

# PRE-ANNOUNCEMENT OF TRUCK VISITS

## USER MANUAL



# TABLE OF CONTENTS

<b>1</b>	<b>Introduction .....</b>	<b>4</b>
1.1	Purpose.....	4
1.2	Structure of the user manual .....	4
<b>2</b>	<b>General.....</b>	<b>5</b>
2.1	Operation .....	5
2.2	Connection options .....	6
2.3	The three golden rules .....	9
<b>3</b>	<b>Cases of application .....</b>	<b>10</b>
3.1	Overview .....	10
3.2	Standard container .....	11
3.2.1	Delivery.....	11
3.2.2	Collection.....	13
3.2.3	Empty depot/depot incoming .....	16
3.2.4	Empty depot/depot outgoing.....	16
3.3	Special containers.....	18
3.3.1	Reefer.....	18
3.3.2	OOG containers .....	19
3.3.3	Hazardous cargo .....	19
3.4	Special cases.....	20
3.4.1	CUSTOMS – NCTS transit procedure (T1).....	20
3.4.2	KLV rail (land–land transport) .....	21
3.4.3	Inspection .....	21
3.4.4	Packing facility (CTB).....	21
3.4.5	Collection of an export container .....	21
<b>4</b>	<b>Slot-booking process.....</b>	<b>23</b>
4.1	Introduction .....	23
4.2	Pre-announcement and slot booking .....	23
4.2.1	General approach .....	23
4.2.2	Special regulations.....	24
4.3	Handling.....	24

<b>4.4</b>	<b>Changing slots .....</b>	<b>26</b>
4.4.1	Swapping.....	26
4.4.2	Adding to bookings .....	26
4.4.3	Cancelling and rebooking slots.....	26
<b>4.5</b>	<b>Exceptions .....</b>	<b>27</b>
<b>4.6</b>	<b>The three golden rules .....</b>	<b>28</b>

# 1 INTRODUCTION

## 1.1 PURPOSE

Reliable pre-announcement of truck visits using the TR02 data interface (version 14) is a key part of the digital information chain for truck processing at the container terminals in Hamburg. The pre-announcement of transport data helps to make truck processing at the container terminals in Hamburg more efficient and easier to plan for all those involved.

The primary aim of this manual is to provide the user with all of the information needed to pre-announce truck transport data. Its clear, easy-to-understand format is designed to make the topic easily accessible. In addition, the manual can also be used as technical documentation to support software and systems providers in the integration of the TR02 interface.

## 1.2 STRUCTURE OF THE USER MANUAL

Chapter 2 describes the basic steps to pre-announce truck transport data via TR02. It also gives the reader information about connection options and tips for successful use.

Chapter 3 outlines the various transport cases and explains their specific features when pre-announcing them via TR02. In the interest of clarity, only the differences to the standard cases of application (see 3.2) are listed for special containers (see 3.3) and special cases (see 3.4). For example, the case of application described in 3.2.2 applies to the collection of a reefer container, taking into account the specific features described under 3.3.1.

Chapter 4 provides information that needs to be taken into account when pre-announcing transport data via TR02 due to the introduction of the slot-booking process.

## 2 GENERAL

### 2.1 OPERATION

Truck drivers and haulage companies can exchange transport data with the terminals via the TR02 data interface. They then receive a pre-announcement number (PAN) allocated by the terminal. There are four steps to the process, which are presented in Figure 1.

