

Montreal, May 17th, 2022

Subject: Best practices to improve your experience at Termont

Dear partners,

We would like to inform you that a 2nd kiosk for “Manual / Traditional transactions” is now available at the Sicard Entrance to access Viau Terminal (Section 52).

We share some best practices to improve your experience during your visit to Termont:

What you need to know about the Sicard Entrance:

- The 4 lanes at this entrance are strictly for transactions at the Viau terminal (Section 52)
- 2 lanes (lane 1 / 41 and 2 / 42) equipped with a kiosk for “Manual / Traditional transactions” done using the numeric keypad
- Remaining 2 lanes for “Online transactions / Sherpa”
- Truckers perform their biometric identification and scan their port card in the Sicard entrance lanes

Avoid delays and ensure fluidity:

- Favor “Online transactions / Sherpa” to quickly access our terminal entrances
- For “Online transactions / Sherpa”, ensure that you have received your QR code before your visit to Termont
- When you submit an “Online transaction / Sherpa”, allow 15 to 20 minutes before you receive your QR code by email. If you have not received your QR code within this delay, contact your dispatcher before going to stage 2 of our terminals. This will avoid delays in the lines at our terminal entrances
- If an “Online transaction / Sherpa” exists, do not perform another transaction at the kiosk. This will only create a duplicate transaction and cause delays in the lines at the time of your visit
- Know which terminal to drop your empties before your visit to Termont, as the location for receiving empties is subject to a change of terminal during the day

- Know which terminal to make all your transactions (drops and pick-ups) before your visit to Termont. Your dispatcher will indicate at which terminal to carry out your transactions if necessary
- For transaction (s) at Maisonneuve, go to the main Port of Montreal entrance on De Boucherville Street (corner Notre-Dame), section 74
- Take advantage of the weekday time slot from 3:00 pm to 10:00 pm which is generally underutilized

We want to remind you that there is **no registration fee for Sherpa or to make Online transactions.** Even more reason to take advantage of faster access to our terminals for free.

Our personnel is onsite at all times to ensure normal activities. Do not hesitate to [communicate with our Customer Experience](#) or contact us at 514-254-0526 if you have any questions about this.

L'équipe Termont

450 de Boucherville

Montréal, Québec, H1N 0C6

www.termont.com