



*An ICTSI Group Company*

# OPERATION PROCEDURES FOR CLIENTS

## TABLE OF CONTENTS

1. INTRODUCTION.....	4
2. AGCT APPLICATIONS .....	5
3. VESSEL OPERATIONS .....	6
3.1. INTRODUCTION INBOUND VESSEL PROCESS & STOWAGE	6
3.2. INBOUND VESSEL PROCESS - ARRIVAL	6
3.2.1. IMPORT – FINAL DISCHARGE PLAN (EDI BAPLIE) .....	7
3.2.2. EXPORT – COPRAR AND MOVINS FILE.....	8
3.3. VESSEL STOWAGE –LOAD PLANS	9
4. RAIL.....	11
4.1. DISCHARGE	12
4.2. LOADING	12
5. GATE OPERATIONS.....	13
5.1. TERMINAL ACCESS CONTROL	13
5.1.1. DAILY TRUCK PERMITS.....	13
5.1.2. CONTAINER TRACKING APPLICATION .....	14
5.1.3. GATE INSPECTION.....	14
5.2. TRUCK MANIPULATION PROCEDURES	16
5.2.1. PICKUP IMPORT (FULL).....	16
5.2.2. PICKUP EMPTY.....	17
5.2.3. RECEIVE EXPORT (FULL).....	18
5.2.4. RECEIVE EMPTY .....	19
5.3. ENTRY AND LOADING/UNLOADING OF TRUCKS AT THE TERMINAL OUTSIDE WORKING HOURS	19
5.4. SPECIAL CARGO HANDLING (Ib to Ob Move Direct)	20
6. SERVICE ORDERS.....	21
6.1. SERVICE ORDER TYPES – TIME AND MANNER OF GIVING ORDERS	21
6.1.1. SERVICE ORDER FOR STANDARD INSPECTION .....	21
6.1.2. SERVICE ORDER FOR DETAILED CUSTOMS INSPECTION .....	21
6.1.3. SERVICE ORDER FOR XRAY INSPECTION.....	22
6.1.4. SERVICE ORDER FOR STRIP/STUFF .....	22

6.1.5.	SERVICE ORDER FOR EXTRA MOVE .....	22
6.1.6.	SERVICE ORDER FOR CONTAINER WASHING .....	22
6.1.7.	SERVICE ORDER FOR TAKING PHOTOGRAPHS.....	22
6.1.8.	FUMIGATION .....	23
6.1.9.	DAMAGE INSPECTION AND REPAIRS.....	23
6.1.10.	WEIGHING .....	23
6.2.	CHANGING THE ORDER	24
6.3.	RECORDING MANIPULATIONS WITHOUT SERVICE ORDER	24
6.4.	BIP RIJEKA WORK PROCEDURES FOR SHIPMENTS THAT HAVE TO BE INSPECTED BY VETERINARY/PHYTOSANITARY INSPECTION	25
7.	SPECIAL CARGO ACCEPTANCE PROCEDURE .....	26
7.1.	BREAK BULK AND OUT OF GAUGE CARGO	26
7.2.	DANGEROUS (IMO) CARGO	26
8.	WAREHOUSE (CFS) .....	27
8.1.	ANNOUNCEMENT OF WAREHOUSE MANIPULATION	27
8.2.	DIRECT MANIPULATION	28
8.2.1.	CONTAINER STRIPPING (CONTAINER – VEHICLE).....	28
8.2.2.	CONTAINER STUFFING (TRUCK – CONTAINER) .....	28
8.3.	INDIRECT MANIPULATION	29
8.3.1.	GOODS ENTERING WAREHOUSE (CONTAINER / VEHICLE - WAREHOUSE) .....	29
8.3.2.	DISPATCH OF GOODS FROM WAREHOUSE (WAREHOUSE – VEHICLE/ CONTAINER) .....	29
9.	SAFETY AND BEHAVIOUR RULES .....	29
9.1.	SMOKING POLICY	30
9.2.	DRUGS AND ALCOHOL	30
9.3.	PERSONAL PROTECTIVE EQUIPMENT	30
9.4.	FILMING ON THE TERMINAL	30
9.5.	AGCT SCHEME AND TRAFFIC FLOW	31
10.	AGCT OPERATIONS CONTACTS.....	31
11.	PORT CARD .....	33
12.	ABBREVIATION LIST.....	34

## 1. INTRODUCTION

Adriatic Gate Container Terminal (AGCT) provides marine container terminal services related primarily to container yard activities but also provides 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
- Container stripping and stuffing
- Container washing
- Fumigation
- Damage detection and small repairs
- Assistance during customs inspection, sealing
- Cargo warehousing

This document describes operations processes implemented on AGCT 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 implemented on 29.01.2012. 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 vessel planners), freight forwarders and rail operators/dispatchers.

The document provides insight into the organizational structure of the operations department and their responsibilities, and serves as a reference for all relevant procedures and operations performed by AGCT. Many processes are related and interdependent, which always promotes high level of communication and coordination, where all key processes are run or controlled by the personnel of the Operations Center (OC).

This manual is a document that is constantly updating and it is scheduled to be updated and checked regularly in order to contain the actual processes that are performed on the AGCT.

Operations Manager, Ognjen Ružić

---

## 2. AGCT APPLICATIONS

AGCT provides the client use of some of the tools depending on whether it is a shipping line or a freight forwarder. After the contract is signed between AGCT and the customer, commercial department in cooperation with IT department provides the client with access data.



Navis N4 - shipping line app



Online kreiranje naloga – app for freight forwarders and shipping lines

**Lista vagon/kontejnera za iskrcaj**

☒ Izdani nalozi ☐ Zaprimljeni nalozi ☐ Izvršeni nalozi

Vagon	Kontejner	ISOtip	Špediter	Težina(kg)	F/E	Vlasnik	Novi kont.	Dispozicija	Tara(kg)	Plomba	Booking	Potv.zapr.
Datum: 08.01.2016 00:00 Smjena: 1												
317839161674	fclu3334465	22G1	AGIT	0,00	Emp.	CMA	<input type="radio"/>	<input type="radio"/>	2.000	<input type="radio"/>	<input type="radio"/>	<input checked="" type="checkbox"/>
317839163209	cclu3917211	22G1	AGIT	0,00	Emp.	CHI	<input type="radio"/>	<input type="radio"/>	2.000	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
317839163209	dfsu1558238	22G1	AGIT	0,00	Emp.	CHI	<input type="radio"/>	<input type="radio"/>	2.000	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
317839160205	msku3827240	2200	AGIT	0,00	Emp.	MSK	<input type="radio"/>	<input type="radio"/>	2.000	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
317839160205	tghu2535441	2200	AGIT	0,00	Emp.	MSK	<input type="radio"/>	<input type="radio"/>	2.000	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
317839160809	tghu3610513	22G0	AGIT	0,00	Emp.	MSC	<input type="radio"/>	<input type="radio"/>	2.000	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
317839160809	trlu8906323	22G0	AGIT	0,00	Emp.	MSC	<input type="radio"/>	<input type="radio"/>	2.000	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>

Rail app (web order) – app for rail operators

If any change is needed, whether it is adding a new user, or deleting existing ones, the request is sent to the email address : [jasmina.lincic@ictsi.hr](mailto:jasmina.lincic@ictsi.hr)

## 3. VESSEL OPERATIONS

### 3.1. INTRODUCTION INBOUND VESSEL PROCESS & STOWAGE

AGCT 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, AGCT 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 AGCT 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 AGCT by truck or rail to be loaded on the vessel.

The key to the process is the Navis N4/Sparcs software program. The Inbound Vessel process describes how the vessel and voyage initiate the file in Navis and how the different parties acquire and input information into Navis as preparation for the vessel's arrival.


### 3.2. INBOUND VESSEL PROCESS - ARRIVAL

#### Purpose

The process presented defines the method ICTSI AGCT will use to prepare for an arriving vessel at AGCT.

#### Procedure

The CSO initiates the process by notifying the AGCT OC of an approaching vessel via Vessel Schedule information or an ETA. Normally, vessels operated by liner services follow the same schedules on their routes allowing the AGCT OC to estimate arrivals months in advance.

 <b>VESSEL ANNOUNCEMENT</b>						
VESSEL NAME	CONTAINERS SHIP OWNER	LINES	INBOUND VOYAGE	OUTBOUND VOYAGE	VESSEL TRANSIT LINES	ETA
<b>ROTATION</b>						
<b>ROTATION</b>						
<b>ROTATION</b>						

Form for vessel announcement

The CSO then provides an Discharge file as a BAPLIE file via e-mail as input into Navis. The VP integrates the BAPLIE file into the Navis, which will then show discharge plan information in Sparcs. 24 hours prior to vessel arrival, the CSO will send an Export Pre-Stow Plan to the VP 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 VP begins the stowage process for the vessel.

