



# Operations Procedures Guide

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# 1. **INTRODUCTION**

ACT Burgas provides marine container terminal services related primarily to container yard (CY) activities but also provides container freight station (CFS), depot and auxiliary services. All services are related to containers and cargo transported in containers such as:

- Container loading and discharging from vessel
- Container receipt and delivery from trucks
- Container receipt and delivery from rail
- Cargo stripping and stuffing
- Assistance during customs, phytosanitary and veterinary inspections, sealing
- Cargo warehousing

This document describes operations processes implemented at ACT which contributes to our goal to give our customer best possible service in most efficient and optimal manner. All cargo and vessel processing is done through Terminal Operating System (TOS) NAVIS. It also includes internal processes as well as interaction processes with 3rd parties needed in order to provide smooth and clear container flow through terminal. Main interaction parties are the shipping lines (local agents and Operations Planners) and rail operators/dispatchers.

Document provides insight to operations organisation structure and dedicated responsibilities, maps processes and serves as guide to all relevant procedures and tasks performed at ACT. Many processes are interlinked and dependent and as such there is always enforced high level of communication and coordination where all key processes are performed or controlled by Operations Centre (OC) staff.

This guide is dynamic document intended to be updated and reviewed on regular basis in order to reflect actual processes performed at ACT.

## 1.1. OPERATIONS ORGANISATION STRUCTURE

## 1.2. GENERAL RESPONSIBILITIES

Team leaders are constantly encouraged to spread area of knowledge and practice with their teams in order to maximise flexibility and efficiency. Accordingly, each position is responsible for tasks as ordered by superior, which is in line with his knowledge and skills. Below are mentioned only main responsibilities of each position.

### Operations manager

- Managing and leading operations department
- Overall supervision and control of operations processes
- Evaluating and improving efficiency and processes
- Overall responsibility for accurate and timely reporting and performance
- Ensuring enough manpower and equipment is planned in order to cover all activities
- Holding coordinating within operations and engineering and resolving running issues as they arise
- Monitoring activities and take necessary corrections in order to achieve expected performance and productivity

### Operations planner

- Head of Operations Centre supervising and running all daily activities and vessel berthing sequence
- Responsible for vessel planning in timely manner, verifying cargo lists from all sources (planner vs agent)
- In charge to run and analyse cargo plans, lists and EDI reports ensuring all ship and cargo plans are compatible with NAVIS TOS
- Create vessel work queue ensuring fastest and most efficient vessel operations
- Communicate and coordinate with shipping line planners, agents
- Ensuring foreman received cargo plans and have clear understanding, maintain constant communication with them
- Analysing yard situation, anticipating incoming volumes and category and creating allocations and parameters accordingly, create reservations and CHE range
- Evaluate needs and performance for housekeeping and inventory check, create housekeeping work queue subject to Operations manager approval
- Ensure 100% accuracy of TOS yard reflecting actual condition and stacking is performed properly according to yard markings
- In charge to follow weather forecast and in case of adverse weather condition ensure proper stacking and lashing in order to prevent container falls

### Shift manager

- Communicates with OP centre and coordinates preparations for all jobs on terminal
- Planning sufficient yard staff to cater expected jobs, keep attendance records and follows up change of shifts in order to avoid any disruption in operations processes
- Resolving unforeseen or irregular issues in coordination with OP centre

- Ensuring staff is adequately equipped with radios, handhelds and other tools if necessary, producing reports and maintaining documentation including inventory and equipment distribution
- Coordinates preparations for all container handlings and transport on terminal, plan staff distribution and breaks in order to avoid disruption of any operations process
- Planning sufficient drivers to cater expected jobs, keep attendance records
- Resolving unforeseen or irregular issues in coordination with OP centre, all malfunctions are urgently and properly informed to engineering department and properly documented on paper and through IT system
- Ensuring staff is adequately informed, checklists are fulfilled on drivers interchange, „hot-seat“ is maintained
- Overseeing and ensuring gate organisation is working according to procedures and instructions
- Responsible for rail planning in timely manner, verifying cargo lists with approvals (PINs)
- Making sure crane logs are correctly filled, all services and issues have been noted and NAVIS TOS have been properly updated
- Responsible for Out – turn reports on discharge for vessels
- Assumes Operations Planner responsibilities as needed

#### Equipment coordinator

- Executing and following plans prepared by planners
- Ensuring equipment is properly assigned to respective point of work (POW)
- Informing Shift manager and Operations planner any issues and recommendations to authorise changes
- Communicate and coordinate with CHE drivers and other terminal persons on yard all instructions and changes from original plan
- Coordination and communication with rail dispatcher
- Coordinating rail inventory with rail tally clerk and equipment use, create rail work queue
- Fill rail operations and productivity report

#### Administration Executive

- Communicating with customers and promptly resolving and relaying their requests
- Verifying all provided service reports, making sure same is reflected in TOS and providing base for invoicing to finance department and support them when dealing with claims
- Maintain and produce relevant administration reports
- Ensure all extraordinary services have been recorded and documented
- Ensure TOS system is properly updated by all relevant terminal staff
- Produce reports from TOS database on daily/weekly/monthly basis
- Providing daily information and receipts to shipping lines
- Fills daily, weekly and monthly operational statistics

#### Gate clerk

- Checking documentation and inserting transaction data in TOS ensuring all prerequisites are met to receive or deliver container
- Observe truck traffic and informing OP centre
- Making sure driver gets full information and guidance on how to behave while staying on terminal
- Escalate any issue with OP centre in case of any non-conformance

#### CFS Manager

- Responsible for CFS activities planning and execution in timely manner, verifying cargo lists with approvals (Manipulation orders and Service requests)
- Planning sufficient drivers to cater expected jobs, keep attendance records
- Plan staff distribution and breaks in order to avoid disruption of any operations process
- Communicate and coordinate with Tallies, Forklift drivers and General Purpose Workers on CFS area all instructions and changes from original plan
- Provides requests to OP centre for container movements to/from CFS area
- Ensuring staff is adequately equipped with radios, handhelds and other tools if necessary
- Resolving unforeseen or irregular issues in coordination with Operations Manager
- Escalate any issue with OP centre in case of any non-conformance
- Checking documentation and inserting transaction data in TOS ensuring all prerequisites are met to strip or stuff cargo
- Ensure all extraordinary services have been recorded and documented

#### Warehouse organiser

- Organises warehouse space for maximum efficiency and capacity
- Controls and evidences any stripping and stuffing in warehouse, cargo quantity and quality
- Performs cargo weighing and keeps inventory for internal use and customs reporting
- Maintain and produce relevant administration reports
- Providing daily information and receipts to OP centre
- Producing reports and maintaining documentation including inventory and equipment distribution
- Fills daily, weekly and monthly operational statistics
- Verifying all provided service reports, making sure same is reflected in TOS and providing base for invoicing to finance department and support them when dealing with claims

#### Equipment operator (Forklift drivers)

- Responsible and timely execution of dedicated activities to be done in safe and sound manner
- Performing tasks with high attention to get it done optimal with minimum possible stress to equipment in order to reduce wear and tear
- Immediately reporting any malfunction and irregularity to Shift manager and OP centre

