

ONLINE
AUTOMATIC
TIMESLOT BULK
TIMEBLOCK PACKED
PARKING & CLEANING

Inhoud

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1 Timeslot Bulk

ADPO provides our tank storage customers an automatic ADPO-managed time slot program. This time slot system allows your carriers to book an operational time slot with a guaranteed TTAT (Truck Turn Around Time).

Please find below some information regarding our timeslot planning:

We want to highlight that the **customer order** needs to be send to Backoffice30@adpo.com first. The haulier can book his timeslot earliest 24 hours after the **customer order** has been send to ADPO.

The haulier needs to book in a timeslot latest day A – 13:00h for timeslots day B or later. Available slots will be shown in the app depending on total workload.

1.1 How to book your timeslot in advance:

The transport company has to log in (register when it is the first time) in our timeslot web application. <https://www.adpo.com/en/timeslot-planning>

Following info is required when booking a timeslot:

- Customer order number (registered in ADPO/LLH system) – If not known, please contact the customer.
- Full product name (no abbreviations) – This needs to be checked by the transport company on the ADPO timeslots web application.
- Requested date + hour.

For ADPO: Scheduled timeslots from 05h30 till 17h30

For LLH: Scheduled timeslots from 06h30 till 14h30

1.2 On the day of operation:

Driver announces himself via the self-registration kiosk using the QR code.

We expect the driver to **complete** his announcement at our self-registration kiosk **before** the given timeslot.

Driver needs to bring the necessary documents (CMR, Cleaning certificates, Customs documents, ...) to the front desk when applicable.

After registration he can wait in the truck awaiting a text message from ADPO to come to the dispatch office to receive his paperwork.



Announcements after the given timeslots will be rescheduled to the best of our ability and in consultation with the haulier and/or the customer.

Loading or unloading in overtime is always discussable.

1.3 After operations

Driver hand over his papers to the dispatch office and scans his badge at the window office to register the “return time”.

2 Timeblock Packed

ADPO provides our warehouse storage customers an automatic ADPO-managed timeblock program. This timeblock system allows your carriers to book an operational timeblock with a guaranteed TTAT (Truck Turn Around Time).

Please find below some information regarding our timeblock planning:

We want to highlight that the order needs to be send to Backoffice30@adpo.com.

The haulier can book his timeblock earliest 24 hours after the customer order has been send to ADPO.

The haulier needs to book in a timeblock latest day A – 13:00h for timeblock day B or later.

Requested slot will be provided depending on total workload.

2.1 How to book your timeblock in advance:

The transport company has to log in (register when it is the first time) in our timeslots web application.

<https://www.adpo.com/en/timeslot-planning>

Following info is required when booking a timeslot:

- Customer order number (registered in ADPO/LLH/ALP system) – If not known, please contact the customer.
- Full product name (no abbreviations) – This needs to be checked by the transporter on the ADPO timeslots web application.
- Requested date + hour.

Timeblock 1: from 08h00 till 10h30

Timeblock 2: from 10h30 till 13h00

Timeblock 3: from 13h00 till 15h30

2.2 On the day of operation:

Driver announces himself via the self-registration kiosk using the QR code.

We expect the driver to **complete** his announcement at our self-registration kiosk **before** the given timeblock expires.

Driver needs to bring the necessary documents (CMR, Cleaning certificates, Customs documents, ...) to the front desk when applicable.

After registration he can wait in the truck awaiting a text message from ADPO to come to the dispatch office to receive his paperwork.



Announcements after the given timeblocks will be rescheduled to the best of our ability and in consultation with the haulier and/or the customer.

Loading or unloading in overtime is always discussable.

2.3 After operations:

Driver hand over his papers to the dispatch office and scans his badge at the window office to register the "return time".

3 Parking & Cleaning

ADPO offers our parking and cleaning customers the possibility “drop off” and “pick up” their containers during the day without booking any timeslot. Opening hours are from 06h00 till 19h30.

Please find below some information regarding our parking & cleaning operations:

We want to highlight that the order needs to be send first to Backoffice30@adpo.com. The haulier can drop off or pick up the container 24 hours after the order has been send to Back office.

3.1 On the day of operation:

Driver announces himself via the self-registration kiosk using the container number. Please make sure the driver announce himself at the kiosk:

- PARKING: full containers or containers that are empty but scheduled for loading.
- CLEANING: empty containers for cleaning and/or ITACT.

Driver needs to bring the necessary documents (CMR, Cleaning certificates, Customs documents, ...) to the front desk when applicable.

After registration he can wait in the truck awaiting a text message from ADPO to come to the dispatch office to receive his paperwork.



3.2 After operations:

Depending on the customer procedure, driver returns to our front office for final documents, or driver can leave ADPO directly after drop off/pick up.

4 General Information

4.1 Languages

The driver needs to be able to communicate verbally in English, German, French or Dutch. In case the driver does not speak any of the official languages, driver will be refused.

4.2 PPE

The driver needs to have the following Personal protection equipment with him long sleeves, trousers/overall, safety shoes, helmet and goggles. PPE needs to be worn **all time** as soon as the driver is at our sites. No exceptions can be made as safety is our first priority.

4.3 Securing packed goods

The driver needs to have the necessary lashing and securing equipment according to European legislation.

4.4 Addresses

ADPO:

Haven 1111
Steenlandlaan 3
9130 Kallo
Belgium

LLH:

Haven 1931
Geslecht
9130 Beveren
Belgium

ALP:

Haven 1280
Steentijdstraat
9130 Verrebroek
Belgium