

PEAK SEASON GUIDE

FOR INDUSTRY

Issued by the WA Port Operations Task Force and Fremantle Ports



WESTERN AUSTRALIAN PORT OPERATIONS TASK FORCE

Peak Season Check List

Top things you can be doing this peak season:

Speak with your customers about: <ol style="list-style-type: none">1. Ordering early2. Allowing access to their premises after-hours	4-5
Take advantage of stack efficiency options at the container terminals - tagged runs, pick lists, stack runs	6-10
Organise your ECP slots in advance	11
Use after-hours slots at ECPs and container terminals - substantially lower and more predictable TTT	11
Arrive on time at ECPs - e.g. half an hour before and one hour after the notification at Qube (any later and there is a strong likelihood you will be turned away)	11
Let the park know in time if you are early and must get in, or if the customer has given you the wrong box, otherwise they may not let you in ... but keep this to a minimum	11
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This guide has been developed to assist importers, exporters, transport operators and other landside supply chain operators in managing the busy peak season and provides some useful information that can also be used to educate customers about their role in this peak season.

Background

A dramatic rise in container trade in December 2011 caused major delays, disruptions and costs to industry with the supply chain finding it difficult to handle such significant volumes. Since then there has been a strong positive response from all parties in the logistics and import industry to manage volumes more efficiently in the lead up to and throughout the peak season.

While trade volumes may have dropped since the height of the mining boom, peak volumes are still higher than those of 2011. It is not the time to be complacent.

As well as some general principles that can be applied, this document includes detailed information about the benefits and practicalities of:

- Ordering early
- After-hours access to customer premises
- Stack efficiency options at container terminals - tagged/stack runs
- Notifying early to ensure you get your ContainerChain notifications
- Benefitting from extended empty park hours
- Using eGate
- Staging to ensure on time delivery
- Using rail and avoiding congestion at the port precinct
- Truck sharing
- Reusing import containers for exports and visa versa through triangulation
- Applying for detention relief
- Being aware of Christmas/New Year period operating hours.

General Principles

All those involved in the sea freight supply chain need to understand what part they can play in ensuring the efficient movement of containers in the lead up to and during the peak season.

Some general principles:

- ***Early ordering and planning***

Talk to your clients about the benefits of ordering stock early, before the peak season. Find out what their requirements and volumes will be in advance so that you and your clients can be prepared and begin planning.

- ***After-hours access to customer premises***

Although your customers may not be open late, speak to them about obtaining access to their premises without them being there. This may be in the form of keys or security codes.

- ***Using out-of-peak periods during the day at the terminals and ECPs***

Consider booking slots later in the day to avoid the peak rush.

- ***Detention free periods, shipping lines' peak season detention policies and detention relief***

Ensure your customers are aware of these. It is the importers' responsibility to communicate with their shipping lines.

- ***Tagged or stack runs***

Bulk movements with superior turnaround times and no slot worries.

- ***Notifying early for ContainerChain slots***

As competition for notifications increases, the need to plan ahead is crucial. Speak to your customers about the importance of the correct container number and ensuring it is unpacked when it is meant to be. Advanced notice from importers should help with planning desires.

- ***ECP extended hours***

Take advantage of the extended hours at Qube Central, QCP and ICS and the reduced turnaround times. Extended hours at the Qube parks provide a greater opportunity for two-way loads to and from the port precinct during off-peak periods. Qube has also stated that if it is operating during the night (bulk runs) other carriers may be able to access the park and use resources for their own bulk runs.

Speak to your customers about how they can help

Early Planning

- Encourage your customers to **order early**.
- Discuss with them their volumes and requirements over the peak season including when they will be open to receive their cargo.

Traders have taken notice of peak season warnings in recent years. As a result, the peak of trade shifted from unsustainable December delivery expectations to significantly more manageable October/November deliveries. This small change in ordering by traders has enabled transport companies to meet clients' Christmas delivery requirements more easily.

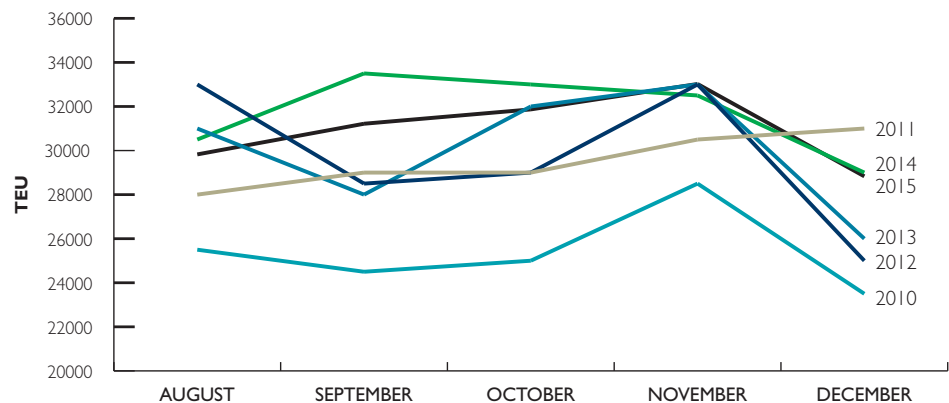
Despite the success of the past few peak seasons, 2015 and 2016 statistics show that some traders are drifting back to demanding December deliveries.