### Hatch-Rail-Gate Tally clerk/ Rail-Empty-Reefer yard organiser

- Stationed on the quay, responds to foreman commands, records load/discharge, checks seals and records damages on the containers if any, informs foreman at once. Tally clerk uses radio channel and has to be in communication with foreman along the OC (planners)
- Counting, controlling and evidencing container and cargo flow on interchange and intra terminal manipulations
- Executes vessel/rail/gate receive and delivery of containers, performs inventory and checking of soundness of containers and seal fixing. Entering all relevant data in TOS via handheld device
- Coordinates cargo manipulations in coordination with OP centre and Equipment coordinator
- Coordinates cargo CFS activities in coordination with CFS Manager and enters all relevant data in TOS via handheld device
- Assumes gate clerk responsibilities as needed

## OUTSOURCED LABOUR POSITIONS

### Foreman

- Preparing vessel acceptance, ensuring vessel is berthed in most optimal berthing position, coordinating loading plan with chief mate
- Ensuring crane drivers received cargo plans and have clear understanding, maintain constant communication with them
- Overview executing loading/discharging is done as per cargo plans, ensure clear and uninterrupted communication is on-going between deckman and crane driver
- Coordinate use of stevedores in order to get most efficient lashing/unlashing sequence
- Constant communication with OP centre and ship's crews, control of tally clerk and CIR issuance in case of container irregularities found
- Producing crane log, CIR and services performed report countersigned by vessel
- Fill crane productivity reports, vessel performance
- After container damage is spotted prime mover must be stopped at once, and foreman must maintain communication with the vessel

### Signal man

- Signalizes crane operator to position the spreader for container lifting or any other cargo manipulation
- Responsible for the execution, identifying damages on the container, marine equipment, lashing tools and cranes
- Group leader of stevedores
- Executes all on-board activities as directed by foreman or OP centre

### Equipment operator (QC/RS/TT drivers)

- Responsible and timely execution of dedicated activities to be done in safe and sound manner
- Performing tasks with high attention to get it done optimal with minimum possible stress to equipment in order to reduce wear and tear
- Responsible for proper execution and registration of tasks in conformity with job list shown on VMT screen
- Immediately reporting any malfunction and irregularity to Shift manager and OP centre

### Labourer/Stevedore

- Labourer on a vessel does unlashing and lashing of containers and sets the opening-closing twist locks (labourer is responsible to foreman)
- Labourer under the vessel places on or takes off twist locks or tools.
- Executes cleaning activities as ordered by Equipment coordinator
- Performs reefer monitoring and all other activities according to his capability and training

### General Purpose Worker (GPW)

- Executing daily auxiliary activities as ordered by CFS Manager or OP centre
- Physical manipulation of goods during customs/fito inspection and stripping/stuffing
- Assisting in break-bulk and OOG cargo manipulations, attaching gear to manipulation equipment
- Maintaining terminal in proper condition and informing superiors on observed irregularities

## **2. VESSEL OPERATIONS**

### **2.1. INTRODUCTION INBOUND VESSEL PROCESS & STOWAGE**

OC is required to coordinate vessel arrivals with the Container Ship Owner (CSO). In addition to establishing a schedule and a berth for the arriving vessel, OC and the CSO need to understand the current vessel configuration to prepare for the exchange of containers related to that vessel. To reach that objective, both OC and the CSO must know the number and locations of containers on the vessel, the number, size, type and locations of containers to be offloaded and the number, size, type, port of discharge and weight of containers arriving at ACT by truck or rail to be loaded on the vessel. To be able to check the number for lashing/unlashing containers on new incoming vessel CSO or Chief officer (CO) also need to provide vessel lashing plan to OC. That information will be used by OC to provide and plan for an adequate process and enough space at ACT for receiving and inventorying inbound and outbound containers from vessels and trucks.

The key to the process is the Navis N4/Sparcs software program. Preparation requires developing and inputting relevant information into the system. The Inbound Vessel process describes how the vessel and voyage initiate the file in N4 and how the different parties acquire and input information into N4 as preparation for the vessel's arrival. The Inbound Vessel Process also allows OC to segregate the appropriate locations within the terminal to accommodate the expected flow of inbound and outbound containers.

The results of the Inbound Vessel Process are to identify and confirm the containers on board the vessel that will be discharged at ACT, to identify and confirm the containers in the yard

that will be loaded on the vessel and to develop the Working Load/Discharge Plans for each gang that will be working the vessel.

## 2.2. INBOUND VESSEL PROCESS - ARRIVAL

### Purpose

The process presented defines the method ACT will use to prepare for an arriving vessel to Burgas .

### Procedure

The Container Ship Owner (CSO) initiates the process by notifying the OC of an approaching vessel via Vessel Schedule information or an Estimated Time of Arrival (ETA). Normally, vessels operated by liner services follow the same schedules on their routes allowing the OC to estimate arrivals months in advance. The Operations Planner (OP) uses the ETA information provided by the CSO to create a Vessel visit in N4, which tentatively schedules the arriving vessel into ACT . This tentative ETA allows OC to prepare for an imminent vessel arrival and tentatively assigns a berth to the scheduled vessel.

The CSO then provides a Discharge file as a BAPLIE file via e-mail as input into N4. The OP integrates the BAPLIE file into the N4, which will then show discharge plan information in Sparcs. Eight hours prior to vessel arrival, the CSO will send an Export Pre-Stow Plan to the OP identifying the containers to be loaded on the vessel, their location on the vessel broken down by bay, size and port of discharge. With both the vessel Discharge File and the Export Pre-Stow Plan in hand; the OP begins the stowage process for the vessel.

### Inbound vessel

The Container Ship Owner (CSO) has responsibility to advise of its vessel arrival. Advice must be in **weekly base** (Estimated Time of Arrival, information about volume or other specific information about vessel visit 1 week before vessel arrival), and **daily base** (should be coordinated in advance of 48, 24, 12 hours before estimated time of arrival).

At least one week before arrival of a new vessel, the Line or Agent should provide with following information:

- Vessel name
- Radio call sign
- Lloyds Registry Number
- Line codes and service code
- Vessel description details and schematic profile
- Lashing plan
- Discharging / Loading stowage guidelines
- Complete Bay plan

Operations Planner will use this information to create the vessel profile in the Navis Ship Editor.



## **EXPORT – COPRAR(LOAD) AND MOVINS FILE**

Regarding vessel planning CSO should provide preload plan 24 hours before vessel arrival. 8 hours before vessel arrival all containers nominated for that specific vessel should be in the terminal. All changes regarding container loading information should be finalized at least 6 hours before vessel arrival, after that all extra shiftings will be charged.

After the shipping line sends the request for empty load quantity (length, type and POD) Operations Planner creates list of empties and sends the list to shipping line for the checking. If the list is ok, Operations Planner or Shift Manager continues with the planning.

In case if shipping agent stops the load of certain containers onto vessel, hold must be applied on those containers (NAVIS-stop vessel) and at the same time containers (depends on the quantity), must be stacked on the specific position in the yard.

If change of plan is needed, shipping agent must sign the certificate in order to charge the moves.

CSO main planner will provide Movins file to ACT Operations Planners 8 hours and COPRAR file at least 6 hours before vessel arrival so that Operations Planners, after evaluating the final Load list and the final stowage instructions will perform the detailed planning of each container in the Navis Sparcs N4 system and submit the preload plan to CSO and vessel agent before the loading starts. Then Operations Planner will compare data in movins with data in cargo manifest to detect any discrepancies. If OP find any differences he will inform CSO to check which data are correct.

