



TRUCKERS' Resource Guidebook

2015

The Council on Port Performance welcomes you to the Port of New York and New Jersey, the largest port on the East Coast, and the third-busiest in the United States, serving a community of more than 21 million people.

Welcome to The Port of New York and New Jersey

The Council on Port Performance (CPP) was formed to provide oversight on the implementation of programs and initiatives that will improve efficiency and service reliability in the Port of New York and New Jersey. The Council works to implement the recommendations contained in the Port Performance Task Force (PPTF) Final Report dated June 2014 including the development of this guidebook.

The CPP brought together a cross-section of stakeholders with expertise in all areas of ocean transportation and logistics, including trucking. These volunteers put their expertise and creative ideas into this guidebook* in order to help truckers navigate through the port's six terminals. We ask that you become familiar with this guide in order to make your trip through the port quicker and more efficient.

Thank you for your business and welcome to the port.

*The guide will be updated periodically. Please report any updates to the Council on Port Performance by visiting: www.panynj.gov/port/council-on-port-performance.html

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What To Have With You Prior To Arriving At The Gate



Driver must have a valid TWIC and SeaLink® Card.



Truck must have a valid RFID tag and be registered properly in PortTruckPass (www.porttruckpass.com).



Trucking company should be registered with the Uniform Intermodal Interchange Agreement (UIIA).



Trucking company should have valid insurance and credit with the Steamship Line (SSL).



For Import Pickups have or know the following:

- Container #
- Bill of Lading #



For Empty Pickups have or know the following:

- Valid Booking #
- SSL
- Container length, height and type



For Export Deliveries have or know the following:

- Valid Booking #
- SSL
- Container length, height and type. If applicable:
 - Have hazardous cargo documentation
 - Titles for cars
 - Over dimensional measurements
 - Reefer commodity and temperature



For Empty Returns have or know the following:

- SSL
- Container length, height and type

CLEAN TRUCK REQUIREMENTS

No truck is allowed in the Port with an engine built before 1993. As of January 1, 2017 marine terminals will only grant access to drayage trucks with an engine that is 2007 or newer.

TRUCK SERVICE CENTER (TSC)

ExpressPort Plaza, 1160 Mclester St, Unit 3,
Elizabeth, NJ

Phone (908) 354-4044
Hours Monday - Friday, 7:30AM - 5PM

RESTROOMS/REST AREAS

Corner of Marlin St and Kellogg St

SEAMEN'S CHURCH

118 Export St, Port Newark, NJ

Phone (973) 589-5828
Fax (973) 817-8565
Email chaplain@seamenschurch.org
Hours Monday - Friday, 8:00AM - 10:00PM

ILA HOLIDAYS

New Year's Day	Labor Day
Martin Luther King Day	Columbus Day
Washington's Birthday	Veteran's Day
Lincoln's Birthday	Election Day
Gleason's Birthday	Thanksgiving Day
Good Friday	Christmas Eve
Memorial Day	Christmas Day
Independence Day	New Year's Eve

PORT TRUCK PASS

Phone (866) 758-3838
Web www.porttruckpass.com

For RFID tag management, truck registration, and the Terminal Information Portal System (TIPS).

SECURED PARKING AREAS

Bayonne Port Security Yard

18 Pulaski St, Bayonne, NJ 07002

Phone (201) 858-2800
Web www.bayonneportcontaineryard.com

Columbia Security Parking

252 Doremus Aveune, Newark, NJ 07105

Phone (973) 465-7100
Web www.secureparkingnewarknj.com

Port Kearny Security

61 Hackensack Ave, South Kearny, NJ 07032

Phone (973) 466-9271
Web www.portkearnysecurityinc.com

SECURITY

- ! Unauthorized entry is a breach of security and could result in a charge for criminal trespass and suspended/revoked access.
- ! Entering the facility is deemed consent to security screening/monitoring via security cameras
- ! Alcohol, illegal drugs, firearms or other dangerous weapons are prohibited

Please Note: Check the Port Authority (PA) website or your marine terminal website for updates on gate hours and cargo availability.

POLICE – EMERGENCY / SUSPICIOUS ACTIVITY

In case of emergency or suspicious activity at a Port Authority Marine Terminal, please contact the Port Authority Police Department as follows:

NJMT (973) 578-2180
Brooklyn Piers (718) 330-2958 (normal work days)
(201) 239-3500 (off hours)
Howland Hook (718) 390-2501

At any other Port Authority facility, please call 800-828-7273 otherwise dial 911.

DOS & DON'TS FOR A TROUBLE-FREE VISIT

Dos

- ✓ **DO** have your TWIC, RFID TAG, and SeaLink® card in your possession and readily accessible when entering the facility.
- ✓ **DO** check your insurance with the Steamship Line prior to arriving at the terminal.
- ✓ **DO** check terminal website, TIPS, or mobile app for vessels open receiving and ensure bookings are valid prior to dropping off an export container. You should also call the Steamship Line for any additional instructions pertaining to dropping off the export load.
- ✓ **DO** check terminal website, TIPS, or mobile app for direction of empty returns prior to dropping off an empty container.
- ✓ **DO** ensure there are no holds on the container (freight, Customs, demurrage, etc) prior to picking up an import load.
- ✓ **DO** your research and confirm with the Steamship Line about gen set needs prior to dispatching to the pier.
- ✓ **DO** refer to the terminal website for reefer processing guidelines, gen set requirements and Steamship Line contacts.
- ✓ **DO** obey all speed limit regulations on terminal. Please check with the terminal for specific speed limits.
- ✓ **DO** travel in designated roadways only. Keep travel lanes open for RTGs and RMGs.
- ✓ **DO** park in designated areas only.
- ✓ **DO** stay inside your vehicle prior to being serviced on the straddle line. Once the straddle carrier has arrived do stand outside of your vehicle and inside the designated box painted on the ground next to your cab (Maher & PNCT).
- ✓ **DO** follow all instructions (signage or verbal) in order to prevent delays and the possibility of having to be escorted back to a previous processing area.
- ✓ **DO** ensure you are properly parked in the correct designated slot (Maher & PNCT).
- ✓ **DO** wear your safety vest at all time on terminal.

