

CONTAINER SCHEDULING PROPOSALS

Issue	Proposal	Action	Rating*	Comments
1. Container Supply				
1.1 Communication between shipping lines and industry organisations about long term crop projections, seasonal estimates and short term crop changes is lacking and can impact on container supply, short as well as long term.	<ul style="list-style-type: none"> Initiate regular pre-season communication with shipping lines Regular crop updates to be communicated to shipping lines 	<ul style="list-style-type: none"> Hortgro Hortgro 	C	Hortgro to initiate a formal pre-season meeting with the shipping lines to discuss crop forecasts and issues of mutual concern
1.2 In times of container shortages, exporters tend to inflate demands in order to stand a better chance to secure required allocations. Unfortunately this leads to late cancelations and re-allocation of containers at the last minute.	<ul style="list-style-type: none"> Shipping lines and booking agents to introduce incentives for accurate forecasts Include in pre-season discussions 	<ul style="list-style-type: none"> Hortgro 	B	Last minute switch from one market to another (e.g. EU to F/E) aggravates the problem Hortgro to include the issue in pre-seasonal discussion
2. Container Availability				
2.1 Pick-up times of empty containers coincide with peak urban traffic, often leading to late arrival of containers at loading points.	<ul style="list-style-type: none"> Incentivise Bellcon container depot concept Investigate feasibility of earlier depot opening times 	<ul style="list-style-type: none"> Project (Generic) 	A+	Andy Cornell to circulate results of trials. Follow-up workgroup session Also discuss night loading
2.2 Recessionary trade conditions are forcing shipping lines to consider extending the lifespan of present containers with a risk to cold chain integrity should maintenance drop below acceptable levels.	<ul style="list-style-type: none"> Obtain and analyse factual information – PPECB Discuss supply of newer generation containers with shipping lines (Pre-season discussions) 	<ul style="list-style-type: none"> PPECB Hortgro (See 1.1) 	C	Shipping lines cannot neglect reliability of containers Special request to Shipping Lines to allocate younger containers to fruit, especially during high ambient temperatures and sensitive fruit (e.g. Summer Pears)
2.3 Despite efforts by PPECB to thoroughly inspect cleaned and pre-tripped containers, a percentage still slip through that is rejected at loading points.	<ul style="list-style-type: none"> Compile records and analyse - ongoing 	<ul style="list-style-type: none"> PPECB 	B	PPECB to include availability of plug points in loading point approval check Loading points to have checklists for set points, cables, etc Shipping lines to be charged if set points have to be corrected at loading point
2.4 Poor relations with and attitude of some empty depot operators are not conducive to handling urgent requests.	<ul style="list-style-type: none"> Promote good relationships by educating depot staff re basic fruit knowledge and urgency required for perishables 	<ul style="list-style-type: none"> PAG (See 3.15) 	C	See proposal

2 Container Scheduling

2.4 Fruit Specification

2.4.1 Inaccurate stock figures, due to late transfer of electronic files from cold stores or wrong assumptions regarding when fruit will be on temperature, lead to late bookings and subsequent delays.	<ul style="list-style-type: none"> Service level agreements between cold stores and exporters to spell out minimum criteria Basic SLA as guideline for industry 	<ul style="list-style-type: none"> Pack house cold stores 	B	In transit fruit often creates problems
2.4.2 Incompatibility of IT systems is a cause for inaccurate stock records.	<ul style="list-style-type: none"> Where incompatibility is identified, corrective action is to be taken 	<ul style="list-style-type: none"> Pack house cold stores (See 3.11) 	B	Users often use wrong fields in system Error occur when fruit is transferred (especially age of fruit) and when ownership changes have to be effected
2.4.3 Poor discipline regarding cut-off times puts tremendous pressure on the scheduling process.	<ul style="list-style-type: none"> Standard operating procedures between exporter and booking agent to spell out cut-off times Booking agent to enforce cut-off times and/or consider incentives 	<ul style="list-style-type: none"> Booking agent Booking agent 	A	See Proposal
2.4.4 A lack of basic fruit and process knowledge is a serious cause of poor communication and ignorance of the urgency required by fruit exports.	<ul style="list-style-type: none"> Identify, create, publicise and motivate 	<ul style="list-style-type: none"> PAG (See 3.15) 	A+	See Proposal
2.4.5 Attitude and willingness to be available 24/7 on the part of persons making transport arrangements are attributes required to take corrective action when problems arise.	<ul style="list-style-type: none"> Service level agreement between exporter and agent to spell out criteria 	<ul style="list-style-type: none"> Pack house cold store 	B	See Proposal
2.4.6 Cancellation of booked containers on the last day of stack, leads to re-allocation of containers to other exporters and resultant last minute non-efficient operational arrangements. Lost shipping opportunities can also be occur.	<ul style="list-style-type: none"> Incentives from shipping lines and agents 	<ul style="list-style-type: none"> Booking Agents (Refer 1.2) 	A	See 1.2 See Proposal