Estimated time of completion

Operations Planner will inform CSO and vessel agent about estimated time of completion (ECT) before the vessel operation starts.

## Customer information

All Shipping Lines and Agents should supply the following information to form the Basic Data in Navis N4 system:

- Partners
- Local Agent
- Port of rotation / Line service
- Place codes in UN locations

Shipping lines or Agents who wish to exchange information electronically (Baplie, COARRI, CODECO...UN EDIFACT) should contact Operations Centre in order to establish necessary procedures.

## **2.3. VESSEL STOWAGE – WORKING LOAD/DISCHARGE PLANS**

### Purpose

The process presented defines the method ACT will use to develop Inbound/Outbound Stowage Plans.

### Procedure

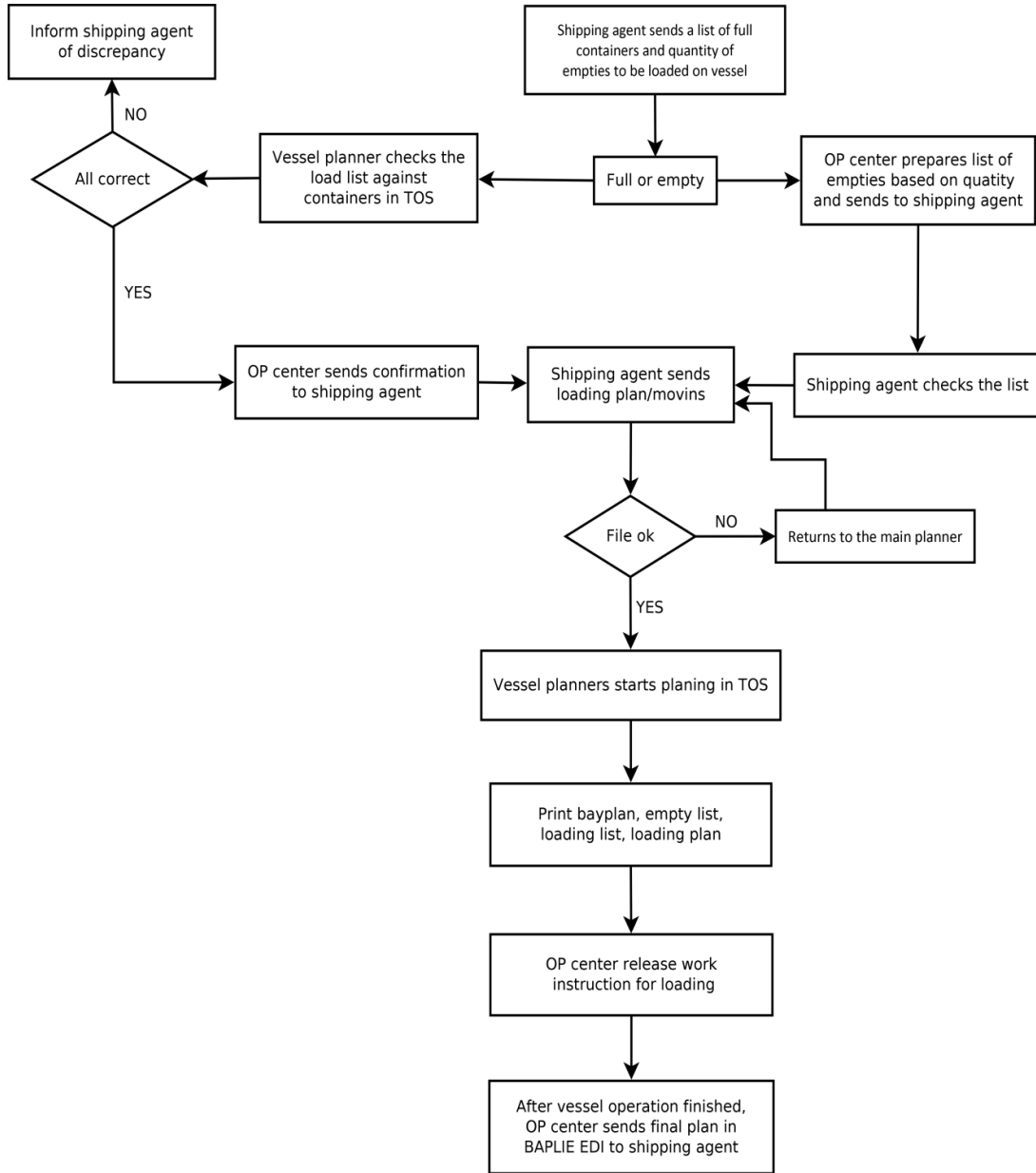
With a validated Export, Rehandle, Discharge, the OP then populates the plans with specific containers from the vessel and the yard to create the Working Load Queues to be used by each gang. The Working Load/Discharge Plan present the specific containers on the vessel and in the yard that will be discharged and loaded in sequential order by the gang and the location where they will be discharged in the yard or loaded on the vessel.

The Working Load Plan is a visual representation of vessel bays showing the locations of the expected container movements for each bay. The Working Load Plan is then splited up by gang. Each gang receives a General Plan with its own Working Load Plan presenting each bay's discharge and loads in sequence. The Working Load/Discharge Plan for each gang will describe each bay the gang will work and the sequential orders in which the containers will be loaded and discharged.

If we do lashing / unlashng on vessel , lashing plan should be requested.

When the vessel finishes work, the Stowage Process is finalized with the development of the Final Export Plan which is presented to the Chief Mate or CSO. The Final Export Plan represents the Operations Planner's tentatively updated Manifest showing the new configuration of the vessels cargo bays.

# Vessel loading process



## **2.4. VESSEL OPERATIONS**

Vessel Operations encompasses all the preparation, including the documentation developed in the previous sections, management and execution of vessel discharge and loading operations beginning with the ordering of the required labour to work a vessel followed by the management of the Vessel Operations.

The preliminary processes for Vessel Operations coordinate the needs of the Container Ship Owner, ACT , and the needs of other terminals in the region. In the Inbound Vessel Process & Stowage sections, the CSO and the coordinated the documentation required in the preparation and the execution of discharging and loading a vessel. The following Vessel Operations section will describe:

- Ordering of Labour
- Equipment Order
- Preparations for Stevedoring

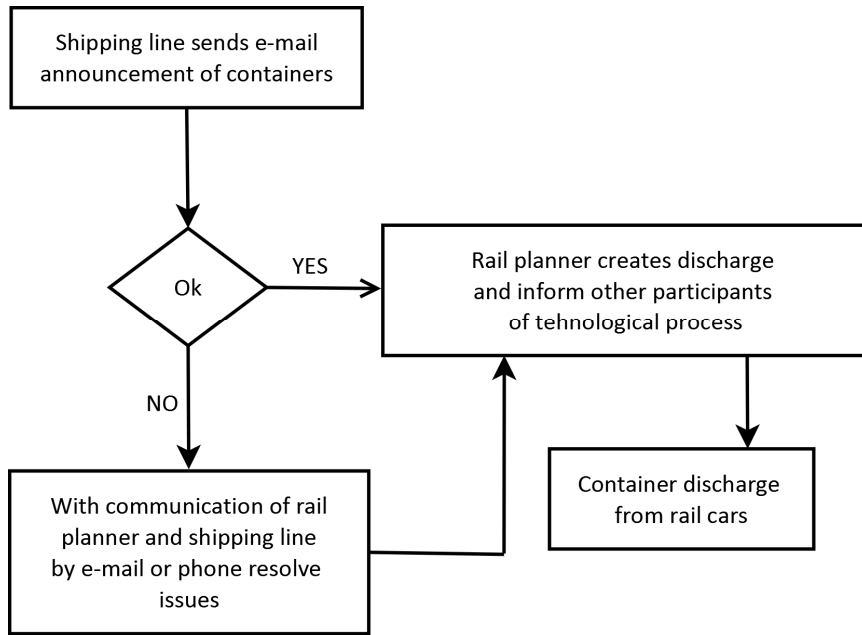
## **3. RAIL PLANNING**

### **3.1. INTRODUCTION TO RAIL PLANNING**

Rail discharge and rail planning is one of the most important technological processes in virtually every container terminal, and it tends to increase the traffic of container transport. ACT also plans to increase future container traffic via rail and reduce the amount of traffic arriving or departing by trucks.

