



NOTICE 29-2019: Implementation of an Appointment System at PLIPDECO's LCL Warehouse

October 31st, 2019

We are pleased to advise that effective November 1st, 2019, PLIPDECO will be implementing an Appointment System at our Less Than Container Load (LCL) Warehouse for **Non-Trade** customers. The aim of this initiative is to **reduce the waiting time spent by customers for the delivery of cargo and to improve the overall customer service** at our LCL warehouse.

Non-Vessel Operating Common Carriers (NVOCCs) and Shipping Agents will be able to schedule appointments for non-trade customers via PLIPDECO's LCL WebTracker system. The **First Phase** of implementation will allow the scheduling of 25 appointment slots per day, Monday to Friday between the hours of 7:00 a.m. and 12:00 p.m.

The system will provide a live report view with current, completed and upcoming appointments on a daily basis and also will facilitate successful cancellation and rescheduling of appointments to meet the customer needs.

The Second Phase of the system will see the number of appointment slots increased to facilitate more customers throughout the day.

NVOCCs/Shipping Agents will have to be registered users of the LCL WebTracker in order to gain access and make appointments for their customers. The WebTracker can be accessed via PLIPDECO's website at: <http://webtracker.plipdeco.com>

We therefore encourage all NVOCCs/Agents to register with our IT department for access to the system.

For more information, please contact our IT Programmer, Mr. Wynton Franklin at wfranklin@plipdeco.com or 636-2201 Ext. 3412.

We thank you for your cooperation and look forward to your continued support in making this initiative a success.

Sincerely,

**Marketing and Business Development Department
PLIPDECO**