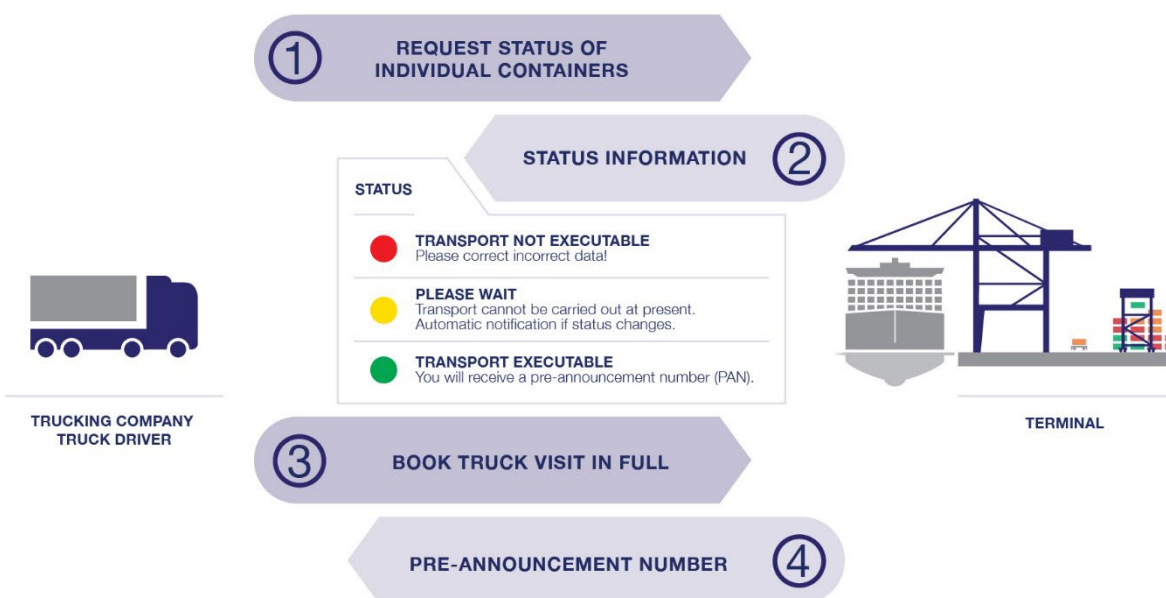





Figure 1 Pre-announcement of truck transport data via TR02

The haulage company submits all necessary transport and container data with a status request for each container (step 1). The terminal reviews the information and checks whether transport is executable. Based on this, the terminal reports back with reliable status information (step 2) including specific instructions for processing (e.g. bring documents). The haulage company or truck driver subsequently makes the booking for the entire transport (delivery and collection) (step 3). The terminal allocates a specific pre-announcement number (PAN) to each truck visit (step 4), which the driver must have ready upon arrival at the terminal.

## PROCESSING CODES

The status information reported back via the TR02 data interface will include an indication of the feasibility of the transport in the form of a processing code. It will contain a clear code indicating the feasibility of the transport, as shown in Table 1:

Table 1 Transport status and processing codes

Status	Processing codes
 Not executable	500–699 Incorrect data must be corrected by the truck driver or the haulage company.
 Waiting	300–499 Transport cannot be carried out yet. Automatic notification if status changes.
 Executable	100–299 The terminal transmits a pre-announcement number (PAN) to the truck driver or the haulage company.

## 2.2 CONNECTION OPTIONS

### SYSTEMS HOUSES AND EDI

Haulage companies and forwarders can also be connected to the TR02 data interface using a software provider or systems house. Companies that have their own software can communicate directly via the electronic data interchange. Further information can be found online at [www.truckgate.de](http://www.truckgate.de).

### WEB APPLICATION

A free web application is available to truck drivers. A valid trucker card is required in order to use the web application. The application can be found online at [web.truckgate.de](http://web.truckgate.de). For mobile devices, please use the link [app.truckgate.de](http://app.truckgate.de).

## 2.3 THE THREE GOLDEN RULES

- 1) Drivers must keep their pre-announcement number (PAN) handy at all times. Containers will only be handled using this number.
- 2) Hauliers must book all truck visits (deliveries and/or collections). This is the only way to optimise processes together with the terminal.
- 3) Keep your pre-announcement data up to date, and add missing information as soon as it becomes available. You will receive the right feedback and benefit from faster processing at the terminal only if your data is correct.

## 3 CASES OF APPLICATION

### 3.1 OVERVIEW

Table 2 below outlines the various transport cases and their specific features when pre-announcing them via TR02. Mandatory pre-announcement (“Obligation” column) applies to all types of shipment excluding some special cases. A further document check is required in some cases in the manual pre-check (MPC) even though the visit has been pre-announced. Certain types of shipment require additional labelling in the form of a corresponding code (“Code” column) in the status request.

