



August 18, 2014

**Subject:** Message to the community regarding appointment windows

Good Morning,

As communicated to all stakeholders on July 1<sup>st</sup>, the terminal will continue to honour a 2 hour appointment window. In recent weeks we have seen a large increase of trucks arriving very early for their reservations especially on the afternoon shift.

In order for the terminal to keep fluid and prevent wait times for drivers we need trucks to arrive within appointment windows.

So that we are clear as to what the appointment windows are at DP World please see attached.

The port will be checking reservations at time of entry (Clark and Commissioner ) to confirm that drivers are within the appointment time. If early or late they will be refused entry.

We anticipate our gate to be very busy this week and greatly appreciate your efforts to assist us to maintain a fluid gate. If at any time we can increase appointments we will do so through the system. Please refrain from calling customer service for assistance with reservations.

Regards,  
DP WORLD VANCOUVER



# DP WORLD

Vancouver

No.	PortEntryAllow	PortEntryReject	Appt Time	Terminal Allow	Terminal Reject
	7:00	8:45	<b>7:30</b>	7:00	9:00
1	7:30	9:15	<b>8:00</b>	7:30	9:30
2	8:00	9:45	<b>8:30</b>	8:00	10:00
3	8:30	10:15	<b>9:00</b>	8:30	10:30
4	9:00	10:45	<b>9:30</b>	9:00	11:00
5	9:30	11:15	<b>10:00</b>	9:30	11:30
6	10:00	11:45	<b>10:30</b>	10:00	12:00
7	10:30	12:45	<b>11:00</b>	10:30	13:00
8	11:00	13:15	<b>11:30</b>	11:00	13:30
9	MEAL BREAK				
10	12:30	14:15	<b>12:30</b>	12:30	14:30
11	12:30	14:15	<b>13:00</b>	12:30	14:30
12	13:00	14:45	<b>13:30</b>	13:00	15:00
13	13:30	15:15	<b>14:00</b>	13:30	15:30
14	14:00	15:45	<b>14:30</b>	14:00	16:00
15	14:30	16:45	<b>15:00</b>	14:30	17:00
16	15:00	17:15	<b>15:30</b>	15:00	17:30
17					
18					
19	16:30	18:15	<b>17:00</b>	16:30	18:30
20	17:00	18:45	<b>17:30</b>	17:00	19:00
21	17:30	19:15	<b>18:00</b>	17:30	19:30
22	18:00	19:45	<b>18:30</b>	18:00	20:00
23	18:30	20:15	<b>19:00</b>	18:30	20:30
24	19:00	21:15	<b>19:30</b>	19:00	21:30
25	19:30	21:45	<b>20:00</b>	19:30	22:00
26	MEAL BREAK				
27	21:00	22:45	<b>21:00</b>	21:00	23:00
28	21:00	22:45	<b>21:30</b>	21:00	23:00
29	21:30	23:15	<b>22:00</b>	21:30	23:30
30	22:00	23:45	<b>22:30</b>	22:00	23:59
31	22:30	0:00	<b>23:00</b>	22:30	23:59
32	23:00	0:00	<b>23:30</b>	23:00	23:59