

Port Norfolk Commodity Warehouse

1157 Production Road

Norfolk, VA 23502

## Warehouse Appointment Scheduling Process

### Overview

One of our primary goals is to provide exceptional customer service to all of our business partners and their carriers. We understand that time management is critical to meeting the demands of an already hectic schedule, so we have developed an appointmented pick-up and delivery system to help expedite the time you spend with Port Norfolk Commodity Warehouse.

Appointments are required to be scheduled at least one day prior to the requested day, and requests must be received by 4:00PM on the day prior to requested arrival. Appointments are the responsibility of the carrier or broker and can be scheduled up to five business days in advance.

### Appointment Times

Appointments are scheduled on the half hour starting at 8:00AM and ending at 3:00PM, with the exception of the 12:00-1:00 lunch period. While we can most often accommodate two appointments within the same time slot, it is not always possible due to the various commodities handled by the warehouse.

PNCW understands the various delays that can alter a carrier's arrival to our facility; however, it is important that we maintain a constant flow of traffic in and out of the facility. To help minimize overall appointmented delays, trucks are allotted a thirty minute grace period to their scheduled arrival time. If a truck arrives outside this thirty minute grace period, it is then moved to the end of the line to be worked in after the other appointmented carriers have been addressed. Depending on activity level, this may roll the carrier to the next day, or in some instances, a premium labor rate opportunity may be available on an overtime basis. Early arrivals may move to an earlier slot if there is one available. Daily cut-off for all arrivals is 3:00PM.

### Scheduling of Appointments

Appointments are to be scheduled by the carrier or broker by 4:00PM the day prior to the requested arrival date. Appointment requests through CDI can be finalized by calling 757-363-8612, and appointments for PNCW and Port Norfolk Transport can be finalized by calling 757-460-7749.

Missed appointments can be rescheduled for the next day but are the responsibility of the carrier or broker. Appointments are not automatically rolled and require additional communication.