



PORT OF PORT OF SPAIN

A Strategic Business Unit of the Port Authority of Trinidad and Tobago



Proud To Be Contributing To Logistic Solutions

28th August 2020

Bulletin # 313

Dear Stakeholders,

SHED # 10 BARREL SHOP APPOINTMENT SYSTEM

Emerging from the COVID-19 pandemic, the Port of Port of Spain (PPOS) recognizes that it is a challenge to shift from panic to daily business and reassure customers and stakeholders of their capacity to adapt to a new reality.

PPOS Management has been examining various aspects within the Operations, to determine how the modus operandi can be altered to provide the most efficient logistics solution to all our stakeholders. Consequently, PPOS Management is pleased to introduce the **Shed 10 Barrel Shop Appointment System** which will commence on 2nd September, 2020.

This initiative at the Shed 10 Barrel Shop seeks to achieve the following:

1. Ensuring on a daily basis all Health and Safety protocols related to COVID-19 restrictions are observed, i.e. controlling the volume of customers present and physical distancing.
2. Providing improved service for customers to receive their personal effects and trade cargo.

This Appointment System at the Shed 10 Barrel Shop is specifically designed for customers clearing **BOTH Personal Effects and Trade Cargo**. In order for a successful process, the following guidelines are required:

- There will be a quota of **thirty (30) appointment** slots per day for **Personal Effects**.
- There will be a quota of **ten (10) appointment** slots per day for **Trade Cargo**.
- Customers would be notified of cargo delivery status by their relevant **NVOCC/Shipping Agent**.
- Upon receiving relevant delivery documents from the NVOCC/Shipping Agent, the customer would contact the Shed 10 Barrel Shop at **(623-2901/5 Ext 222)** to secure an appointment reference number.
- The appointment reference number would secure an appointment of a said date for the customer.

- If the customer cannot be facilitated by the Barrel Shop on the said date of the appointment, the customer will be directed to the Shed Manager for further guidance.
- If the customer fails to fulfil his/her appointment, the customer will be required to secure a new reference number.
- Customers without an appointment will not be facilitated.

On the date of Appointment, the customer is required to:

- Undergo Temperature Screening
- Wash hands with soap, in wash area located prior to entry doors.
- Take a number upon entry into the waiting area.
- Present the appointment number and their identification to the PPOS clerk located at the entry point of the waiting area, for verification.
- Thereafter proceed to be seated in waiting area for the delivery process to be initiated.

Please note the contact for reserving appointments is:

- ✓ Shed 10 Barrel Shop: 623-2901/5 Ext 222

We look forward to your continued support and future business with us, as we work together to achieve excellence in our service to you and indeed all of our valued customers.



Ricardo Gonzales
CEO – PPOS (Ag.)