The graph below shows the continuing development of the import container trade over recent years and the spread of arrivals over the lead-up to the peak season. It shows that the total numbers of December containers in 2014 and 2015 were nearly as high as the levels experienced in the difficult 2011 season.

Importers should begin their preparation now and talk to suppliers about getting goods early.

Importers should also be aware of the possible delays surrounding the Chinese New Year.

Full Import TEU Trade - Peak Season



After-hours and holiday access to customers' premises

Importers should consider operating staggered hours, or opening later and running later during the peak season. If this can't be achieved, transport operators should consider speaking to their customers about obtaining access to the premises without them being there. This may be in the form of keys or security codes.

Although many importers are not available to receive containers between Christmas and New Year, the major sites at the port continue their operations and containers continue to be imported. To avoid unnecessary storage costs, importers who have containers coming in during this period must remember to plan the pick up and return of containers. Importers need to be aware of their shipping lines' detention-free periods, particularly over Christmas and New Year.

Benefits:

- Reduced cost to the importer as staging may not be required
- Reduced risk of delays at container terminals (and associated costs)
- Early container delivery - e.g. delivered a day earlier, increasing the chance of being able to unpack and dehire the container within the free time (reduced risk of container detention and associated costs)
- Guaranteed delivery time
- Reduced cost of personnel - staff may not be required to be on-site waiting for container delivery; it can be available at the start of business after evening/night delivery has occurred.



Stack Efficiency Options

DP World

Stack runs and pick lists

DPW now offers a number of options to enable carriers to achieve faster access to import containers, including pick lists and stack run functionality which allows two-way (dual) moves.

A number of transport operators are currently taking advantage of these services with improved truck turn times, and better use of vehicles.

Stack runs

DPW offers full and empty stack runs, both in and out of the terminal. The company now also offers the versatility of stack run out moves combined with stack run in movements, allowing two-way or dual running.

There are real advantages in using the stack run functionality:

- Stack runs require no booking, thus avoiding the 'mad minute' with slots issued as you manifest your truck.
- You nominate the containers you wish to move and DPW will place them in a separate stack, usually one on top of another, or side by side, to allow the quickest possible turnaround - multiple containers are picked up and placed onto vehicles within minutes, without your vehicle having to move from one loading zone to the next.
- DPW also try, as much as possible, to keep the loading operations for stack runs separate to the quayside ship operations, meaning generally less interference from the servicing of wharf internal transfer vehicles (ITVs).
- You can run with stack runs, even if you are off port - because DPW operates with ITVs, you do not have to have trucks directly following one after another (as at other sites) - there can be delays between trucks, as long as you move your containers within the time range.
- You are given a time range to carry out the stack run - there is no such thing as a wrong zone, nor is there a need to wait for the next time slot to open - you enter and leave, within that time range, as you wish.

Carriers generally require 20 containers or more for a stack run, however, this is flexible. Speak to DPW about obtaining access.

Dual stack runs

Taking advantage of the dual stack run function at DPW is a simple and flexible process.

To use the dual stack run function, you must have access to both stack run in and stack run out in 1-Stop and have set up an active stack run in and stack run out (see below). You can proceed to manifest by initiating the manifest from the stack run screen.

During manifesting, you will then have the option to choose Dual Manifest. If Dual Manifest is selected, you will be prompted to select the stack run in the opposing direction and then add containers for stack runs in both directions and create the manifest.

Stack Run Request

SRI MT SRI Full SRO

Hide/Show Chart

New Stack Run Hide Completed Hide Pending/Rejected Refresh

Stack Run ID	Size	Carrier	Vessel	Manifest	19/08/2014	Sat 30/08/2014	Sun 31/08/2014
1		WHIPLASH TRANSPORT		Manifest	Confirmed - Manifested 2 out of 100		
2		WHIPLASH TRANSPORT			Rejected		
2	20	WHIPLASH TRANSPORT	MAEROK BAJUR		Confirmed - Manifested 0 out of 10		

Stack Run Details

Direction: SRI Empty Company: WHIPLASH TRANSPORT Stack Run ID: 48402 ERN: 89526 Manifest End: 19/08/2014 23:30

Set Manifest Details

Manifest Date * 19/08/2014 Manifest Zone * 15

Dual Manifest

- No
- No
- SRI MT with SRO

Select Truck & Driver

Truck Rego * [Select from Truck Fleet](#)

Select Stack Run to Dual Manifest

Stack Run ID	Carrier	Tue 19/08/2014	Wed 20/08/2014	Thu 21/08/2014
32472	WHIPLASH TR.	Confirmed - Manifested 2 out of 100		
32412	WHIPLASH TR.	Confirmed - Manifested 4 out of 33		

The process is easy to manifest and carriers are able to see in a live mode the order in which containers will be delivered.