VP sets the so called late gate time in Navis to 24 hours which means that 24 hours before the deadline all containers nominated for that specific vessel has to be on AGCT, if container arrives later then 8 hours of the late gate period AGCT will induce shut out charge.

## Inbound vessel

The CSO has responsibility to advise AGCT of its vessel arrival. Advice must be in weekly base (Estimated Time of Arrival, information about volume or other specific information about vessel visit 3 weeks before vessel arrival), and daily base (should be coordinated in advance of 48, 24, 8 hours before estimated time of arrival).

At least one week before arrival of a new vessel, the Line or Agent should provide AGCT 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

Vessel planner will use this information to create the vessel profile in the Navis Ship Editor.

### 3.2.1. IMPORT – FINAL DISCHARGE PLAN (EDI BAPLIE)

AGCT requires a complete and final EDI Baplie message sent by the trading partner no later than 8 hours before vessel arrival or as soon the vessel leaves the previous port. Final discharge plan must be in standard baplie message with all container ID and correct data so our vessel planners can determine the best unloading/loading program of a vessel. AGCT also requires preload from port before Rijeka so that vessel planner can check availability of containers on board planned for discharge in Port of Rijeka.

The Final Import Bay Plan should contain:

- Detail of the position of each container aboard the vessel
- Details of uncontainerized cargo stowed in each section of the vessel
- Container prefix and number
- Container length, width, height, and type or ISO code

- Port of Loading
- Hazards / IMDG codes
- Temperature settings
- OOG information
- Vessel name, voyage number

AGCT vessel planner will also need document that contains the Dangerous Cargo List, Reefer List, Transshipment List, Special Container List, Restow Containers and other containers that are requiring special handling.

### **3.2.2. EXPORT – COPRAR AND MOVINS FILE**

Regarding vessel planning CSO should provide preload plan 48 hours before vessel arrival. 8 hours before vessel arrival all containers nominated for that specific vessel should be in the terminal. After container is received on the terminal all changes requested by the shipping line whether they are vessel renomination, voyage change, discharge port changes are going to be charged as RENOMINATION FEE.

CSO main planner will provide Movins file to AGCT vessel planners 8 hours and COPRAR file at least 6 hours before vessel arrival so that AGCT vessel 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.

Estimated time of completion

Vessel planner will inform CSO and vessel agent about ETC before the vessel operation starts.

Customer information

All Shipping Lines and Agents should supply the following information to form the Basic Data in AGCT 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...) should contact AGCT Operations Center in order to establish necessary procedures.

### **FINAL LOAD LISTS**

The purpose of the loading list is to obtain additional informations that the terminal has to have, and it is considered as the final document by which the loading plan is made.



Important informations are: (Number of containers - "Container Nbr." Seal number - "Seal Nbr." Gross weight - "Gross weight", description of goods - "Cargo description" ...).

Br	ShippingLine	ContainerNbr	Type	FreightKind	Category	SealNbr	SealOwner	GrossWeight	PckNbr	CargoDesc	POD	VesselName	CallSign	VoyageNo
1	DEL	MAGU5339706	45G1	FCL	EXPRT	D7481690	CA	18250,000	2	STEEL CONSTRUCTIONS	MTMLA	XIN TIAN JIN	BPAQ	032BEE
2	DEL	ECMU9558156	45G1	FCL	EXPRT	D8794284	CA	20520,000	2	STEEL CONSTRUCTIONS	MTMLA	XIN TIAN JIN	BPAQ	032BEE
3	DEL	GESU5334957	45G1	FCL	EXPRT	D7481687	CA	21000,000	1	BUILDING MATERIAL	MTMLA	XIN TIAN JIN	BPAQ	032BEE
4	DEL	CMAU4663346	45G1	FCL	EXPRT	D7481686	CA	20100,000	1	STEEL CONSTRUCTIONS	MTMLA	XIN TIAN JIN	BPAQ	032BEE

Load list format example

### 3.3. VESSEL STOWAGE –LOAD PLANS

Load disposition is created and verified by the shipping agent before vessel's arrival (soon as final load plan is received and load list is pulled through the system).

At the request of customs duties by the end of the vessel operations , the agent is required to enter K-417 under the column "Finish" in the application AGCT online kreiranje naloga in the shortest possible time.



Example of the form for entering K417/K447 and locking vessels disposition

Before the start of vessel operations ,vessel operations coordinator delivers the the forms for load confirmation and statement that the vesel is safe to undergo operations, as well as the form for recording container damage during discharge.

## STATEMENT

Hereby we confirm that we agree with the loading

plan for the vessel -----|.

We confirm that our vessel is ready and safe for cargo operation in every aspect.

If vessel is equipped with deck cranes the same should be set on seaside of the vessel until the end of cargo operations.

In case vessel is utilising maximum permitted draft at any moment during berthing, vessel must be afloat with minimum UKC of 0,5 meters and maximum list of 0,5° (0,5 degree) at all times in order to maintain safe berth. If list goes above 0,5° vessel needs to advise terminal immediately to stop operations.

### STATEMENT FOR VESSEL LASHING GEAR CONDITION

	YES	NO
- LASHING BARS IN A GOOD CONDITION	<input type="checkbox"/>	<input type="checkbox"/>
- A SUFFICIENT NUMBER OF LASHING BARS TO COMPLETE LASHING ON HRRJK WORKABLE BAYS	<input type="checkbox"/>	<input type="checkbox"/>
- LASHING BARS ARE LOCATED AT HRRJK WORKING BAY	<input type="checkbox"/>	<input type="checkbox"/>
- GEAR BOX-TWIST LOCKS IN GOOD CONDITION	<input type="checkbox"/>	<input type="checkbox"/>
- SUFFICIENT NUMBER OF TWISTLOCKS FOR CONTAINERS TO BE LOADED	<input type="checkbox"/>	<input type="checkbox"/>
- HATCH COVER SAFETY PIN'S WILL BE REMOVED BY VESSEL CREW BEFORE OPENING HATCH COVER	<input type="checkbox"/>	<input type="checkbox"/>
- VESSEL CREW SHOULD ENSURE A SUFFICIENT NUMBER OF LASHING GEAR AND TWISTLOCKS <u>ON TIME</u> (before start loading operations).		
- AFTER COMPLETING LOADING CONTAINERS ON <u>EACH BAY</u> , THE <u>VESSEL CREW SHOULD CHECK LASHED CONTAINERS AND REACT IMMEDIATELY</u> OR CONFIRM THAT CONTAINERS ARE LASHED PROPERLY. RESPONSIBLE PERSON ON TERMINAL FOR LASHING IS FOREMAN-SUPERVISOR WHICH IS LOCATED ON SHORE NEAR GANTRY CRANE WHICH YOU CAN CONTACT ALL TIME DURING CARGO OPERATIONS.		

### STATEMENT FOR RECORDING CONTAINER DAMAGE REPORTS

C/O will sign CONTAINER DAMAGE REPORT after completing vessels operations-before departure.  
Crew member must be available for confirming container damage near ship's gangway.

C/O REMARK IF ANY

## Procedure

When the vessel is completed, the final plan with all the information about loading plan is sent to the first officer of the vessel or ship agent. Final Export Plan represents a new configuration of ship cargo hold by the agct planner.



**Adriatic Gate  
Container Terminal**  
An ICTSI Group Company

**POSVJEDOČENJE RADA NA BRODU**  
*vessel performed services certificate*

DATUM/date : \_\_\_\_\_

VRIJEME POČETKA RADA NA BRODU  
time of commencement of vessel operations

BROD/vessel name : \_\_\_\_\_

VRIJEME ZAVRŠETKA RADA NA BRODU  
time of completion of vessel operations

OVIM SE POSVJEDUJE DA JE ADRIATIC GATE CONTAINER TERMINAL IZVRŠIO SLJUDEĆE USLUGE KOD OPERACIJA PREDMETNOG BRODA.  
This is to certify that Adriatic Gate Container Terminal executed following services during operations of subject vessel.

