Welcome to The Port of New York and New Jersey

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.

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
## CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Information</td>
<td>2</td>
</tr>
<tr>
<td>Dos &amp; Don'ts For A Trouble Free Visit</td>
<td>4</td>
</tr>
<tr>
<td>Terminal Specific Information</td>
<td>6</td>
</tr>
<tr>
<td>Top Trouble Tickets: Methods To Avoid Prior To Arrival</td>
<td>20</td>
</tr>
<tr>
<td>Glossary Of Common Terms</td>
<td>21</td>
</tr>
<tr>
<td>Links To Other Helpful Information</td>
<td>23</td>
</tr>
<tr>
<td>General FAQ's</td>
<td>24</td>
</tr>
<tr>
<td>Terminal Maps</td>
<td>25</td>
</tr>
</tbody>
</table>
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 March 1, 2016, trucks that were not previously registered in the Port Truck Pass system, must have an engine that is 2007 or newer. Effective January 1, 2018 marine terminals will only grant access to drayage trucks with an engine that is 1996 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 Columbus Day
Martin Luther King Day Veteran’s Day Election Day
Washington’s Birthday Thanksgiving Day Good Friday
Lincoln’s Birthday Christmas Eve Memorial Day
Gleason’s Birthday Independence Day

SECURED PARKING AREAS

635 Secure Parking
635 Delancy Street, Newark, NJ 07105
Phone (973) 344-5972
Web www.635secureparking.com

Bayonne Port Security Yard
18 Pulaski St, Bayonne, NJ 07002
Phone (201) 858-2800
Web www.bayonneportcontaineryard.com

Columbia Security Parking
252 Doremus Avenue, 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** 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** refer to the terminal website for reefer processing guidelines, gen set requirements and Steamship Line contacts.

☑️ **DO** have your TWIC, RFID TAG, and SeaLink® card in your possession and readily accessible when entering the facility.

☑️ **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.
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

* Check terminal websites for any changes to hours.
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 APM’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  
Office Phone Security Department (201) 706-4265

Terminal Yard Operations
Terminal Main Number  
Office Phone (201) 706-4000
Customer Service  
Office Phone (201) 706-4100  
Fax (201) 706-1737  
Email customerservice-admin@globalterminals.com

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

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

Chief Customer Service Clerk  
Joey Prezioso  
Office Phone (201) 706-4045

Out of Gauge Cargo  
Office Phone (201) 706-4018

Roadibility  
Office Phone (201) 706-4022

Reefers  
Office Phone (201) 706-4079

All Other Inquiries  
Office Phone (201) 451-5200

* Check terminal websites for any changes to hours.
Security

Safety and Security Director  George Reynolds
Office Phone  (201) 706-4030
Cell Phone  (908) 380-1052
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.

* Check terminal websites for any changes to hours.
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*

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Hours</th>
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<tbody>
<tr>
<td>Single Move</td>
<td>8AM - 12PM, 1PM - 4PM</td>
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<tr>
<td>Double Move</td>
<td>8AM - 12PM, 1PM - 3:30PM</td>
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<tr>
<td>Haz Mat Cargo</td>
<td>8AM - 12PM, 1PM - 3PM</td>
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<tr>
<td>Reefers</td>
<td>8AM - 12PM, 1PM - 3PM</td>
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<tr>
<td>Out of Gauge</td>
<td>8AM - 12PM</td>
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<td></td>
<td>Wednesday &amp; Thursday Only, 1PM - 3PM</td>
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SPECIALIZED CARGO

Please See Hours of Operation Above.

CONTACTS

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<thead>
<tr>
<th>Service</th>
<th>Contact Information</th>
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<tbody>
<tr>
<td>Phone</td>
<td>(718) 568-1700</td>
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<tr>
<td>Customer Support</td>
<td>(718) 683-3210</td>
</tr>
<tr>
<td>Automated Inquiry</td>
<td>(888) 883-8830</td>
</tr>
<tr>
<td>GCT CES</td>
<td>(718) 568-1748</td>
</tr>
<tr>
<td>Yard Ops</td>
<td><a href="mailto:yardops@nycterminal.com">yardops@nycterminal.com</a></td>
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<tr>
<td>CES</td>
<td><a href="mailto:gctces@nycterminal.com">gctces@nycterminal.com</a></td>
</tr>
<tr>
<td>Website</td>
<td><a href="http://www.nycterminal.com">www.nycterminal.com</a></td>
</tr>
<tr>
<td>Customer Service</td>
<td><a href="mailto:customerservice-admin@nycterminal.com">customerservice-admin@nycterminal.com</a></td>
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CUSTOMER SERVICE CONTACTS