Table 2 Cases of application in TR02 and their specific features

Case of application	Obligation	Code	MPC	Note
<b>Standard container</b>				
Delivery	•			Applies to export and transfer
Collection	•			Applies to import and transfer
Empty depot/depot incoming	•		(•)	Containers with turn-in reference (CTB only) via MPC; in all other cases without MPC.
Empty depot/depot outgoing	•			
<b>Special containers</b>				
Reefer	•	•	(•)	Collection of reefer containers at CTA without MPC; in all other cases via MPC.  Code required for non-operating reefers.
OOG containers	•	•	•	
Hazardous cargo	•	•	•	
<b>Special cases</b>				
CUSTOMS – NCTS Transit Procedure (T1)	•	•	(•)	Collections in transit procedure at CTA without MPC; in all other cases via MPC.
KLV rail (land–land transport)			•	
Inspection (customs, veterinary office)			•	
Packing facility (CTB)			•	



## 3.2 STANDARD CONTAINER

The planned arrival time should always be provided for all the following cases of application. A slot will be booked based on this time. See chapter 4 et seqq.

### 3.2.1 DELIVERY

#### STANDARD DELIVERY WITH BOOKING NUMBER

A booking number is usually required to deliver standard containers (export).

①

REQUEST STATUS OF  
INDIVIDUAL CONTAINERS

<b>Load status</b>	Whether the container is full or empty
<b>Container number</b>	Prefix + 7-digit number, same as the number on the container
<b>ISO code</b>	ISO code in accordance with UN ISO6346
<b>Gross mass</b>	Gross mass of the container in kg
<b>Booking number</b>	Ship booking number of the container operator <sup>1</sup> , same as on transport documents

STATUS-INFORMATION

②

<b>100 OK</b>	The pre-announcement is correct; all prerequisites for self-service terminal handling with the pre-announcement number (PAN) have been met.
<b>617 Booking number ambiguous</b>	The booking number provided cannot be clearly allocated. The shipping company code must be provided.
<b>619 Booking number unknown</b>	The terminal does not (yet) have any booking data under the booking number specified. Alternatively, shipping companies that are unable to participate in booking data exchange can use the ship and port of discharge for pre-announcement.

<sup>1</sup> For containers transported by ship, the container operator is the container shipping company. For containers transported by train (KLV), it is the rail operator.

## STANDARD DELIVERY WITHOUT BOOKING NUMBER

Alternatively, shipping companies that do not participate in booking data exchange can use the ship and port of discharge for pre-announcement.

①

REQUEST STATUS OF INDIVIDUAL CONTAINERS

<b>Load status</b>	Whether the container is full or empty
<b>Container number</b>	Prefix + 7-digit number, same as the number on the container
<b>ISO code</b>	ISO code in accordance with UN ISO6346
<b>Gross mass</b>	Gross mass of the container in kg
<b>Carrier code</b>	Container operator according to the DAKOSY code list <sup>2</sup>
<b>Ship number</b>	Ship number according to the previously submitted TR02 ship report
<b>Port of discharge</b>	Port of discharge for the export container

STATUS-INFORMATION

②

<b>100 OK</b>	The pre-announcement is correct; all prerequisites for self-service terminal handling with the pre-announcement number (PAN) have been met.
<b>616 Booking number required</b>	Pre-announcement must be made using the booking number for the shipping company according to the carrier code.
<b>620 Carrier code unknown</b>	The terminal does not recognise the carrier code (shipping company) provided. This means: <ul style="list-style-type: none"> <li>1. The terminal uses a different code from the DAKOSY key list for the shipping company.</li> <li>2. The shipping company is not at the terminal.</li> </ul>
<b>621 Ship number unknown</b>	The terminal system does not recognise the ship number provided.
<b>622 Port of discharge prohibited</b>	<ul style="list-style-type: none"> <li>1. The ship does not call at the port of discharge on this trip.</li> <li>2. The system does not recognise the port of departure.</li> </ul>

<sup>2</sup> <http://tr02-wiki.dakosy.de/index.php/Codeliste>

## 3.2.2 COLLECTION

### STANDARD COLLECTION WITHOUT DECLARATION OF RESPONSIBILITY

A PIN release process is generally used for the collection of standard containers (import). Consequently, the relevant authentication information must be included in the pre-announcement.