In order to improve the current situation, a new infrastructure and superstructure is required, or the modernization of existing. Planning the loading and unloading of containers from rail by the operation planners and other participants in the production process, and indispensable communication among them.

Groupage rail cars process



## 4. GATE OPERATIONS

### 4.1 PREAMBLE

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#### 4.1.1 THE MAJOR CHANGES

The major changes from the existing to the new gate process are:

- **For the export containers** to be delivered it will become mandatory to prepare a booking, either manually in N4 or by submitting a COPARN EDI message. It will also become mandatory to present the Line Operator Booking number at the pre-gate to identify the container and the relationships to the transport to be performed.
- **For import containers** it will become mandatory to use the N4 “Delivery Requirements” PIN to identify the container to be picked up from the terminal, and present the PIN at the pre-gate. The PIN can be delivered either contained in the COREOR EDI message or manually in N4.
- **For empty containers** to be delivered the booking prepared for the exporting of the container will be used. If a container is to be delivered empty for redelivery to another port then an EDO (Equipment Delivery Order) is to be prepared by the line operator.

#### THE GATE STRUCTURE

ACT uses three gate stages/locations, manned with gate clerks, the pre-gate, the in-gate and the out-gate. Each gate facility has one in-gate lane and one out-gate lane.

All containers will be inspected and details recorded with an ECN4 Mobile unit (Motorola Psion Omnii XT-15) prior to going to the pre-gate. The inspection registers damages, container number, size and type (ISO), seals, IMDG placards as well as grading the container for cleanliness and damages, as per grading scheme (details in paragraph 4.2.1.3 “Damages” on page 23)



All access to and from the terminal is controlled by “BMF Port Burgas” EAD ISPS department and customs prior to arrival at the gate. All visitors are required to show proof of identity and proper documents in order to gain access to terminal.

#### 4.1 THE PRE-REQUISITES

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##### FOR THE LINE OPERATOR

##### EXPORT CONTAINERS

It is required that a **booking is prepared** in N4 with the relevant details required to handle and subsequently load the container:

Qty	Tally Out	Tally In	Seq Nbr	ISO	Length	ISO group	Height	Is OOG	Commodity	Temp
4	0	0	299952	4510	40'	General purpose container with ventilation	9'6"			
99	2	10			40'	General purpose container without ventilation	9'6"			

Figure 1 - Booking Screen in N4

The mandatory information is (as shown above in red):

- Booking number
- Line Operator
- Vessel Visit
- Port of Load
- Port of Discharge
- Freight Kind (FCL, LCL, Empty)
- Category (Export, Domestic)
- HAZ, OOG and RF details as applicable.
- Optional data can be recorded if required by the line operator

Bookings can be prepared by the line operator manually in N4, or by submitting a COPARN pre-advise EDI message, which is used to create and populate the Booking with data.

As the booking is also used for the delivery of empty containers – if the line operator uses “grade” to identify a specific grade to be delivered to the exporter, grade must also be included in the booking.

This is done on the “Booking Item” Screen in N4 here:

Figure 2 - Booking Item screen in N4 for grade

For line operators that use COPARN, the grade will be picked up from the EDI message. It is agreed with the individual line operators where in the EDI message the grade will be placed. For Maersk it is found in the Free text part of the message, identified with the text: “GRD#X” – where “X” is the grade required.

**IMPORT CONTAINERS**

In the new gate process import containers will be released based on a PIN, which will be created in N4 in a number of ways:

- Based on the BAPLIE or Discharge List received from the Vessel/line operator.
- Created by the Line Operator (Maersk Line as example) by submitting a COREOR EDI release message, which contains the PIN that will be stored in the N4 “Delivery Requirements”
- Manually by the Line Operator, using the “Unit Delivery Form” in N4 and update

Figure 3 - Insert PIN in N4

the Delivery Requirements with a PIN number.

The procedure should be agreed with the individual liner agencies.

## EMPTY CONTAINERS

The delivery of empty containers is also based on the Booking Number from the Line Operator. The Booking is created when the container is booked with the line operator as per paragraph 0 “Export Containers” on page 19.

Thus, when the line operator creates a booking for an export shipment, it is used both for the delivery of the empty container for stuffing and for the receipt of the full container for loading.

If the line operator has an agreement with the terminal to deliver empty containers to exporters for stuffing based on the grading of the container, the grade should be entered as illustrated in Figure 2 - Booking Item screen in N4 for grade” on page 21.

### 4.1.1 FOR THE TRUCKING COMPANY

#### EXPORT CONTAINERS

Upon arrival at the pre-gate the trucker must present the **“Line Operator Booking Number”** to act as the “key” for the terminal to communicate with the Line Operator. It further allows the gate clerk at the pre-gate to call forward the booking information and pre-populate the gate screen.

#### 4.1.1.1 IMPORT CONTAINERS

Upon arrival at the pre-gate the trucker must present the **“Line Operator PIN”** provided by the Line Operator to the Cargo Owner – to act as a “security key” for the pick-up of the import container.


#### 4.1.1.2 EMPTY CONTAINERS

Upon arrival at the terminal the trucker must present the **“Line Operator Booking Number”** to identify the request from the line operator to the terminal as to which size/type/grade containers are to be released.

## 4.2 THE GATE PROCESSES

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### 4.2.1 GATE INSPECTION

All  containers will be inspected and details recorded with an ECN4 Mobile unit (Motorola Psion Omnia XT-15) prior to going to the pre-gate. The inspection registers damages, container number, size and type (ISO), seals, IMDG placards as well as grading the container for cleanliness and damages, as per grading scheme (details in paragraph 4.2.1.3 “Damages” on page 23)

The inspection is completely separate from the gate so inspections can be recorded independently ahead of time.

#### 4.2.1.1 ALL FULL AND REEFER CONTAINERS

Are to be inspected for damages from all sides, except for the roof. In case of damages the containers will be graded the same way as empty containers, although no inside inspection will be performed.

#### 4.2.1.2 ALL EMPTY CONTAINERS

Will be opened and inspected. The empty containers will also be graded in accordance with instructions from the line operator.

Figure 4 - Inspection Screen in N4

#### 4.2.1.3 DAMAGES

Duty



of the gate tally is also to take pictures of the damages (container number, damaged section, and the truck license plate), and by the end of the day to upload the pictures to the specific folder.