	OPIS USLUGE / service description	KOLIČINA quantity	MJERA unit
1	ISKRAJ I UKRAJ BOKAPORTA / discharging and loading of hatch covers		KOMADA pieces
2	ISKRAJ UKRAJ "TWISTLOCK" KOŠARA / discharge_load of gearboxes		KOMADA pieces
3	POSTAVLJANJE I SKIDANJE TWISTLOCKA / removal and setting of twistlocks /ODRICAVANJE I ZARICAVANJE KONTEJNERA / lashing and unlashng of containers		KONT cnt
4	TRAMAK NA BRODU / shifting on board vessel		KONT cnt
5	TRAMAK PREKO OBALE / shifting via quay		KONT cnt
6	STAVLJANJE PLOMBE NA PUNE KONTEJNERE BEZ PLOMBI / affixing seal on full units with no seal		KONT cnt
7	VANGABARITNI KONTEJNERI / out of gauge containers		KONT cnt
8	KORIŠTENJE LANACA / use of chains		KONT cnt
9	BREAK BULK MANIPULACIJE / break bulk manipulations		KOMADA pieces
10	ZASTOJI UZROKOVANI OD STRANE BRODA / idle time caused by vessel side		MINUTE minutes

Ovim potvrđujemo da su sve navedene usluge izvršene na pravilan način prema nalogima broda, te su cjelokupna brodska oprema i kontejneri iskrani/ukracni u vidljiva dobrom stanju osim ako je drukčije navedeno prema priporuci predloženom zapovjedniku.  
It is hereby confirmed that all mentioned services are done in proper manner according to vessel orders aswell as all vessel gear and containers are

ZA ADRIATIC GATE CONTAINER TERMINAL \_\_\_\_\_

ZA KORISNIKA \_\_\_\_\_

Vessel information form

## 4. RAIL

Railway operations can be divided into loading containers onto wagons and discharging containers from wagons.

## 4.1. DISCHARGE

- The rail operator sends the planned discharge quantities of containers by e-mail a day in advance
- Before the train arrives, it is necessary to pre-advise the containers for discharging via the rail application (work instructions are sent in the rail application to the client as well as the necessary passwords).

Lista vagon/kontejnera za iskrcaj

☒ Izdani nalozi

☐ Zaprimljeni nalozi

☐ Izvršeni nalozi

Vagon	Kontejner	ISOtip	Špediter	Težina(kg)	F/E	Vlasnik	Novi kont.	Dispozicija	Tara(kg)	Plomba	Booking	Potv.zapr.	
Datum: 28.12.2015 00:00		Smjena: 2											✓
317839160841	msku5084083	2210	AGIT	0,00	Emp.	MSK			2.000				
317839161849	msku5869498	2210	AGIT	0,00	Emp.	MSK			2.000				
317839162052	trhu2523777	2200	AGIT	0,00	Emp.	COS			2.000				
317839161294	dfsu1723625	2200	AGENT PLUS	0,00	Emp.	COS			2.000				
317839161294	fcu5528393	2200	AGENT PLUS	0,00	Emp.	COS			2.000				
317839161757	fcu5354603	2200	AGENT PLUS	0,00	Emp.	COS			2.000				
317839163407	fcu5845377	2200	AGIT	22.484,00	Full	COE		15069471	2.000		9000061320		
317839163407	fcu4909878	22G1	AGIT	22.487,00	Full	COE		15069472	2.000		9000061320		
317839163142	temu2980255	22G1	AGIT	22.500,00	Full	COE		15069473	2.000		9000061320		
317839163142	temu2986844	22G1	AGIT	22.492,00	Full	COE		15069474	2.000		9000061320		
317839160247	cbhu5921632	22G1	AGIT	22.487,00	Full	COE		15069475	2.000		9000061320		
317839160247	trhu2595000	2200	AGIT	22.485,00	Full	COE		15069476	2.000		9000061320		
317839161740	segu2043660	22G1	AGIT	22.489,00	Full	COE		15069477	2.000		9000061320		
317839161740	segu1034832	2200	AGIT	22.490,00	Full	COE		15069478	2.000		9000061320		
317839161187	fcu5033394	2200	AGIT	22.489,00	Full	COE		15069479	2.000		9000061320		

Web order example (web app)

## 4.2. LOADING

When loading containers onto wagons 24 hours notice from the rail operator is needed in order to plan required equipment and manpower.

Through the rail application, the rail operator inserts containers for loading on a specific train (work instructions are sent in the rail application to the client as well as the necessary passwords). Just before loading, he sends an excel spreadsheet via email containing the following:

- Container ID
- TYPE of container
- Loading track
- Position of the wagon on the composition
- Door direction

- Booking / EDO in case of empty containers

Examples of excel sheet for loading:

PUNI	BROJ KONTEJNERA	VELIČINA	KOLOSJEK	VAGON	VRATA
1	MRKU9905122	20	2	1	VRATA PREMA VAN
2	MSKU1138638	40	2	1	VRATA PREMA VAN
3	MRKU9454332	20	2	2	VRATA PREMA VAN

PAZNI	BOOKING / EDO	BRODAR	VEL I TIP	KONT.	KOLOSJEK	VAGON	VRATA
1	MSC0421	MSC	40HC	MSDU8134583	2	12	NIJE BITNO
2	MSC0421	MSC	40HC	TCNU9320762	2	13	NIJE BITNO
3	MSC0421	MSC	40HC	MSMU7358902	1	3	NIJE BITNO

If certain problems appears during the operations of discharge or loading containers like: damaged containers for loading without possibility of loading, damaged rail cars, HOLD on containers for loading, booking number for empty containers not created or incorrect, shortage of food containers for loading (...), please call the operation center.

## 5. GATE OPERATIONS

Containers arrive and depart from the terminal, among others, on road trucks. The processing of these trucks is handled at the gate and each truck visit is done in collaboration between the N4 system and the XPS. AGCT (Adriatic Gate Container Terminal) is using a two gate stages with gate clerks at both the ingate and the outgate.

### 5.1. TERMINAL ACCESS CONTROL

All access to and from the terminal is controlled by police, customs and security service prior to arrival at the AGCT gate. All visitors are required to have a valid and proper documents if they want to enter the terminal. Truck drivers wishing to be granted access to the terminal to pick up or deliver containers must present required documents.

#### 5.1.1. DAILY TRUCK PERMITS

Taking into account the flow of trucks at the entrance and in order to reduce the possibility of traffic jams on the access road and the impact on the efficiency of the terminal operations, Port Authority has implemented a new system (Portunus) for issuing daily licences for freight trucks. The new system, among other things, offers the following advantages:

- Complete automation and digitalisation of issuing daily permits for trucks through the Web interface
- Entry with licence plate recognition system and QR code cameras
- Booking time of entry in two-hour period with the possibility of modification of the announced arrival
- Email/SMS Reporting to the user about the situation at the terminal entrance and eventual stop

The advantage of the application itself and the "tool" that the terminal has and can use is the regulation of the number of tickets purchased for a given period, in a way that in the peak hours the terminal reduces the number of possible tickets and regulates the influx of trucks to the terminal, in order to maintain the efficiency of terminal operations.

In addition to regulating the licenses purchased, the terminal also has the option to send notifications to all truckers, e.g. In situations of increased retention of trucks on the access road and in order to avoid the creation of traffic jam on the public road into the tunnel.

## 5.1.2. CONTAINER TRACKING APPLICATION

In order to speed up the delivery, and reduce traffic jam, AGCT created container tracking application that serves drivers to check the status their pickup or dropoff orders for full containers prior to arrival at the terminal. Use of the application is described in the leaflet below.

Poštovani vozači, AGCT je za Vas pripremio novu funkcionalnost **PRAĆENJE KONTEJNERA** koja će vam uvelike uštedjeti vrijeme čekanja na ulazu.

Prije dolaska na terminal preko vašeg pametnog telefona možete provjeriti status naloga na internet stranici:

<http://www.ictsi.hr/index.php/en/containers-tracking>


Upišete broj kontejnera u tražilicu:


Container tracking


Check Container Status

Container Number:  Status:


Slijedeći simboli prikazuju status naloga:

 - NALOG NIJE NAPRAVLJEN

 - NALOG JE NAPRAVLJEN

 - NALOG JE IZVRŠEN

**PRIMJER KADA NIJE NAPRAVLJEN NALOG**

 "PICK UP" ORDER NOT CREATED

UNIT ID: HXU3066770

Status: CURRENTLY IN THE YARD

Owner: HAPAG LLOYD AG

Category: IMPORT

Freight kind: FCL

Is Reefer: NO

Carrier Info:

Carrier mode: VESSEL


Carrier ID: WARNOU PORPOISE

Date: 22-03-2015 10:35:00

ISO Type: 22G1

Description: 20FT GENERAL

**PRIMJER IZVRŠENOG NALOGA**

 "PICK UP" ORDER EXECUTED

UNIT ID: PONU7306237

Status: DEPARTED ON OUTBOUND

Carrier: CARRIER

Owner: MAERSK LINE

Category: IMPORT

Freight kind: FCL

Is Reefer: NO

Carrier Info:

Carrier mode: TRUCK


Carrier ID: BG866VF

Date: 21-03-2015 11:14:00

ISO Type: 4500

Description: 40FT HI-CUBE GENERAL

**PRIMJER NAPRAVLJENOG NALOGA**

 "PICK UP" ORDER CREATED

UNIT ID: MNU3037012

Status: CURRENTLY IN THE YARD

Owner: SEAGO LINE

Category: IMPORT

Freight kind: FCL

Is Reefer: YES

Carrier Info:

Carrier mode: VESSEL

Carrier ID: GERTROD MAERSK

Date: 13-03-2015 20:35:00

ISO Type: 4500

Description: 40FT HI-CUBE REEFER

**MOLIMO VAS DA PROVJERAVATE STATUS NALOGA PRIJE DOLASKA NA TERMINAL BILO DA SE RADI O UKRCAJU ILI ISKRCAJU KAKO BI IZBJEGLI GUŽVE NA ULAZU. HVALA**

Leaflet for container tracking application

## 5.1.3. GATE INSPECTION

Containers entering the terminal are required to undergo inspection due to possible damages and defects. . Before inspection, and when the truck enters the terminal, it is necessary to check

that the truck trailer has the keys provided for the loading of containers. If the truck does not have the keys, the driver must not get the order to load the container.

