

TraPac Appointment System Policy:

General Knowledge:

- Appointments are released daily at approximately 08:00AM PST
- In LAX, TraPac recommends the use of eModal's Advance PreGate feature to assist with booking an appointment within a specific time window. Please continue reading for more info on this feature
- TraPac will waive demurrage or extend free time in the following circumstances:
 - delays in the performance of on-terminal government inspections (VACIS, CET x-rays, On-dock Inspections, etc.)
 - delays caused by equipment failures
 - delays caused by service interruptions (congestion, e.g., "no service")
 - zero appointment availability during free time
 - delays caused by drayage controlled by TraPac to the off-dock rail head
 - delays caused by technology failures (eModal).
- TraPac will not waive demurrage or extend free time for the following circumstances:
 - Chassis availability
 - Missed appointments
 - Waiting until LFD to make an appointment
 - Appointment time preferences
 - For example, requesting 1st shift appointment time slots only, not booking available weekend or hoot (3rd shift) gate appointments
 - Empty receiving schedule
- The appointment "Grace Period" can be found at TraPac.com and are adjusted as gate congestion increases and lowers
- TraPac does not exempt appointments

TraPac's customer service team addresses each request on a case-by-case basis taking the specific circumstances into account. The case-by-case approach allows the terminal to react more effectively to changes that impact container availability. Container availability is defined as the time in which the container is placed in an open area. TraPac's policy regarding the waiver of demurrage or extension of free time is fundamentally based on whether there is a reasonable opportunity to retrieve the cargo during free time. Cargo availability directly impacts the reasonability analysis.

If a BCO (Beneficial Cargo Owners) does not agree with the decision made by the terminal, we will provide the BCO with the VOCC's contact information so that the VOCC can make a final determination regarding whether to waive demurrage or extend free time

Ocean Carrier Responsibility:

Please note that the Ocean Carrier retains the final responsibility for determining the amount of demurrage to be collected as they have the ability to extend the number of free days, waive demurrage days, or direct that cargo be released without collecting funds as they see fit. If the extension of free time does not reflect on eModal or the Ocean Carrier website, please contact the Ocean Carrier directly

Last Free Day Extension request for “No Appointment Availability”

The below applies to anyone submitting an extension request due to “No Appointment Availability” at TraPac.

The steps below must be followed before TraPac will consider an extension of free time. No extensions of free time will be given if the below is not attempted.

- Provide a screenshot of eModal showing appointment options within 24 hours of the container becoming first available.
- DO NOT REQUEST EXTENSION ON THE LAST FREE DAY

Who to contact:

To inquire about appointment system issues or terminal issues, contact us at the region-specific (container-specific) email address.

Regional Import Mailboxes (email proper inbox only)

- LAX Imports – implax@trapac.com
- LAX Exports – explax@trapac.com
- OAK Imports – oak.import@trapac.com
- OAK Exports – oak.export@trapac.com

Where to find Last Free Day & Demurrage Payments

TraPac does not display the Last Free Day (LFD), or Demurrage owed information on TraPac.com. While most of this functionality remains on eModal.com, depending on the Ocean Carrier, please contact your Ocean Carrier regarding best practices for capturing LFD and paying demurrage.

eModal Advance PreGate

At TraPac LAX, the eModal platform provides the ability for a trucking company to request an appointment reservation prior to the container being available; This is known as an “Advance Reservation Request.” By using this feature, you are always guaranteed an appointment within your free time. **For the Advance PreGate to be successful, you must request an Advance PreGate before the import discharges the vessel.**

To create an “Advance Reservation Request,” follow these steps:

1. From the hamburger menu, select the main menu item ‘eModal Community Portal’ and ‘Advance Reservation Request’.
2. Click ‘Advance Pregate Request’ button
3. Select Trucking Company, Terminal, and Move Type. (Pick Import is the only available move type currently.)
4. Enter container number(s) and choose desired option from the “Advance Selection” drop down.
 - Note: When selecting the desired Advance Pregate shift, if “First Available” is selected, this means you could be provided with a 1st, 2nd, or 3rd shift appointment. If you cannot make the provided appointment, please ensure you cancel or rebook your provided appointment.
5. Click the ‘Submit’ button.
6. Ensure all required fields are updated (based on the terminal’s rules). Then click ‘Save’ button.
7. You can now view your ‘Advance Reservation Request’ within your list.