

HAULIER ACCESS ARRANGEMENTS

1. Overview

The Container Depots are committed to the highest principles and operational excellence, customer focus and continuous improvement.

2. Container Depot Access

- Hauliers access to Container Depots is by pre transacted “Notification” through cmslive.com.sg
- Hauliers will be required to have an active commercial account in cmslive.com.sg in order to pre transact “Notification”

Returning an Empty Container

- Containers returning to the Container Depot will require a “Container Return Advice” transaction to be completed by the haulier in cmslive.com.sg
- The “Container Return Advice” transaction will require a “Notification” to be made by the haulier in cmslive.com.sg
- It is a compulsory requirement for all notification that the vehicle number is recorded by the haulier at the time the notification is made.

Picking up an Empty Container

- Containers pick up from the Container Depot will require a “Container Pick Up Advice” transaction to be completed by the haulier in cmslive.com.sg.
- The “Container Pick Up Advice” transaction will require a “Notification” to be made by the haulier in cmslive.com.sg.
- It is a compulsory requirement for all notifications that the vehicle number is recorded by the haulier at the time the notification is made.

3. Notification Times information

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- Notification times will be in 30 minute windows.
- Notification will be made available for the remainder of the current day, and the entire next business day.
- Notification are required to be made a minimum of thirty (30) minutes prior to the commencement of the nominated notification window.

4. Container Notification Fee

- A Container Notification Fee is applicable for each “Notification”.
- The Container Notification Fee is S\$3.00 per container and is subject to the prevailing 7% Goods and Services Tax (GST).
- The Container Notification fee will be reviewed periodically.

5. Truck Arrival Procedure

- Based on Safety and operational considerations, the Container Depots have an expectation that trucks will arrive during the nominated “Notification Window”.
- When a truck driver arrives at Container Depot Office, the driver will be required to quote one of the following: vehicle number, notification number(s), release number or container number to the Container Depot Office. This information is used to identify and activate the transaction in the site operating system. Upon verification of a valid Notification, the truck driver will then be directed on how to proceed.
- If a truck arrives at the Container Depot earlier than the nominated “Notification Window”, based on safety and operational considerations, the Container Depot may be required to request the driver to exit the Container Depot and return during the nominated “Notification Window”
- If a truck arrives at the Container Depot later than the nominated “Notification Window” based on safety and operational considerations, the Container Depot may be required to request the driver to exit the Container Depot and re notify for a subsequent “Notification Window”. In this case further Container Notification Fees will apply.

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- If a truck is serviced during the nominated “Notification Window”, the CMS will indicate the performance of the haulier in respect of that “Notification” as “On Time”.
- If a truck is serviced before the commencement of the nominated “Notification Window”, the CMS will indicate the performance of the haulier in respect of that “Notification” as “Early”.
- If a truck is serviced after the expiration of the nominated “Notification Window”, the CMS will indicate the performance of the haulier in respect of that “Notification” as “Late”.

6. Failure to Arrive for a Notification

- If a truck fails to arrive on the day of the “Notification”, for reporting purposes, the performance of the haulier in respect of that “Notification” will be considered “Unutilised”.
- “Unutilised Notifications” will be charged the “Container Notification Fee”

7. Arrival Without a Notification

- If a truck arrives at the Container Depot without a “Notification”, the Container Depot will NOT be able to process and service the truck.

8. Cancelled Notifications

- A “Notification” can be cancelled by a haulier up to thirty (30) minutes prior to the commencement of a “Notification Window” and the “Container Notification Fee” will not be charged.
- If a “Notification” is cancelled by a haulier after this time, the “Container Notification Fee” will still be charged.
- The Container Depot may also be required to cancel a “Notification” on behalf of a haulier due to internal operational issues. If this occurs the haulier will be advised by email and the corresponding “Container Notification Fee” will not be charged.

9. Invoicing & Payments

- Container Notification Fees will be invoiced to hauliers by CDAS Logistics Alliance (Ltd).
- Invoices are raised twice monthly on the 15th and represent all activity for the preceding month.
- Invoice payment terms are fourteen (14) days from date of invoice.
- Invoice payment is compulsory by BANK GIRO.
- Outstanding invoices payment will result in a haulier's CMS account being suspended.
- Reconnection of a suspended account will attract a reconnection fee of S\$200.00

10. Dispute Resolution

- If a Notification is not serviced due to a contributing factor from the Container Depot, the haulier is required to log the issue with the CMS Support Team within 60 minutes of the truck departing the Container Depot. This is to enable any potential invoice dispute regarding the "Notification" to be addressed.
- Disputed invoices are to be raised with CMS Support Team @ CDAS Logistics Alliance (Ltd)

11. Alterations to these Haulier Access Arrangements

- CDAS Logistics Alliance (Ltd) reserves the right to alter these Haulier Access Arrangements.
- HAULIERS will be advised of alterations to this arrangement by email and all alterations will be posted on the cmslive.com.sg website.

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