If carriers have multiple trucks servicing the stack run, they are able to distribute trucks to separate grids to get maximum loading in minimum time.

This method helps DPW to stack containers in a convenient way so that terminal machinery follows the loading of carriers' trucks and avoids vehicles going to multiple points in the yard. This allows DPW to better service transport operators, creating fast turnaround times and increasing utilisation of trucks.

Stack Efficiency Options (Cont'd)

Pick lists

Another option for carriers at DPW is the use of pick lists. Lists are used in conjunction with the VBS where a carrier has a number of import containers to collect from the terminal.

The process allows the terminal to arrange the pick up of containers in the most efficient way. It provides transport operators with the quickest turnaround, by providing the location of requested containers in the terminal. The system then suggests the optimal order of pick up to ensure the minimum downtime or need to relocate other containers to access the desired container.

The process is very simple:

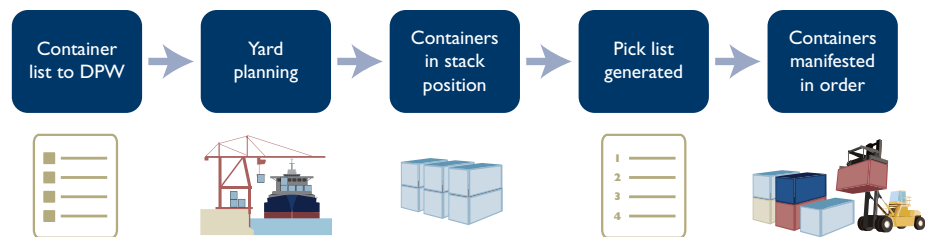
- Irrespective of vessel/voyage, the carrier supplies to the terminal a list of containers required.
- Once containers have a status of 'container discharged' on *1-Stop*, a pick list will be generated by DPW.
- The pick list is then sent to the carrier.
- The carrier can then manifest these containers, in that order, using their VBS bookings for optimal efficiency.

There is no minimum or maximum number of containers that can be associated with a pick list.

DPW reports that it provides a mutually beneficial arrangement for the carrier and the terminal as it allows cargo to be handled more efficiently when containers are manifested in the specified order.

There are now nearly 20 carriers using pick lists. For some this is now a regular practice to achieve improved servicing outcomes.

Pick Lists Process



Benefits:

- Better truck turn time (TTT) and container turn time (CTT)
- More efficient fleet management
- More containers moved in same time period
- Avoids the 'mad minute' for stack runs
- Ability to avoid peak hour traffic
- Increased two-way loading.

Contacts

If you have any questions about obtaining access to the Stack Run functionality in *1-Stop*, dual stack runs or pick lists, please contact **Anthony Tuxford** at DPW on **9430 0159** or **fvt.vbs@dpworld.com**

Patrick Tagged Runs

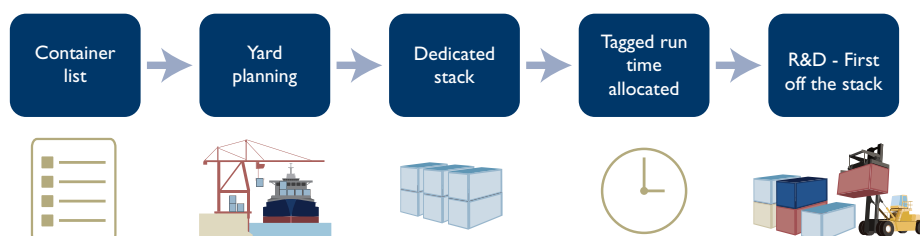
Tagged runs have been helping Fremantle transport operators at Patrick Container Terminal plan more efficient and productive container receive and delivery activities since 2013. About 45 per cent of all containers are now being moved via tagged runs by 37 different transport operators.

A tagged run occurs where you provide Patrick with a list of the containers you want to pick up **prior to planned vessel arrival**. This allows Patrick to plan a unique container stack for your containers, achieve optimal yard operations, and arrange a time for you to collect those containers.

As the ship unloads, containers are placed in a dedicated stack in the yard, and at the appointed time, vehicles arrive and the first container off the face of the stack is loaded on to the truck.

- You provide Patrick with a list of the containers you want to pick up prior to planned vessel arrival.
- Patrick plans tagged carriers to see the optimal fit with yard operations.
- Patrick then informs you when you can come in to get those boxes.
- As the ship unloads, the containers are placed into a dedicated stack in the yard, especially for your nominated boxes.
- At the appointed time, your vehicles arrive and the first container off the face of the stack is given to you (subject to all encumbrances having clear status).

Tagged Run Process



Benefits:

- Better TTT - allocated forklift to the stack area
- More efficient fleet management
- More containers moved in same time period compared to slot drop
- Avoids the 'mad minute'
- Ability to avoid peak hour traffic.

Smaller carriers who do not have large volumes may be able to combine with other smaller operators and undertake a single tagged run. Patrick is constantly looking to improve container dwell times and areas of mutual benefit for industry. The numbers of containers required for a transport operator to be eligible for a tagged run has decreased over recent years. **You may now be eligible.**

Stack Efficiency Options (Cont'd)

Who can apply for a tagged run?

