



Slot booking procedure

Dear Sir or Madam,

As announced at the information event we like to inform you today that the slot booking procedure will be established as of 29th November 2017 at EUROGATE Container Terminal Hamburg GmbH. At that time a valid slot is precondition for handling at the Terminal.

The objective is to improve the allocation and planning capability of truck volume for all participants at our Terminal in order to observe a smooth operation.

With immediate effect each trucker has the opportunity to obtain a qualitative overview regarding the bookability within a time slot via <https://slot.truckgate.de> for all Terminals within the Port of Hamburg.

An explicit pilot phase with selected truckers at the EUROGATE Container Terminal Hamburg GmbH is not foreseen, however we like to point out to changes already existing for ALL PARTICIPANTS within the introductory phase until 29th November 2017:

1. A route planning can be created 3 workdays in advance, only i.e. today and the following 3 workdays.
2. Route plans will have a restricted validity period, only. Route plans which did not been carried out will be cancelled after expiry of 72 hours at least after its date.
With implementation of the slot booking procedure in live operation this limit will be reduced to a few hours.
3. Already all truckers who will arrive within the announced time slot at the Terminal will be dealt with priority 1 within the introductory phase – truckers are not been refused in case the slot cannot be met.
4. There are always sufficient slots available on the opening times of the Terminal for everyone and a booking is possible all the time.

All questions relating to the determination of special slots and processing resources are being stipulated in the department **operations** at EUROGATE CTH.

In case trucking companies are going to deliver respectively ship larger volumes within a short period are requested to get in touch via phone: +49 40 7405 4040 respectively via E-Mail: ham.operation@eurogate.eu.

Special slots meant for certain trucking companies represent an agreement between the Terminal and the trucking company of the provision and use of handling services. The name of the special slot is the password for the trucking company in order to get access to these capacities and accordingly we like to ask you to take responsibly care on that.

Questions regarding problems in view to an individual route are answered by the interchange, directly you can reach via E-Mail: tr02-euk@truckgate.de. Please use this address if questions arise in coherence with the routing plan respectively slot booking procedure.

Further information with regard to the process and benefits of the slot booking procedure is shown on the website www.truckgate.de.

Thank you very much!

Sincerely yours

INTERCHANGE

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