2.5 Contracting Transport

2.5.1 Reliability and roadworthiness of trucks used are not enforced by the parties that contract them.	<ul style="list-style-type: none"> Feedback from and follow-up by cold stores Undertakings from transporter to be included in SLA Prepare checklist for Loading Point 	<ul style="list-style-type: none"> Loading points Agents PAG 	B	See proposal
2.5.2 Incorrect cargo weight declaration is a serious problem.	<ul style="list-style-type: none"> Standard weight lists to be used Loading point to check declared weight and correct if necessary Seriousness of incorrect weight declaration to be spelt out to agents and loading points 	<ul style="list-style-type: none"> Booking agents Loading points Shipping lines 	A	See proposal
2.5.3 Overweight containers stopped at weighbridges cause delays and financial losses.	<ul style="list-style-type: none"> Cooperation between driver and loading point Feasibility of introducing self control system (refer wood transporters) to be evaluated 	<ul style="list-style-type: none"> Booking agents to initiate Hortgro 	B	See proposal
2.5.4 Poor communication of delays encountered, prevents pro-active corrective steps.	<ul style="list-style-type: none"> Transporters to apply strict discipline for non-compliance by drivers Loading points to report non-compliance to party contracting the driver Include in SLA 	<ul style="list-style-type: none"> Transporters Loading points Booking agents 	A	See proposal

2.5.5 Unreliable transport contractors seriously disrupt well-planned schedules.	<ul style="list-style-type: none"> Report unreliable transporters Blacklist transporter if no improvement Record deviations 	<ul style="list-style-type: none"> Loading point Loading point 	A	See proposal
2.5.6 The present CTO (Container Terminal Order) process is time consuming and outdated.	<ul style="list-style-type: none"> Evaluate impact of new Transnet Navis system If necessary initiate development or enhancement PAG discussions with Transnet 	<ul style="list-style-type: none"> Generic Project PAG 	A+	Navis publication circulated CTO still in place one more year Navis and Refcon system is being linked Transnet make training sessions available Hortgro (A Cornell and J Strydom) to take this further with Transnet
2.5.7 Realistic loading timeslots are often lacking, despite communication with loading points.	<ul style="list-style-type: none"> Realistic loading times to be enforced 	<ul style="list-style-type: none"> Booking agent and loading point 	A+	Transporter discipline to stick to timeslots important PPECB and Loading Points to identify transporters Consider financial incentive (PAG as facilitator)
2.5.8 TTTs (Time Temperature Tolerances) are not always adhered to.	<ul style="list-style-type: none"> System to monitor TTT's more accurately – take up with PPECB Evaluate new technology to monitor temperature (Delivery Air) from source to destination (Part of Cold Chain Integrity Project) 	<ul style="list-style-type: none"> PAG PAG 	A	Investigate future linking of Navis/Refcon and PPECB TTT's to be reviewed (PPECB) Investigate the use and cost of container probes (calibrated) to replace present temperature recorders (PPECB) Coordinate with M Dodd's cold chain integrity project (JS)
2.5.9 Delays from time of loading to time of coupling containers to power points in the terminal are not monitored effectively and threaten maintenance of the cold chain.	<ul style="list-style-type: none"> Monitoring system to be improved – See 2.5.8 Follow-up action to be taken 	<ul style="list-style-type: none"> PPECB PPECB 	A+	Navis/Refcon will eventually solve this problem Transnet is working on the lack of services at end and start of shifts in terminal
2.5.10 The phenomenon of having the bulk of containers booked on the last day of stack is a major cause of poor efficiency. The skew distribution of daily volumes through the week severely impacts on transport costs and quality of service.	<ul style="list-style-type: none"> Spell out importance for evenly spread bookings Identify and evaluate incentives to reduce last day of stack loadings 	<ul style="list-style-type: none"> PAG PAG - Project 	A+	Special session to be arranged for this issue
2.5.11 With the increase of dual loads (a container picking up fruit at more than one cold store) special procedures and preferences are required to minimise additional costs and avoid breaks in the cold chain.	<ul style="list-style-type: none"> Present rules for dual loads to be evaluated Comprehensive guidelines for pome fruit to be compiled 	<ul style="list-style-type: none"> PAG PPECB/PAG 	A	See proposal
2.5.12 Container cable theft is a serious cost and disruptive issue.	<ul style="list-style-type: none"> Drivers to take bigger accountability Include in Loading Point Checklist 	<ul style="list-style-type: none"> Loading Points 	B	Include accountability in SLA (especially when picking up containers at empty depot) A check is done at empty depot to make sure cable are present
2.5.13 Positioning of exhaust pipes of vehicles can cause exhaust fumes to enter containers through vents	<ul style="list-style-type: none"> All vehicles to comply Include in SLA Vehicle to be checked at empty depot gate and loading point 	<ul style="list-style-type: none"> Transporter Agent Empty depot and LP 	B	