When entering the terminal, the driver is forbidden from improperly stopping and retention on the access road (after the ramp). Any improper retention can be penalized by temporary suspension of the driver.


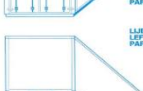
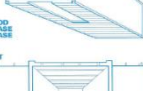

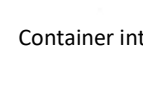
## Container inspection

All full container must have appropriate seal. Full IMO containers must have IMO label(sticker) on container.

Empty containers must be clean inside and without any IMO labels. Containers entering the terminal need to be visually inspected for defects and damage.

## Recording damages

If it is found that the recieved container is damaged or unclean, gate tally records issues in the handheld (HHT) and Container interchange receipt (CIR) is signed with both party's ( gate tally and the truck driver). CIR is filed in, and the shipping line is informed by automated message that the damaged container entered the terminal.

Adriatic Gate Container Terminal <small>An ICTSI Group Company</small>			PRIMOPREDAJNI ZAPISNIK CONTAINER INTERCHANGE RECEIPT																																																					
STOPIA FEET	PREFIKS SIGLA	BROJ NUMBER	BROD VESSEL																																																					
PIEDI		NUMERO	NAVE																																																					
			VISINA HEIGHT																																																					
			8' 8'6" 9'6"																																																					
MESTO PREUZJETA POINT OF INTERCHANGE LUOGO DI PRESA			OPIS KONTJENERA DESCRIPTION OF CONTAINER																																																					
PRIJEDAN ZA DELIVERED TO CONSIGLIATO A			PRAZAN EMPTY																																																					
PREJETA OD RECEIVED FROM			PUN FULL																																																					
ROKOVITO DA			BOX HALF ALLUMINIUM																																																					
VAGON VAGONE			OPEN TOP TANK FIBERGLASS																																																					
KAMION TRUCK			OPEN SIDE BULK STEEL																																																					
CAMION			FLAT RACK REEFER FERRO																																																					
DATUM DATE			PLOмба BR. SEAL N°																																																					
POTPIS SIGNATURE			SIGILLO N°																																																					
PRIMA																																																								
 KROV ROOF TETTO			<b>OZNAKA OŠTEĆENJA DAMAGE CODES / CODICE DANNI:</b>																																																					
 DESNA STRANA RIGHT SIDE PARTI DESTRA			<table border="1"> <tr> <td>B</td><td>TRGULJEN</td><td>BENT</td><td>PIGATO</td></tr> <tr> <td>BR</td><td>RAZJULJEN</td><td>BROKEN</td><td>KOTTO</td></tr> <tr> <td>C</td><td>RAZJEDEN</td><td>CUT</td><td>TAGLIATO</td></tr> <tr> <td>D</td><td>INATULJEN</td><td>DENT</td><td>AMMACATO</td></tr> <tr> <td>G</td><td>LOKULJEN</td><td>CAVED IN</td><td>SFONDATO</td></tr> <tr> <td>GR</td><td>NAKRAJUT</td><td>CRACKED</td><td>SPACCATO</td></tr> <tr> <td>DI</td><td>ISKRIVLJEN</td><td>DISTORTED</td><td>CONTORTO</td></tr> <tr> <td>H</td><td>RUPE</td><td>HOLE</td><td>BUCO</td></tr> <tr> <td>IR</td><td>NEPRIKLADAN POP</td><td>IMPROPER REP.</td><td>REP. IMPROPRIA</td></tr> <tr> <td>M</td><td>NEKOSTAJE</td><td>MISSING</td><td>MANCANTE</td></tr> <tr> <td>SC</td><td>OPRESEN</td><td>SCRATCHED</td><td>ROGATURA</td></tr> <tr> <td>L</td><td>LOKULJEN</td><td>LOOSE</td><td>STACCATO</td></tr> <tr> <td>R</td><td>REKA</td><td>RUSTY</td><td>ARRUGINATO</td></tr> </table>		B	TRGULJEN	BENT	PIGATO	BR	RAZJULJEN	BROKEN	KOTTO	C	RAZJEDEN	CUT	TAGLIATO	D	INATULJEN	DENT	AMMACATO	G	LOKULJEN	CAVED IN	SFONDATO	GR	NAKRAJUT	CRACKED	SPACCATO	DI	ISKRIVLJEN	DISTORTED	CONTORTO	H	RUPE	HOLE	BUCO	IR	NEPRIKLADAN POP	IMPROPER REP.	REP. IMPROPRIA	M	NEKOSTAJE	MISSING	MANCANTE	SC	OPRESEN	SCRATCHED	ROGATURA	L	LOKULJEN	LOOSE	STACCATO	R	REKA	RUSTY	ARRUGINATO
B	TRGULJEN	BENT	PIGATO																																																					
BR	RAZJULJEN	BROKEN	KOTTO																																																					
C	RAZJEDEN	CUT	TAGLIATO																																																					
D	INATULJEN	DENT	AMMACATO																																																					
G	LOKULJEN	CAVED IN	SFONDATO																																																					
GR	NAKRAJUT	CRACKED	SPACCATO																																																					
DI	ISKRIVLJEN	DISTORTED	CONTORTO																																																					
H	RUPE	HOLE	BUCO																																																					
IR	NEPRIKLADAN POP	IMPROPER REP.	REP. IMPROPRIA																																																					
M	NEKOSTAJE	MISSING	MANCANTE																																																					
SC	OPRESEN	SCRATCHED	ROGATURA																																																					
L	LOKULJEN	LOOSE	STACCATO																																																					
R	REKA	RUSTY	ARRUGINATO																																																					
 VRATA REAR DOORS PORTA			PRIMJEDBE / REMARKS / ANNOTAZIONE:																																																					
 ČELO FRONT FRONTALE																																																								
 POD BASE INTERNO																																																								
<small>Ovaj kontejner preuzet u izvornom stanju bezvanj primjetiti This container received in apparent good condition under except as noted Questo container ricevuto in apparente buona condizione eccetto quanto indicato</small>																																																								
POTPIS SIGNATURE PRIMA																																																								

Container interchange receipt

## Pre-advised units

Export containers have to be pre-advised using export bookings manually, through COPARN EDI messages or by forwarder using web application. Export containers that have not been pre-advised have to be sent at a designated area and held until that problem is resolved. Pre-advise should be create prior to the truck arrival at the gate.



## PIN numbers

PIN numbers can be applied to import category units. Line operators have the ability to add PIN's. PIN numbers may also be assigned by COREOR EDI message. PIN numbers should be assigned by shipping lines prior to ingate transaction.

## Receival order (DOE) and delivery order (PUI)

All full containers we receive from truck or rail must have a DOE created by forwarder and all containers that will be delivered by truck or rail must have a PUI created by forwarder.

After the delivery or receival, depending on customs status of the cargo, obligation of the principal is in next 5 days to insert a K417/K447 and the customs documentation number in the application "Online kreiranje naloga". If data is not entered in time, it may be updated by AGCT in the way that principal sends request in writing (e-mail [navis@ictsi.hr](mailto:navis@ictsi.hr)), which is subjected to administrative costs.

## 5.2. TRUCK MANIPULATION PROCEDURES

There are several transaction types:

- Deliver import (full)
- Deliver Empty
- Receive export (full)
- Receive empty

### 5.2.1. PICKUP IMPORT (FULL)

In order to deliver an import container, the default customs and shipping line permission must be granted as well as pick up disposition created by forwarder prior to the trucker arriving at the gate.

#### Pre-gate

Prior to a trucker arriving at the ingate for delivery, shipping agents assign a PIN number to the container either through a COREOR EDI message or manual. The shipping agent provide that PIN number to a forwarder who creates delivery order (PUI) for each container through web interface.

#### In-gate

At the ingate, the drivers present their identification, the container number to be delivered and their assigned PIN number. Once the transaction is saved, a driver receives a truck instruction document (TID) and proceeds to the location at yard according to the ticket instructions.



