



# PORT OF PORT OF SPAIN

The Cargo Handling Business Unit of The Port Authority of Trinidad and Tobago

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11<sup>th</sup> November 2020

## Bulletin # 318

Dear Stakeholders,

### **SHED # 10 BARREL SHOP APPOINTMENT SYSTEM**

Further to Bulletin #313, please note that the Port of Port of Spain (PPOS) continues to recognise the need to employ certain protective measures as we adapt to the “new reality” of conducting business transactions. On 2<sup>nd</sup> September 2020, PPOS Management introduced the **Shed 10 Barrel Shop Appointment System**; an initiative implemented to ensure that all Health and Safety protocols related to COVID-19 restrictions are observed and to provide 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 making an appointment, please take heed of the following:

- Upon issue of Shipping documents, the Agent will provide you with contact information for the Port Authority.
- You may proceed to make an appointment in either of two ways:
  - ✓ To speak directly with a Customer Service Representative, call **623-2901 Ext 222**. Upon verification that your cargo is ready for collection, the Customer Service Representative will issue the next available appointment date for you to visit the One Stop Barrel Shop, **OR**
  - ✓ Send a clear picture of the first page of the Shipping documents, to the number **746-5451** via WhatsApp. The information on the page should clearly identify the Name of the Consignee, Container Number, Bill of Lading Number, Vessel Name and Voyage Number. Upon verification that your cargo is ready for collection, the Customer Service Representative will issue the next available appointment date for you to visit the One Stop Barrel Shop via a WhatsApp response. On your acknowledgment via WhatsApp reply, the appointment date will be confirmed. **Please do not call the WhatsApp number.**

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.

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.)