3 Fruit Loading

3.1 Loading of fruit into containers takes place simultaneously at several loading points and PPECB officials cannot always be on time or present. Delays due to PPECB not being available can be costly. This is even more critical when pre-staging of pallets outside cold rooms is done.	<ul style="list-style-type: none"> Auditing role iso monitoring role by PPECB to be evaluated Discussion with PPECB 	<ul style="list-style-type: none"> PPECB PAG 	A+	Legislation that spells out PPECB's responsibilities must be changed to switch to audit mode Communication between PPECB and Loading Points very important
3.2 A lack of cooled airlocks at most pome fruit cold stores prevents effective pre-staging.	<ul style="list-style-type: none"> Motivate provision of airlocks Evaluate alternatives e.g. pallet shrouds, holding stores Effective communication 	<ul style="list-style-type: none"> PAG PAG Loading points 	B	Airlocks not considered as important provided good communication exists No need for alternatives
3.3 Loading points are not always taking accountability for container condition and fruit protocols. This is left to PPECB.	<ul style="list-style-type: none"> Spell out loading point responsibilities and implement control system - Checklist 	<ul style="list-style-type: none"> PAG 	B	PPECB do not always have access to outside of containers in a stack and can therefore only check interior Difference between cosmetic and functional damage. PPECB to supply standards used at next meeting
3.4 At most cold stores power plug points are not available to check container temperature settings.	<ul style="list-style-type: none"> Motivate installation of power plug points 	<ul style="list-style-type: none"> PAG 	A	PAG Workgroup recommends strongly that plug points be compulsory at pome fruit loading points
3.5 Cold stores are generally not geared for random access to individual pallets. With loading instructions calling for specific pallets (ID Number) delays are inevitable.	<ul style="list-style-type: none"> Apply sound cold store management Insist on early specifications Effective specified pallet replacement procedures 	<ul style="list-style-type: none"> Loading points Loading points Exporter 	B	See proposal
3.6 Not all older generation cold stores have been converted to effective handling of hi-cube pallets.	<ul style="list-style-type: none"> PAG 	<ul style="list-style-type: none"> PAG 	B	See proposal
3.7 Markets requiring cold sterilisation treatment seem to be on the increase. With special procedures prior to and during loading, PPECB's presence is required. Arrangements to have this in place do not always take place timely.	<ul style="list-style-type: none"> Early advice crucial Pro-active arrangements with PPECB/DAFF 	<ul style="list-style-type: none"> Booking agent Booking agent 	A	Changes in protocols to be communicated to industry by PPECB and Hortgro Mix opinion expressed regarding DAFF's cooperation Provisional DAFF workshop on 11 or 12 October to be confirmed
3.8 IT systems at the exporter and cold stores are not always fully compatible leading to delays.	<ul style="list-style-type: none"> Evaluate seriousness of the situation 	<ul style="list-style-type: none"> PAG - Project 	A	Not considered as a serious problem at pome fruit cold stores – only ad hoc problems
3.9 Poor stock management leads to costly delays.	<ul style="list-style-type: none"> Loading points to accept cost for delays Monitor delays at loading points 	<ul style="list-style-type: none"> Loading points Booking agent 	A	See proposal
3.10 Quality control during the container loading process is very disruptive.	<ul style="list-style-type: none"> Quality control to be done prior to loading process 	<ul style="list-style-type: none"> Loading points 	C	Target market that changes before load may necessitate marking/stickering that could cause delays
3.11 Poor communication of delayed cooling or stock differences contribute to futile trips and/or delays.	<ul style="list-style-type: none"> Early advice of deviations Appropriate pro-active steps 	<ul style="list-style-type: none"> Loading points 	C	Interested parties can register with Transnet to information on stack