CODECO EDI messages are sent to notify line operators about delivery.

## Out-gate

At outgate, trucker presents his TID to the gate clerk. Once the transaction is saved successfully, a driver signs a digital Equipment Interchange Receipt (EIR).

ADRIATIC GATE CONTAINER TERMINAL  
 Setaliste A, Kacka-Mesica 13, 51000 Rijeka P.P. 120  
 Tel: +385 51 332 806, Fax: +385 51 373 015  
 e-mail: info@agct.hr


---

POTVRDA O PREUZIMANJU  
 Potvrdu izdao: gvozovic  
 Registracija kamiona:  
 Ime vozača:  
 Vrijeme dolaska kamiona: 2012-11-05 13:29:10  
 Vrijeme odlaska kamiona: 2012-11-05 15:09:44

---

Vrsta tereta: PUN KONTEJNER (FCL)  
 ISO: 45G0 || Težina (Kg): 18500.0  
 Tip transakcije: iskladištenje import kontejnera ( Deliver Import )  
 GENERALNI TERET

Kontejner: DFSU6845077  
 Brodar/vlasnik: MSC  
 Plomba:  
 Broj transakcije: 55967

Potpis vozača:  


---

NAPOMENA: Nismo dužni provjeriti vjerodostojnost potpisa stranke. OVA POTVRDA JE NEPRENOSIVA

Deliver Import EIS

## 5.2.2. PICKUP EMPTY

In order to deliver an empty unit from AGCT, the shipping agent is required to create a booking or Equipment Delivery Order (EDO) for the appropriate size, type, height of equipment in advance. Bookings in Navis can be created either through a COPARN EDI message or manually via Navis by a shipping agent.

## Pre-gate

Prior to visiting the terminal, booking needs to be created in Navis by COPARN EDI message or manually by shipping agent. Once the booking is created it is forwarded to the forwarder.

## In-Gate

At the ingate, the driver presents his identification and booking number that was previously created by shipping agent. Once the transaction is saved, a driver receives a truck instruction document (TID) and proceeds to the location at yard according to the ticket instructions.

## Out-gate

At outgate, trucker presents his TID to the gate clerk. Once the transaction is saved successfully, a driver signs a digital Equipment Interchange Receipt (EIR).

CODECO EDI messages are sent to notify line operators about delivery.

## 5.2.3. RECEIVE EXPORT (FULL)

All receive export containers must be pre-advised in Navis and have valid receival order (DOE) created by freight forwarder.

### Pre-gate

Prior to visiting the terminal gate, the following tasks should be performed related to receiving an export container:

- Booking needs to be created in Navis by COPARN EDI message or manually by shipping agent via N4
- Export unit needs to be pre-advised with COPARN EDI or manually via N4 by shipping line or by drop off disposition created by the forwarder
- When creating drop off export disposition forwarder has to insert declared VGM, in case there is no VGM, by confirming creation of DOE forwarder also creates service order for weighing

### In-gate

At the ingate, container undergo the inspection for damages and the driver presents his identification and the container number to be received to the gate clerk. Once the transaction is saved, Driver gets the TID and proceeds to the location at the yard according to the ticket instructions. If no pre-advise or receival order, driver is advised to park by side so he can contact his freight forwarder and try to resolve the problem.

-----  
**ADRIATIC GATE  
CONTAINER TERMINAL**  
-----

**INSTRUKCIJA ZA USKLADIŠTENJE**

Izdao listić:  
Registracija kamiona:  
Ime vozača:  
BAT broj: 19  
Vrijeme: Nov 6, 2012 9:57 AM  
-----

Vrsta tereta: PUN KONTEJNER  
(FCL)  
ISO: 22G1 || Težina (Kg): 24145.0  
Tip transakcije: Recieve Export

Kontejner: INBU3642791  
Pozicija: S06B591

Broj transakcije: 56206  
Recieve Export TID

### Out-gate

Once the container is unloaded, the trucker proceeds to the outgate. When the transaction is saved succesfully, a driver signs a digital Equipment Interchange Receipt (EIR).

CODECO EDI messages are sent to notify line operators of receivals.

## **5.2.4. RECEIVE EMPTY**

### **Pre-gate**

At the ingate, tally clerk checks the container for possible damages and defects..

### **In-gate**

At the ingate, driver presents his identification, container number to be received to the gate clerk. Once the transaction is saved, a driver receives a truck instruction document (TID) and proceeds to the location at yard according to the ticket instructions.

### **Out-gate**

Once the container is dismounted, the trucker proceeds to the outgate. Once the transaction is saved succesfully, a driver signs a digital Equipment Interchange Receipt (EIR).

CODECO EDI messages are sent to notify line operators of receivals.

## **5.3. ENTRY AND LOADING/UNLOADING OF TRUCKS AT THE TERMINAL OUTSIDE WORKING HOURS**

In case of need and in exceptional situations, when trucks are received at the terminal outside regular working hours, the process of announcing, planning and servicing these trucks is as follows.

### **Manipulation approval**

The freight forwarder must have approval from the terminal for special cases where he requests the acceptance of the trucks at the terminal outside office hours.

### **Announcement**

The Freight Forwarder notifies the Operations Center in advance of the exceptional arrival of the truck (or multiple trucks) at the terminal, at least 24 hours in advance on weekdays in the third shift or on Saturdays, and 48 hours in advance on Sundays.

Given the current functionality of the Portunus application for the purchase of permits to enter the terminal, where it is not possible to buy a ticket for the truck to enter on Saturday afternoons, Sundays and weekdays between 22:30 and 06:30, the freight forwarder must obtain approval from the Port Authority Rijeka for unobstructed passage of the ramp and entrance to the terminal. The

terminal still needs a card/ticket number to process the truck, so the driver is obliged to buy a ticket for the next free day/slot and have its number/ID.

## Customs

The freight forwarder is obliged to inform the customs about the planned shipment or delivery of the container.

## Plan and coordination

The freight forwarder is obliged to plan and coordinate the time of arrival of the truck at the terminal in communication with the operations center.

In the case of a large number of trucks coming to the terminal, the freight forwarder, in communication with the carrier/drivers, coordinates the group arrival of the trucks at the terminal.

In addition to email, the contact number for coordination, logistics and operational manipulation is 051/614-712.

## Terminal entry, truck loading/unloading and terminal exit

After the truck (s) pass the entrance ramp under the jurisdiction of the port of authority, they arrive and stop at the gate in where they will receive an order to load/unload the container. With prior notice by the operations center (intermodal planner), the yard dispatcher places an employee at the entrance who will do the inspection, entry and exit. Registration of truck entrances, as well as EIR for exit, and in this situation it is done exclusively at the entry point which is GATE IN.

TID will be made by:

1. An employee who can perform the inspection and entry/exit of the truck at the gate in office if the person is available at the time.
2. If there is no employee who knows how to do truck entry/exit, the employee from the operations will make an entry transaction and the dispatcher must ensure that at the time of creating and printing a TID or signing an EIR, someone will be at the entrance physically, able to deliver to the driver his printed TID order, or EIR signature device.

If a truck has containers to unload, it is necessary to inspect these containers. This will be done by an employee who will then be at the gate.

When the truck is loaded/unloaded, it returns to the gate where the employee will give to the driver a signature device (EIR). The transaction will be closed either directly by the gate employee or the employee in the operations center.

## **5.4. SPECIAL CARGO HANDLING (IB TO OB MOVE DIRECT)**

This kind of cargo handling is especially used for dangerous cargo like weapons or explosives. By receiving inbound to outbound move direct we mean containers coming with trucks directly from the gate to the quay crane. These kind of equipment gets loaded on a vessel directly from trucks themselves. Such cases are always a matter of special agreement and must be pre-defined.

## 6. SERVICE ORDERS

Service orders are requests from the freight forwarders or the shipping lines for additional manipulation with their container. There are multiple types of orders and they involve:

- Standard container inspection (standard, fitosanitary and veterinary, sampling)
- Detailed container inspection (detailed and partial inspection)
- X-ray
- Stripping/Stuffing
- Extra move (seal check, defects inspection etc.)
- Service order for container washing
- Service order for taking photographs
- Fumigation
- Container weighing

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

#### 6.1.1. SERVICE ORDER FOR STANDARD INSPECTION

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

Service order for standard inspection is using for custom inspection and inspection on BIP station (Border Inspection Point). In case of BIP inspection, there must be remark "Veterinary inspection on BIP station" in case of veterinary inspection or "fitosanitary inspection on BIP station" in case of fitosanitary inspection. Service orders for BIP station forwarder is required to create a day in advance, but no later than 8 AM for the current day.

