detailed information for all appointments

#### Accessing the Deltaport and Vanterm Reports

1. Start your internet browser and navigate to <http://www.globalterminalsCanada.com>



#### Gate Schedule

Current Gate Schedule - Subject to change without notice

Date	Deltaport Graveyard	Deltaport Day	Deltaport Evening	Vanterm Graveyard	Vanterm Day	Vanterm Evening
Mon Jan 26	closed	08:00-15:59	17:00-23:59	closed	08:00-15:59	17:00-23:59
Tue Jan 27	closed	08:00-15:59	17:00-23:59	closed	08:00-15:59	17:00-23:59
Wed Jan 28	closed	08:00-15:59	17:00-23:59	closed	08:00-15:59	17:00-23:59
Thu Jan 29	closed	08:00-15:59	17:00-23:59	closed	08:00-15:59	17:00-23:59
Fri Jan 30	closed	08:00-15:59	17:00-23:59	closed	08:00-15:59	17:00-23:59
Sat Jan 31	closed	08:00-15:59	closed	closed	closed	closed
Sun Feb 01	closed	closed	closed	closed	08:00-15:59	closed

As a reminder, please ensure all reservations are in good order prior to arrival at the Terminals.

## TERMINAL GATE EFFICIENCY PROGRAM

### 2. Navigation > Select Deltaport or Vanterm: Web Services (redirect)

Sat Mar 15	closed	closed	closed	closed
Sun Mar 16	closed	closed	closed	closed

As a reminder, please ensure all reservations are in good order prior to arrival at the Terminals.

#### TSI Email Notifications

Submitted by [crandall](#) on Fri, 2014-01-03 10:48

Effective Wednesday, January 8th, TSI email notifications will be received from the following account: [tsicomunications@tsi.bc.ca](mailto:tsicomunications@tsi.bc.ca).

Please adjust your email filters accordingly.

To continue to receive updates for TSI gates, ERD changes, announcements and terminal updates, please follow the steps in the below PDF to subscribe to TSI's mailing lists:

PDF Download <http://www.tsi.bc.ca/node/451/attachment/newest>

[Read more](#) 369 reads

#### New Posting - Customer Solutions Representative

Submitted by [admin](#) on Fri, 2014-02-21 10:56

We have a new posting up for a Customer Solutions Representative.

If you are interested in applying, please do so via <http://www.tsi.bc.ca/content/careers>

[Read more](#) 377 reads

#### New Postings - Superintendent, Maintenance (Electrical)

Submitted by [admin](#) on Wed, 2014-02-12 16:17

We have a new posting up for a Superintendent, Maintenance (Electrical)!

If you are interested in applying, please do so via <http://www.tsi.bc.ca/content/careers>

[Read more](#) 377 reads

#### IMPORT CONTAINER INQUIRY

[Submit an IMPORT container inquiry](#)

#### NAVIGATION

- ▼ [Deltaport](#)
  - [Web Services \(redirect\)](#)
  - [Vessel Schedule](#)
  - [Reservation Availability](#)
  - ▶ [Cameras](#)
  - [PMV Gate Time Estimates](#)
- ▼ [Vanterm](#)
  - [Web Services \(redirect\)](#)
  - [Vessel Schedule](#)
  - [Reservation Availability](#)
  - ▶ [Cameras](#)
  - [PMV Gate Time Estimates](#)
- ▼ [Customer Solutions](#)
  - [Important Files](#)
  - [Empty Acceptance](#)
  - [Truck Service Center](#)
  - [E-mail Lists](#)
  - ▶ [Ocean Carrier Secure Reporting](#)
  - ▶ [Add content](#)

#### TWITTER

[Tweets](#)

[Follow](#)

### 3. A new window will appear. Use your GCT WebAccess login.



**Remote Access Logon for Global Container Terminals Canada**

Username:

Password:

Global Container Terminals Canada

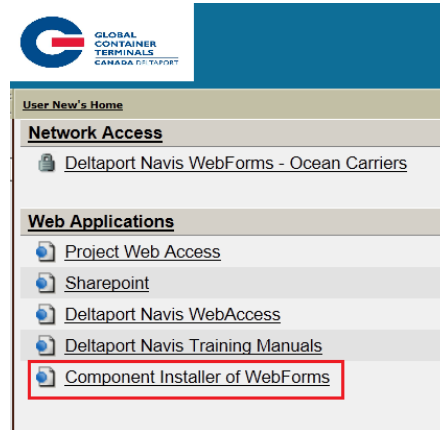
Use of this portal is monitored.