Don'ts

- ✘ **DON'T** arrive at terminal without checking container status first and ensuring the container is fully available.
- ✘ **DON'T** arrive at the pier without knowing if a gen-set is required or what temperature is required for a reefer load.
- ✘ **DON'T** arrive at the pier with an export load that is off temperature.
- ✘ **DON'T** travel with passenger(s) while on terminal. It is strictly prohibited.
- ✘ **DON'T** exceed the posted speed limit or "piggy back" the driver in front of you when entering the inbound or outbound portal. Doing so can create delays to your visit by being directed to our manual processing areas. You should always keep at least 10 feet between your tractor and the container in front.
- ✘ **DON'T** sound truck horns except for an emergency while on terminal.
- ✘ **DON'T** drive on the straddle field.
- ✘ **DON'T** video tape or photograph while on terminal. It is strictly prohibited.
- ✘ **DON'T** deface terminal property. This will result in prosecution to the fullest extent of the law and a permanent ban from conducting any type of business at the terminal.
- ✘ **DON'T** talk on the cell phone while driving or being serviced.
- ✘ **DON'T** repair or clean equipment while on terminal.
- ✘ **DON'T** get involved in any physical or verbal altercations with terminal personnel. Immediately call terminal security. Be clear as to what location you are at in order for a timely response.
- ✘ **DON'T** leave the area once you have been slotted in your designated interchange spot.
- ✘ **DON'T** leave terminal without ensuring that any noticeable damage is indicated on the TIR. You will be responsible for all damages.

TERMINAL SPECIFIC INFORMATION

APM Terminals

LOCATIONS

5080 McLester St, Elizabeth, NJ 07207

HOURS OF OPERATION*

Receiving and Delivery 6AM - 4PM
Reefer Receiving & Delivery 6AM - 3:30PM

CONTACTS

Phone (908) 558-6000
Fax (908) 558-6481

CUSTOMER SERVICE CONTACTS

Terminal Website
www.apmterminals.com

Mobile Web App
termview.namapmterminals.com/Mobile

After-Hours / Weekend Emergency Contact Number

24 Hour Security (908) 558-6138

Terminal Yard Operations

Client Services Giovanni Antonuccio
Office Phone (908) 558-6292
Cell Phone (908) 966-2779
Fax (908) 558-6146
Email giovanni.antonuccio@apmterminals.com

Customer Service
Email newarkoperations@apmterminals.com

Equipment Control Manager Jamie Fisher
Office Phone (908) 558-6234
Cell Phone (908) 966-2685
Fax (908) 558-6146
Email jamie.fisher@apmterminals.com

Exports Ryan Rodriguez
Office Phone (908) 558-6291
Cell Phone (201) 250-2733
Fax (908) 558-6146
Email anthony.ventura@apmterminals.com

Heavy Lift / OOG Paul Fazio
Office Phone (908) 558-6294
Cell Phone (908) 966-1814
Fax (908) 558-6146
Email paul.fazio@apmterminals.com

Pre-Mounts, CDL Drays, Misc. Bryan Norberg
Office Phone (908) 558-6131
Cell Phone (508) 505-5733
Fax (908) 558-6146
Email bryan.norberg@apmterminals.com

Rail Bret Duallo
Office Phone (908) 558-6210
Cell Phone (908) 966-1811
Fax (908) 558-6289
Email bret.duallo@apmterminals.com

Reefer Tom Gomez
Office Phone (908) 558-6486
Cell Phone (908) 803-5549
Fax (908) 558-6378
Email thomas.gomez@apmterminals.com

Roadability Cathy Capriotta
Office Phone (908) 558-6204
Cell Phone (908) 966-1603
Fax (908) 558-6378
Email cathy.capriotta@apmterminals.com

Terminal Solutions Center
Office Phone (866) 855-8552
Email tsc@apmterminals.com

Yard Manager Joseph W. Stelke
Office Phone (908) 558-6292
Cell Phone (908) 966-2694
Fax (908) 558-6146
Email joseph.w.stelke@apmterminals.com

Yard Planning Cecily Holmes
Office Phone (908) 558-6384
Cell Phone (202) 262-8486
Fax (908) 558-6146
Email cecily.holmes@apmterminals.com

Gate Operations

Manager Bob Grado
Office Phone (908) 558-6531
Cell Phone (908) 966-1857
Fax (908) 558-6456
Email robert.grado@apmterminals.com

Assistant Manager Pat Hughes
Office Phone (908) 558-6127
Cell Phone (908) 433-6156
Fax (908) 558-6456
Email patrick.hughes@apmterminals.com

Security

Safety and Security Director Mark Hanafee
Office Phone (908) 558-6148
Cell Phone (908) 966-1850
Fax (908) 558-6164
Email mark.hanafee@apmterminals.com

Assistant Manager Marc Conenna
Office Phone (908) 558-6333
Cell Phone (908) 966-1813
Fax (908) 558-6164
Email marc.p.conenna@apmterminals.com

TERMINAL FAQs

What is APMT's FIRMS code?

The Firms Code for APM Terminals is E425.