		<ul style="list-style-type: none"> Booking agent 		changes
3.12 Training in basic fruit knowledge and processes is seriously lacking. Back-up or replacement strategies at exporters, agents and loading points do not receive the attention it should.	<ul style="list-style-type: none"> Identify existing training tools Advise and motivate role-players of opportunities 	<ul style="list-style-type: none"> PAG - Project PAG 	A+	PAG to identify available opportunities and advise/motivate role-players
3.13 Loading points do not all realise their accountability when it comes to overloading of containers.	<ul style="list-style-type: none"> Spell out consequences and accountability 	<ul style="list-style-type: none"> PAG 	C	Specify the right vehicle for the specific load
3.14 In the peak season cooling capacity of cold stores is put the test and allowances for longer cooling rates may have to be applied.	<ul style="list-style-type: none"> Effective capacity planning Effective communication Adjustment of cooling rate criteria 	<ul style="list-style-type: none"> Loading points Loading points/Exporters Exporters 	A	See proposals
3.15 When cold stores are full, locating individual pallets specified in loading instructions becomes more difficult.	<ul style="list-style-type: none"> Effective cold store management Pre-staging (under cool conditions) Practical pallet replacement procedure 	<ul style="list-style-type: none"> Loading points Loading points Exporter 	C	See proposals
3.16 Where effective analysis of loading statistics is lacking, timely corrective steps are often not taken.	<ul style="list-style-type: none"> Good recordkeeping of loading statistics Effective analysis of statistics and follow-up action 	<ul style="list-style-type: none"> Loading points Loading points 	C	See proposals

4 Container Shipping

4.1 Drivers are not always sensitive to the cold chain integrity and stop en route resulting in the TTT being exceeded. Arriving after the stack has closed is costly and can result in short-shipment of containers.	<ul style="list-style-type: none"> Basic training of drivers Monitoring of TTT Transporter to accept liability for resulting costs 	<ul style="list-style-type: none"> Transporter PPECB Transporter 	A	See proposals
4.2 Despite processes in place, reaction to changed stack times is sometimes lacking, especially when such advice is given after hours.	<ul style="list-style-type: none"> Operational staff to be contactable 24/7 (include in SLA) Appropriate action to be taken timely 	<ul style="list-style-type: none"> Booking agent Booking agent 	B	A prerequisite
4.3 Late decision and notification of vessels by-passing the port due to earlier delays, disrupts well-planned scheduling.	<ul style="list-style-type: none"> Awareness by shipping lines of consequences Pro-active anticipate possible deviations Prepare shipping education lecture 	<ul style="list-style-type: none"> Shipping lines Booking agent Shipping lines 	C	Guidelines to shipping lines regarding cut and run priorities
4.4 Excessive standing times at terminals during tea breaks and shift changes are unacceptable.	<ul style="list-style-type: none"> Evaluate factual situation Discuss solutions with terminal managers 	<ul style="list-style-type: none"> PAG PAG 	C	Transnet is working on the lack of services at end and start of shifts in terminal

• Rating Structure

- Priority A+ : Issue is very important and needs to be addressed as a high priority

- Priority A : Issue is important and needs to be addressed
- Priority B : Issue needs attention but is not critical
- Priority C : Issue is a concern or can be addressed relatively quickly