①

REQUEST STATUS OF INDIVIDUAL CONTAINERS

<b>Load status</b>	Whether the container is full or empty
<b>Container number</b>	Prefix + 7-digit number, same as the number on the container
<b>Release reference</b>	Release or authentication reference. Authentication is generally completed using the PIN release process. Authentication can only be performed based on name in exceptional cases.

STATUS-INFORMATION

②

<b>100</b>	<b>OK</b>	The pre-announcement is correct; all prerequisites for self-service terminal handling with the pre-announcement number (PAN) have been met.
<b>201</b>	<b>Automatic authentication check not possible</b>	The pre-announcement is correct. This indicates that the shipping company does not use the PIN release process. The pre-announcement is processed in the manual pre-check (MPC) following submission of the documents (authentication).
<b>310</b>	<b>Container not yet in stock</b>	The terminal system recognises the container but it is not yet physically at the terminal.
<b>550</b>	<b>Statutory prerequisites not met</b>	The container cannot be released for legal reasons (e.g. customs, veterinary office, water police). See 3.4.3 for collection in connection with inspection.
<b>551</b>	<b>In custody</b>	The container cannot be released because the terminal is being held in custody by customs. See 3.4.1 for collections under the NCTS transit procedure.

<b>601</b>	<b>No or unknown release</b>	The terminal does not have a release for the container.
<b>602</b>	<b>Wrong release or authentication reference</b>	The release reference/PIN does not match the information provided by the shipping company.
<b>611</b>	<b>Container currently unknown</b>	The terminal does not recognise the container, nor is it expected.
<b>660</b>	<b>Container transport already scheduled</b>	A pre-announcement already exists for the container or the container has been assigned to another carrier.
<b>670</b>	<b>Container blocked by terminal</b>	The container has not been released by the terminal.

## STANDARD COLLECTION WITH QUAY ACCOUNT NUMBER (DECLARATION OF RESPONSIBILITY)

If any costs are incurred for storage up until the date of physical collection that are not borne by the container operator, collection can only be made on presentation of a declaration of responsibility. The declaration of responsibility is replaced by stating the quay account number and the purpose in the TR02 pre-announcement. The additional information only is listed in the following.

①

REQUEST STATUS OF  
INDIVIDUAL CONTAINERS

<b>Quay account number</b>	Stating the quay account number replaces the conventional declaration of responsibility and is obligatory when storage fees are incurred and no declaration of responsibility has been submitted.
<b>Purpose</b>	Purpose as a reference for charges made to the quay account. This information must be provided if a quay account number is quoted.

STATUS-INFORMATION

②

<b>109 Please provide quay account number</b>	This indicates that a quay account number must be provided when the free storage period comes to an end.
<b>606 Quay account number required</b>	Storage fees are already payable which are not being borne by the container operator.
<b>607 Quay account number is blocked</b>	The quay account number provided is blocked.
<b>608 Quay account number is unknown</b>	The terminal does not recognise the quay account number provided.

### 3.2.3 EMPTY DEPOT/DEPOT INCOMING

This case of application only applies to empty containers.

①

REQUEST STATUS OF  
INDIVIDUAL CONTAINERS

<b>Container number</b>	Prefix + 7-digit number, same as the number on the container
<b>ISO code</b>	ISO code in accordance with UN ISO6346
<b>Carrier code</b>	Container operator according to the DAKOSY code list

STATUS-INFORMATION

②

<b>100 OK</b>	The pre-announcement is correct; all prerequisites for self-service terminal handling with the pre-announcement number (PAN) have been met.
<b>200 Bring documents</b>	As part of processing, a manual stage is required in the pre-check. Full transport documentation including the turn-in reference must be presented.
<b>620 Carrier code unknown</b>	The terminal does not recognise the carrier code (shipping company) provided. This means: <ul style="list-style-type: none"> <li>1. The terminal uses a different code from the DAKOSY key list for the shipping company.</li> <li>2. The shipping company is not at the terminal.</li> </ul>
<b>626 Empty container delivery not permitted for shipping company</b>	The terminal does not accept empty containers for the shipping company specified.