Failure to comply with GCT's terms and conditions of use may result in loss of terminal access privileges and/or other actions as deemed necessary to ensure proper operation of this service.

## TERMINAL GATE EFFICIENCY PROGRAM

4. Click **Logon**.
5. To navigate into WebAccess, click on **Deltaport Navis Web Access** or **Vanterm Navis Web Access**.

Note: Navis WebAccess GCT Trucker's Manual is available on GCT website Important Documents.



6. A new window will appear.
7. Carriers will automatically be logged into WebAccess **Today** page



**Note:** The top left will advise **Global Container Terminals Canada Deltaport** or **Global Container Terminals Vanterm** for the respective terminals appointment system.

## TERMINAL GATE EFFICIENCY PROGRAM

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Note: If you require a User ID, please contact our helpdesk at: [helpdesk@globalterminals.com](mailto:helpdesk@globalterminals.com)

### View Appointments

- To view appointments, go to **WebAccess>Gate>View Appointments**



The following window will open.



- Click on the **Add** button to create a report. A Query Criteria window will open.

Query Criteria

Criteria Columns Sort

Report Name	<input type="text"/>	Records Per Page	<input type="text"/>
Visit Id	<input type="text"/>	Appointment Id	<input type="text"/>
Trucking Company	<input type="text"/> ▼	Status	<input type="text"/> ▼
Start Date	<input type="text"/> 📅	End Date	<input type="text"/> 📅
Appointment Type	<input type="text"/> ▼	Category	<input type="text"/> ▼
Truck Id	<input type="text"/> ▼	Driver Id	<input type="text"/> ▼
BL/Booking/EDO	<input type="text"/>	Equipment Id	<input type="text"/>

The report can be tailored depending on the type of information the user is looking for.

*If the report is one which is going to be used on a regular basis, the criteria can be selected and saved with a report name so it can be used over and over again. Once the criteria is captured, the Save and Execute button should be selected. If a Report Name has not been entered, the system will prompt the user to enter one. If the report is only going to be used once, the user only needs to select the Execute button and the report will be generated.*

## TERMINAL GATE EFFICIENCY PROGRAM

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There are 3 tabs which allow the user to customize the report:

- A. The **Criteria** tab displays the basic search criteria for your search. It also includes a field for setting the number of lines each result page will show.

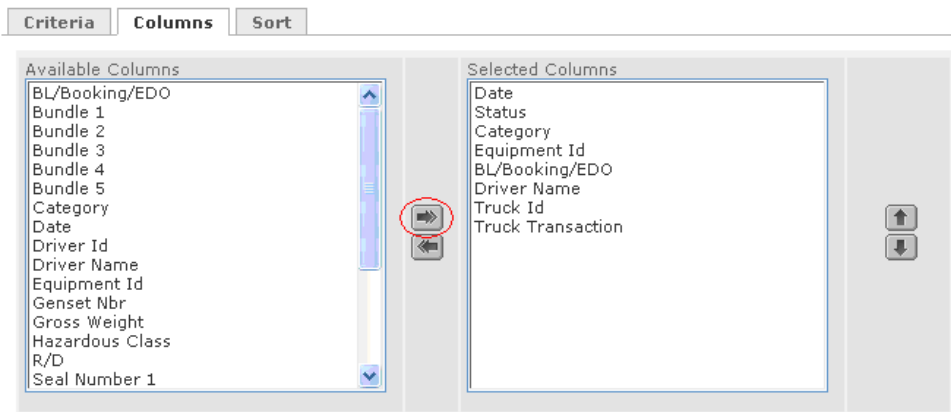
Criteria	Columns	Sort
Report Name	<input type="text"/>	Records Per Page <input type="text"/>
Visit Id	<input type="text"/>	Appointment Id <input type="text"/>
Trucking Company	<input type="text"/> ▼	Status <input type="text"/> ▼
Start Date	<input type="text"/> 📅	End Date <input type="text"/> 📅
Appointment Type	<input type="text"/> ▼	Category <input type="text"/> ▼
Truck Id	<input type="text"/> ▼	Driver Id <input type="text"/> ▼
BL/Booking/EDO	<input type="text"/>	Equipment Id <input type="text"/>
Gate Entry Mode	<input type="text"/> ▼	

- i. Enter the criteria required for the report. If you enter no criteria, all appointments will be generated when you run the query.
- ii. Enter a unique **Report Name** on the on the **Criteria** tab.