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<thead>
<tr>
<th>Service</th>
<th>Contact Information</th>
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<tr>
<td>Terminal Website</td>
<td>Terminal Website <a href="http://www.nycterminal.com">www.nycterminal.com</a></td>
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<tr>
<td>After-Hours / Weekend</td>
<td>Emergency Contact Number</td>
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<td>24 Hour Security Office Phone</td>
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<tr>
<td></td>
<td>Security Department</td>
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<td></td>
<td>Email <a href="mailto:customerservice-admin@globalterminals.com">customerservice-admin@globalterminals.com</a></td>
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<tr>
<td>Terminal Yard Operations</td>
<td>Customer Service Direct Line</td>
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<td>Office Phone</td>
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<td>Chief Receiving Clerk</td>
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<td>Office Phone</td>
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<td>Chief Delivery Clerk</td>
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<td>Chief Customer Service Clerk</td>
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<td>Pre-Trip Refer Requests</td>
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<td>Fax</td>
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<td></td>
<td>Email</td>
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* Check terminal websites for any changes to hours.
**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.

Confirms 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

Mobile App mobile.maherterminals.com

Customer Support customersupport@maherterminals.com

Customer Service Package (CSP)
https://apps.maherterminals.com/csp/

* 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) 522-2239
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 (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 (973) 522-2205
Office Phone (973) 344-7158
Fax 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  
pndel@redhookterminal.com

**Receiving**
Joyce Addonnizio  
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

**All Other Inquiries**
Office Phone  
info@redhookterminal.com

* 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  jrebelo@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
**Terminal Specific Information (continued)**

### Custom Examination Stations (CES) Operators (continued)

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<tr>
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<td><a href="http://www.hmit.net/cargo-availability">www.hmit.net/cargo-availability</a></td>
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<tr>
<td><strong>Customer Service</strong></td>
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<tr>
<td><strong>Office Phone</strong></td>
<td>(973) 368-1946</td>
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<tr>
<td>(732) 510-2870</td>
<td><strong>Order Entry</strong></td>
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<td><a href="mailto:hmcustomerservice@hmit.net">hmcustomerservice@hmit.net</a></td>
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<td><strong>Office Phone</strong></td>
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<tr>
<td>(732) 510-2713</td>
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<td><strong>Fax</strong></td>
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<td>(732) 510-2872</td>
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<td><a href="mailto:hm-routing-dept@hmit.net">hm-routing-dept@hmit.net</a></td>
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<tr>
<td><strong>CES Administrative Manager</strong></td>
<td>(732) 510-2712</td>
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<td><a href="mailto:lfoster@hmit.net">lfoster@hmit.net</a></td>
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<tr>
<td><strong>Yard / Gate Operations Manager</strong></td>
<td>(732) 510-2720</td>
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<tr>
<td><a href="mailto:cjohnson@hmit.net">cjohnson@hmit.net</a></td>
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<tr>
<td><strong>General Manager</strong></td>
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<td><strong>Office Phone</strong></td>
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<tr>
<td>(732) 510-2704</td>
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<td><a href="mailto:cgil@hmit.net">cgil@hmit.net</a></td>
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*Check terminal websites for any changes to hours.*
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).*

   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-advertise is necessary to pick up a hazardous box.

   Check the Bill of Lading for freight release on the marine terminal website or on the Terminal Information Portal System (TIPS).

   Check the booking for a tally amount on the marine terminal website or on the Terminal Information Portal System (TIPS).

    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.
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.

Non-Intrusive Inspection (NII)
Non-Intrusive Inspection, or NII, 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.

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).

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

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<thead>
<tr>
<th>Category</th>
<th>Company Name</th>
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<td>H&amp;M International</td>
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<td><a href="http://www.gctces.com">www.gctces.com</a></td>
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<td>GENERAL ORDER WAREHOUSES</td>
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<td>Van Brunt Logistics</td>
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<td>St. George Warehouse</td>
<td><a href="http://www.stgusa.com">www.stgusa.com</a></td>
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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
GCT Bayonne

Speed limit
35 M.P.H.
GCT New York

PROCESS MAP: GCT NY GATE PROCESS

Clear all information related to equipment prior to arrival

PROCEED

Entrance for M/T /Load Import /Export

PROCEED

Portal information needed to enter Terminal: Sealink Scat Code Booking/Release

INCORRECT INFORMATION

CORRECT INFORMATION

Trouble Window for Problem Resolution

RESOLVED PROBLEM

UNRESOLVED PROBLEM

Area Assignment for Equipment

Terminal Exit

PROCEED
Terminal Maps (continued)
TERMINAL MAPS (continued)