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CIRCULAR
SGTD COMMUNICATIONS
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NOTICE TO ALL CUSTOMERS

Launch of VBS online

Valued Customer,

SGTD is pleased to announce the launch of its new Online Vehicle Booking System (**VBS**) a platform designed to streamline and optimize the truck booking process at the Terminal.

This system aims to deliver greater efficiency, improved transparency, and significantly reduced waiting times for all users.

To ensure proper use of the **online VBS**, a Usage Charter has been established. It outlines user responsibilities and ensures fair, secure, and consistent use of the platform.

Key Guidelines are as follows:

- All bookings reservations shall be made via the VBS online application.
- Trucks must be pre-registered in the SGTD VBS system. The following documents are required: vehicle registration (carte grise) and valid insurance.
- Booking details must be accurate and may be modified or cancelled up to 8 hours before the reserved time slot.
- Any misuse (ie: fictitious bookings, repeated cancellations, etc.) may result in penalties, including warnings, temporary suspension, or account deactivation.
- Data protection rules will be strictly respected.

By using the VBS, all users acknowledge and agree to comply with the terms outlined in the Usage Charter.

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