#### 6.1.2. SERVICE ORDER FOR DETAILED CUSTOMS INSPECTION

Obligation of forwarder or shipping line is to give service order for detailed customs inspection (AGCT\_INSPECTION\_DETAILED) until 10 am for the second shift, or until 13:30 pm for the next day. Service order for detailed customs inspection creator can change until 11:00 am in the current day for the second shift, or until 20:00 for the first shift tomorrow. If forwarder or shipping line changes service order after deadline, all manipulations already performed (before and after the order changed) will be charged.

### **6.1.3. SERVICE ORDER FOR XRAY INSPECTION**

Forwarder or shipping line gives service order for xray inspection in case when container is moved on AGCT transport. Creator does not give service order for xray inspection in case when it comes on forwarder's transport. Obligation of creator is to give service order for xray inspection at least 4 hours before the time scheduled for inspection.

### **6.1.4. SERVICE ORDER FOR STRIP/STUFF**

Obligation of forwarder or shipping line is to give service order for strip/stuff at least until 10am for the second shift or until 13.30pm for the next day morning shift. Before creating service order forwarder must have signed NDU which contains details regarding stuffing/stripping. Service order for strip/stuff can be changed by the principal before 11am for the second shift, or till 20pm for the first shift next day, also principal has to inform the terminal by email about the change. If the creator changes service order after deadline, all manipulations already performed will be charged.

### **6.1.5. SERVICE ORDER FOR EXTRA MOVE**

These orders are given for repositioning due to verification the seal number, checking reefer containers or other containers, repositioning due to temperature changes of reefer containers, container defects inspection, transferring containers from import to export, etc. Creator obligation is to create service order at least 4 hours before scheduled time of inspection. Forwarder or shipping line can change these orders at least 2 hours before the time scheduled for the beginning of the inspection.

### **6.1.6. SERVICE ORDER FOR CONTAINER WASHING**

Shipping line is required to open the service order for washing container (AGCT\_WASHING\_40\_TYPE1, AGCT\_WASHING\_20\_TYPE1). Empty containers are issued under the principle of availability. If the shipping line wants to wash containers which are not available, it will induce shifters and accordingly extra move charged. When the service order is given, then we can order labor for washing.

### **6.1.7. SERVICE ORDER FOR TAKING PHOTOGRAPHS**

AGCT is obliged to send CIR's to the shipping line without photographs. Shipping line is required to create service order AGCT\_TAKING\_PHOTOS in order to get the photographs via email.

## 6.1.8. FUMIGATION

Prior to container planned for fumigation arrives at the terminal, forwarder has to inform the terminal by e-mail and when it arrives to the gate, driver has to inform a gate clerk that the container is for fumigation. Once the container is preadvised, forwarder can create an order for fumigation. (AGCT\_FUMIGATION\_20\_F , AGCT\_FUMIGATION\_40\_F, AGCT\_FUMIGATION\_45\_F). AGCT shifts the container to the location for fumigation which is ordered by the principal from the 3<sup>rd</sup> party. Once a fumigation is completed, forwarder needs to sign a receipt and give us a seal that will be attached to the container.

If forwarder demands fumigation for inbound container, it is possible to plan the container to IMDG position with note " Container is set for fumigation". It requires preadvise or forwarders booking number in order for the OC to preadvise it, or the truck driver has to mention it on the gate. Service order can be created after container is gated in.

## 6.1.9. DAMAGE INSPECTION AND REPAIRS


Shipping line creates service order for DEPO\_EXTRA\_MOVE with note "damage inspection" or "repair" which is performed by the 3<sup>rd</sup> party. After inspection for any damages or repair, OPC receives information via e- mail, closes the order and records another DEPO\_EXTRA\_MOVE.

## 6.1.10. WEIGHING

All export full containers when loaded on vessel must have VGM. It can be Declared or Measured VGM. When creating a drop off disposition (DOE), forwarder can insert a Declared VGM and is responsible for it. Otherwise, if forwarder doesn't know VGM he is obliged to choose "weighing on the terminal". In this case, container is weighed on the terminal and weigh is automatically recorded in Navis as Measured VGM.

If the shipping line/forwarder wants to weigh a container already has a VGM he will create separately a service order for weighing

Weighing certificate forwarder can see or print through AGCT web application. Forwarder/shipping line can asks for stamped verified certificate but first need to send an e-mail request to [navis@ictsi.hr](mailto:navis@ictsi.hr). Verification of the document is charged.

 <b>Adriatic Gate Container Terminal</b> <small>An ICTSI Group Company</small>			
<b>VERIFICIRANA BRUTO MASA (VBM) - CERTIFIKAT</b> <b>VERIFIED GROSS MASS (VGM) - Verification Certificate</b>			
Datum vaganja <i>Date</i>	<b>16-01-2017</b>	Vrijeme <i>Time</i>	<b>16:00:19</b>
		Broj certifikata <i>Certificate no.</i>	<b>047826</b>
Naručilj <i>Ordered By</i>	<b>DSV D.O.O</b>	Ovlaštena osoba <i>Person Responsible</i>	<b>MIHAELA MEIC</b>
Broj kontejnera <i>Container Nr.</i>	<b>MSCU9500683</b>	VBM VGM	<b>30020 kg</b>
Vaganje izvršio <i>Weighing performed by</i>	<b>RTG1</b>		
Ovaj dokument izrađen je elektronskim putem te je valjan bez potpisa i pečata! This document has been prepared electronically and is valid without signatures and seals!			

Weighing certificate

## 6.2. CHANGING THE ORDER

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

## 6.3. RECORDING MANIPULATIONS WITHOUT SERVICE ORDER

There are some manipulations for which, due to nature of the job, is not practical always create a service order. Such manipulations are recorded directly. These are:

- Extra move

Extra move for loading/discharging of the containers stopped on the gate out because of incomplete documentation, over weight, damaged container, etc. Extra move must be backed up with signed certificate with reason of rejecting specified on it.

- Depo extra move rejected

Depo extra move rejected is related to rejection of empty containers for loading on truck or rail by the driver/forwarder. Depo extra move rejected must be backed up by signed certificate.

- Shut out



Shut out is recorded when the container is on the final loading list but for some reason it is not loaded or when the container is subsequently added for loading.

- Late Gate

Late gate is recorded in case of late arrival (after cut off time) for containers announced and loaded on vessel. If the container is announced as late gate, but did not arrive at the terminal, late gate and shut out are recorded.

- Renomination fee

For all export containers that change a vessel or port of discharge after they are received, renomination fee is recorded

- Administration fee

Assistance in change of weight, cargo quantity, seal, MRN would be charged as administration fee. It can be changed on forwarder/agent request. All changes are recorded in excel table and when needed, forwarded to finance/commercial department.

## **6.4. BIP RIJEKA WORK PROCEDURES FOR SHIPMENTS THAT HAVE TO BE INSPECTED BY VETERINARY/PHYTOSANITARY INSPECTION**

- Shipping line agents send following to the border inspection post/GVP (BIP) Rijeka via e-mail to BIP.Rijeka@mps.hr:
  - The ship's manifest,
  - A list of the container in which the goods subject to veterinary inspection
- The person responsible for the shipment (forwarders or importers) preadvise shipments at least 24 hours before arrival of the vessel and only in the TRACES system (creating the first part CVEDP form that must be filled with all the information stated in the veterinary certificate issued for the shipment (in the section 9. Date of arrival ETA Ri)
- After discharging of all containers that are subject to a veterinary inspection, border veterinary inspection (GVI) blocks the same with activation of the "hold" to NAVIS system.
- Shipments are under the control of the concessionaire Adriatic Gate Container Terminal Inc., which is responsible for monitoring temperature regimes and reporting irregularities to the shipping agents if the shipment is under temperature regime. Agct also ensure delivery of containers on GVP (BIP) at the request of GVI (i.e. transshipment after 21 days, etc.), with a service order from agent or freight forwarders.
- Even if the document has a "Release" or not, the person responsible for the shipment (shipping) can apply for inspection of shipments to CVEDP form (print from the TRACES system) with which enclose the necessary documentation. Service orders are given no later than 15:00 hours for the following working day.
- List of containers for which application has been given for a review, shall be submitted to the concessionaire and "hold" will be deactivated..

- Forwarders who submitted the request, either for import or transit, give the order (service order for shipments intended for import into the EU for delivery, for opening and review on the BIP-in, and for transit to see the seals) to concessionaire AGCT.
- Concessionaire AGCT also provides extraordinary delivery of containers to GVP / BIP on-demand of GVI (i.e. transshipment after 21 days, etc.), with a previous order (service order) from agent or freight forwarders.
- After the arrival of the container to GVP/BIP begins the veterinary inspection of items per prescribed procedures. Seals are replaced by new ones, which are entered in the TRACES system, and are printed. New seals are entered manually and in the form "RELEASE" or "Disposition (DIZ) amount of eventually collected samples is written.
- Upon completion of the inspection, the border veterinary inspector GVP Rijeka makes a decision on how to proceed with the shipment which is recorded on CVEDP form in triplicate, which verifies with the signature and official stamp. Two copies go to the forwarder, and one is stored at GVP Rijeka.
- Customs Service ensures that the shipments that are subject to veterinary-health examination can not leave the terminal without the presented certified CVEDP which must specify the number of the seal GVP and the MRN number of transit shipments.