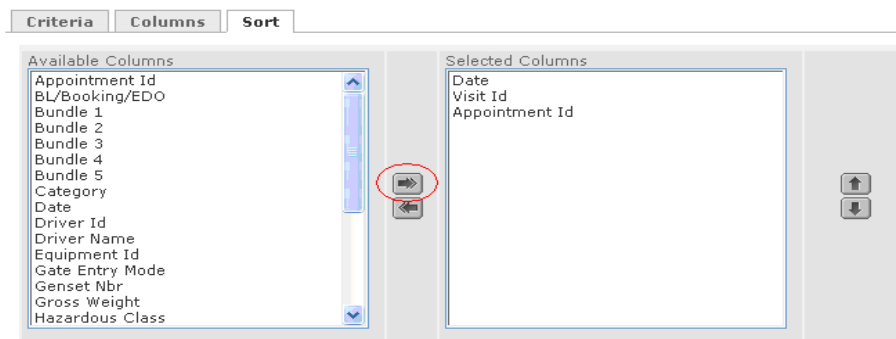
*If you only plan to run this search once (for example, you are searching for a single specific **Visit ID** or **Appointment ID**), you do not need to include a **Report Name**. However, you must include a name if you intend to save the search for later use. Be sure to give the search a unique as the system has only one data base for Report Names. If two people attempt to enter a report with the same name, only one will be able to. To avoid this and to keep your report names unique, you may want to start or end each Report Name with your initials or company name. Please note that although the data base for the report names is shared, no one else has access to your report templates.*

## TERMINAL GATE EFFICIENCY PROGRAM

- B. The **Columns** tab allows you to determine which fields will be displayed for your query results, and the order of the columns.
- i. Click the **Columns** tab to view the column layout for the search results.



- ii. The Selected Columns field displays the default columns and their order, with the top column appearing at the left side of the Query Results page and the bottom column at the right of the page.
- To add a column to the Query Results page: select it in the Available Columns field and use the right-arrow button to move it to the Selected Columns field.
  - To remove a column from the Query Results page: select it in the Selected Columns field and use the left-arrow button to move it to the Available Columns field.
- C. To move a column left or right on the Query Results page: select it in the Selected Columns field and use the up and down buttons on the right side of the tab to move it.
- D. The **Sort** tab allows you to determine a multiple-level sort for the results.





## TERMINAL GATE EFFICIENCY PROGRAM

i. Click the **Sort** tab to view the sort scheme in Selected Columns field.

*The top column represents the first sort, the second column represents the sort within the blocks of records produced by the first level of the sort, etc. For example, sorting by date alone results in large blocks of records all with the same date, subsequently sorting by Visit ID organizes the records for each date by Visit ID.*

Date columns are sorted in descending order (most recent date at the top), and the other columns are sorted in ascending order (lowest value at the top).

- To add a sort level to the Query Results page: Select the field you want to sort by in the Available Columns field and use the right-arrow button to move it to the Selected Columns field.
- To remove a sort level from the Query Results page: Select the field you want to sort by in the Selected Columns field and use the left-arrow button to move it to the Available Columns field.
- To change the sort order: Select the field you want to sort by in the Selected Columns field and use the up and down buttons on the right side of the tab.

Once the criteria, columns and sort details have been selected, the report is ready to be generated.

- Click the **Execute** button and the report will be generated
- OR
- Click the **Save and Execute** button to save the report for later use.

Query Result

Search Result											
VISIT ID	APPT NBR	GATE ENTRY MODE	DATE	STATUS	R/D	CATEGORY	EQUIPMENT ID	BL/BOOKING/EDD	DRIVER NAME	TRUCK ID	TRUCK TRANSACTION
422	1518		16-JAN-2007	CANCEL	R	E					
	1519		16-JAN-2007	CANCEL	R	E					
	1520		16-JAN-2007	CANCEL	D	M					
	1521		16-JAN-2007	CANCEL	D	I					
423	1522		16-JAN-2007	CANCEL	R	E					
	1523		16-JAN-2007	CANCEL	R	E					
	1524		16-JAN-2007	CANCEL	D	M					
	1525		16-JAN-2007	CANCEL	D	I					
424	1526	AUTO	16-JAN-2007	MADE	R	E	CMAS6391005	CAN222111			
	1527	MANUAL	16-JAN-2007	MADE	R	E		CHICU00042			
	1528	AUTO	16-JAN-2007	MADE	D	M		EVRDEPOT			
	1529	AUTO	16-JAN-2007	MADE	D	I	TGHU2427998	102600012797			
425	1530	AUTO	16-JAN-2007	MADE	D	I	CPSU1891036				

Excel PDF

Previous Items 1 - 13 Next

Move Appointments  
Swap Appointments



After the report is generated, it can be extracted into an Excel spreadsheet or a PDF file by clicking on the icon at the top of the report.