Just about any registered carrier can apply for a tagged run. If you are a growing organisation and your volumes increase significantly during peak season, give it a go. Patrick wants to have as many viable operators using this service as possible and will thoroughly review any application.

Before you apply, there are some things you have to be aware of to increase your chance of being approved for 'tagged' run access:

- **Have about a minimum of 10 containers off the one ship.** There is some flexibility to this but, as an indication, this minimum is around the level that Patrick has had the greatest success with in the past.
- **You need to be a reasonably sized transport company** (about four or so multi-container vehicles or more). This is so that you can show Patrick that you will have one truck after another to service the stack. Patrick wants to allocate a forklift to the stack to keep servicing it. This means you should be in a position to keep those trucks constantly arriving at the stack to clear it in the shortest possible time.
- **You must be willing to operate during all hours.** The tagged runs can be at any time and are usually undertaken during the night shift.
- **Be flexible with the start time.** It may be there are other tagged runs ahead of you and yours might not start until later in the early morning.
- **Take your containers on the day the ship is unloaded.** The idea is to keep containers moving. You must be able to take them off the wharf on the first day.
- **You must be able to submit the containers into 1-Stop at least a day before the ship's arrival (subject to when the bay plan is uploaded).** This is because Patrick unloads the ship and creates your stack straight off the vessel. It can't be done after the ship's arrival.
- **Due to the hours of operation, there are minimal administration staff members to handle individual container clearance queries.** You are provided the next container off the face of the stack.

If you think you should be considered for a tagged run, here are a few tips:

- Be willing to operate all hours.
- Show Patrick that with peak season coming up, you expect to have enough volume to warrant a tagged run, even if not for the whole year, at least as a trial during the peak.
- If you feel your operation may be too small, or have been told in the past that you are not eligible, consider getting together with another transport operator and pooling your containers and your trucks to do a tagged run. There are others currently doing this.

Patrick is constantly looking to improve container dwell times and at how to work with industry for mutual benefit.

If you want to meet your customers' expectations this peak season and to grow your business, ask about tagged runs.

Contacts

To apply contact the VBS Manager at the following emails:

j.sumpton@patrick.com.au and frevbs@patrick.com.au



Reduce time spent at Empty Container Parks

Book your notifications early

As peak season approaches, ContainerChain notifications will become increasingly difficult to obtain. If you leave getting notifications too late, you run the **severe** risk this peak season of missing out. Even prior to peak season, there have been numerous examples of notifications being unavailable for a number of hours after the current time window. This is showing increasing pressure on demand for notifications.

The transport industry understands that notifications must be booked a day ahead for container terminals. The time has come where this planning must be extended to ECPs as well.

If you do not plan your notifications early (e.g. the day before) **you will incur increased costs** as you will not be able to run your trucks the way you want to.

- Notifications are readily available a day in advance.
- Notifying early will ensure you get the number of required notifications and at the time of day you want.

Arrive on time

As the ECPs get busier, pressure will grow on them to meet industry truck turnaround time expectations and when peak begins, they may need to turn away vehicles that are not within the agreed one hour either side of the time slot.

Ensuring you don't arrive early or excessively late to ECPs will help manage the flow of trucks and minimise queues.

Importers have a vital role to play. Advanced notice from importers should help with planning de hires and the ability to arrive on time.

- Speak to your customers about the importance of:
 - providing the correct container (container number matches notification)
 - ensuring it is unpacked when it is meant to be.

Make better use of after-hours services

Industry has been asking for extended hours for a number of years, and now these are in place, it is important to use this opportunity.

- Dehiring in the late afternoon or evening will allow you to **avoid the queues** and **reduce your truck turnaround time**, therefore saving you money.
- The ECP slots now match the terminal operating hours for the whole day. Combining after-hours at the on-port ECPs with slots at Patrick and DPW will allow you to undertake more two-way loading to and from your customers or yards.
- Qube has also stated that if it is operating during the night (bulk run operations), other carriers may be able to access the park and use resources for their own bulk runs.

Improve your efficiency and get greater utilisation out of your trucking fleet by running after hours.

Operators should also consider dehiring/hiring containers off-port to avoid congestion in the port precinct. This provides benefits all year round and can provide even more pronounced benefits during the peak season.

**Qube Central
and QCP
are open:**

**6am - 10pm
Monday to Friday**

**6am - 11:30am
Saturdays**

ICS is open:

**6am - 11pm
Monday to Friday**

**6am - 11am
Saturdays**

Working efficiently with eGate

All full service ECPs in the metropolitan area are now eGate enabled.

