

Montreal, June 13th, 2025

Object: Relocation Project - Gate clerks (section 74)

To the attention of dispatchers and truckers of Transport companies

Dear partners,

We wish to communicate important information regarding the launch of the relocation project of the gate clerks, section 74.

It's official, the logistics clerks, located at the gate office at 450 De Boucherville, section 74, have been relocated. **Starting Monday, June 16th, 2025**, they will communicate remotely with the truckers.

Service to truckers remains unchanged from 6:00 am to 10:00 pm.

💡 Apply these few practices to enhance your experience during your visits:

DISPATCHER:

1) BEFORE the arrival of the trucker at the Port of Montreal, send an email to: clerks@termont.com in the following cases:

🚚 **Trucker picking up for the Canadian Border Services Agency (CBSA) or for the Canadian Food Inspection Agency (CFIA):**

- Send the circulation documents, pickup number, trucker's name and port card number (eg: 501G-xxxxxxx)

🚚 **Trucker with a paper copy of customs release**

🚚 **Fire-Marshall (Drop or pickup):**

- Request a reservation (RV) by email including container number, pickup number (PIN), date and time of the visit as well as the driver's name
- Trucker at the pregate line must wait for a logistics clerk to intervene
- Trucker must be in the presence of the Fire Marshall before being served!!!

🚚 **Intra-terminal Transfers:** send an email with the Vessel name, Voyage, container number, pickup number (PIN), Export Booking, date and time of the visit.

- For the pickup: an RV will be provided
- For the drop (return): trucker asks for assistance at the pregate line, section 74, (carousel)

2) **BEFORE arrival of the trucker at the Port of Montreal:** trucker calls 514-254-0526 at the Pregate line, section 74 (carrousel) in the following cases:





Stuffing (export) or destuffing (import) of cargo on a flat rack (container)




Overdimensional Cargo ("Out of Gauge" (OOG)) too large to fit in the automatic gates: trucker mentions that it is an OOG

TRUCKER:

 Go directly to the pregate lines 15 to 26, section 74/75 via the Port of Montreal Registration's entrance. Assistance is available on the lines by pressing the "Help" button

 A trucker carrying a dangerous goods (DG) container must have the DG documents and the required placards on the container before leaving the terminal

 A trucker must verify the presence of a seal and ensure the container's integrity before leaving the terminal.

It should be noted that Termont IS NOT RESPONSIBLE for "Deadrun" charges or missed appointments.

We reiterate that this project is complementary and in continuity with our other projects, emphasising security and fluidity with several advantages including:

- ✦ **SECURITY** the trucker no longer leaves his truck to talk to a clerks
- ✦ **ENERGIZE** the interaction between truck drivers and clerks
- ✦ **TIME SAVING** the trucker skips the gate office and goes directly to the pregate lines
- ✦ **OPTIMIZE** interactions: achievable through digitalization
- ✦ **MAINTAIN** the level of service for truckers **DURING** and **AFTER** the transition

We are convinced that this new measure will contribute to enhance and to energize the service offered at Termont.

We would like to express our sincere thanks for your support and your collaboration throughout the process.

Best regards,

L'équipe Termont

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