The

following are the types of damages to be recorded on the handheld unit:

RIP (RIP)	ОГЪВАНЕ/BENT (BENT)
SCRATCH (SCRATCH)	ПРОБИВ/HOLE (HOLE)
UNKNOWN (UNKNOWN)	РЪЖДА/RUST (RUST)
WATER DAMAGE (Water Damage)	СМАЧКАН/SMASHED (SMASHED)
ВДЛЪБВАНЕ/DENT (DENT)	СРЯЗАН/CUT (CUT)
ДРУГО/OTHER (OTHER)	СЧУПВАНЕ/BROKEN (BROKEN)
ЛИПСВА/MISSING (MISSING)	УДАРЕНО/BRUISE (BRUISE)

Further, the component is also to be recorded:

BOLSTER (BOLSTER)	ОТЛЯВО/LEFT (LEFT)
UNKNOWN (UNKNOWN)	ОТПРЕД/Front (FRONT)
ГРЕДА/CORNER POST (CORNER POST)	ПОД/FLOOR (FLOOR)
ДРЪЖКА НА ВРАТА/DOOR HAND (DOOR HANDLE)	ПОКРИВ/ROOF (ROOF)
КАБЕЛ/CABLE (CABLE)	
ОТДЯСНО/RIGHT (RIGHT)	
ОТЗАД (ВРАТИТЕ)/BACK (BACK)	

Also whether the damage is minor or major: MINOR if damage is less than 4cm wide; otherwise it is a MAJOR damage.

#### 4.2.1.4 EMPTY CONTAINER GRADING

All empty containers must be graded with "A", "B", "C" or "D" in accordance with the following specifications:

Grade	Damages	Dents/Bulges (walls, doors, top - any direction)	Floor	Rust (inside)	Smell
A	no	up to 3 cm	sound floor - max 2 old	not visible or very small	no trace of smell

			oil spills up to 5 cm in diameter	exceptions	
B	no	up to 6 cm	sound floor - max 2 old oil spills up to 30 cm in diameter	rust covering no more than 10% of inner parts	very light but not unpleasant smell
C	minor (no holes)	up to 9 cm	scratches on the floor and/or fresh and old oil spills 30 + cm in diameter	rust covering no more than 40% of inner parts	relatively not very strong smell
D	severe	9+ cm	damages to floor, very large fresh oil spills	rust covering more than 40% of inner parts	very strong unbearable smell

#### 4.2.1.5 REEFER INSPECTION



Consists of damage inspection as well as observation of return temperature. If full reefer container is not on power while entering the terminal or the alarm is on, or the set-point and return temperature discrepancy



Figure 5 - Set-point

is too big, the inspection clerk must inform the shift manager who then informs the shipping line.

If reefer is in DEFROST mode, the Inspection clerk must record return temperature.

#### 4.2.1.6 OUT OF GAUGE (OOG) INSPECTION



Consists of inspecting:

Over-height, - Over-length - Over-width cargo on flat-rack containers on all sides.

Measures in centimetres and as such are recorded on the handheld device.

#### 4.2.1.7 FLOOR

Inspection is done for possible damages, floor, protrusions, ruptured flooring, nails, dirt.

#### 4.2.1.8 DOORS

Rubber gaskets on doors, handles, bars, check if the door is properly closed and damages in general.

#### 4.2.1.9 INTERIOR

Must be done with the door closed to see if there are any holes.

#### 4.2.1.10 SEALS



If the seal does not exist at the time of inspection, gate tally clerk puts a seal and records it through HHT, charges shipping line for applied seal thus this activity should be automatically recorded in the system.

#### 4.2.1.11 BUNDLED CARGO

For bundled cargo received at the gate, bundle details are recorded with the handheld unit.

### 4.2.2 THE PRE-GATE

The pre-gate process first registers the truck and then associates the container with the booking from the line operator for all containers to be delivered.

The pre-gate clerk has four options:

#### 4.2.2.1 RECEIVE FCL EXPORT CONTAINER

This is the screen for receiving an FCL container for export.

By entering the booking number first, these details are shown:

Notice that the Container type, gross weight and seal number is not shown, as these details refer to the container.

If the container number is entered first, then this is shown:

This is because the container was delivered empty from the terminal, based on a booking number.

#### **4.2.2.2 RECEIVE MTY CONTAINER**

When an empty container is received, this is the screen:

Here only container number, container type and Line operator is required.

#### **4.2.2.3 DELIVER FCL IMPORT CONTAINER**

FCL containers are delivered against a PIN number (described in Figure 3 - Insert PIN in N4 on page 21).

The screen looks like this:

If an incorrect PIN is entered a warning is issued when the transaction is saved. The correct PIN number is not shown to the pre-gate clerk, but must be correctly provided by the truck driver.

#### **4.2.2.4 DELIVER MTY CONTAINER**

All empty containers delivered from the terminal to exporters for stuffing are delivered against a booking.

Notice that both the container number and booking item (a list of container types booked) can be selected. If the booking number is entered first the booking items are those that are available on the booking.

Our benefits here are that we then know for which vessel/voyage the container will be returned for. Moreover will this create a “pre-advice” in N4, so it is possible to plan the yard and vessel in advance, even before the container is returned.

#### **4.2.2.5 MULTIPLE CONTAINERS ON A TRUCK**

Trucks that have multiple transactions during a single visit are handled like truck visits that contain only a single transaction.

After the completion of the first transaction, gate clerk saves the transaction, which moves the completed in-gate stage to the „all transactions“ location on the gate form.

If the transaction is saved, the pre-gate transaction entry portion of the gate form is cleared and the gate clerk is available to select another transaction in which gate clerk enters just container information without re-entering truck details.

At the completion of one or multiple transactions for a single truck visit, clerk completes all of the transactions by clicking „proceed to the next stage“.

#### **4.2.2.6 TROUBLE**

If for any reason there are discrepancies during the pre-gate process, the clerk will send the truck to “TROUBLE”. The gate clerk may signify a truck is in trouble by selecting the trouble option on the N4 gate screen. This allows them to process other trucks without losing the previous transaction in the system.

The “Trouble” gate is managed by the shift clerk or the planning department, who will communicate with the shipping line to clarify the error.

The gate clerk may add comments in the “Notes” field:

This is not a physical gate, but a virtual gate in N4 to “park” trucks and containers if there is a problem with the visit.

The Driver gets the opportunity to resolve the issue before he will be asked to turn away. If he is not successful, he will be asked to park at designated area so as not to block the gate lines.

#### **4.2.2.7 RESOLVING ISSUES**

Possible causes of trouble include:

- Booking number/container ID is not recognised
- Incorrect PIN number
- Customs/Shipping line hold
- Booking tally exceeded

- Fail to deck (XPS cannot find a position in which to deck the container)

#### **4.2.2.8 COMPLETING OF THE PRE-GATE**

After the completion of the inspection and the pre-gate process documentation in N4, the driver is presented with two copies of a Yard Ticket with driving directions, as well as a terminal access card to open the physical gates to reach the container yard via the in-gate.

#### **4.2.3 THE IN-GATE**

The in-gate as it is situated adjacent to the ACT West terminal, will serve as the means of identifying the truck to activate the CHE through XPS after the gate process has been completed. It is manned by a gate clerk that records the truck and allows the trucker to swipe the access card (provided together with two copies of the yard ticket).

After the in-gate registration the truck proceeds to the yard location as directed on the yard ticket.

#### **4.2.4 THE YARD**

Arriving at the designed location in the yard, the truck is identified by the CHE driver by the truck license number.