## 3.2.4 EMPTY DEPOT/DEPOT OUTGOING

This case of application only applies to empty containers.

### NON-NUMERIC COLLECTION OF EMPTY CONTAINERS

①

REQUEST STATUS OF  
INDIVIDUAL CONTAINERS

<b>ISO code</b>	The group ISO code in accordance with UN ISO6346. The ISO code from the release must either be identical or come under this group code.
<b>Release reference</b>	Release number (often called MT collection reference on transport documents).

STATUS-INFORMATION

②

<b>100 OK</b>	The pre-announcement is correct; all prerequisites for self-service terminal handling with the pre-announcement number (PAN) have been met.
<b>601 No or unknown release</b>	The terminal does not have a release under the reference provided.
<b>603 Release complete</b>	The number/contingent of released containers has already been delivered.
<b>604 Wrong container type for release</b>	The ISO code provided does not match the ISO code in the release from the shipping company.

### NUMERIC COLLECTION OF EMPTY CONTAINERS

The container number must also be provided for numeric collection of empty containers.

①

REQUEST STATUS OF  
INDIVIDUAL CONTAINERS

<b>Container number</b>	Prefix + 7-digit number, same as the number on the container
<b>Release reference</b>	Release number or MT collection reference according to transport documents.

STATUS-INFORMATION

②

<b>100 OK</b>	The pre-announcement is correct; all prerequisites for self-service terminal handling with the pre-announcement number (PAN) have been met.
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<b>601 No or unknown release</b>	The terminal does not have a release for the container.
<b>602 Wrong release or authentication reference</b>	The release reference does not match the information provided by the shipping company.
<b>611 Container currently unknown</b>	The terminal does not recognise the container, nor is it expected.
<b>660 Container transport already scheduled</b>	A pre-announcement already exists for the container or the container has been assigned to another carrier.
<b>670 Container blocked by terminal</b>	The container has not been released by the terminal.

## 3.3 SPECIAL CONTAINERS

The planned arrival time should always be provided for all the following cases of application. A slot will be booked based on this time. See chapter 4 et seqq.

### 3.3.1 REEFER

Pre-announcement for reefer containers is the same as for the standard cases listed in 3.2. In addition to this, it must be stipulated on delivery whether the reefer should be operating at the terminal or not.

#### ① REQUEST STATUS OF INDIVIDUAL CONTAINERS

<b>Non-operating reefers</b>	If the ISO code indicates it is a reefer container (third character is "R" or "T"), please also state on delivery (Y/N) whether the reefer should be operating at the terminal or not.
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#### STATUS-INFORMATION ②

<b>100 OK</b>	All prerequisites for self-service terminal handling with the pre-announcement number (PAN) have been met ( <b>CTA collection only</b> ).
<b>200 Bring documents</b>	As part of processing, a manual stage is required in the pre-check. Full transport documentation including temperature specifications must be presented on delivery.

### 3.3.2 OOG CONTAINERS

Pre-announcement for OOG containers is the same as for the standard cases listed in 3.2. Whether the container (including cargo) is oversize must also be specified.

①

REQUEST STATUS OF  
INDIVIDUAL CONTAINERS

**Oversize**

Specifies (Y/N) if the container (including cargo) is oversize.

STATUS-INFORMATION

②

**200 Bring documents**

As part of processing, a manual stage is required in the pre-check. Full transport documentation including the oversize dimensions must be presented.

### 3.3.3 HAZARDOUS CARGO

Pre-announcement for hazardous goods containers is the same as for the standard cases listed in 3.2. Whether the container contains hazardous cargo must also be specified.

①

REQUEST STATUS OF  
INDIVIDUAL CONTAINERS

**Hazardous cargo**

Specifies (Y/N) if a container contains hazardous cargo.

STATUS-INFORMATION

②

**200 Bring documents**

As part of processing, a manual stage is required in the pre-check. Depending on the hazardous cargo, the relevant documents must be presented in full.

