

TraPac Appointment System Policy:

Please note that it is the Ocean Carriers responsibility to:

- Determine the amount of demurrage to be collected.
- Approve Free Time extensions requests.
- Waive Demurrage days.
- Release cargo without collecting funds.

If the extension of free time does not reflect on eModal or the Ocean Carrier website, please contact the Ocean Carrier directly.

General Knowledge:

- Appointments are released daily at approximately 08:00 AM PST and periodically throughout the day.
- Appointments are made available via eModal.
- The appointment “Grace Period” can be found at TraPac.com and is adjusted as gate congestion increases and lowers.
- TraPac does not exempt appointments.

“No Appointment Availability”

Step 1: If you are submitting an extension of free time request due to “No Appointment Availability” at TraPac, you must email TraPac a screen screenshot your appointment attempts within 24 hours of the container becoming first available. If the screenshot is not provided the terminal will not assist in a conference LFD extension request to your Ocean Carrier.

- Screenshots must be provided daily if no appointments are available within your free period. Appointments must be monitored daily during the AM period. Appointments are released between 0800-1000 daily. Requests submitted later in the day after available appointments have been booked, will not justify an extension request.
- Extension requests must be sent on the existing email thread, new email threads without the required information may result in denied requests.
- If the request is approved, TraPac will recommend a conference LFD extension to your respective Ocean Carrier.

Step 2:

- Notify the Ocean Carrier advising of the recommendation that conference LFD has been recommended.
- They will need to clear demurrage hold and extend LFD in their system in order for the container to be released.

- Once the Carrier is notified of the extension, it takes time for them to transmit the demurrage release to TraPac.

Who to contact:

Please visit TraPac.com and register [Customer Service Portal - Customer Support \(service-now.com\)](#) to submit a ticket to Customer Service.

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.