## TERMINAL GATE EFFICIENCY PROGRAM

### Appendix A – Sample Invoices

#### DP World Sample Invoice – Page 1

 <p>DP WORLD (CANADA) INC. 777 Centennial Road Vancouver, B.C. V6A 1A3 Canada Tel: (604) 255-5151 - Fax: (604) 253-5531</p>		<p>Invoice #: CI00002182 Please Remit To: <b>DP WORLD (Canada) Inc.</b> 777 Centennial Road Vancouver, B.C. V6A 1A3 Canada Wire To: <b>HSBC Bank Canada</b> Transit # 10020 Acct. 550464-001 HST No. 863422028 RT0001</p>	
		Page 1 of 2	
AAAA COMPANY		Account #: AAAA	
Period: 2011-10-01 - 2011-10-31		Created: 2011-11-02	
		Due: 2011-12-02	
<b>Item</b>	<b>Qty</b>	<b>Rate</b>	<b>Amount</b>
Terminal Gate Compliance Initiative Fee	1	\$0.00	\$0.00
<b>TOTAL</b>			<b>\$0.00</b>
<b>TRIAL INVOICE - DO NOT PAY</b>			
 <h1 style="margin: 0;">DP WORLD</h1> <h2 style="margin: 0;">Vancouver</h2>			
<p>PAYMENT TERMS ARE 30 DAYS FROM DATE OF INVOICE. PLEASE ALLOW 2 DAYS FOR PAYMENT PROCESSING.</p> <p>A COMPLETION INCENTIVE OF UP TO 5% OF NET SECURED APPOINTMENTS HAS BEEN APPLIED TO THE AMOUNT ON THIS INVOICE.</p> <p>IT IS THE CUSTOMER'S RESPONSIBILITY TO SUBMIT ANY INVOICE DISPUTES ELECTRONICALLY TO GATEWAY.COMPLIANCE@DPWORLD.CA WITHIN 10 DAYS OF THE INVOICE DATE. ALL DISPUTED AMOUNTS MUST BE PAID IN FULL WITHIN THE PAYMENT TERMS. ANY DISPUTED AMOUNTS WHICH ARE FOUND TO BE BILLED IN ERROR WILL BE CREDIT TO THE NEXT STATEMENT. CUSTOMERS WITH OVERDUE INVOICES WILL BE DENIED ACCESS TO THE TERMINAL AND TERMINAL SYSTEMS UNTIL PAYMENT IS REMITTED.</p>			



## TERMINAL GATE EFFICIENCY PROGRAM

### DP World Sample Invoice – Page 2

	Account #:	AAAA	
	Invoice #:	CI00002182	
	Period:	2011-10-01 - 2011-10-31	
Terminal Gate Compliance Initiative - Invoice Report			
Page 2 of 2			
	Units	Rate	Amount
Secured Appointments	387		
Less: vouchers	4		
Less: voided	0		
NET SECURED APPOINTMENTS	383	\$25.00	\$9575.00
FILLED APPOINTMENTS	366	(\$25.00)	(\$9150.00)
CANCELLED	7		
NO SHOW	10		
COMPLETION INCENTIVE	17	(\$25.00)	(\$425.00)
<b>Total payable (CDN)</b>			<b>\$0.00</b>