To make the most of working with eGate, transport operators should remind their drivers to consider the following simple points:

- Know when your notification is and turn up on time.
- Follow the steps, in order, on the eGate app (do not try to jump steps).
- Refresh screens within the port precinct (as a red status may become green while waiting).
- Use a second green lane if it has fewer trucks in it.
- Do not wait in the slip lanes (there will be room at the Truck Marshalling Area; drivers who block the slip lane cause confusion for other drivers coming through).
- If you're red, ask why when you get to the counter; try to find out so that you won't be red next time.
- On entry at the park, drivers should go straight to a waiting forklift at the appropriate area (export/import). There is no need to wait at the gatehouse. The container exchange will be transacted automatically.
- Once completed, drivers should exit in a timely manner. They should only stop at the exit gatehouse if they require seals or have other queries.
- Remember to keep your eGate app up to date; check the relevant app store regularly for updates.

Staging - keep your trucks flowing

Are you finding that you've tried many times and your customers are still unable to change their operating hours? That despite all your best efforts, you are still getting caught in queues or delays somewhere along the way and that is costing you in waiting time, overtime, detention charges, wrong zones? Intelligent peak season planning shows that you cannot simply operate the same way then as during the rest of the year.

Staging is where containers are transported in efficient bulk run arrangements from the container terminal to an interim location (such as a transport operator's depot), stored overnight (in most cases) and delivered to the end customer at a later stage (usually the next day). This can provide considerable operational flexibility benefits. Consider staging, particularly during the peak season to achieve the following:

- have your customer's container at their door for opening at 6am, guarantee a delivery time
- use after-hours services as ECPs and terminals - avoids the 'mad minute'
- avoid queues and congestion
- reduce risk of detention, overtime, no-shows and wrong zone charges.

Although staging a container may incur additional costs, operators regularly face extra charges caused by peak season constraints. These can be eliminated by staging.

Consider the following costs which may be avoided:

- truck detention charges of \$60-100 per hour when truck queuing and servicing time through a terminal exceeds 60 minutes
- 'out of slot' or 'no show' terminal fees of up to around \$120 when a truck arrives late for its time slot, does not show up or is refused entry
- storage fees that apply when a container is not picked up within the first three storage-free days. Wharf storage charges depend on the terminal and include:
 - \$100 handling fee per container
 - \$80-100/day (days 1-2 of storage/TEU) or \$200/day (3 days and onwards)
 - surcharge for reefer containers (up to \$300/day) and Hazardous Goods (up to \$450/day)
- DPW side-loader charge (\$63, as at July 2016) as other vehicles may be used to collect containers.

Why wouldn't you want to be at your customer's door, finished and ready to do the next job, while your competitors have the terminal and empty park first-up hassles? Get ahead of the opposition and break away from the pack.

Strategically stage key clients' containers!

On-port services

Don't have your own yard? Third party staging is offered by a number of operators within the port precinct. You can realise the same benefits as if you ran your own staging but only pay for it on a 'pay-as-you-go' basis.

Let someone else get the slots for you. Plan your trucks with more surety. Get ahead of the pack by improving your service to your customers during the critical Christmas period. Arrive, pull your container and deliver at exactly the time your customer demands it.

There have been many examples of transporters using on-port staging operators to store their containers. There have never been any confidentiality issues: a box, is a box, is a box.

Speak to them today about how their services may assist you during the peak season.

As trade increases over the peak season, the risk of issues occurring in regard to Chain of Responsibility may also increase. There is an understanding with Main Roads WA that if a transport operator has an issue with a container (e.g. overweight) that they have picked up in the port precinct, they may take that container directly to a control area.

In addition to staging services, there are a number of on-port sites classified as 'control areas', some of which also have quarantine and customs services. For more information on these control areas and the services which can be provided, download the Fremantle Ports' CoR app today.

Permitted controls areas in North Quay

Jayde <i>Rous Head Road</i>	Rous Head Cargo Services <i>Kooringa Close</i>	ICL <i>Sultan Way</i>	Qube Rous Head <i>Emma Place</i>	ACFS Port Logistics <i>Port Beach Road</i>	Visa Global <i>Birksgate Road</i>
Quarantine 1.3	Customs 77G Quarantine 1.1	N/A	Customs 77G Quarantine 1.1	Customs 77G Quarantine 1.1	N/A

Note - More sites may become available.

Use of Rail

The best option, which gives you line haul included and up to 5 days free storage, is to use rail. There is a cost, but what if you could keep your trucks in a defined area and pick up your fulls and drop your empties without leaving the Kewdale, Forrestfield, Welshpool precinct? Benefits include:

- More truck turnarounds - more trips to your customers, providing on-time delivery solutions to your customers
- Fewer kilometres
- Better use of your fleet and personnel - free-up your resources for customer pick-ups and deliveries, increasing your capacity
- Minimised fleet maintenance and reduced running costs of your truck fleet
- Forrestfield Terminal open 18hrs a day
- Rail terminal is jointly located to ICS - dehire off-port
- Avoiding accessing ECPs and container terminals and fighting for notifications and slots
- Greater predictability with train arrival times compared to traffic and congestion at the port
- Delays avoided at ECPs and container terminals
- Peace of mind for you and satisfaction for your customers.

