



Temporary Holding Area and Customer Services

THA

The Temporary Holding Area (THA) is an area that a driver may be sent to if the location they are to attend currently has a heavy workload.

If sent to the THA, please park in the designated bays and watch the screens if possible. Registrations will scroll down on the screens and those unreleased will have  next to them.

Once released, a tick  will appear to the registration and a text message received by the driver.

Drivers should then proceed to the THA consoles and place RHIDES card against the plate.

A job slip will then be printed out.

Driver should then proceed to the location(s) as per the job slip.

CSC

The Customer Service Centre is available for assistance during the times that the Port is open to Haulage and is situated at the THA on Trinity Terminal.

The CSC can be contacted via:

Telephone 01394 604060

Email: csc@fdrc.co.uk

Lum: FTT6