GCT Bayonne

LOCATIONS

302 Port Jersey Blvd, Jersey City, NJ 07035

HOURS OF OPERATION*

Single Move	6AM - 5PM
Double Move	6AM - 5PM
Reefer	6AM - 5PM
Chassis Bobtail	6AM - 5PM
Out of Gauge	6AM - 3PM
Truck Queue	5AM (Open)

CONTACTS

Phone	(201) 451-5200
Website	www.globalterminalsbayonne.com
Yard Ops	yardops@globalterminals.com

CUSTOMER SERVICE CONTACTS

Terminal Website	www.globalterminalsbayonne.com
Mobile Web App	mca.global-terminal.com:8080/lite
Web Access	nytweb.nycterminal.com/SelfService/STS/signin.aspx

After-Hours / Weekend Emergency Contact Number

24 Hour Security	Security Department
Office Phone	(201) 706-4265

Terminal Yard Operations

Terminal Main Number

Office Phone	(201) 706-4000
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Customer Service

Office Phone	(201) 706-4100
Fax	(201) 706-1737
Email	customerservice-admin@globalterminals.com

Chief Receiving Clerk

Office Phone	Bobby DeFilippo (201) 706-4055
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Chief Delivery Clerk

Office Phone	Anthony Tremarco (201) 706-4075
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Chief Customer Service Clerk

Office Phone	Joey Prezioso (201) 706-4045
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Out of Gauge Cargo

Office Phone	(201) 706-4018
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Roadability

Office Phone	(201) 706-4022
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Reefers

Office Phone	(201) 706-4079
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All Other Inquiries

Office Phone	(201) 451-5200
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* Check terminal websites for any changes to hours.

Security

Safety and Security Director George Reynolds
Office Phone (201) 706-4122
Cell Phone (347) 813-0533
Email greynolds@global-terminal.com

TERMINAL FAQs

How do I pay for charges?

Currently emailed or faxed guarantees or by cash or check through the trouble window.

What does the driver need to bring with him to pick up containers?

Check company website or the general information section of Guide Book-"WHAT TO HAVE WITH YOU PRIOR TO ARRIVING AT THE GATE". In addition, please make sure you have a valid CDL license.

Where does an empty container get returned?

At the main terminal unless directed elsewhere. Please check empty return information on the website.

What is GCT Bayonne's FIRMS code?

The Firms Code for GCT Bayonne is E364.

Do we have an account with GCT Bayonne?

Check with customer service for account availability.

When was a container delivered?

Check the mobile app which is available from the GCT Bayonne website.

How much demurrage is due on a container?

Check the container availability link from the website.

GCT New York

LOCATIONS

GCT New York

300 Western Ave, Staten Island, NY 10303

GCT Centralized Examination Station

241 Western Ave, Staten Island, NY 10303

HOURS OF OPERATION*

Single Move	8AM - 12PM, 1PM - 4PM
Double Move	8AM - 12PM, 1PM - 3:30PM
Haz Mat Cargo	8AM - 12PM, 1PM - 3PM
Reefers	8AM - 12PM, 1PM - 3PM
Out of Gauge	8AM - 12PM
	Wednesday & Thursday Only, 1PM - 3PM

SPECIALIZED CARGO

Please See Hours of Operation Above.

CONTACTS

Phone	(718) 568-1700
Customer Support	(718) 683-3210
Automated Inquiry	(888) 883-8830
GCT CES	(718) 568-1748
Yard Ops	yardops@nycterminal.com
CES	gctces@nycterminal.com

Website

www.nycterminal.com

Customer Service

customerservice-admin@nycterminal.com

CUSTOMER SERVICE CONTACTS

Terminal Website

www.nycterminal.com

After-Hours / Weekend Emergency Contact Number

24 Hour Security

Office Phone

Security Department

(718) 568-1844

Terminal Yard Operations

Customer Service Direct Line

Office Phone

(718) 683-3210

Email

customerservice-admin@globalterminals.com

Chief Receiving Clerk

Office Phone

John Tarlen

(718) 568-1710

Fax

(718) 815-1455

Email

jtahlen@globalterminals.com

Chief Delivery Clerk

Office Phone

Charlie Carollo

(718) 568-1736

Fax

(718) 568-1851

Email

ccarollo@globalterminals.com

Chief Customer Service Clerk

Office Phone

John Tanzi

(718) 568-1737

Fax

(718) 815-1455

Email

jtanzi@globalterminals.com

Pre-Trip Refer Requests

Fax

(718) 683-3217

Email

nyctpre-tripreefer@globalterminals.com

NYCT AQI Back-In

Fax

(718) 683-3217

Email

nyctaqiback-in@globalterminal.com

Rail Operations Maureen Kosakowski
Office Phone (718) 568-1742
Fax (718) 720-4516
Email mkosakowski@globalterminals.com

Heavy Lifts
Office Phone (718) 568-1757
Email oog-ny@globalterminals.com

Roadability Juan Linares
Office Phone (718) 568-1874

Reefer Trailer Ted Arnold / Bobby Mustari
Office Phone (718) 568-1818
Fax (718) 568-1850

All Other Inquiries
Office Phone (718) 568-1820

Gate Operations

Yard / Gate / Container Inquiries
Fax (718) 815-1455
Email yardops@globalterminals.com

Automated Inquiry Line
Office Phone (888) 883-8083

Security

Safety and Security Director Artie Seaman
Office Phone (718) 568-1701
Email aseaman@globalterminals.com

TERMINAL FAQs

How do I pay for charges?

Companies with credit accounts can guarantee charges online at www.globalcontainerterminalsnewyork.com. Visa and Mastercard are also accepted online. Other payment options include wire transfers, certified checks and money orders. Company checks are accepted dependent on credit status.

Where does an empty container get returned?

Check company website for daily info.

What is GCT-New York FIRMS code?

The FIRMS code for GCT NY is E005.

Do we have an account with GCT-New York?

Contact the Credit Dept. at (718) 568-1872.

How much demurrage is due on a container?

Check our website or Customer Service Dept. at (718) 683-3210.

GCT NEW YORK TOLL REIMBURSEMENT PROGRAM

Anyone who holds a commercial E-ZPass account with an E-ZPass Agency and does business with GCT New York is qualified to participate in the GCT New York Toll Reimbursement Program. You could be either a trucking company or an independent owner operator/driver and if your tags are used on commercial Class 2 thru 6 for crossing Bayonne Bridge, Goethals Bridge, or Outerbridge. Also your vehicle must be registered with Reference No. (IAG) 521, 523, 525, 527, 529, 531, 533, 535, 537, 541, 543, 719, 723, 727, 731, 783, 787, 791, or 795.