If the truck has only one container this is by default shown on the "YARD transaction entry" – if there are more, the container number must be entered.

After the containers have been loaded or unloaded from the truck the CHE driver updates N4 on the VMT, and the truck proceeds to the out-gate.

#### **4.2.5 THE OUT-GATE**

The out-gate is situated at the inside Gate of Terminal West, and is manned with a gate clerk, and the main function is to record that the truck has left the terminal with the correct container.

##### **4.2.5.1 GATE INSPECTION**

The truck is identified through the transaction number in N4, which displays the truck transactions. The container numbers are registered and saved to N4.

##### **4.2.5.2 MULTIPLE TRANSACTIONS**

Multiple transactions for one truck visit are handled slightly different at the out-gate. Here the clerk recalls a truck visit using one of the container transaction numbers.

Transactions related to the truck visit will appear in the „all transactions“ part of the out-gate form. The gate clerk opens a specific transaction by selecting the transaction, entering desired information and saving the transaction.

##### **4.2.5.3 TRUCK DEPARTED**

Once all transactions for the out-gate are completed successfully, the gate clerk completes the truck visit by clicking „proceed to the next stage“.

After the Out-gate the truck has departed the CODECO EDI messages are sent to notify line operators about delivery and pick-up.

##### **4.3.5.4 EXCEPTIONS**

If the container at the out-gate does not match the transaction, the driver must be advised to park by the side of the gate and wait for further instructions. In cases of an incorrect delivery, the driver will be instructed to return to the yard, dismount the wrong container and mount the correct container.

## **5. YARD AND EQUIPMENT CONTROL**

### **4.3 TASK DESCRIPTION FOR YARD PLANNER/EQUIPMENT CONTROLLER IN**

Yard Planning is covered by Operations planner and Equipment Control employs two people per shift – Equipment Control Dispatcher and Shift Manager. However, their responsibilities are divided per task (vessel, rail, gate operations) for a particular moment as decided by the SM or as the circumstances may be.

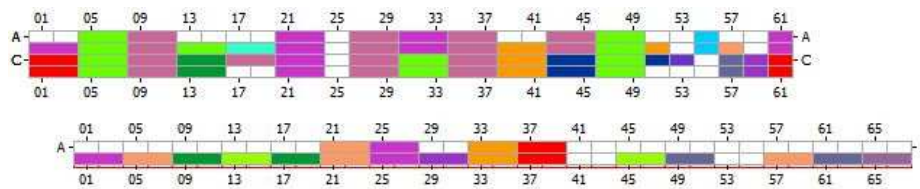
General description of tasks:

- Executing day-to-day activities and equipment disposition during loading and unloading vessels, trucks and rail, organizing implementation of activities in Navis, coordinating yard movements and activities from Operations centre. Initiating immediate corrective actions when standards are not met.
- Monitoring and creating all reports and documentation, requested by the company, superiors and external institutions in Operations department, ensuring its accordance to corporate guidelines and valid legal state regulations.
- Together with Operations manager monitoring all activities of Operations department and initiating improving profitability and efficiencies, as well as efficiency of all his subordinates. Recommending to superiors necessary changes in practices and processes for cost reduction.
- Routinely checking the accuracy, timeliness and completeness of reports/information forward to all parties concerned, as well as quality of service provided by Department.
- Ensuring accordance of all processes with valid legal state regulations.
- Any other requirement made by the immediate superior which may be deemed necessary at any time within normal working hours

### 4.3.1 PLANNING OF EXPORT CONTAINERS

Export containers are containers arriving on the terminal via trucks or rail and going to a vessel. They are separated using multiple factors - type, weight, vessel, port of discharge and etc. Planning of export area is being done using all available information like:

- Export bookings
- Pre-advise
- Type, weight and class of containers
- Vessel port rotation
- Previous experience



export area view

### 4.3.2 PLANNING OF EMPTY CONTAINERS

In empty containers are stacked in separate sections than the full containers. In export category they arrive via trucks and rail and are going to be loaded on a vessel. Empty containers are separated by category, line operators and type of containers. Containers marked for import will never be mixed with export or high cubes with dry boxes.

#### Depot

Based on the information received from the In-gate, containers are separated either for export meaning for vessel load or depot, meaning they will be loaded on a truck. Containers are separated at the gate based on their physical attributes. Damaged and dirty containers will be repaired and washed or loaded on a vessel while regular ones are nominated for departure by trucks.

Communication with:

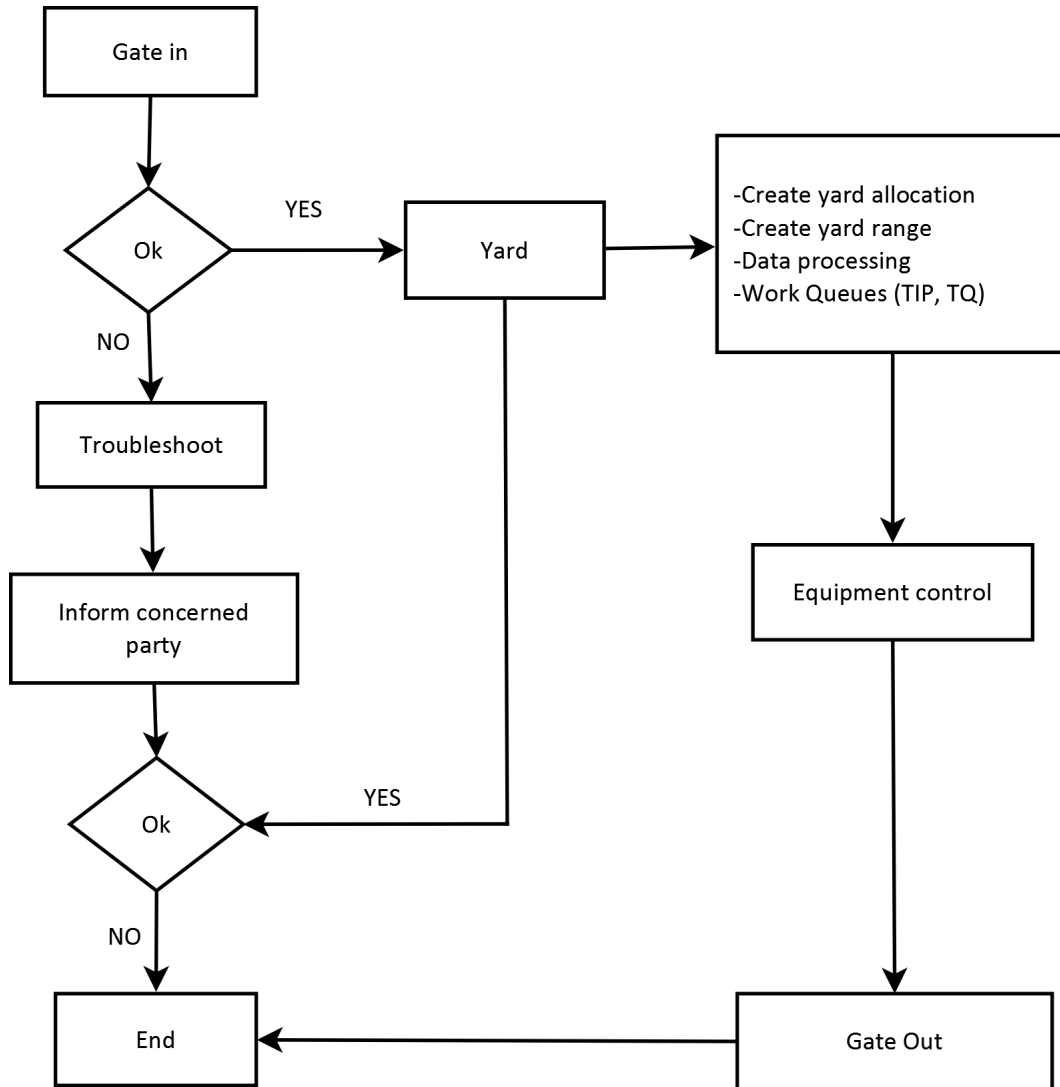
- Shift Manager

With yard planning Operations planner is in constant communication with the yard supervisor regarding discharge/load of reefer container, inspection of empty containers, IMO cargo or out of gauge cargo, redistribution of tally clerks on areas requiring attention.

