



October 23, 2006

Appointment System Update

The Terminal implemented an Appointment System on July 10, 2006 which has seen positive results in the turn times and also in the number of containers being delivered on a daily basis.

In making adjustments to the system, to the benefit of our clients, and in agreement with Customs, the Terminal has shifted the vetting time from 1200 to 1300 hours for urban Site containers, i.e. units destined for Kingston, St. Andrew and St. Catherine. Vetting of Site units for the other parishes will remain at 1200 hours.

In having continuous dialogue with our clients, the system has been modified progressively for greater efficiency. Our clients have responded favorably to these changes and there has been an increase in the number of persons who use the system appropriately. However 40% of the appointments continue to cause delays and inefficiencies that impact the rest of the users. This 40% include instances where users are making multiple appointments for the same container, not collecting their containers on the specified date and time and not collecting containers after an appointment is made. This creates a serious challenge for the Terminal in servicing the other clients who utilize the system appropriately.

The Terminal is prepared to make further adjustments to the system that allows for greater flexibility, but cannot do so without addressing the high number of faulty appointments. In an attempt to further educate our clients and guide the right behaviour, the Terminal has been communicating with these users, both individually and through the various associations, however there has been little or no change. We do not, however, wish to delay the addition of more flexibility to the system much longer. As a result, the Terminal will continue the education process until November 13, 2006, after which, if there is no reasonable change, a consequence will be implemented for missed appointments.

In order not to impact those users who occasionally have an unforeseen problem, the program would only affect users that are truly not using the system properly.

Any appointment made, after the first two consecutive* appointments for a respective container will attract a fee of US\$100.

Consecutive – means appointments made within 72 hours of the missed appointment.



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Examples:

If an Appointment is made on Thursday, and the pick-up on Friday is missed, the second Appointment can be made on the Monday, for pick-up on the Tuesday. This will not incur a penalty.

If an Appointment is made on Thursday, and the pick-up is missed on the Friday; and the second Appointment is not made until the following Wednesday, a penalty will be incurred.

If an Appointment is made on Thursday, and another made on Friday and another made the following Monday for the same container, this will incur a penalty.

We will continue to give updates on the use of the Appointment System, as we seek the co-operation of all our clients to ensure that the system operates effectively. Let us continue to work together for the benefit of each other.

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