Please see website for information of registering.

Maher Terminals

LOCATIONS

Maher Container Terminal

Building 1210, Corbin St, Port Elizabeth, NJ 07201

Phone (908) 527-8200

Auxiliary Chassis Depot

155 Marsh St, Port Newark, NJ 07114

Phone (908) 527-8200

Millennium Marine Rail

2380 Tripoli Street & Formosa St
Port Elizabeth, NJ 07201

Phone (908) 527-0147

Maher Empty Depot at Columbia

Container Services
142 Marsh St, Port Newark, NJ 07114

Phone (973) 589-8055

Maher Chassis Depot

1510 Bay Ave, Port Elizabeth, NJ 07201

Phone (908) 527-8200

HOURS OF OPERATION*

Main Terminal

Single Move Import Delivery	6AM - 7PM
Single Move Empty Delivery	6AM - 6PM
Single Move Export Return	6AM - 7PM
Single Move Empty Return	6AM - 6PM
Double Moves	6AM - 6PM
Hazardous Cargo Receiving	6AM - 4PM
Reefer Processing	
Single Move Import Delivery	6AM - 7PM
Reefer Processing	
Single Move Export Return	6AM - 7PM

Reefer Processing	
Single Move Empty Delivery	6AM - 6PM

Reefer Processing	
Single Move Empty Return	6AM - 6PM

Off-Terminal Depots

Main Co-Op Chassis Depot	6AM - 7PM
Auxiliary Co-Op Chassis Depot	6AM - 6PM
Maher Empty Depot (Columbia)	6AM - 6PM

SPECIALIZED CARGO

For cargo that is 11ft or wider, you will need to schedule a crane appointment and guarantee/pay for crane charges prior to services being rendered. Please contact customersupport@maherterminals.com for information on charges and how to set up an appointment with our Yard Dept.

Confirm gen-set needs with the Steamship Line prior to dispatching your trucker to the pier.

CONTACTS

Phone	(908) 527-8200
	Monday - Friday, 8AM - 5PM

Customer Support	(908) 436-4844
	Monday - Friday, 8AM - 5PM

Yard Help Line	(908) 436-4839
	Monday - Friday, 6AM - 7PM

Website	www.maherterminals.com
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Mobile App	mobile.maherterminals.com
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Customer Support	customersupport@maherterminals.com
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Customer Service Package (CSP)	https://apps.maherterminals.com/csp/
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* Check terminal websites for any changes to hours.

CUSTOMER SERVICE CONTACTS

Terminal Website www.maherterminals.com
Mobile Web App mobile.maherterminals.com

After-Hours / Weekend Emergency Contact Number

24 Hour Security Security Department
Office Phone (908) 527-8200 x4002
Email security@maherterminals.com

Terminal Yard Operations

Customer Service Help Line
Office Phone (908) 436-4839

Customer Support
Office Phone (908) 436-4844
Email customersupport@maherterminals.com

Delivery
Office Phone (908) 527-8200 x4264

Receiving
Office Phone (908) 527-8200 x4266

Reefer Department
Office Phone (908) 527-8200 x4761

Safety Department
Office Phone (908) 527-8200 x4593
Email risk@maherterminals.com

All Other Inquiries
Office Phone (908) 527-8200
Website www.maherterminals.com

TERMINAL FAQs

How do I pay for charges?

Companies with credit accounts can guarantee charges online at www.maherterminals.com. Visa and MasterCard are also accepted online. Other payment options include wire transfers, certified checks and money orders.

Where does an empty container get returned?

Check company website or use mobile app for daily info.

What is Maher's FIRMS code?

The Firms Code for Maher Terminals is E416.

How do we get access to the Maher website?

Go to www.maherterminals.com and click on the link for the Customer Service Package. Once there you can fill out the New User form or call (908) 436-4844 for assistance.

Do we have an account with Maher?

Contact Credit Dept. at (908) 527-8200.

When was a container delivered?

Use online customer service package www.maherterminals.com to check container status.

How much demurrage is due on a container?

Use online Customer Service Package to check container status or contact Customer Support Dept. at (908) 436-4844 or customersupport@maherterminals.com.

Which trucking company picked up my container?

Use online Customer Service Package at www.maherterminals.com to check container status.

Port Newark Container Terminal

LOCATIONS

Port Newark Container Terminal

241 Calcutta St, Newark, NJ 07114

Phone (973) 522-2200
 Fax (973) 465-8827

Polaris Street Depot

1100 Polaris St, Newark, NJ 07114

HOURS OF OPERATION*

Calcutta Street

Single Move Import Delivery 6AM - 6PM
 Single Move Empty Delivery 6AM - 6PM
 Single Move Export Return 6AM - 6PM
 Double Moves 6AM - 5PM
 Reefer Processing 6AM - 4:30PM
 Hazardous Cargo Receiving 6AM - 4PM

Polaris Street Depot

Empty (MSC) Container Pickup 6AM - 6PM
 Empty (MSC) Container Returns 6AM - 6PM
 Chassis Pickup 6AM - 5:30PM
 Chassis Returns 6AM - 6:30PM

CONTACTS

Phone (973) 522-2200
 Customer Support (973) 522-2239
 Import Availability (973) 522-2250
 Yard Help Line (973) 522-2200, ext 4793
 Website www.pnct.net

CUSTOMER SERVICE CONTACTS

Terminal Website www.pnct.net
 Mobile Web App m.pnct.net/lite
 Web Access webaccess1.pnct.net:8080/express/secure/

After-Hours / Weekend Emergency Contact Number

24 Hour Security Security Department
 Office Phone (973) 522-2308

Yard Gate Operation

Customer Service Imports

Office Phone (973) 522-2239
 Email customerservice@pnct.net

Availability

Office Phone (973) 522-2239

Export

Office Phone (973) 522-2228

Yard / Gate Operations

Office Phone (973) 522-4793
NOTE: after 6 pm, for deliveries already in yard – operational issues only

Rail Operations

Mike Sullivan
 Office Phone (973) 522-2205
 Fax (973) 344-7158
 Email pnct.rail@pnct.net

* Check terminal websites for any changes to hours.

