

**DP World Vancouver N4 Go-Live Communication to Trucking Companies:
Outstanding Tasks and Changes to Business Processes**

On June 3, 2017, DP World Vancouver will begin the process of deploying our new Terminal Operating System (TOS) as well as our new Customer Service Portal (CSP). To prepare for the new TOS and CSP, please review the following information regarding changes to our gate appointment system, as well as links to training videos and other important information.

1. N4 GO-LIVE AND LYNX

- DP World Vancouver will be shut down on June 3 and 4 for the N4 terminal operating system upgrade. Express and SCORE will be replaced with the Lynx Customer Service Portal and Gate Appointment System.
- The last day appointments can be secured in Express and SCORE will be Friday, June 2, 2017. No appointments can be secured past this date. Express and SCORE will be shut down at 2359 Friday, June 2nd, 2017. Lynx will be available for appointments on Sunday, June 4th, 2017 at 08:00.
- From June 5 to June 9 the number of available appointments will be limited and gradually increased to normal operating volumes.

All current users of Express and SCORE must register for a Lynx account before Friday, June 2, 2017 at midnight. Lynx registration instructions can be found at www.dpworld.ca/client-centre/.

- Lynx training videos and resources will be available at <https://www.dpworld.ca/client-centre/> on Tuesday, May 23, 2017.
- Please send any Lynx questions to lynx.questions@dpworld.ca.

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2. CHANGES TO ADVANCE APPOINTMENT BOOKINGS

- Appointment access is based on calendar days, not gate working days.
- **Non pre-advise group** (Currently Express) users will have access to book appointments same day and one calendar day in advance.
- **Pre-advise group** (Currently SCORE) users will have access to book appointments same day and five calendar days in advance. The total number of appointments available to this group will be limited. Appointments must be fully pre-advise before the driver arrives at the terminal, otherwise the truck will be turned away at the gate.
- **Gate Closures** will limit advance appointment access

Table 1 –Non Pre-advise Appointment Access Group Changes Example

	Wed.	Thu.	Fri.	Sat.	Sun.	Mon.
	Gate Open	Gate Open	Gate Open	Gate Closed	Gate Closed	Gate Open
Non pre-advise (Currently Express)	Same day, +1 day advance bookings	Same day, +1 day advance bookings	Same day bookings	No booking.	+1 day advance bookings	Same day, +1 day advance bookings

Table 2 – Pre-advise Appointment Access Group Changes Example

	Wed.	Thu.	Fri.	Sat.	Sun.	Mon.
	Gate Open	Gate Open	Gate Open	Gate Closed	Gate Closed	Gate Open
Pre-advise (Currently SCORE)	Book for: Wed., Thu., Fri., Mon.	Book for: Thu., Fri., Mon., Tue	Book for: Fri., Mon., Tue., Wed.	Book for: Mon., Tue., Wed., Thu.	Book for: Mon., Tue., Wed., Thu., Fri.	Book for: Mon., Tue., Wed., Thu., Fri.

3. IMPORTANT NOTES

Standby System – DP World Vancouver will retain a standby system with Lynx.

Terminal Gate Fees – Access to Terminal Gate Fee system and reports remains unchanged.

Hazardous Declarations – Appointments for hazardous bookings cannot be secured until hazardous declarations are submitted by the shipping line and approved by DP World Customer Service.

Bulk Appointments – Multiple gate appointments can be created, pre-advise and canceled using the Bulk Appointment template.

Trucker Releases – A trucking release against an import container is no longer mandatory. Only trucking companies authorized by the shipping line will be able to secure appointments.