

27th November 2013

By Email

PUBLIC NOTICE NO 26/13

To: The Malta Chamber of Commerce, Enterprise and Industry
The Association of Ship Agents
GRTU – General Retailers & Traders Union
ATTO – Association of Tractors & Trailers Operators
Association of Groupage Operators

Cc: The Chairman – Transport Malta
Capt. David Bugeja – Transport Malta
Mr. J. Degabriele – Transport Malta

This email is serving as the Public Notice to all our clients who import reefer cargo. We would appreciate if you would distribute to your members accordingly.

Attached are our standard operating practises and procedures in relation to reefer cargo. Our customers are kindly requested to follow the procedures where necessary. You will now note that apart from the standard email operations@vgt.com.mt; we have assigned a specific email in relation to all reefer cargo.

It is also extremely encouraged that consignee/hauler/agent pre-advise via email on reefer@vgt.com.mt whenever reefer cargo is to due arrive at our terminal in order to ensure immediate action as per your specific requirements relative to plugging/unplugging/not-plugging of box.

Yours faithfully,



Elson Chng
Assistant General Manager (Operations)
Valletta Gateway Terminals Limited

Trailer Reefers on RoRo:

1. The consignee/hauler/agent sends a list of trailer reefer numbers and temperatures by email to the HOO on email address reefer@vgt.com.mt.
2. The HOO prints the list and passes it on to the seal clerk.
3. If the seal clerk notices any discrepancy between the readings on the reefer trailer and the list, the seal clerk is to inform the HOO immediately by radio.
4. The HOO will then contact the consignee/hauler/agent by phone and email to inform them about the discrepancy.
5. Once the consignee/hauler/agent is informed they will convey on VGT quay, the HOO is to ensure to meet consignee/hauler/agent and will then decide on what they would like to do with the said reefer trailer.
6. If the consignee/hauler/agent requests delivery of reefer trailer, the HOO will inform the delivery clerk to issue a GPO with a remark stating the actual temperature of the said trailer upon discharge.
7. If the consignee/hauler/agent requests plugging, the same consignee/hauler/agent will plug the reefer trailer with the presence of the HOO. Then the consignee/hauler/agent will be responsible for monitoring.
8. HOO will then fill in an EAR with all the relevant information and ask the consignee/hauler/agent representative to sign immediately for plug-in.
9. Once the reefer is un-plugged consignee/hauler/agent in the presence of the HOO will write down the date of unplugging on same EAR.
10. The HOO will then send an email to consignee/hauler/agent with GPO and EAR attached to inform all relevant parties what actions were taken and that the case is closed.
11. The EAR will then be sent to Accounts Department in hard copy for billing purposes.



Container Reefers on RoRo:

1. The HOO is to go through the manifest prior vessel operations, if the HOO notices the said vessel has container reefers the HOO is to send an email to the consignee/haulier/agent informing them that VGT will plug the container to retain the temperature as stipulated in the cargo manifest passed on to us from the agent.
2. The HOO/planner will then inform via telephone & send an email to VGT sub contractor on brian@dalton-reefers.com to plug and monitor the said container reefer.
3. VGT's subcontractor will plug in containers and monitor every eight hours till unplugging is requested by consignee/haulier/agent, if any discrepancies between the readings on the reefer container and the manifested temperature, the subcontractor will inform HOO/planner via telephone & email and if prior to this the seal clerk notices any discrepancy between the readings on the reefer container and the manifest, the seal clerk is to inform the HOO immediately by radio.
4. The HOO/planner will then contact the consignee/haulier/agent immediately via telephone & email to inform them with the said discrepancy.
5. Once the consignee/haulier/agent is informed they will convey on VGT quay, the HOO/planner is to ensure to meet consignee/haulier/agent and will then decide on what they would like to do with the said reefer container.
6. If the consignee/haulier/agent requests delivery of reefer container, the HOO will inform the delivery clerk to issue a GPO with a remark stating the actual temperature of the said container upon discharge.
7. VGT's subcontractor will also be contacted by the HOO/planner for the un-plugging of reefer container via telephone and email.
8. HOO/planner will then fill in an EAR with all the relevant information and asks the consignee/haulier/agent representative to sign immediately.
9. Once the reefer is un-plugged, the HOO/planner will write down the date of unplugging on EAR.
10. The HOO/planner will then send an email to consignee/haulier/agent with GPO and EAR attached to inform all relevant parties what actions were taken and that the case is closed.
11. The EAR will then be sent to Accounts Department in hard copy for billing purposes.



Container Reefer on LoLo:

1. List of reefer cargo to be discharged & plugged at VGT reefer point is to be provided by the agent on email address reefer@vgt.com.mt.
2. The HOO/planner is to provide a list of container reefers (with required temperatures) for plug-ins to the deployed Tally Clerk on vessel.
3. The Tally clerk will inform HOO/planner via radio that the container is being discharged and will also log in the temperature of the reefer on the tally sheet.
4. The HOO/planner will then contact the subcontractor via telephone & email with the list of container reefers and temperatures on brian@dalton-reefers.com for the plug in of the discharged container reefer.
5. VGT's subcontractor will plug in containers and monitor every eight hours till unplugging is requested by consignee/haulier/agent through HOO/planner.
6. If any discrepancies during the above process are noticed, the tally clerk will inform the HOO/planner via radio. The HOO/planner will then contact the consignee/haulier/agent immediately via telephone & email to inform them with the said discrepancy.
7. Once the consignee/haulier/agent is informed they will convey on VGT quay, the HOO/planner is to ensure to meet consignee/haulier/agent and will then decide on what they would like to do with the said reefer container.
8. If the consignee/haulier/agent requests delivery of reefer container, the HOO will inform the delivery clerk to issue a GPO with a remark stating the actual temperature of the said container upon discharge.
9. When unplugging is requested by consignee/haulier/agent via telephone & email, the HOO/planner will contact subcontractor via telephone & email to unplug the said container reefer.
10. The HOO/planner will fill in an EAR with all relevant information including signature of consignee/haulier/agent.
11. The HOO/planner will then send an email to consignee/haulier/agent with GPO and EAR attached to inform all relevant parties what actions were taken and that the case is closed.
12. The EAR will then be sent to Accounts Department in hard copy for billing purposes.

Abbreviations:

HOO: Head of Operation
GPO: Gate Pass Out
EAR: Extra Activity Request
VGT: Valletta Gateway Terminals