Manager Customer Service Christine Brady
Office Phone (973) 522-2251
Fax (973) 465-8826
Email christine.brady@pnct.net

Manager Commercial Services Mark Ficarra
Office Phone (973) 522-2310
Fax (973) 465-9462
Email mark.ficarra@pnct.net

All Other Inquiries
Office Phone (973) 522-2200
Website www.pnct.net

Refer M&R Operations

Reefer / M&R Manager Charlie Ferlisi
Office Phone (973) 522-2200
Fax (973) 491-0932
Email calogero.ferlisi@pnct.net

Reefer Ops / M&R Stacey Webb
Office Phone (973) 522-2209
Email stacey.webb@pnct.net

TERMINAL FAQs

How do I pay for charges?

Companies with credit accounts can guarantee charges online at www.pnct.net. Visa and MasterCard are also accepted online. Other payment options include wire transfers, certified checks and money orders. Company checks are accepted dependent on credit status.

What is PNCT's FIRMS code?

The FIRMS Code for PNCT is F577.

Redhook Container Terminal

LOCATIONS

Brooklyn Terminal

70 Hamilton Ave, Brooklyn, NY 11231

Phone (718) 875-0777

Port Newark Terminal

138 Marsh St, Port Newark, NJ 07114

Phone (973) 522-0999

HOURS OF OPERATION*

Brooklyn and Port Newark Terminals

All Moves AM	8AM - 11:45AM
All Moves Except Doubles PM	1PM - 4PM
Double Moves PM	1PM - 3:30PM

CONTACTS

Customer Service Phone
(973) 522-0999, exts 228, 217

Customer Service Email
rhcustserv@redhookterminal.com

Deliveries	rhdel@redhookterminal.com
Receiving	rhrec@redhookterminal.com
Vessel Planning	vplan@redhookterminal.com
General Inquiries	info@redhookterminal.com
Website	www.redhookterminal.com

CUSTOMER SERVICE CONTACTS

Terminal Website www.redhookterminal.com

Web Access
<https://rhct.tideworks.com/fc-RHCT/default.do;jsessionid=B92FC94D1FF3FC555587884C8DC209E1>

Brooklyn Contact Lists

Customer Service

Office Phone	(718) 875-0777 x4
Fax	(718) 875-0777
Email	rhcustserv@redhookterminal.com

Deliveries

Office Phone	(718) 875-0777 x1
Email	rhdel@redhookterminal.com

Receiving

Office Phone	(718) 875-0777 x3
Email	rhrec@redhookterminal.com

Port Newark Contact Lists

Customer Service

	Patricia Cisneros
Office Phone	(973) 522-0999 x228
Email	pncustserv@redhookterminal.com

Deliveries

	ILA Clerk
Office Phone	(973) 522-0999 x234
Email	pn-del@redhookterminal.com

Receiving

	Joyce Addonizio
Office Phone	(973) 522-0999 x239
Email	pnrec@redhookterminal.com

Yard / Gate Operations

	Thomas Vroman
Office Phone	(973) 522-0999 x227
Email	tvroman@redhookterminal.com

Ro-Ro Operations

	Dan Winograd
Office Phone	(973) 388-6620
Email	dsw@redhookterminal.com

24 Hour Security

	Security Department
Office Phone	(917) 946-6416

Break Bulk Vessel / Heavy Lift Cargo Inquiries

Email	cargo@redhookterminal.com
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All Other Inquiries

Office Phone	info@redhookterminal.com
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* Check terminal websites for any changes to hours.

Custom Examination Stations (CES) Operators

CUSTOMER SERVICE CONTACTS

East Coast Warehouse

Website www.eastcoastwarehouse.com

CES Director Mel Greene
Office Phone (908) 351-2800 x2505
Email mgreene@eastcoastwarehouse.com

CES Warehouse Operations Manager Joe Rebelo
Office Phone (908) 351-2800 x2312
Email jrebello@eastcoastwarehouse.com

CES CSR Operations Manager Fabiana Carvalho
Office Phone (908) 351-2800 x2365
Email fcarvalho@eastcoastwarehouse.com

CES Sales Manager Steve Banasiak
Office Phone (908) 351-2800 x2326
Email sbanasiak@eastcoastwarehouse.com

GCT CES

Website www.gctces.com

Security
Office Phone (718) 650-4562

Security Manager Ken Yordinsky
Office Phone (718) 483-3546

Customer Service
Office Phone (718) 683-3210

Exam Status
Email ces-ny@globalterminals.com

CES Manager Evelyn Solis
Office Phone (718) 568-1748

CES Assistant Manager Cory Nelson
Office Phone (718) 568-1889

**Trouble Window /
Guarantee Info** Mike Lanza / Jimmy Martin
Office Phone (718) 683-3241 / 3241
Fax (718) 683-3230

Custom Examination Stations (CES) Operators (continued)

H&M International CES

Website www.hmit.net
Availability Website www.hmit.net/cargo-availability

Customer Service

Office Phone (732) 510-2870
Fax (732) 510-2875
Email hmcustomerservice@hmit.net

Routing Office

Janette Junner
Office Phone (732) 510-2713
Fax (732) 510-2872
Email hmroutingdept@hmit.net

CES Administrative Manager

Lauren Foster
Office Phone (732) 510-2712
Fax (732) 510-2875
Email lfoster@hmit.net