- Outside users

To improve relations with outside users (agents, forwarders...) operations planner makes available information related to their containers in the yard whether it is the location, number, availability or imminent moves (service orders) regarding containers.

### Yard planning process



## **4.4 SPECIFIC-DAY-TO-DAY OPERATIONS**

### **4.4.1 YARD**

#### Rail Discharge

Upon rail planning completion of discharge containers, operations planner inspects the list and creates filters and allocations to accommodate the containers being unloaded from the carts. Equipment control follows.

#### Rail Load

Operations planner inspects the load list sequence in order to minimize yards shifts and increase productivity. Relays all issues to rail planner if some exist, if not, equipment control takes over.

#### Vessel Discharge

When all discharge work queues are created, yard planner uses them along with recaps created for that vessel in order to plan the discharge. Discharge is planned based on the number of containers, stack congestion, and number of trucks occupying certain area of the yard. Containers are planned on third or fourth their depending on yard utilization and imminent vessel arrivals. Discharge planning is generally done just prior to vessel starting operations

#### Vessel Load

Like with rail load, yard planner inspects vessel load lists in order to ensure that vessel operations will run smoothly. Reports all problems to Operations Planners. If all is good equipment control resumes.

#### Receive Export

Receive export gate in. Yard planner plans the export area based on container booking, outbound vessel, port of discharge, container type and weight. General practice is to stack the containers for a certain vessel as close as possible in order to minimize reach stacker unnecessary movement during vessel operations.

#### Deliver Import

Yard planning and EC have can't in any way influence which discharge container will be loaded to a truck or rail first so the only thing a yard planner can do is to plan vessel discharge, whenever that is possible, to a lower tier in order to minimize the yard shifting.

## Housekeeping

There are three types of housekeeping being done. General, vessel preparation and preparation for wind. General housekeeping involves separating containers with long dwell time from the new ones in order to minimize future shifting, joining empty containers by the same line operator from different sections that were not loaded on a vessel and etc. Vessel preparation is necessary and is used to separate old containers from those that will be discharged in order to minimize the possibility of trucks occupying space required for vessel discharge as well as minimizing future shifting. It is being done one shift prior to vessel start, or in the shift the vessel is being run. Bad weather preparation generally means preparing for storm. It involves lowering containers from third and fourth tier to second and lashing of the most exposed sections.

## Inventory

Is divided into general and targeted inventory. After a couple of days of nonstop vessel, rail and increased truck visits, where speed of operation is preferred to accuracy, inventory is required. Yard planner then request an available tally clerk from Shift Manager in order to do the yard inventory. General inventory involves tally clerk using handheld and stock taking all sections of the yard. Targeted requires tally clerk do the inventory of only a couple of rows using the radio station and relaying the container positions directly to the yard planner. Inventory is mostly done by reach stacker drivers doing day to day operations.

## Service orders

Service orders are requests from the shipping lines for extra manipulation of their container. There are multiple types of orders and they involve:

- Standard container inspection
- Detailed container inspection
- X-ray
- Stripping/Stuffing
- Re-sealing the containers

All are planned by a CFS Manager and executed by equipment control in time requested by the service order. All service orders are shown in N4. After service orders are completed they are closed by administration.

- Standard container inspection – repositioning the container from a yard block to the area designated for custom inspection. That area is the CFS area of the yard nearest to the main Customs X-Ray scanner.
- Detailed container inspection – repositioning the container to a block designated for detailed inspection (taking of samples). That area differs by the requirements of the respective controlling institution. Cases may be CFS area, Customs where house or Border Veterinary where house.
- X-ray – can be done either on an outside truck or on a terminal truck. If it's on an outside truck than there is no need for a yard planner to do any action. X-ray being done on a terminal truck requires the yard planner to plan an instruction and EC to execute it.
- Stripping/Stuffing – Area designated for this manipulation is based on a type of container and cargo inside. If it's stripping of general containers it is being done at CFS. If it's a case of direct manipulation of OOG cargo from a container to a truck than it is done under the quay cranes.
- Re-sealing the containers – sometimes the shipping line request re-sealing a certain container via service order. It is then a job for yard planer and EC to reposition that container to the first tier so it is available for re-sealing.

## Reefer Monitoring

In regard to that operation, we have one person in each shift who is responsible for reefer monitoring. Through handheld, reefer technician continuously enters return supply temperature. In the case that he observes a discrepancy between the current temperature and the temperature required he relays that information directly to the shift manager who then informs the shipping line for that container

The screenshot displays the NAVIS Reefer Monitoring interface. On the left is a navigation menu with options like 'All Equipment', 'Contents', 'Damages', 'Data Sources', 'Declared Goods', 'History, Events', 'History, Move', 'Holds/Perms', 'Itinerary', 'Observed Pla...', 'Primary Equip.', 'Reefer', 'Routing', 'Storage', and 'Storage, Power'. The 'Reefer' option is highlighted. The main area is divided into two sections: 'Reefer Requirements' and 'Recording History'. The 'Reefer Requirements' section lists: Temp Required (C) : -20.0°C, Temp. Min (C) : -20.0°C, Temp. Max (C) : -20.0°C, Vent Req : On Power, Vent Unit : Want Power, Humd Req. % : Request Time : 31-Aug-2012 16:24, CO2 Req. % : Must be On-Power, and O2 Req. % : Requested Off-Power. The 'Recording History' section features a table with columns for Time, Tmp (C), Vent Set, Vent Unit, Humidity%, and O2%. The table contains several rows of data, with the most recent entry being '05-Sep-2012 19:13' at '-20.0' degrees Celsius. Below the table are navigation controls and a timestamp '0:18'.

Time	Tmp (C)	Vent Set	Vent Unit	Humidity%	O2%
05-Sep-2012 19:13	-20.0				
05-Sep-2012 14:36	-20.0				
05-Sep-2012 07:30	-20.2				
04-Sep-2012 19:48	-20.0				
04-Sep-2012 15:31	-20.0				
04-Sep-2012 06:56	-20.0				
03-Sep-2012 21:26	-20.0				
03-Sep-2012 18:01	-20.0				
03-Sep-2012 15:25	-20.0				
03-Sep-2012 07:05	-20.0				

Example of reefer monitoring screen in N4

- must be checked that all containers are properly connected and that the temperature matches the default specified in NAVIS TOS
- If it happens that default temperature has extra decimal place, Operations Centre must check temperature with shipping line, same must be corrected in NAVIS
- must be checked if reefer alarm goes on, or at the time of checking container is in the process of defrosting (defrosting)
- The observed temperature (Return Air) is entered into NAVIS via handheld
- Any differences in temperature or alarm occurs on containers is to be reported to Operations Centre

- Reefer container checking is done 4 times a day by each 6 hours

## 6. ADMINISTRATION

### 6.1. SERVICE ORDER TYPE – TIME AND MANNER OF GIVING ORDERS

#### 6.1.5 SERVICE ORDER FOR SAMPLE CUSTOMS INSPECTION

Sample Customs Inspection means such an inspection where container's doors must be opened only and cargo less 10kg is unloaded from the container.