## 3.4 SPECIAL CASES

### 3.4.1 CUSTOMS – NCTS TRANSIT PROCEDURE (T1)

Pre-announcement for deliveries and collections under the NCTS transit procedure is the same as for the standard cases listed in 3.2. The following information is also required:

①

REQUEST STATUS OF  
INDIVIDUAL CONTAINERS

<b>T1 indicator</b>	Indication (Y/N) of whether the NCTS transit procedure T1 is relevant for the container.
<b>MRN numbers</b>	The relevant MRN numbers must be provided for T1-relevant deliveries.
<b>Position numbers</b>	The included position numbers for each MRN must be provided for T1-relevant deliveries.
<b>Number of packages</b>	The total number of packages must be provided for T1-relevant collections.

STATUS-INFORMATION

②

#### 210 Check customs opening hours

As part of processing, at least one manual stage is required in the pre-check. The driver must go to the manual pre-check and/or customs area at the terminal for processing. The papers required for the T1 transit procedure must be presented.

According to the transit procedure, collections can be made without an MPC at the **CTA** by visiting the customs station at the terminal.

#### 551 In custody

Terminal is being held in custody by customs. If the container is to be collected under the NCTS transit procedure, "T1" must be specified.

Further information about customs at the port can be found on our website at <http://hlla.de/en/customers/customs/customs-in-the-port.html>.

### **3.4.2 KLV RAIL (LAND–LAND TRANSPORT)**

Pre-announcement is not currently available for deliveries and collections by rail (KLV). These are processed without the pre-announcement in the MPC. The relevant transport documents must be presented.

### **3.4.3 INSPECTION**

Pre-announcement is not available for deliveries and collections in connection with a compulsory official inspection (customs, veterinary office, etc.). These are processed without the pre-announcement in the MPC. The relevant transport documents must be presented.

Further information about customs at the port can be found on our website at <http://hlla.de/en/customers/customs/customs-in-the-port.html>.

### **3.4.4 PACKING FACILITY (CTB)**

Pre-announcement is not currently available for deliveries and collections of containers for the packing facility at the CTB. These are processed without the pre-announcement in the MPC. The relevant transport documents must be presented.

### **3.4.5 COLLECTION OF AN EXPORT CONTAINER**

Pre-announcement is not currently available for export containers that are already at the terminal and that must be collected again (for whatever reason) by the loader. These are processed without the pre-announcement in the MPC. The relevant transport documents must be presented.



## 4 SLOT-BOOKING PROCESS

### 4.1 INTRODUCTION

Slots must be booked for all container transport subject to mandatory pre-announcement (see 3.1). A valid time window is needed before processing can be carried out at the terminal.

The obligation to pre-book a slot applies at all times during the terminals' advertised opening hours.

### 4.2 PRE-ANNOUNCEMENT AND SLOT BOOKING

#### 4.2.1 GENERAL APPROACH

The basis for the slot-booking system is the mandatory pre-announcement of transport data via the TR02 data interface.

The system sends out TR02 messages that include the scheduled transport time. Each pre-announcement – and therefore each truck visit – includes the time when the container should be transported (arrival time, see chapter 3.2). This is stipulated by the dispatcher at the haulage company or the truck driver. This time is assigned a one-hour time window beginning on the hour. For each time window, the terminals have determined in advance, based on their available resources, how many containers they can handle in that hour and set corresponding slot capacities. One slot is therefore available for one container.

Slots are assigned on a first come, first served basis. If sufficient capacities are available at the requested time, the truck visit can be booked.

If there are no more slots available at the preferred time, the haulage company will receive a negative response with a request to book a valid slot for the transport. The system automatically offers the haulage company the next available time window before and after the desired time window as an alternative.

The various terminals' level of capacity utilisation can also be viewed at <https://slot.truckgate.de>.

You can also use an interface to import a terminal's capacity utilisation status into your own scheduling system. Information about this can be found at [www.truckgate.de](http://www.truckgate.de).

Slots can be booked up to three (3) working days in advance.

We recommend making use of the off-peak times, especially the evening hours, for transport movements, as terminal utilisation is significantly lower at these times. This means that you can book a slot more easily and be handled faster.

