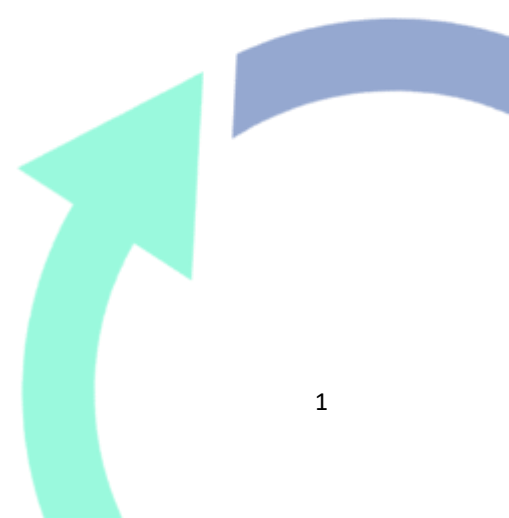




1-Stop

# 1-Stop DirectPay via ComPay FAQ's



## 1. FAQ'S

### General

#### When will DirectPay go-live?

DirectPay will be available from the Friday 4<sup>th</sup> December. From today, you can express your interest to join our soft launch. During the soft launch 1-Stop will work with you to understand your processes and how we can help you in reducing your time and costs by using DirectPay. [If you are interested, please follow this link to express your interest.](#) Our team will then be in touch with more information on how to get started.

Further to this, we will hold 2 virtual information sessions to walk through the process, provide a demonstration on how the system works and highlight the benefits for all members of the supply chain.

[To RSVP for these sessions please follow this link.](#)

At the conclusion of our soft launch, DirectPay will launch in mid-January to the entire community.

#### Which terminals are participating in DirectPay?

DP World's Terminal Access Charge and Patrick's Landside Charge can be paid through DirectPay

#### How does DirectPay benefit the industry?

PARTY	BENEFITS
Freight Forwarder & Cargo Owner	Lower supply chain costs by removing the need to pay for additional administration charges
Transport Operator	Generate free cashflow by removing the burden of paying the Terminal Access Charge/Landside Charge in advance.
Terminal Operator	Provide an alternative collection method to the current process

#### Is there a charge for using DirectPay?

1-Stop is charging a fee of \$8 plus GST per transaction. This is an optional service, and those that see benefit in this service will achieve the savings.

#### Is this the only Payment Option available now?

No, DirectPay is entirely optional. If you choose not to use the solution, you simply continue to make payments how you do / today. 1-Stop is bringing in this new option by giving more members of the community control of their cargo and increasing payment options available.

#### Why are you bringing DirectPay to the market?

1-Stop continuously looks for ways to provide efficient options to the community and ensure containers can go from A to B in the most efficient and productive way. By implementing DirectPay, we see this as an opportunity to remove an unnecessary process thereby reducing successive administration fee mark ups.

### FAQ – Cargo Owner and Freight Forwarders

#### How do I access DirectPay?

DirectPay is a new solution that is via ComPay.

#### Does the Payer need to register with ComPay?

No, this payment option is available to those with or without a ComPay account. 1-Stop recommends that you sign up for a ComPay account so you can have all your invoices and payments easily visible in one spot. To register for a ComPay account please [go here.](#)

## What is the payment process and cut-off times?

The process will be slightly different for Patrick and DP World due to a difference in the billing cut off times.

The general rule is:

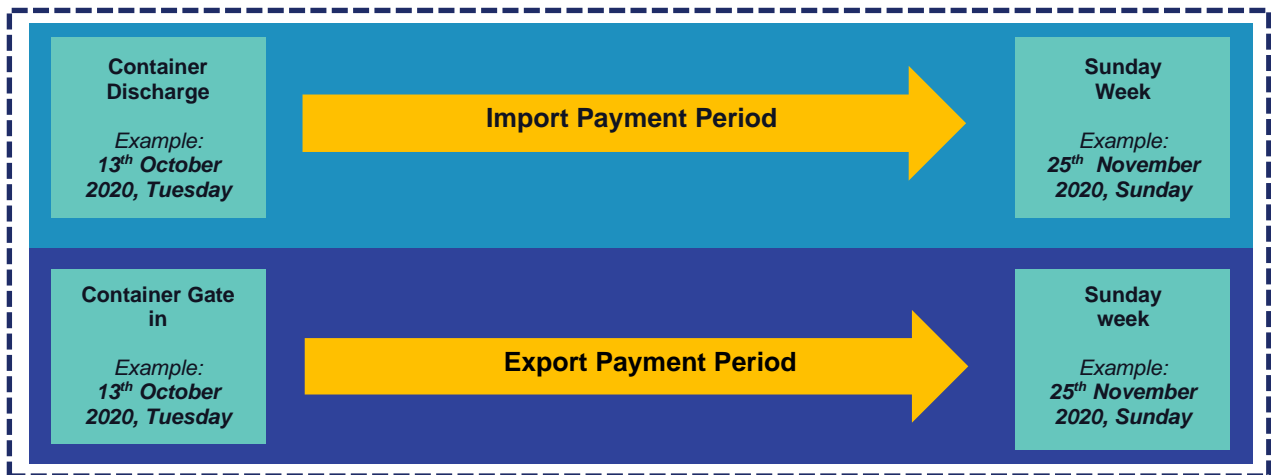
**Import containers:** The Cargo Owner/ Freight Forwarder will have from the time of container discharge to 23:59 on the last day of the billing period

**Export containers:** The Cargo Owner/ Freight Forwarder will have from the time the container is gated-in to 23:59 on the last day of the billing period.

