

Frequently Asked Questions

Introduction of new road transport tariffs

The tariffs

1. Why is ECT introducing these tariffs?
ECT feels forced to introduce these tariffs because previous measures to achieve a modal shift and a better distribution of the supply of trucks over the day have not led to the desired result. In addition, it is necessary for us to take measures in the field of sustainability in order to continue to comply with legislation and regulations.
2. Does ECT expect that these tariffs will lead to a better distribution and a modal shift?
ECT is aware of the fact that such changes are not easy to achieve. By introducing the tariffs including the distribution premium, we want to give the market a clear incentive to change.
3. Why a Climate Tariff?
The Climate Tariff is intended to realize a modal shift and to contribute to the climate goals in a broader sense. In our letter to road hauliers we discussed in detail the motivation behind the tariffs.
4. Why a Distribution surcharge?
For years we have tried to achieve a more balanced distribution of the supply of trucks at our terminals. During the day it is very busy and at night and on weekends it is quiet. ECT has been open 24/7 to its customers for decades, but despite these efforts very limited use is made of this option. In our letter to road hauliers we discussed in detail the motivation behind the tariffs.
5. Why a Distribution premium?
With the distribution premium we want to reward companies that use the edges of the day, evening, night and weekends and therefore contribute to a better distribution of the supply of trucks at our terminals. In our letter to road hauliers we discussed in detail the motivation behind the tariffs.
6. Why is the Distribution premium lower than the surcharge?
We want to bring about a clear shift and given the current distribution this must be more than a 1 on 1 effect, hence the difference.
7. Why does ECT not pay out?
With the Distribution premium, ECT wants to provide an extra incentive to use weekends and nights more, but it is not the intention that ECT will pay for handling at its terminals.
8. Why does ECT not follow the same time window and tariff as RWG?
ECT makes its own assessments based on company-specific characteristics and does not consult with competing terminals on such matters.
9. Do these tariffs also apply to Hutchison Ports Delta II?
No, the tariffs apply to both ECT terminals: ECT Delta and ECT Euromax, but not to Delta II.

Handling

10. Does ECT deploy extra capacity outside the hours for which the Distribution surcharge applies?
Capacity is deployed based on the supply. If the supply grows outside of daytime hours, this will be anticipated.
11. Will I be compensated/reimbursed if I have to wait during the day/night?

No, ECT does not have a Truck Appointment System and therefore has no influence on when trucks come to the terminal and therefore no influence on the busyness at any time. We will of course try to keep any waiting times to a minimum.

12. Does ECT also plan to introduce a Truck Appointment System?

This is not planned at the moment.

Billing

13. How is invoicing done?

MyTerminal, ECT's digital platform for logistics information, will take care of the invoicing. One overall invoice is sent per month. Invoicing is done at company level, based on the individual company visits of the drivers of the operating carrier. The CargoCard serves as a means of recording visits.

14. How do I receive the invoice?

By mail. You can make the email address known in MyTerminal. Road hauliers will be contacted in the coming weeks with further information about the working method and the steps to be followed. If you do not yet have a MyTerminal account, we advise you to create one free of charge via <https://myprofile.ect.nl/registration/>

15. What happens if the invoices are not paid?

After 2 reminders (you will receive these by email), access to the ECT terminals will be denied to all drivers who report with a CargoCard belonging to the EAN number of the company that has not (yet) paid?

16. How can I register with MyTerminal?

Road hauliers carriers must be registered on MyTerminal with their EAN number. Road transporters will be contacted in the coming weeks with further information about the working method and the steps to be followed. If you do not yet have a MyTerminal account, we advise you to create one free of charge via <https://myprofile.ect.nl/registration/>

17. What information do I have to provide?

The following information must be provided in MyTerminal:

- a. User information: first and last name, a personal business email address
- b. Company details: Company name, Chamber of Commerce number, EAN number
- c. Address and billing information

18. What does registration with MyTerminal cost?

Registration with MyTerminal is free of charge. In addition to the Free subscription, MyTerminal also offers a Premium and Premium Plus version. With Premium, the user receives more efficient insights to optimize its container logistics. More information about the different subscription types can be found at <https://myterminal.ect.nl/pricing>

19. What information do I see on my invoice?

The invoice lists all visits by trucks that have visited the terminals on behalf of the company (the basis is the EAN number) in the previous month. The Distribution premium is automatically deducted from the Distribution surcharge. The invoice contains the total amount per terminal (ECT Delta and ECT Euromax) and a specification at visit level.