## TERMINAL GATE EFFICIENCY PROGRAM

### GCT Canada LP Sample Invoice – Page1

	<b>GLOBAL CONTAINER TERMINALS CANADA</b> <small>GCT Canada Limited Partnership          1285 Franklin Street          Vancouver, BC, Canada V6A 1J9          globalterminalscanada.com</small>	Invoice No.: <b>GAT1234567</b>											
<b>TO:</b> Sample Trucking Co. 2 Roberts Bank Road Delta, B.C., V4M 4G5 Attention: Owner (1-888-342-3385)		<b>ENQUIRIES:</b> <b>BILLING:</b> billing-can@globalterminals.com <b>COLLECTIONS:</b> ar-can@globalterminals.com +1 604 267 5288 <b>GENERAL:</b> +1 604 267 5200 <b>FAX:</b> +1 604 267 5326											
<b>DATE:</b> 04 DEC 2014	<b>VESSEL:</b>	<b>VOYAGE:</b>	<b>FILE NO.:</b>	<b>SOURCE REF:</b> 201411cr101010									
<p style="text-align: right;">Date work commenced: Nov 01 Date work completed: Nov 30</p> <p>Description of work performed: TERMINAL GATE EFFICIENCY FEE - VANTERM</p> <p>PAYMENT TERMS ARE 30 DAYS FROM DATE OF INVOICE. PLEASE ALLOW 2 DAYS FOR PAYMENT PROCESSING.</p> <p>IT IS THE CUSTOMER'S RESPONSIBILITY TO SUBMIT ANY INVOICE DISPUTES ELECTRONICALLY TO GATEWAYCOMPLIANCE@GLOBALTERMINALS.COM WITHIN 10 DAYS OF THE INVOICE DATE. CUSTOMERS WITH OVERDUE INVOICES WILL BE DENIED ACCESS TO THE TERMINAL AND TERMINAL SYSTEMS UNTIL PAYMENT IS REMITTED.</p> <p><b>SUBMIT DISPUTES/ENQUIRIES TO: GATEWAYCOMPLIANCE@GLOBALTERMINALS.COM</b></p> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">REV. CODE</th> <th style="text-align: left;">SPECIAL CHARGES</th> <th style="text-align: right;">TOTAL</th> </tr> </thead> <tbody> <tr> <td>709798</td> <td>Day Gate Fee Appointments</td> <td style="text-align: right;">\$800.00</td> </tr> <tr> <td>709798</td> <td>Extended Gate Fee Appointments</td> <td style="text-align: right;">\$50.00</td> </tr> </tbody> </table> <p style="text-align: right; margin-top: 20px;">Total Invoice (CDN) <span style="float: right;">\$850.00</span></p> <p style="text-align: center;">Disputes/discrepancies to be brought to our attention immediately.</p>					REV. CODE	SPECIAL CHARGES	TOTAL	709798	Day Gate Fee Appointments	\$800.00	709798	Extended Gate Fee Appointments	\$50.00
REV. CODE	SPECIAL CHARGES	TOTAL											
709798	Day Gate Fee Appointments	\$800.00											
709798	Extended Gate Fee Appointments	\$50.00											
<b>INTEREST:</b> Interest charged at 1.5% per month on overdue accounts	<b>GCT Canada Limited Partnership</b> 1285 Franklin Street Vancouver, BC, Canada V6A 1J9	<b>GST #</b> <b>83525 5597 RT0001</b> <b>CUSTOMER#</b> <b>1010</b>											
This invoice is for services provided to you by TSI Terminal Systems Inc or by GCT Canada GP LLC as general partner for GCT Canada Limited Partnership at GCT Vanterm or GCT Deltaport. This invoice is governed by and payable in accordance with your Terminal Services Agreement. In the absence of such an agreement, this invoice is governed by and payable in accordance with our Terminal Services Tariff that was in effect on the date of service and is also available on our website at globalterminalscanada.com		Invoice No.: <b>GAT1234567</b>											



## TERMINAL GATE EFFICIENCY PROGRAM

### GCT Canada LP Sample Invoice – Page 2 Day Appointments



#### Gate Appointment Compliance Summary Report

Carrier : SAMP - Sample Trucking Co.

ReportID: CYS-032a VP135

Date : Nov 2014

Run Date: 04 DEC 2014

Terminal: VANTERM

Run Time: 03:03:56 PM

Cancellation deadline for Day:1 day(s) prior at 12:00, Night:0 day(s) prior at 09:00

#### Day Appointments

Date	Secured	Non-Bill Cancel	Net Secured	Filled	Cancel/ Unused	Vouchers	Days Waived
03-Nov-2014	2	1	1	1	0	0	0
05-Nov-2014	1	1	0	0	0	0	0
07-Nov-2014	3	3	0	0	0	0	0
10-Nov-2014	4	1	3	3	0	0	0
12-Nov-2014	2	2	0	0	0	0	0
13-Nov-2014	10	2	8	8	0	0	0
14-Nov-2014	1	0	1	1	0	0	0
18-Nov-2014	0	0	0	0	0	0	0
19-Nov-2014	2	0	2	1	1	1	0
20-Nov-2014	1	0	1	1	0	0	0
21-Nov-2014	0	0	0	0	0	0	0
22-Nov-2014	0	0	0	0	0	0	0
26-Nov-2014	1	0	1	1	0	0	0
27-Nov-2014	1	1	0	0	0	0	0
28-Nov-2014	1	1	0	0	0	0	0
<b>Total</b>	<b>29</b>	<b>12</b>	<b>17</b>	<b>16</b>	<b>1</b>	<b>1</b>	<b>0</b>

Canceled/unused for a day which is waived will appear ONLY under Days Waived, even if they are vouchered.