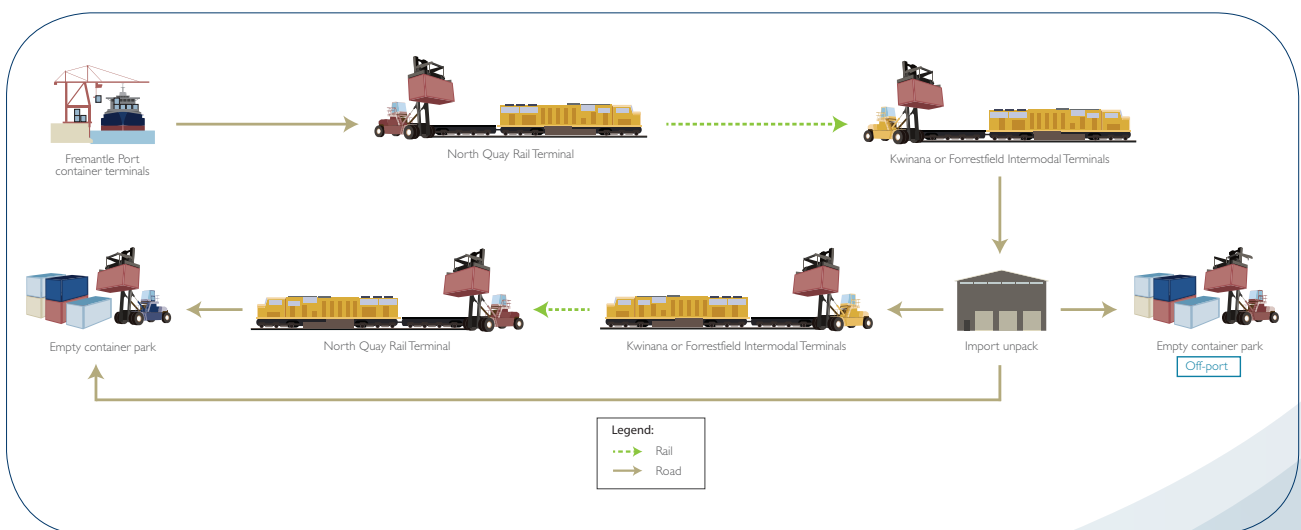
This works very effectively in the eastern states and it is flexible to meet your peak needs.

The benefits of rail are highest during the peak season, where congestion at ECPs and the container terminals within the port precinct is at its worst.

Contacts

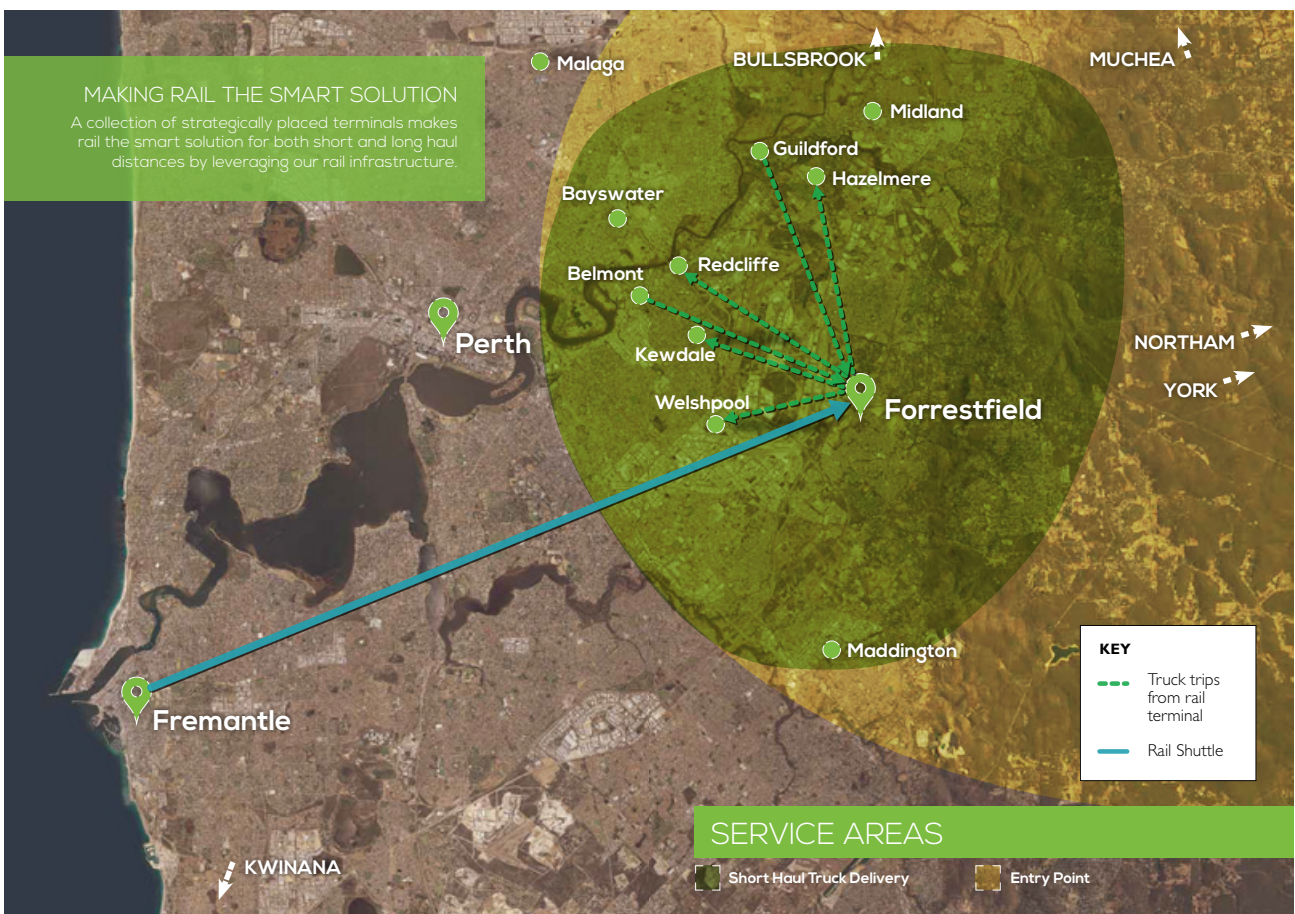
Contact Intermodal Logistics Services (ILS – **Adam Lebihan 0437 569 603**) and discuss the possibilities.

