

Port Launches Online Tracking for Barrels

'The Bridgetown Port • It is the first and last impression a ship's crew and passengers will have of Barbados'

October 16, 2013

The Barbados Port Inc (BPI) is committed to maintaining its stellar reputation as an efficient port. Having consistently won regional awards and accolades, the BPI has recently embarked on a range of initiatives aimed at establishing the Port as a fully automated, world-class entity focused on delivering exceptional customer service.

A key part of these plans has been the development of an advanced web portal. Launched in September 2013, the new portal provides a user-friendly, in-depth look at the services and operations of the Port. Visitors can easily search for information on clearing barrels, applying for a port pass and how to be safe and secure while on site. In addition, the web portal incorporates an area for feedback and links to the various social media channels that BPI utilises.

The main aim of the new portal is to enhance the overall BPI customer service experience. A highlight of the redesign is the inclusion of an online barrel tracking service. This feature is already proving popular amongst customers and should aid in making the process more efficient.

Tracking Barrels Online

Approximately 50,000 barrels are moved through the BPI on an annual basis. Persons importing barrels to the island can now follow the progress of their shipment via the BPI web portal.

Step 1: Visit www.barbadosport.com

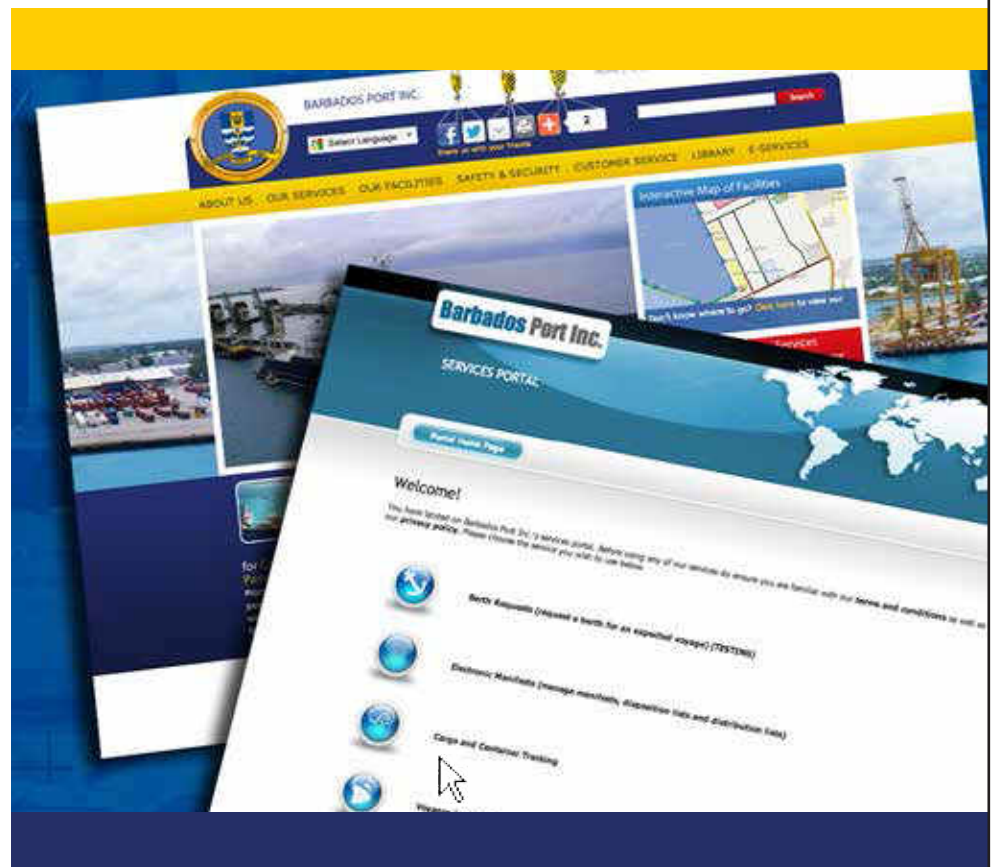
- This is the new web portal. Once on this page, look for E-Services, located on the far right of the page, within the yellow navigation bar

Step 2: Click E-Services

- Clicking on this link will direct you to the Welcome Page (To skip welcome page click directly on the Cargo Tracking Link in the E-Service drop down box)
- Prior to continuing please read the terms & conditions of use and the privacy policy
- Scroll down to the third button on the left – Cargo and Container Tracking

Step 3: Click Cargo and Container Tracking

- On this page you will see two icons, one for Cargo Tracking and the other for Container Tracking
- Barrels are considered cargo
- Click Cargo Tracking



Step 4: Fill out Required information

- On the Cargo Tracking page you will be asked for the Delivery Order Number (received in the documentation from the shipper). It is a combination of 3 or 4 letters followed by 6 digits
- Insert this number in the box provided, click the box to agree to the terms and conditions and then enter the random code shown in the box to the left
- At this point the Track Cargo button at the bottom of the page should be highlighted. Click and proceed

Step 5: Review Tracking Status and Updates

- This page details all current status updates for cargo (barrels)
- Once the update indicates that the cargo has been stored to Shed 2, the customer can then

proceed to the Port with the delivery order documentation for clearing and collection

Moving forward, BPI will continue to incorporate technological advancements and other solutions to improve its service delivery. Work has already begun on an online scheduling system that will work in conjunction with the barrel tracking to save time and increase efficiency.

Meanwhile, all customers or persons interested in learning more about the operations at the Bridgetown Port are encouraged to visit the new web portal at www.barbadosport.com and share your feedback.