Vouchers for SAMP

Date	Voucher No
19-NOV-14	2438909



## TERMINAL GATE EFFICIENCY PROGRAM

### GCT Canada Sample Invoice – Page 3 Night/ Weekend/ Graveyard Appointments



#### Gate Appointment Compliance Summary Report

Carrier : SAMP - Sample Trucking Co.

ReportID: CYS-032a VP135

Date : Nov 2014

Run Date: 04 DEC 2014

Terminal: VANTERM

Run Time: 03:03:56 PM

Cancellation deadline for Day:1 day(s) prior at 12:00, Night:0 day(s) prior at 09:00

#### Night/Weekend/Graveyard Appointments

Date	Secured	Non-Bill Cancel	Net Secured	Filled	Cancel/ Unused	Vouchers	Days Waived
03-Nov-2014	0	0	0	0	0	0	0
05-Nov-2014	0	0	0	0	0	0	0
07-Nov-2014	0	0	0	0	0	0	0
10-Nov-2014	0	0	0	0	0	0	0
12-Nov-2014	0	0	0	0	0	0	0
13-Nov-2014	1	1	0	0	0	0	0
14-Nov-2014	2	0	2	1	1	0	0
18-Nov-2014	1	0	1	1	0	0	0
19-Nov-2014	0	0	0	0	0	0	0
20-Nov-2014	0	0	0	0	0	0	0
21-Nov-2014	2	0	2	2	0	0	0
22-Nov-2014	2	1	1	1	0	0	0
26-Nov-2014	0	0	0	0	0	0	0
27-Nov-2014	1	1	0	0	0	0	0
28-Nov-2014	2	2	0	0	0	0	0
<b>Total</b>	<b>11</b>	<b>5</b>	<b>6</b>	<b>5</b>	<b>1</b>	<b>0</b>	<b>0</b>



## TERMINAL GATE EFFICIENCY PROGRAM

### GCT Canada Sample Invoice – Page 4 Summary Report



#### Gate Appointment Compliance Summary Report

Carrier : SAMP - Sample Trucking Co.

ReportID: CYS-032a VP135

Date : Nov 2014

Run Date: 04 DEC 2014

Terminal: VANTERM

Run Time: 03:03:56 PM

Cancellation deadline for Day:1 day(s) prior at 12:00, Night:0 day(s) prior at 09:00

Day Appointments	Units	Rate	Total
Secured Appointments	29		
Less: Non-Billable Cancellations	12		
Net Secured Appointments	17		
Filled Appointments	16	50.00	800.00
Less: Vouchers	0	-50.00	0.00
Cancel/Unused Appointments	1	50.00	50.00
Less: Vouchers	1	-50.00	-50.00
Less: Days Waived	0	-50.00	0.00
<b>Total Payable</b>			<b>800.00</b>

Night/Weekend/Graveyard Appointments	Units	Rate	Total
Secured Appointments	11		
Less: Non-Billable Cancellations	5		
Net Secured Appointments	6		
Filled Appointments	5	.00	0.00
Less: Vouchers	0	.00	0.00
Cancel/Unused Appointments	1	50.00	50.00
Less: Vouchers	0	-50.00	0.00
Less: Days Waived	0	-50.00	0.00
<b>Total Payable</b>			<b>50.00</b>

#### Reading the Invoice Calculation

Secured Appointments	All appointments secured by trucking company; includes non-billable cancellations, filled, cancelled/unused, vouchered and days waived appointments.
Less: Non-Billable Cancellations	Appointments which were cancelled prior to the cancellation deadline.
Net Secured Appointments	Secured Appointments minus non-billable cancellations.
Filled Appointments	Total Filled Appointments
Cancelled/Unused Appointments	The number of billable cancelled or missed appointments.
Less: Vouchers	Appointments which received a voucher.
Less: Days Waived	Appointments which were waived; applies to cancel/unused appointments.





## TERMINAL GATE EFFICIENCY PROGRAM

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### Gate Compliance Initiative Contact Information



**DP WORLD**  
Vancouver

[gateway.compliance@dpworld.ca](mailto:gateway.compliance@dpworld.ca)



**GLOBAL  
CONTAINER  
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