Yard / Gate Operations Manager

Charles Johnson
Office Phone (732) 510-2720
Cell Phone (551) 655-0852
Fax (732) 510-2872
Email cjohnson@hmit.net

General Manager

Charles Gildersleeve
Office Phone (732) 510-2704
Cell Phone (718) 614-1559
Fax (732) 510-2875
Email cgil@hmit.net

Salson Logistics

Website www.salson.com
Office Phone (973) 986-0200
Cell Phone (973) 368-1946

Order Entry

orderentry@salson.com

Dispatchers

dispatchers@salson.com

Other Important Contacts

Truck Service Center (TSC)

Office Phone (908) 354-4044

Cell Phone (908) 355-5018

Website

www.panynj.gov/port/truck-service-center.html

Port Truck Pass - Customer Service

Office Phone (866) 758-3838

Website www.porttruckpass.com

TWIC Universal Enrollment

Office Phone (855) 347-8371

Website <https://universalenroll.dhs.gov>

PortNYNJ Alerts

Office Phone

Website www.paalerts.com/usersubscribe.aspx

TOP TROUBLE TICKETS: WHAT TO AVOID PRIOR TO ARRIVAL

- 1 Demurrage Only Paid Through A Certain Date.**

Check the box availability on the marine terminal website or on the Terminal Information Portal System (TIPS).*
- 2 Booking Not On File.**

Check the booking number on the marine terminal website or on the Terminal Information Portal System (TIPS).
- 3 Booking/Equipment Size/Type Required.**

Check the booking for equipment type on the marine terminal website or on the Terminal Information Portal System (TIPS).
- 4 Empty Container Not Allowed.**

Check the marine terminal website at the opening and closing of business each day. This information can also be checked using the mobile apps for APM, GCT- Bayonne, Maher, or PNCT.
- 5 Booking Quantity Exceeded For Equipment Type.**

Check the booking for equipment type and amount on the marine terminal website or on the Terminal Information Portal System (TIPS).
- 6 Internal Error, Duplicate Truck Transaction.**

Check with your dispatcher to see if another truck has already picked up the box.
- 7 Bkg Haz*No Preadv*Ctr Haz**

Check with your marine terminal to see if a pre-advise is necessary to pick up a hazardous box.
- 8 Bill Of Lading Held By Line Operator.**

Check the Bill of Lading for freight release on the marine terminal website or on the Terminal Information Portal System (TIPS).
- 9 Booking Tally Has Already Reached.**

Check the booking for a tally amount on the marine terminal website or on the Terminal Information Portal System (TIPS).
- 10 Trucker Contract With Line Operator Expired. Delivery Not Allowed.**

Check with the marine terminal for your company's status with the ocean carrier.
- 11 Truck Driver Suspended. Exit The Terminal.**

Check with the Truck Service Center about possible Sealink® suspension or expired/invalid TWIC.

* When available.

GLOSSARY OF COMMON TERMS

AMS

Automated Manifest System is a computerized system used by the U.S. Customs and Border Protection (CBP) to process import cargo invoices or manifests.

AQI Exam

Agricultural Quarantine Inspection is an inspection done in order to intercept prohibited plant life, pests, and other hazardous materials.

Bill Of Lading (BOL)

A Bill of Lading is a receipt for the cargo and a contract for transportation between a shipper and the ocean carrier which is used as a document of ownership.

Bonded Warehouse

A warehouse designated by U.S. Customs for temporary storage of goods until fees are paid or otherwise properly released and cleared by Customs.

Break Bulk

Break Bulk is cargo which does not classify as a full container and is considered loose freight.

C.E.S.

Centralized Examination Station is an exam site designated by US Customs for various exams such as VACIS, CET, etc.

C.E.T. Exam

Contraband Enforcement Team (CET) Exam is a physical examination of cargo normally done to protect from narcotics, drugs or weapons.

C.F.S.

Container Freight Station is a shipping dock where cargo is loaded/stuffed or unloaded/stripped from containers.

Chassis

A chassis is a wheeled flat bed trailer on which to mount a cargo container for transport.

Delivery Order (D.O.)

A document issued by the consignee or a customs broker as authority to release the cargo to the inland carrier.

Demurrage

Demurrage is a storage charge levied on cargo after the allowable free time has expired.

E.D.I.

Electronic Data Interchange is an electronic communication system used for exchanging data via electronic means.

FIRMS Code

Facilities Information and Resources Management System is a code assigned by US Customs to freight terminals and is required on import paperwork, inbond transit orders, and other Customs documents. Facilities with the ability to transmit information directly to US Customs must have this Customs-assigned code.

General Order (G.O.)

G.O. status given to imported goods that are missing the proper documentation or are not quickly cleared through Customs. Merchandise may be held under general order if the proper duties or taxes are not paid, or if the owner fails to complete the required customs paperwork. Goods will be held under general order if they remain uncleared for more than 15 days.

Gen Set

A gen set is a portable generator which can be attached to a refrigerated container to power the refrigeration unit during transit.

Hold On Dock (H.O.D.)

H.O.D. is a request issued by Steamship Line to prevent an export container from going out on a vessel.

Lien

A lien is a legal claim upon goods for the satisfaction of unpaid fees usually for containers taken to a G.O. or CES warehouse.

GLOSSARY OF COMMON TERMS (continued)

Manifest

Manifest is a list of all cargo loaded on board a vessel.

OBL

Original Bill of Lading

Per Diem

Per diem is a fee charged by the Steamship Line upon a trucker due to late return of equipment.

Permit To Transfer (PTT)

Permit To Transfer is issued by US Customs and allows a container that was on Customs hold to be released to a non CES authorized trucker.

RFID tag

Radio Frequency Identification tag. Required to be on all trucks seeking entry to a container terminal. See www.porttruckpass.com.

SCAC

Standard Carrier Alpha Code is the recognized transportation company identification code issued by NAMFTA.