Obligation of the shipping line/forwarder is to give service order for customs inspection at least 4 hours before the time scheduled for the inspection. Service order for customs inspection can be changed by the shipping line/forwarder at least 2 hours before the time scheduled for inspection. If shipping line changes service order after deadline, all manipulations ordered (before and after the order changed) will be charged. Customs inspection must start at least 1 hour passed scheduled time. Otherwise can return container back to the yard and charge positioning and repositioning.

#### **6.1.6 SERVICE ORDER FOR DETAILED CUSTOMS INSPECTION**

Detailed Customs Inspection means such an inspection requiring cargo to be unloaded from the container and loaded back to it.

Obligation of the shipping line/forwarder is to give service order for customs inspection with correspondence to "ADDENDUM № 1A TO TERMS AND PRICES OF THE SERVICES OF BMF PORT BURGAS EAD", chapter 3, points 16-18. Customs inspection must start at least 1 hour passed scheduled time. Otherwise can return container back to the yard and charge positioning and repositioning.

#### **6.1.7 SERVICE ORDER FOR X-RAY INSPECTION**

Shipping line gives service order for x-ray inspection in the case when container is moved on terminal equipment. Shipping line does not give service order for x-ray inspection in case when it comes on forwarder's transport. Obligation of the shipping line is to give service order for x-ray inspection at least 4 hours before the time scheduled for inspection. Loading container for x-ray inspection on terminal equipment shall be based on scheduled time in NAVIS. Final confirmation of the time of loading on transport is given by the yard planner.

#### **6.1.8 SERVICE ORDER FOR STRIP/STUFF**

Obligation of the shipping line/forwarder is to give service order for customs inspection with correspondence to "ADDENDUM № 1A TO TERMS AND PRICES OF THE SERVICES OF BMF PORT BURGAS EAD", chapter 3, points 16-18. Service order for strip/stuff is given for the goods which already has commercial contract. Otherwise shipping line/forwarder must first check the feasibility of stripping/stuffing and agree on the terms on which the goods will be manipulated. After that shipping line/forwarder gives service order. If the shipping line/forwarder changes service order after deadline, all manipulations ordered will be charged (for the cost of workers planned for strip/stuff).

### **6.1.9 OTHER SERVICE ORDERS (REPOSITIONING TO YARD, EXTRA MOVE)**

For other service orders (REPOSITIONING TO YARD, EXTRA MOVE and others) related to positioning for instance checking the reefers and other containers, removing/placing of new seal, clip on/off, or status change from import to export, obligation of the shipping line/forwarder is to give service order at least 4 hours before the time scheduled for this manipulation. Service orders for these can be changed by the shipping line/forwarder at least 2 hours before the time scheduled for the manipulation.

## **6.2. CHANGING THE ORDER**

In case when the container is positioned according to the service order from the shipping line, and shipping line decides to change order or to cancel order in time, it is necessary that the shipping line gives new service order and OC cancels the first service order with explanation in notes. In case when the container is positioned, and the shipping line decides to change or cancel order pass scheduled time, positioning and repositioning will be charged.

## **6.3. CONTAINER INTERCHANGE RECEIPT – PROCEDURE OF SENDING TO SHIPPING LINE AND EVIDENCE**

### **6.1.10 VESSEL CONTAINER INTERCHANGE RECEIPT**

After the departure of the vessel and checking of the vessel map, procedures are as follows:

- All CIR documents must be checked if the damages are recorded correctly in the Navis
- If damage is not recorded in NAVIS it must be recorded afterwards
- OC notifies the shipping line by sending e-mail with CIR in attachment

### **6.1.11 GATE OUT/RAIL OUT CONTAINER INTERCHANGE RECEIPT**

Procedure for CIR from gate out/rail out are as follows:

- CIR from gate out/rail are not sent to the shipping line, they must only be recorded in the Navis
- Damages from gate out/ rail are not recorded in NAVIS
- If the container on CIR do not have damages recorded (from discharge) it must be noted on the CIR „written on driver's request“ for the gate out and „written on forwarder's request“ for the rail out

## 4 SPECIAL CARGO ACCEPTANCE PROCEDURE

### 4.1 BREAK BULK AND OUT OF GAUGE CARGO

- For the cargo that has specific dimensions that we know about, shape, weight, places for hooks and how to manipulate (lo-lo or ro-ro) with adequate equipment , we can accept the job
- BBK and OOG cargo is announced with a detailed description (pictures and drawings) which are listed and shown the place for hanging, weight, dimensions and method of delivery, in particular the focus is given to manipulate the ship-to-shore-to-ship depending on the positions on board
- Based on above, we make decisions on acceptance and inability to manipulate with the offered cargo

## 5 CFS PROCEDURES

### 5.1 STRIPPING CONTAINERS

#### 6.1.12 ANNOUNCEMENT FOR STRIPPING

Before stripping container forwarder must contact commerce department, then commerce department in agreement with CFS Manager approves stripping and provide price and conditions to forwarder.

After that two actions must be performed:

- Shipping line upon request from forwarder gives order to strip container
- Forwarder via e-mail announces and ask the approval for stripping container and provides work order

To be able to start container stripping forwarder must provide work order. Based on the work order, workers and necessary tools are ordered to perform the work.

#### 6.1.13 CONTAINER STRIPPING

Forwarders obligation is to inform Custom about stripping container. Stripping starts when Custom gives approval. Custom also check number and seal number of container. When stripping container finishes, the document of container stripping must be signed.

Storage document contains data about weight of goods, package type, type of merchandise, dimensions, goods accomodation, receival date, shift and remarks if any.

Forwarder gets original document, one copy goes to warehouse and one for accounting.

After that warehouse organiser opens storage card (first free number), writes number of storage card on goods, container number, number of sacks and forwarders name. Storage card can be: IMPORT, THROUGH, EXPORT . Cargo is recorded through storage card.

#### **6.1.14 DISPATCHING GOODS FROM WAREHOUSE**

Forwarder issues order. Order must contain all data related to goods including marks, accommodation and required quantity.

This order must be signed from forwarder, weigh of goods must be signed from warehouse side. Forwarders gets copies of both documents.

## **5.2 RECEIVING GOODS FROM TRUCK**

Before truck with goods arrives, forwarder must contact Commercial department. Commercial in agreement with CSF Manager accepts the request under certain conditions. Then forwarder delivers disposition based on witch order workers and needed tools for work. The procedure for receiving goods from truck and dispatching goods from warehouse is the same as container stripping.

## **6 GENERAL NOTES**

12.1 If any contradictions between this guide and „ACT Terms and Tarrif“, „ACT Terms and Tarrif“ shall prevail.

12.2 If any contradictions between this guide and „BMF Technical Charts“, „BMF Technical Charts“ shall prevail.