



DP World Affiliated Company

Registration: Rules for cooperation between Swissterminal and trucking companies

- basics**
 - The registration must be carried out by the trucking company who will pay the registration fee.
 - Only one registration may be made for each container.
 - For gensets a separate registration has to be made. When picking up/delivering a reefer container, a separate registration number for the genset must be shown.
- process**
 - With correct data Swissterminal will send the registration number, if data is incorrect a corresponding error message (e.g. release not yet valid, no order available, container unknown, etc.) is shown. Error messages must be clarified with the client, not Swissterminal.
 - In exceptional cases (e.g. problems with sending/processing the registration data) the registration number can be created by the customer service (Mon-Fri / 07.00-17.30).
 - A registration can change from "OK" to "NOK" (e.g. the shipping company cancels the release). In these cases, an error message "99 change status OK -> NOK" is sent. Please pay attention to the error message even if the registration number has already been received.
- information**
 - After the arrival of the train on the siding of Swissterminal, the containers must first be inspected and customs cleared by the freight forwarders. On the barge not all containers are immediately accessible due to multi-layer loading. The registration number will be provided as soon as the container is ready for pick up.
 - When picking up empty containers Swissterminal only checks whether the details of the release order are correct. The availability of empty equipment is the responsibility of the shipping companies.
 - The validity of the registration refers to the provided pick up / delivery date. A change in the pick-up / delivery date must be corrected. This is the only way to know if the registration number is also valid on the new appointment (e.g. the release is valid on day A, but on day B not anymore).
- billing**
 - Daily the trucking company will receive a detailed list with the containers picked up / delivered on the last working day. Any discrepancies must be reported written to registration@swissterminal.com within to working days. Registration fees are billed at the beginning of the following month.