Slot bookings will become invalid once the handling time window associated with a specific slot has expired. Depending on the defined priority, this will be the case, at the latest, once the leeway period for Priority 2 has ended. Unused pre-announcements are cancelled automatically by the terminal after twelve hours.

## 4.2.2 SPECIAL REGULATIONS

For export containers, a slot can be pre-booked even without a container number. The pre-announcement then first has the status “not executable”. The container number must be added to the visit booking system prior to arrival at the terminal. As soon as it’s available, the pre-announcement is given the status “executable” and the pre-announcement number (PAN) is provided.

The procedure is the same with containers not yet unloaded from the ship. In this case, the pre-announcement automatically receives the status “executable” as soon as the container is ready to be delivered. The pre-announcement number (PAN) is then also sent.

For MT deliveries too, a slot can be booked even without a container number.

In principle, the slot booking obligation also applies to large-capacity and heavy-duty transports subject to approval. Due to the blocking time regulation, the trucks at the HHLA terminals will be handled by the MPC upon presentation of the approval but also if the booked slot is not complied with.

## 4.3 HANDLING

When a heavy goods vehicle arrives at the terminal, the truck driver must hold his trucker card in front of the OCR reader, then enter the pre-announcement number (PAN) (OCR gate). The arrival time will be compared with the booked slot and the handling priority will be determined.

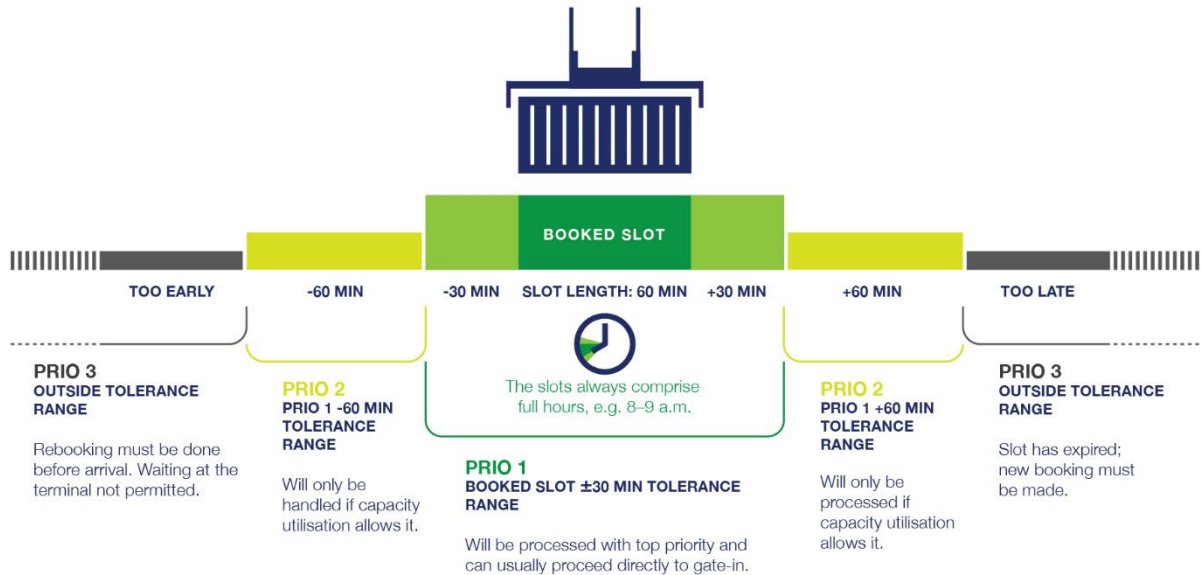


Figure 3: Priority handling with the slot-booking process

If the truck arrives on time (60-minute slot +/- 30 minutes' leeway) at the terminal, the truck will receive Priority 1 and will be processed on schedule.

If the agreed time window cannot be adhered to, the visit must be rebooked before the truck arrives. Otherwise, processing of the truck cannot be guaranteed. This will only happen within the extended leeway period (+/- an additional 60 minutes) if capacity utilisation allows it (Priority 2). (This is shown under <https://slot.truckgate.de>.) In the event of a deviation of more than 90 minutes from the booked time slot (Priority 3), the slot must always be rebooked before arrival as the truck is not cleared at the terminal.

