



EVERGREEN LINE

TERMINAL OPERATIONS

TERMINAL OPERATIONS AT THE PORT OF OAKLAND

October 5, 2026

Dear Valued Evergreen Customer,

As import and export volumes continue to increase at Everport Terminal Services (ETS) Oakland, utilizing all available gate hours – **especially night gates** – is highly encouraged. Relying on only daytime hours will make securing appointments increasingly difficult due to terminal capacity constraints.

Revised ETS Oakland Export Appointment Policy – Effective Immediately

To improve appointment availability and reduce unused reservation slots, ETS Oakland has revised its missed export appointment policy effective October 5, 2026. Under the revised policy:

- The daily threshold for missed export appointments is reduced from 10 to 5.
- Trucking companies exceeding five missed appointments in a day may receive warnings and escalating SCAC-based suspensions.
- Appointments canceled or rescheduled less than two hours before the appointment window will be considered missed.
- Reserved appointments that are not utilized will also be counted as missed.

The policy is intended to discourage unnecessary reservations and make appointment slots more readily available to trucking companies prepared to use them.

Our Recommendation:

Customers and drayage providers should maximize available day and night gate appointments, reserve only appointments they intend to use, and cancel or adjust reservations within the terminal's permitted timeframes.

Effective appointment management and greater night gate utilization will help distribute truck activity across operating hours, improve appointment availability, and support terminal fluidity.

Evergreen remains committed to working with all parties to facilitate the timely movement of import and export cargo. We appreciate your cooperation and continued support.

Sincerely,

Evergreen Shipping Agency (America) Corp.