SeaLink® Card

This is the truck driver's identification card. The card is used to associate a driver to the company or companies he/she is authorized to drive for in the Port of NY & NJ.

Shipside Exam (also called Tailgate or Pop and Tap)

An exam done on terminal in which US Customs pops the seal and looks inside the container without handling the cargo.

TWIC

The Transportation Worker Identification Credential program is a Transportation Security Administration (TSA) and U.S. Coast Guard initiative in the United States. The TWIC program provides a tamper-resistant biometric credential to maritime workers requiring unescorted access to secure areas of port facilities, outer continental shelf facilities, and vessels regulated under the Maritime Transportation Security Act of 2002, or MTSA, and all U.S. Coast Guard credentialed merchant mariners.

T.I.R.

Trailer Interchange Receipt is a document showing condition of container/equipment at the time of interchange.

USDA Exam

United States Department of Agriculture Exam is done to check the condition of pests or other insect's infestation.

UIIA

Uniform Intermodal Interchange and facilities Access Agreement is a standard industry contract between truckers/drayage companies and water/rail carriers and leasing companies (Equipment Providers).











VACIS Exam

Vehicle And Cargo Inspection Systems Exam uses gamma ray technology to produce images of tankers, commercial trucks, sea and air containers, and other vehicles for contraband such as drugs, weapons, and currency.





Void Out Ticket

A Void Out Ticket is issued to a trucker for an attempted transaction that was unable to be successfully completed.

LINKS TO OTHER HELPFUL INFORMATION

 US Customs	www.cbp.gov
 USDA	www.usda.gov
 FDA	www.fda.gov
 Port Authority	www.panynj.gov
 UIIA	www.uiia.org
 Direct ChassisLink	www.dcli.com
 Flexi-Van	www.flexi-van.com
 TRAC Intermodal	www.tracintermodal.com
 PA eAlerts	www.portnynjalerts.com
 PortTruckPass	www.porttruckpass.com

CES WAREHOUSES

 East Coast Warehouse	www.eastcoastwarehouse.com
 H&M International	www.hmit.net
 Salson Logistics	www.salson.com
 Harbor Freight	www.harborusa.com

GENERAL ORDER WAREHOUSES

 Van Brunt Logistics	www.vanbruntwarehouse.com
 St. George Warehouse	www.stgusa.com

GENERAL FAQ'S

Q When will a vessel be open for receiving and when is the receiving cutoff?

A Contact the respective Steamship Line or check terminal website/mobile app for daily receiving schedule. You can also check the Terminal Information Portal System (TIPS*).

Q Where are you located?

A Check the marine terminal website or the specific Marine Terminal Tab of this Guidebook. You can also check the Terminal Information Portal System (TIPS*).

Q What are your hours of operation?

A Check the marine terminal website or the specific Terminal Tab of this Guidebook. You can also check the Terminal Information Portal System (TIPS*).

Q What does the driver need to bring with him to pick up containers?

A Check company website or see general information section of Guide Book, *What To Have With You Prior To Arriving At The Gate*. You can also check the Terminal Information Portal System (TIPS*).

Q Have questions regarding empty containers?

A Check the marine terminal website or use mobile app for daily info. You can also check the Terminal Information Portal System (TIPS*).

Q How do I know what chemicals I can bring to a terminal?

A Please check the P.A. website, specifically the P.A. tariff for chemicals.