It is not possible to make a slot booking at the terminal. Please also note that truck drivers are not authorised to wait in the terminal parking area.

When handled in the MPC, the slot validation takes place on the designated slot ticket column. There you will receive a receipt with your handling priority, which you must present during MPC.



## 4.4 CHANGING SLOTS

### 4.4.1 ADDING TO BOOKINGS

Adding containers to an existing pre-announcement is possible at short notice. This is also the case if the time window in which the slot was booked is already fully booked. However, the pre-announcement and the status request of the container to be added must be marked “executable”.

### 4.4.2 CANCELLING SLOTS

Slots can be cancelled at short notice. This guarantees the haulage company maximum flexibility and gives the terminal the best possible overview of the actual number of expected trucks within a slot.

Out of consideration for other market participants, a cancellation should take place in a timely fashion (at least four hours before the start of the time window).

If unneeded slots are cancelled in time, they can be released for use by other haulage companies. All cancellations are considered a no-show.

If a haulage company has a no-show quota that is too high one week, a contingent of bookable slots will be available to it during peak times the following week (6.00 a.m.– 5.59 p.m.). Bookings in off-peak hours (6.00 p.m. – 5.59 a.m.) are still possible.

## 4.5 EXCEPTIONS

### SUSPENDING SLOT COMPLIANCE

Where necessary, the terminals can suspend the slot-booking process. In exceptional cases, e.g. if access to the terminal was not possible for an extended period of time, trucks can be handled even outside of their booked slot time. You can refer to the public utilisation indicator (<https://slot.truckgate.de>) to see which period this applies to. All trucks that have booked a slot during this period will also be processed on arrival at the terminal, even if this is later than scheduled.

As well as a general suspension, slot compliance (checking that trucks arrive at the correct time) can be lifted for certain transport types based on slot classes. In this case, transport types booked in a special slot class are handled as Priority 1.

### SLOT CLASSES

Some truck visits are assigned Priority 1 irrespective of their punctuality. The transport movements, which are to be registered via TR02, are as follows:

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- Delivery of IMO containers with dangerous goods categories 1.1, 1.2 and 7 (special slot class IMOANM)
- Delivery of late arrivals that the shipping company has notified the terminal about (special slot class LATE)
- Delivery and receipt of containers in the event of a ship being repositioned (special slot class SHIP)

Special slot classes are set up by the terminals as and when necessary and can only be booked by haulage companies once the terminals have given them the go-ahead. For dangerous goods containers of the above classes, the haulage company is already in contact with the terminal and can register the need. In other cases, communication takes place via the ship owner or directly with HHLA, if they are responsible for the repositioning of the ship.

As soon as the special slot class has been set up and released for the haulage company, the TR02 pre-announcement can and should be made. Care should be taken here to ensure that the special slot class is specified in the TR02.

Please note that the special slot classes are intended exclusively for the cases mentioned here and may not be used elsewhere. Misuse of these slot classes may result in restrictions on the use of TR02.

## **TRANSPORT MOVEMENTS WITHOUT SLOT BOOKINGS**

Slots must be booked for all container transport subject to mandatory pre-announcement. The sole exceptions are special cases which cannot currently be pre-announced (cf. chapters 3.4.2 to 3.4.5).

If it is not possible to complete a TR02 pre-announcement, the driver may register via the manual pre-check (MPC) and the truck will be processed there without a pre-announcement number (PAN).

## **4.6 THE THREE GOLDEN RULES**

1. Never arrive at the terminal without a slot booking or if your arrival time differs greatly from your booked slot (see Priority 3).
2. Always endeavour to arrive at the terminal within the booked time window (see Priority 1). A truck can only be processed within the extended leeway period (see Priority 2) if the situation at the terminal allows it.
3. Cancel your slot as soon as you realise you won't be able to make it for your booked time window, however in any case before the start of the time window. This is the only way to enable the terminals to plan realistically and offer available capacities to everyone as best they can.