

## TraPac Appointment System Policy

### Responsibilities of the Ocean Carrier

The following tasks fall under the responsibility of the Ocean Carrier:

- Determining applicable demurrage charges.
- Approving requests for free time extensions.
- Waiving demurrage days as needed.
- Releasing cargo without payment, if authorized.

If a free time extension is not reflected on eModal or the Ocean Carrier's website, please contact the Ocean Carrier directly.

### General Appointment Information

- Daily Appointment Release: Appointments are released at approximately 8:00 AM PST and periodically throughout the day on eModal.
- Grace Periods: Appointment grace periods are published on TraPac.com and may adjust based on gate congestion.
- Appointment Exemptions: TraPac does not provide exemptions for appointments.

**No Appointment Availability** - Requests For requests related to "No Appointment Availability":

- **Submission Requirements:** Submit a case via the TraPac Customer Portal within 24 hours of the container's first availability, including a timestamped screenshot of appointment attempts. Requests without screenshots will not be eligible for LFD extension support.
- **Daily Screenshots:** If no appointments are available, provide a screenshot daily during the free period, **including weekends** if TraPac gates are open.
- **Monitor Appointment Releases:** Appointment Availability should be checked daily, including weekends when gate has been posted or announced, early morning between 0600-1000 and throughout the day.
- **Weekend Gate Access:** *Depending on specific Shipping Line Tariff, Saturdays and Sundays, or both, may count as free days, please reach out to your carrier for clarification.*



- **Booking and Submission Requirements:** Check appointment availability and submit cases promptly. Unused appointments or those not booked within 24 hours of discharge are ineligible for review.
- **Submission Guidelines:** Use the existing email thread (Customer Portal case) for extension requests. New threads or incomplete cases may result in denial.
- **Approval Process:** If approved, TraPac will recommend an LFD extension to your Ocean Carrier.

**Post-Approval Actions After a recommendation for an LFD extension:**

1. Notify the Ocean Carrier that an LFD extension has been recommended by TraPac.
2. The Ocean Carrier will clear the demurrage hold and update the LFD in their system to facilitate container release.
3. Note that the Ocean Carrier may require additional time to transmit the demurrage release to TraPac following the notification.