* When available

TERMINAL MAPS



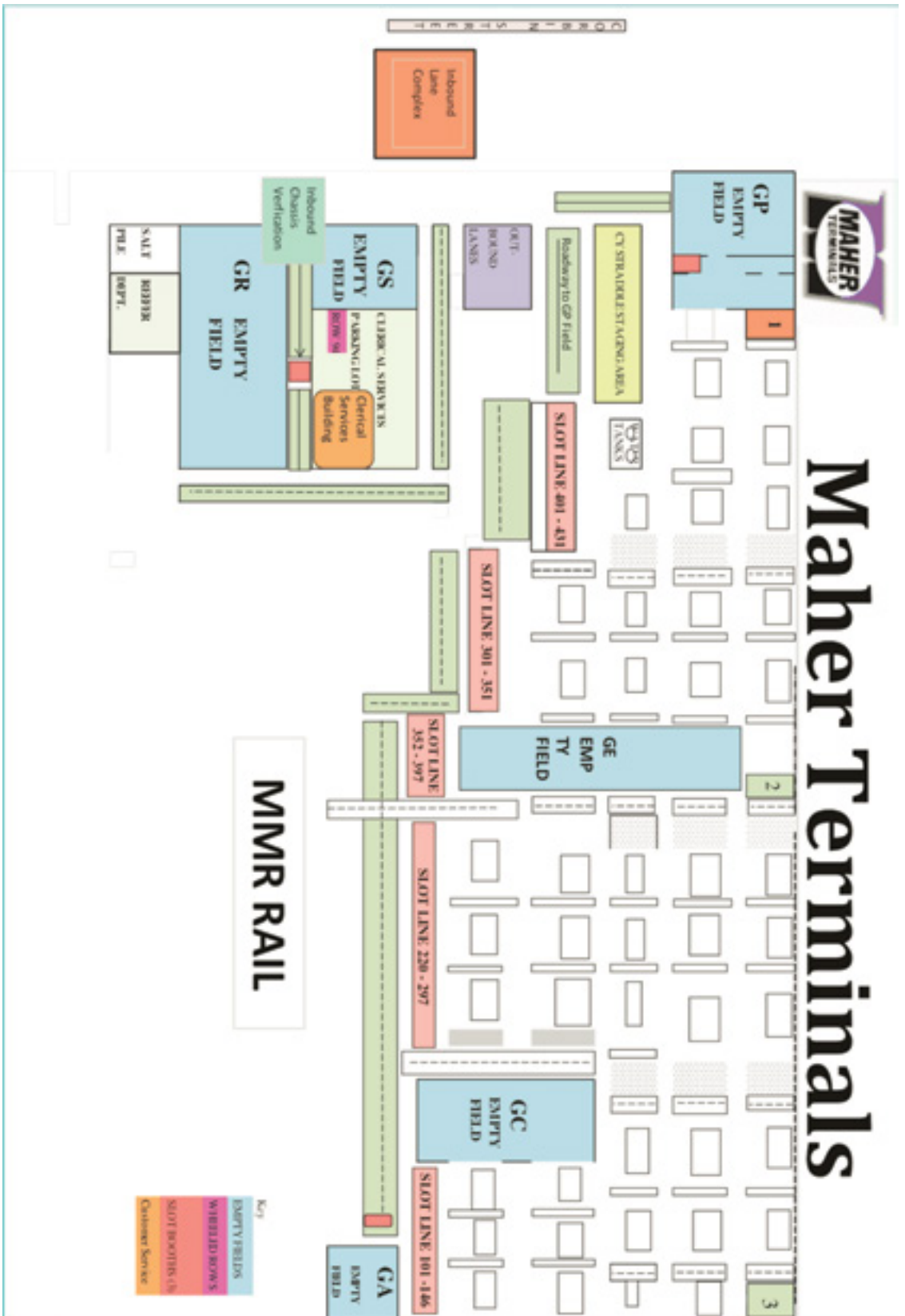
GCT Bayonne



GCT New York

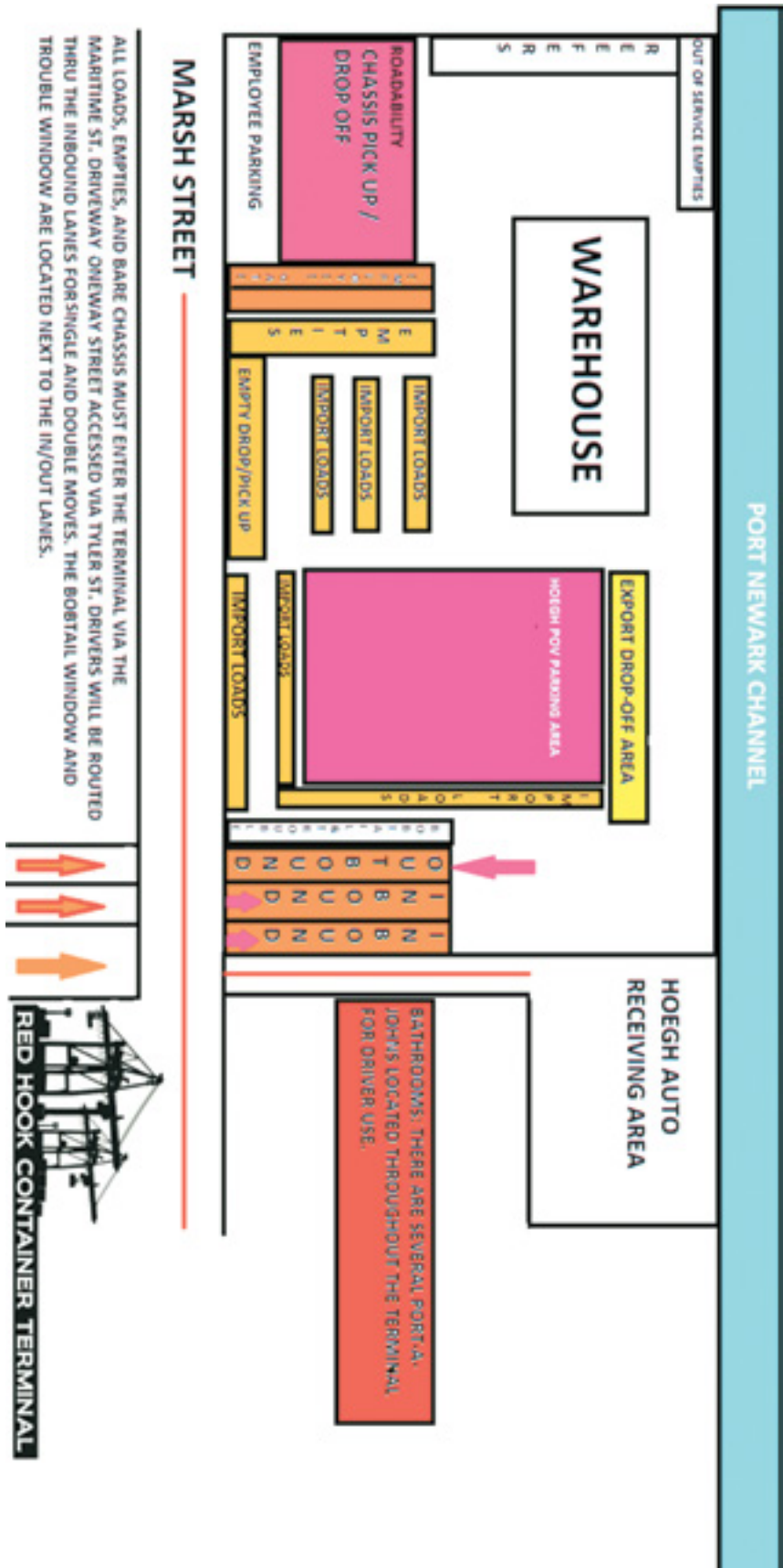
PROCESS MAP: GCT NY GATE PROCESS







TERMINAL MAPS (continued)



ALL LOADS, EMPRIES, AND BARE CHASSIS MUST ENTER THE TERMINAL VIA THE MARSH ST. DRIVEWAY ON/INWAY STREET ACCESSED VIA TYLER ST. DRIVERS WILL BE ROUTED THRU THE INBOUND LANES FOR SINGLE AND DOUBLE MOVES. THE BOBTAIL WINDOW AND TROUBLE WINDOW ARE LOCATED NEXT TO THE IN/OUT LANES.

MARSH STREET