## 7. SPECIAL CARGO ACCEPTANCE PROCEDURE

### 7.1. BREAK BULK AND OUT OF GAUGE CARGO

- AGCT terminal can accept all OOG and BBK cargo that with dimensions, weights, available lifting points and type of manipulation (lo-lo or ro-ro) fit in our capabilities
- AGCT capabilities are defined with appropriate lifting tool, as well as quay cranes, reachstackers, trucks and trailers or forklifts working load limit (WLL)
- Samsung crane WLL under spreader is 40,8 tons and 50 tons in the "twin lift" while WLL under hook is 51 tons. Capacity of tractor trailer is 55 tons and Reachstacker up to 45 tons
- ZPMC crane WLL under spreader is 51 tons as well as in the "twin lift", and 61 tons under hook
- All BBK and OOG cargo should be announced with a detailed description (pictures and drawings) and lifting places, weight, dimensions and method of delivery
- Based on the above, we make decision on ability or inability to manipulate with the offered cargo
- For the discharge of BBK cargo from the vessel and the proper way of handling, we use a surveyor report from port of loading

### 7.2. DANGEROUS (IMO) CARGO

- All operations with IMO class on the AGCT are determined by the ordinance on handling hazardous substances
- On the AGCT, all IMO class handling procedures are agreed between the shipping line and HSSE (health and safety service)

- AGCT has a precisely defined area for storage and method of stacking containers containing dangerous goods, ie separating the containers by IMO classes as prescribed by the regulations. AGCT has ensured this area with fire fighting equipment and monitoring
- Before unloading/receiving the containers with dangerous goods, shipping line will inform AGCT through internal operating system (Navis) and ensure labeling of containers with labels showing the IMO class of the cargo stored in the container
- When loading/unloading containers with dangerous cargo, AGCT shall inform the duty officer of the Port Authority for the date and time of operations
- Port Authority, vessel and AGCT representative fill safety check list for handling dangerous materials and only afterwards is given approval for the operations or is refused if the regulations have been violated
- HSSE office ensures the presence of firefighters
- AGCT can manipulate the class 2,3,4,5,8,9 while IMO class 1 and 7, must be performed only in the direct manipulation
- Port Authority determines on which working surfaces, objects, and quay's can be handled IMO class

## 8. WAREHOUSE (CFS)

### 8.1. ANNOUNCEMENT OF WAREHOUSE MANIPULATION

In order to be able to organize CFS manipulation, forwarder has to make a contact with AGCT Commercial department. Commercial department, in cooperation with operations, approves or refuse the manipulation and in case terminal is able to perform a manipulation, it offers the price and conditions. Once an offer is accepted, forwarder delivers NDU to commercial/accounting department via email [warehouse@ictsi.hr](mailto:warehouse@ictsi.hr) for verification, based on which, terminal plans additional labour and equipment to perform manipulation. After verification of NDU, forwarder advises manipulation:

- Via email on address [warehouse@ictsi.hr](mailto:warehouse@ictsi.hr)
- Opening service order in Navis. Without service order manipulation and positioning cannot be performed
- Forwarder is obligated to create disposition/order, depending on manipulation, in order to be able to be recorded in the system

In case the goods has to be delivered from warehouse to the truck or vice versa, just NDU needs to be submitted, based on which terminal plans additional workers and equipment.

Additional work can be ordered:

- Up to 10 hours working day for the work in the second shift
- Up to 13:30 hours working day for the next day in first shift

Adriatic Gate Container Terminal <small>An ICTSI Group Company</small>		NALOG ZA DODATNE USLUGE														
Naručitelj		Referentni br.													Broj NDU	
Ime i prezime		Tarifni broj														
Adresa		Ponuda broj														
OIB		Datum													Datum NDU	
Telefon		Smjena														
Email		Naziv robe														
Broj kontejnera	IMO DA/NE	DOG DA/NE	skladina kartica	Datum uskl./skladiste	Isprava	broj košice (volumen)	Oznaka pakiranja	Težina (kg)	Volumen (m3)	Sadržaj tereta	Prethodni dokument	Ocarinjen a DA/NE	Carinski status	Br. carinskog dokumenta	Reg. oznaka ili broj kamiona /vozila	Datum izvođenja
1.																
2.																
3.																
4.																
5.																
6.																
7.																
8.																
9.																
0.																
<div style="display: flex; justify-content: space-between;"> <div>NAPOMENA</div> <div>POTPIS I PEČAT NARUČITELJA</div> </div>																
<b>K - Kontejner, V - Vozilo (kamion, vagon), S - Skladište, T - Terminal, B - Brod</b>																
<small>Jadransko ulazno d.d., Setalšte A. Kačića-Mladica b.b., Poštanski pretinac 120.51000 Rijeka, Hrvatska, OIB: 80300593053, E-mail: warehouse@icctsi.hr, UIC: www.icctsi.hr</small>																

Order for additional work (NDU)

## 8.2. DIRECT MANIPULATION

Direct manipulation involves stripping the container directly onto the truck or stuffing the container directly from the truck.

### 8.2.1. CONTAINER STRIPPING (CONTAINER – VEHICLE)

For the container stripping, meaning manipulation of goods from the container to the truck, freight forwarder has to submit an order (NDU) with the selected manipulation CONTAINER-VEHICLE (K-V). After accepting the NDU (stripping of the container) by AGCT, the freight forwarder should create service order "unit strip" in Navis, along with the pick up disposition (PUI). In order for a freight forwarder to give a PUI, container has to be released, i.e. PIN in Navis inserted by the shipping line. The freight forwarder is required to inform the customs about stripping of the container and to register the goods with all the related documents. After stripping of the container, the freight forwarder is obliged to present the pickup disposition (PUI) together with the order (NDU) to the Customs which, depending on the customs status of the goods, will write down the control number, which the freight forwarder is required to submit to AGCT using the web interface.

### 8.2.2. CONTAINER STUFFING (TRUCK – CONTAINER)

For container stuffing, meaning loading goods from the vehicle to the container, freight forwarder must submit an order (NDU) with the selected VEHICLE-CONTAINER (V-K) manipulation. Upon accepting NDU (container stuffing) by AGCT, freight forwarder is required to create service order for unit stuff along with dropoff disposition (DOE). In order for the forwarder to create DOE, it must have a booking assigned by the shipping line. The freight forwarder is

required to inform the customs about stuffing of the container and to register the goods with all the related documents. After the stuffing of the container, Freight forwarder is required to create disposition drop off export (DOE) and together with the order (NDU) present it to the Customs which, depending on the customs status of the goods, will write down the control number which the freight forwarder is required to submit to AGCT using the web interface.

## 8.3. INDIRECT MANIPULATION

Indirect manipulation means any manipulation of the goods through warehouse which can be storage of goods from a container or vehicle to a warehouse as well as dispatch of goods from a warehouse to a container or on a vehicle.

### 8.3.1. GOODS ENTERING WAREHOUSE (CONTAINER / VEHICLE - WAREHOUSE)

For warehousing purposes, freight forwarder has to submit an order (NDU) with the corresponding manipulation (K-S or V-S). Upon acceptance of the NDU by AGCT, and in the case of container stripping, the forwarder is required to create a service order "unit strip" and pick up disposition (PUI). When storing goods from a vehicle, the NDU is sufficient for planning work.

For some commodity (e.g. coffee), it is necessary to weigh the goods and issue a weighing certificate signed by the warehouse supervisor. The certificate of storage of goods is then printed and signed by the warehouse organiser and forwarder.

### 8.3.2. DISPATCH OF GOODS FROM WAREHOUSE (WAREHOUSE – VEHICLE/ CONTAINER)

For dispatch purposes, freight forwarder has to submit an order (NDU) with the corresponding manipulation (S-V ili S-K). Upon acceptance of the NDU by AGCT, and in the case of delivering goods for container stuffing, forwarder just as in case of direct manipulation is required to create service order "unit stuff" and drop off disposition (DOE). When goods exit the warehouse on a truck, the NDU is sufficient for planning work.

NDU must contain all the data related to the goods including storage card, label of goods, weight, quantity required, container number, vehicle number etc.

For some commodity (e.g. coffee), weighing must be performed and a weighing certificate has to be signed by the warehouse supervisor. The dispatch receipt of goods is then printed and signed by the warehouse supervisor and forwarder.