By avoiding the port precinct and transporting your containers by rail you may be able to do many more return customer trips per day, increasing your truck use and bringing your expensive fixed costs down.



Use of Rail (Cont'd)

12 Containers from port to Kewdale customer		
Mode	Road	Rail
Time per container	2.5-3 hour trip	60 minute average round trip
Time per truck	10-12 hours/day	12 hours/day
No. of trucks	3 trucks	1 truck
No. of drivers	3 drivers	1 driver
Kilometres	600 – based on 4 x trips / per truck at 25km each way Fuel, maintenance, wear and tear	150km Fuel, maintenance, wear and tear
Other costs	Slot booking fees Risk of: <ul style="list-style-type: none"> truck detention charges - approx \$80-100 per hour 'out of slot' fee - approx \$100 'no show' fee - approx \$120 	Nil Up to 5 days free storage



Truck Sharing

Truck sharing is the ideal peak season measure to get greater flexibility out of your limited fleet capacity during the high demand period and meet your expanded customers' expectations.

You can save an entire truck.

Shared truck is a fairly simple process that requires cooperation and trust between certain carriers, and is available at both DPW and Patrick.

A simple system:

- Two carriers have separate bookings they wish to place on one truck
 - For example, one may have an 08:00 import slot and another an 08:00 export or consecutive slot.
 - Alternatively, both may have imports but one is a 20' and the other is a 40' (within the weight limits).
 - The carriers can use both those slots to make the one truck trip on the same truck.
 - If carrier A has an export going to DPW and they have to go past carrier B's gate on the way back, carrier B may ask carrier A to pick up the import up to save a truck trip.
 - During manifesting in *1-Stop*, trucks can be marked for sharing by selecting the 'shared truck' option. This allows the carrier to share trucks with other carriers manifesting for the same date and zone. When another carrier selects the same truck for the same manifest date and zone, VBS will confirm with the user whether they want to use the shared truck or not. This confirmation will come after selecting the first container to add to the truck.

Benefits:

- Saving an entire truck trip at this critical time of year and freeing this truck for other, more productive work
- Carrier A would already have been running to the port so there is minimal extra cost for them to pick your box up. You should be able to get a better rate than doing it yourself and they get extra revenue they would have missed out on with an empty leg (win/win).
- Better overall truck use
- Confidentiality maintained - the other party is unaware of your customer (if they bring the box back to your yard).

Triangulation

Triangulation of containers occurs where an empty import container is reused for an export without the need to transport it to an ECP for traditional dehire.

There are two scenarios in which triangulation can occur:

- A distribution centre, transport operator, or combined importer/exporter may be able to reuse the container within their own facility, or
- An import container is unpacked and the empty container is transferred to an export operation where the container is packed.

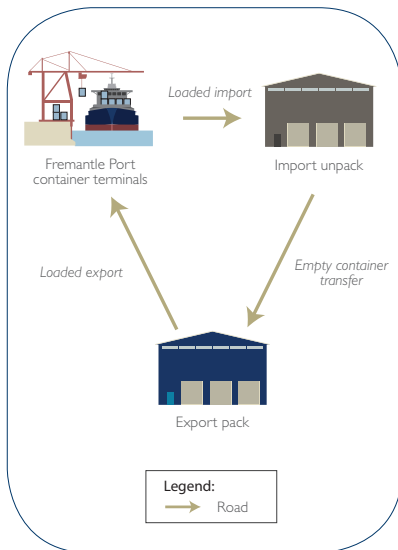
You may arrange triangulation directly with your shipping line, or use *1-Stop's* 'Container Control' module.

This is an excellent way to save a transport leg, saving you costs while still making the same money from your customer.

