

Frequently Asked Questions

Information

Q – What is the link to your website to find all the latest information?

A – You can find all the information on <https://www.mpet.be/opening-times.htm>. Information published on this website prevails over any other information document, overview or channel.

Q – When will the website be updated?

A – The website will be updated daily at 16:00.

Delivery

Q – Why is my truck not allowed at the terminal?

A – The booking for your container is connected to the vessel ### where there's a Yard Opening Time defined for dd/mm/yyyy. This Yard Opening Time is the earliest delivery time and we cannot make any exceptions.

Q – I have a booking, can I discharge containers with that booking?

A – Your booking is linked to a vessel. All Yard Opening Times can be found on our website.

Q – Can we deliver the container earlier at an additional cost?

A – No this is not possible.

Yard Opening Time calculation

Q – If there's a holiday within the 7 days, the transporters only have 4 days to deliver the container. Does this mean that we have 1 day less to deliver the container?

A – When calculating the Yard Opening Time, we take this into account. If there's a holiday between the Yard Opening Time and the ETA, we count 1 extra day, meaning that the Yard Opening Time will be 8 days before ETA.

Q – Is the 7 days Yard Opening Time including or excluding ETA of the vessel?

A – The Yard Opening Time is 7 days excluding the ETA day of the vessel.

ETA of vessels

Q – The information on your website with regards to the Yard Opening Time is not correct. I have received other ETAs from the shipping lines/shipper/customer. According to me, this is the only correct ETA and therefore I can deliver the containers.

A – We have a daily internal process to actualize all ETAs of the coming weeks, based on the recent updates that we receive from our various stakeholders. The ETAs on our website are the only ones that are accurate. If you want, you can contact us on +32 (0)3 260 7133 so we can double check this for you.

Concept – Closing

Q – What about the closing dates as informed by the carrier?

A – Closing dates communicated by the carrier remain valid regardless of Yard Opening Time.

Concept – Opening

Q – Can the Yard opening Time change after publication?

A – We try to limit any changes regarding the Yard Opening Time as much as possible. However in case of extreme schedule changes, we will need to change the information on our website to avoid an early delivery of containers and you will be notified by the carrier as well.

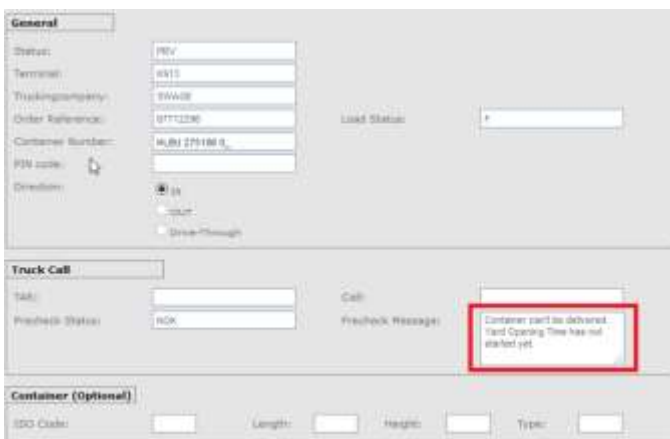
Systems (TAMS/ePortal) – Truck

Q – I have a specific problem in TAMS, what do I need to do?

A – The contact details mentioned on this page, are only for matters related to the Yard Opening Time. If you have a specific problem in TAMS, you will need to address the helpdesk at quay.

Q – How will I get feedback about containers that were delivered too early?

A – The pre-registration and the selected timeslot will be validated taking into the account the Yard Opening Time. TAR codes can be created but however it will get a NOK (= not ok) status until the yard is opened for the intended vessel.



The screenshot shows a web form with three main sections: 'General', 'Truck Call', and 'Container (Optional)'.
 - **General:** Fields for Status (PREV), Terminal (RWIS), Trucking company (EWAIS), Order Reference (0771230), Container Number (MUR122180), PIN code, and Destination (with radio buttons for 'In', 'Out', and 'Drive-Through'). A 'Load Status' dropdown is also present.
 - **Truck Call:** Fields for 'Call' and 'Feedback Message'. The 'Feedback Message' field contains the text: 'Container can't be delivered. Yard Opening Time has not started yet.' This text is enclosed in a red rectangular box.
 - **Container (Optional):** Fields for ISO Code, Length, Height, and Type.