

Port Transportation Association



March 4, 2021

Customer Service
DP World Fraser Surrey
11060 Elevator Road
Surrey B.C
V3V 2R7

RE: Terminal Reservation Charges

CC: Mr. Andy Sekhon VFPA
CC: Mr. Greg Roggie VFPA
CC: Mr. Michael Crawford (OBCCTC)

The Port Transportation Association has recently received several complaints from its members regarding terminal reservation fees. This particular complaint derived from an e-mail that was sent to the community dated, March 2, 2020 4:56 PM regarding the delay of the vessel Tokyo Express.

The members are purporting that DP World has advised the community that they have no intention of vouchering terminal reservations that were secured by numerous companies.

The reported reasoning behind DP World's decision to refrain from vouchering reservations, is that the vessel that was intended to berth as a specific date and time (a time that was calendared by DP World and shared with the community) had fallen behind schedule (for reasons unknown) and would not be available to call on the terminal. This would effectively render the reservations that were secured by our members and the community, null and void.

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As noted above, it is our understanding that DP World scheduled the vessel, made the scheduling available to the community, allowed for reservations to be secured for a fee, then proceeded to advise the community that due to the delay, reservations that were secured, would not be vouchered.

This action, if our understanding of the situation is correct, is certainly the most brazen effort that we have witnessed by any terminal operator, to take advantage of the community for monetary gain.

We are formally requesting that you retract and revise your notice of intent to withhold vouchers for the drayage community.

It is clear that DP World initiated the contractual transactions in question, and subsequently failed to meet the fundamental requirements of said transaction.

We hope that after you read this letter, an understanding of how the community is absorbing and taking offence to your position (which is unprecedented) will reveal itself.

Our expectation would be that we receive a response within 24 hours of this letter.

Sincerely,

The Port Transportation Association

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