## 9. SAFETY AND BEHAVIOUR RULES

The Objective of AGCT Team is to execute all terminal operations in a controlled manner and up to high quality standards with care for the wellbeing, health, safety and security of all employees, taken into account the employees of our:

- Customers
- Suppliers

- Subcontractors
- Partners
- Co-contractors and other parties involved.

## 9.1. SMOKING POLICY

All workplaces such as offices, workshops, warehouses, garages, vehicles, cranes, site sheds, quays etc. are non smoking. Smoking is prohibited for all employees except in designated smoking areas which are marked around the terminal. The smoking ban within AGCT applies to all employees as well to all persons entering the terminal such as visitors, suppliers, customers, subcontractors or service providers.

## 9.2. DRUGS AND ALCOHOL

The use of Alcohol, illegal drugs and the misuse of prescriptive drugs is prohibited on AGCT. This policy applies to all AGCT employees as well as Customers, Suppliers, Subcontractors, Partners, Co-contractors and other parties involved in terminal operation. The company utilizes a system of random testing for alcohol and illegal drugs.

## 9.3. PERSONAL PROTECTIVE EQUIPMENT

Following Personal Protective Equipment is to be worn while working or moving around AGCT:



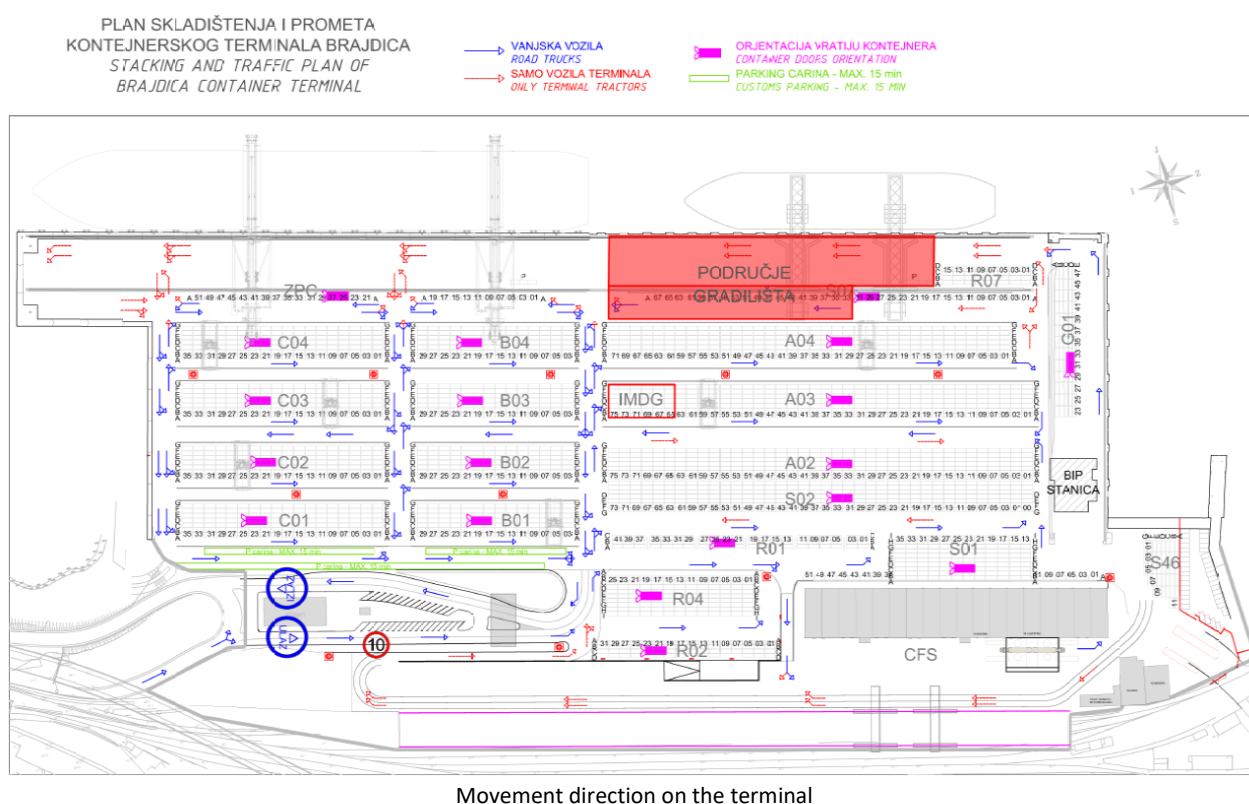
## 9.4. FILMING ON THE TERMINAL



Photography and filming is not permitted without prior approval of the AGCT.

## 9.5. AGCT SCHEME AND TRAFFIC FLOW

Speed limit in AGCT terminal is 10 km/h.



## 10. AGCT OPERATIONS CONTACTS

Domain	E-mail	Phone
Operations superintendent	<a href="mailto:planners@ictsi.hr">planners@ictsi.hr</a>	+385 51 614 711
Vessel operations	<a href="mailto:planners@ictsi.hr">planners@ictsi.hr</a>	+385 51 614 713 +385 51 496-115
Yard and intermodal	<a href="mailto:rail@ictsi.hr">rail@ictsi.hr</a>	+385 51 614 712

Documentation  
and administration

[navis@ictsi.hr](mailto:navis@ictsi.hr)

+385 51 614 714  
+385 51 614 701



## 11. PORT CARD

# Adriatic Gate Container Terminal

An ICTSI Group Company

CROATIA, RIJEKA

## ADRIATIC GATE CONTAINER TERMINAL

4.1.2018

	BERTH 1	BERTH 2
	feeder	MVS/feeder
1. Name of terminal	ADRIATIC GATE CONTAINER TERMINAL	
2. Abbreviation / code	HRRJK	
3. Maximum depth in the channel	Depths above 40m	
4. Maximum air draft permissible above high water level	Unlimited	
5. Length of the berth	300m	328m
6. Maximum permitted vessel length	260m	367m
7. Maximum draft at the berth	10,7m	B=42,8m -> 14,21m* + tide B=45,6m -> 14,18m* + tide B=48,4m -> 14,16m* + tide B=51,2m -> 14,13m* + tide
*when at maximum draft vessel must keep below 1 <sup>o</sup> list at all times while berthed		
8. Tidal range	0,60m	0,60m
9. Operating length at maximum draft	220m	278m
10. Vessel's side alongside	Portside	Portside
11. Number of cranes at berth.	2 x Panamax	2 x Post Panamax
12. Outreach of Cranes / Meters & number of rows	38m	50m
	13 rows	18 rows
13. SWL of cranes under spreader	40,8mt (50mt in twin lift)	51 mt (51 mt in twin lift)
14. SWL of cranes under hook	51mt	61mt
15. Number of cranes fit for twin lift ops	2	2
16. Minimum number of 20' bays between 2 gantries	4	4
17. Any restrictions on nbr of tiers that can be worked on deck	4	6
18. Maximum height of spreader from water level at low water	34m (31+3)	39m (36+3)
19. Over height limit (under spreader) for 20' units and 40' units	4m	4m
20. Longitudinal clearance between the legs of the gantries	15m	18,3m
21. Maximum cargo width	5m	5m
22. Limitation in haz cargo that can be stowed at the terminal	Warehouse for hazardous materials in containers classes 2,3,4,5,6,8 & 9 Class 1 and 7 hazardous material to be manipulated only in direct manipulation.	
23. Reefer plugs available at the terminal	212 plugs	

## 12. ABBREVIATION LIST

OC – OPERATIONS CENTER  
OP – OPERATIONS PLANNER  
VP – VESSEL PLANNER  
CFS- CONTAINER FREIGHT STATION  
CIC - COMMON INTERCHANGE CRITERIA  
ETA – ESTIMATED TIME OF ARRIVAL  
ETC – ESTIMATED TIME OF COMPLETION  
EDI – EDIFACT MESSAGE  
TOS – TERMINAL OPERATING SYSTEM  
CSO – CONTAINER SHIP OWNER  
EIS – EQUIPMENT INTERCHANGE STATEMENT  
HHT – HANDHELD DEVICE  
CIR – CONTAINER INTERCHANGE RECEIPT  
IMO – INTERNATIONAL MARITIME ORGANIZATION ( USED FOR HAZARDOUS CARGO )  
VMT – VEHICLE MOUNTED  
CHE – CONTAINER HANDLING EQUIPMENT  
TID – TRUCK INSTRUCTION DOCUMENT  
ISO – INTERNATIONAL STANDARD ORGANIZATION  
EC – EQUIPMENT CONTROL  
OOG – OUT OF GAUGE  
POW – POINT OF WORK  
EDI – EDIFACT MESSAGE  
NDU - ORDER FOR ADDITIONAL WORK  
DOE – DROP OFF EXPORT  
PUI – PICK UP IMPORT  
WLL – WORKING LOAD LIMIT