In addition to triangulation, the Container Control system within *1-Stop* facilitates:

- Virtual Container Park (VCP) - the storage of empty containers at a transport operator or large customer facility for future use, for a designated period of time
- Redirection - requests can be made to return empty import containers to a different container park than the one specified on the documentation to reduce travel time and associated costs.

With the Container Control system in *1-Stop*, the shipping lines provide confirmation in advance of which containers they are happy to have reused, so when you log in you get an instant response. Container Control allows you to speed up your operations and get on with your day.



Benefits:

- Cuts two truck legs from your trip
- Reduces container-handling costs
- Reduces truck movements to and from the port precinct by up to 33%, which reduces the likelihood of being exposed to demurrage and detention charges because there is less congestion
- Cost savings of more than \$155 per container, reducing the transport cost for importers.

Container triangulation has the ability to significantly reduce costs for transport operators, shipping lines and, ultimately, the end customer (importers). These costs are summarised below:

	Costs saved - roundtrip (import/export)	Triangulation
Shipping lines	\$60 park transit fee (gate in/out) \$6.50 staff administration cost	\$3.50 per container \$6.50 administration fee
Transport companies	\$100 truck running costs \$12 park transit fee \$6.50 staff administration cost	\$12 per container \$6.50 staff administration cost
Total cost to industry/container	\$185	\$28.50

Operating Hours

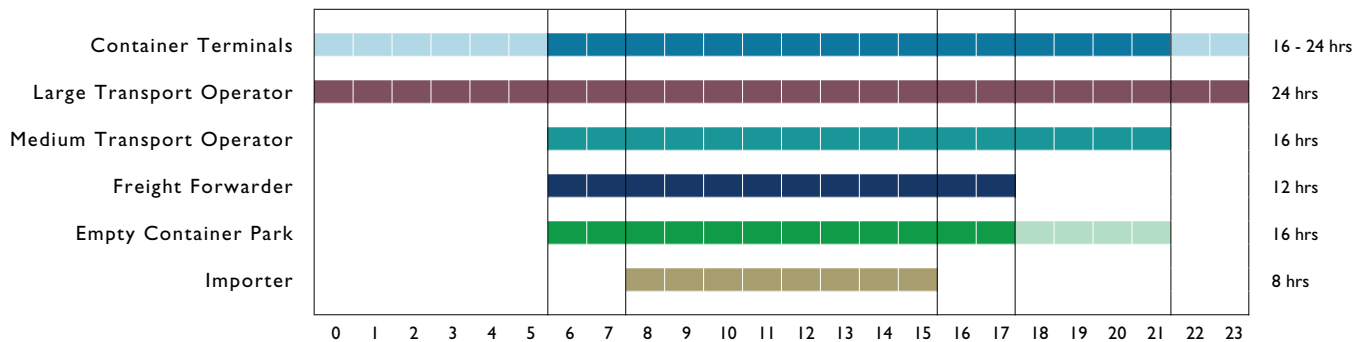
Please note that the operating hours of the major sites (e.g. container terminals, ECPs) may change over the Christmas and New Year period.

The majority of sites are closed on the Christmas and New Year public holidays, and may also be closed on other days or close early during this period. Other days are subject to demand in many cases.

Planning is essential over this period to ensure containers are picked up or dehiored on time. As many sites will be closed, a lack of proper planning may see you get caught with your containers.

A summary of the opening hours of the major sites over the Christmas and New Year period will be included on the Fremantle Ports website.

Typical spread of hours for operations



Detention

Unexpected charges are something we all want to avoid. You've planned your costs and then, often through no fault of your own, an event happens and you're faced with extra charges. Detention from late container returns is one of the most frustrating. It makes it even more difficult when you cannot even physically return the container.

A discussion with the operations manager of a major line showed that many proactive lines understand the issues and want to help. The manager made these three significant points:

1. In Force Majeure or other major instances, they will generally give consideration to reasonable requests. It's best to be proactive and call to see if they can assist.
2. Reasonable extensions may be considered. They will **not** consider a request where something like a one-day delay leads to a request for long extensions.
3. They will not extend any arrangement with anyone who is not a party to the 'contract'. It is the customer who is paying the bills, with whom the line has the commercial relationship, who needs to have the discussion with the line.

Ask yourself these simple questions:

- **What's your line's policy on detention?** Do you even know how many days you have, to which parks you can take the container, how flexible your line is when you are in trouble, etc.?
- **Is there something else you can do to dehire the container?** Apply for a redirection in ContainerChain and use a different park, use *Container Control* in 1-Stop, triangulate, etc. anything to avoid returning the container late.
- **Do you know who the right contact partner is at the line?** Who can you call who has the authority to extend the detention?

Once you've considered all the alternatives, if you still need to, contact the line as soon as possible. It is much more difficult to get an extension of detention after it has already expired.

As we get closer to peak season, the WA Port Operations Task Force will be updating the *Guide to Industry - Applying for shipping line detention fee relief* which includes peak season detention policies. As soon as the information is available from the shipping lines for this Christmas, industry will be informed of the update.

Version 2

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