For example, the payment period for Cargo Owners and Freight Forwarder will be:

### For Patrick Terminals:

The payment window for Patrick Terminals will be from the date of discharge to “Sunday week”. This means a minimum window of 8 to 20 days

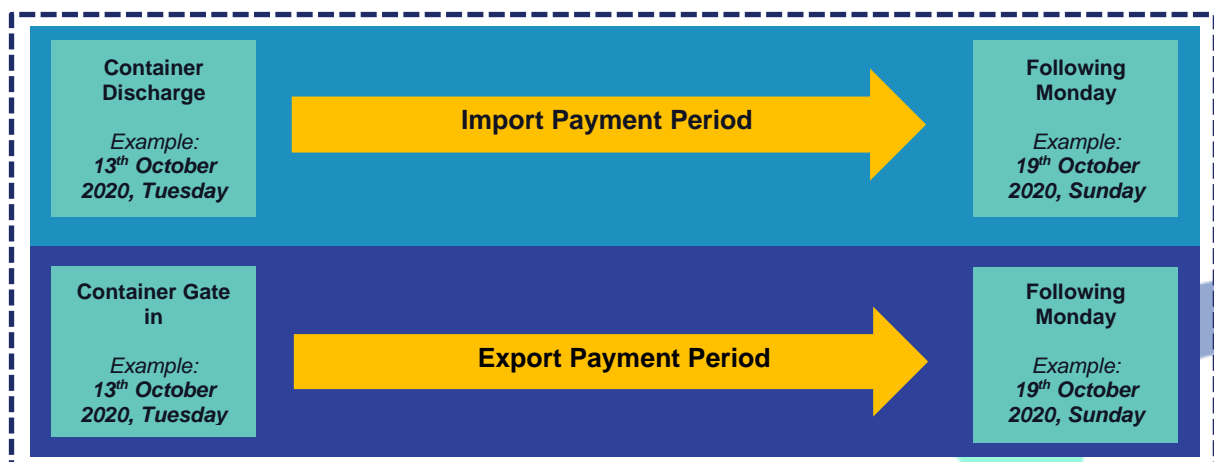


Date examples:

- Import Container: The container is discharged on Tuesday 13th October 2020 and picked up on Wednesday 21st October. The payment window will then be between the 13th October until Sunday 25<sup>th</sup> October 2020.
- Export Container: The container is gated-in on Tuesday 13th October 2020. The payment window will be between the Tuesday 13th October 2020 until Sunday 25<sup>th</sup> October 2020.

### For DP World Terminals:

The payment window for DP World Terminals will be from the date of discharge (imports), gate-in (exports) to the “following Monday”. This means a minimum window of 1 and 7 days



Date examples:

- Import Container: The container is discharged on Tuesday 13th October 2020 and picked up on Wednesday 21st October. The payment window will be between the 13th October 2020 until Monday 19th Oct 2020.

- **Export Container:** The container is gated-in on Tuesday 13th October 2020. The payment window will be between the Tuesday 13th October 2020 until Monday 19th Oct 2020.

#### **How quickly is the payment made to the terminal?**

The payment takes the same amount of time as any payment in the supply chain today (approximately 24 hours depending on your bank). However, notice is sent to the terminal once the payment is confirmed by the Payer. When all relevant holds are removed from the container, then the container can be collected immediately. A remittance advice will be sent to the payer immediately.

#### **What if I miss the payment cut-off window?**

There is no need to worry, the process will be as it is today. The fees will be included in the weekly invoice to the Transport Operator. The Freight Forwarder or Cargo Owner will then be invoiced by the Transport Operator.

#### **Is the process the same as paying for Storage in ComPay?**

Yes, we have streamlined the process so you can pay for Storage and the Terminal Access Charge/Landside Charge in one single transaction.

#### **Do I need to logon to ComPay for every individual container that I need to pay for?**

You can pay for multiple containers every time you log on to ComPay.

#### **What if I enter an incorrect container number?**

Don't worry, we will check that all containers are valid and have not yet been paid for. You will not be double charged or incorrectly charged.

#### **Am I locked into this process if I try it?**

No, you are not as it works on a per container basis. DirectPay is an alternative payment method offered to Freight Forwarders and Cargo Owners.

### **FAQ – Transport Operator**

#### **How will my operations be impacted?**

Through DirectPay, your customers are now able to pay DP World's Terminal Access Charge and Patrick's Landside charges directly, removing the need for you to include these charges in your invoice. Because you do not have to pay these fees upfront, cash flow will be freed up for other operating expenses.

#### **As a Transport Operator, how will I know if the Terminal Access Charge/Landside Charge has been paid already?**

The weekly VBS invoice will indicate "0" the charge has been paid by the Freight Forwarder or Cargo Owner.

#### **What if my customer misses the payment cut-off window?**

There is no need to worry, the process will be as it is today. The fees will be included your weekly invoice from the terminal. You can then invoice your Freight Forwarder or Cargo Owner directly.

