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
<table>
<thead>
<tr>
<th>CONTENTS</th>
<th></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 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@seamenchurch.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.
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 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*
<table>
<thead>
<tr>
<th>Service Type</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single Move</td>
<td>6AM - 5PM</td>
</tr>
<tr>
<td>Double Move</td>
<td>6AM - 5PM</td>
</tr>
<tr>
<td>Reefer</td>
<td>6AM - 5PM</td>
</tr>
<tr>
<td>Chassis Bobtail</td>
<td>6AM - 5PM</td>
</tr>
<tr>
<td>Out of Gauge</td>
<td>6AM - 3PM</td>
</tr>
<tr>
<td>Truck Queue</td>
<td>5AM (Open)</td>
</tr>
</tbody>
</table>
* Check terminal websites for any changes to hours.

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.nycterмиnal.com/SelfService/STS/signin.aspx

After-Hours / Weekend Emergency Contact Number

24 Hour Security
Office Phone
(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) 706-4122  
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.

---

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

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 Security Department
Office Phone (718) 568-1844

Terminal Yard Operations

Customer Service Direct Line
Office Phone   (718) 683-3210
Email customerservice-admin@globalterminals.com

Chief Receiving Clerk John Tarlen
Office Phone   (718) 568-1710
Fax            (718) 815-1455
Email          jtarlen@globalterminals.com

Chief Delivery Clerk Charlie Carollo
Office Phone   (718) 568-1736
Fax            (718) 568-1851
Email          ccarollo@globalterminals.com

Chief Customer Service Clerk John Tanzi
Office Phone   (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

* Check terminal websites for any changes to hours.
### 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

### Roadibility
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*

<table>
<thead>
<tr>
<th>Service</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single Move Import Delivery</td>
<td>6AM - 7PM</td>
</tr>
<tr>
<td>Single Move Empty Delivery</td>
<td>6AM - 6PM</td>
</tr>
<tr>
<td>Single Move Export Return</td>
<td>6AM - 7PM</td>
</tr>
<tr>
<td>Single Move Empty Return</td>
<td>6AM - 6PM</td>
</tr>
<tr>
<td>Double Moves</td>
<td>6AM - 6PM</td>
</tr>
<tr>
<td>Hazardous Cargo Receiving</td>
<td>6AM - 4PM</td>
</tr>
<tr>
<td>Reefer Processing</td>
<td></td>
</tr>
<tr>
<td>Single Move Import Delivery</td>
<td>6AM - 7PM</td>
</tr>
<tr>
<td>Reefer Processing</td>
<td></td>
</tr>
<tr>
<td>Single Move Empty Return</td>
<td>6AM - 6PM</td>
</tr>
</tbody>
</table>

### 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

**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) 522-2250
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 (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

**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 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

**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
**H&M International CES**

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website</td>
<td><a href="http://www.hmit.net">www.hmit.net</a></td>
</tr>
<tr>
<td>Availability Website</td>
<td><a href="http://www.hmit.net/cargo-availability">www.hmit.net/cargo-availability</a></td>
</tr>
</tbody>
</table>

**Customer Service**

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office Phone</td>
<td>(732) 510-2870</td>
</tr>
<tr>
<td>Fax</td>
<td>(732) 510-2875</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:hmcustomerservice@hmit.net">hmcustomerservice@hmit.net</a></td>
</tr>
</tbody>
</table>

**Routing Office**

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office Phone</td>
<td>(732) 510-2713</td>
</tr>
<tr>
<td>Fax</td>
<td>(732) 510-2872</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:hmroutingdept@hmit.net">hmroutingdept@hmit.net</a></td>
</tr>
</tbody>
</table>

**CES Administrative Manager**

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office Phone</td>
<td>(732) 510-2712</td>
</tr>
<tr>
<td>Fax</td>
<td>(732) 510-2875</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:lfoster@hmit.net">lfoster@hmit.net</a></td>
</tr>
</tbody>
</table>

**Yard / Gate Operations Manager**

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office Phone</td>
<td>(732) 510-2720</td>
</tr>
<tr>
<td>Cell Phone</td>
<td>(551) 655-0852</td>
</tr>
<tr>
<td>Fax</td>
<td>(732) 510-2872</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:cjohnson@hmit.net">cjohnson@hmit.net</a></td>
</tr>
</tbody>
</table>

**General Manager**

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office Phone</td>
<td>(732) 510-2704</td>
</tr>
<tr>
<td>Cell Phone</td>
<td>(718) 614-1559</td>
</tr>
<tr>
<td>Fax</td>
<td>(732) 510-2875</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:cgil@hmit.net">cgil@hmit.net</a></td>
</tr>
</tbody>
</table>

**Salson Logistics**

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website</td>
<td><a href="http://www.salon.com">www.salon.com</a></td>
</tr>
<tr>
<td>Office Phone</td>
<td>(973) 986-0200</td>
</tr>
<tr>
<td>Cell Phone</td>
<td>(973) 368-1946</td>
</tr>
<tr>
<td>Order Entry</td>
<td><a href="mailto:orderentry@salson.com">orderentry@salson.com</a></td>
</tr>
<tr>
<td>Dispatchers</td>
<td><a href="mailto:dispatchers@salson.com">dispatchers@salson.com</a></td>
</tr>
</tbody>
</table>

*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).*

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.
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.
**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

<table>
<thead>
<tr>
<th>Link</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>US Customs</td>
<td><a href="http://www.cbp.gov">www.cbp.gov</a></td>
</tr>
<tr>
<td>USDA</td>
<td><a href="http://www.usda.gov">www.usda.gov</a></td>
</tr>
<tr>
<td>FDA</td>
<td><a href="http://www.fda.gov">www.fda.gov</a></td>
</tr>
<tr>
<td>Port Authority</td>
<td><a href="http://www.panynj.gov">www.panynj.gov</a></td>
</tr>
<tr>
<td>UIIA</td>
<td><a href="http://www.uiia.org">www.uiia.org</a></td>
</tr>
<tr>
<td>Direct ChassisLink</td>
<td><a href="http://www.dcli.com">www.dcli.com</a></td>
</tr>
<tr>
<td>Flexi-Van</td>
<td><a href="http://www.flexi-van.com">www.flexi-van.com</a></td>
</tr>
<tr>
<td>TRAC Intermodal</td>
<td><a href="http://www.tracintermodal.com">www.tracintermodal.com</a></td>
</tr>
<tr>
<td>PA eAlerts</td>
<td><a href="http://www.portnynjalerts.com">www.portnynjalerts.com</a></td>
</tr>
<tr>
<td>PortTruckPass</td>
<td><a href="http://www.porttruckpass.com">www.porttruckpass.com</a></td>
</tr>
</tbody>
</table>

### CES WAREHOUSES

<table>
<thead>
<tr>
<th>Link</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>East Coast Warehouse</td>
<td><a href="http://www.eastcoastwarehouse.com">www.eastcoastwarehouse.com</a></td>
</tr>
<tr>
<td>H&amp;M International</td>
<td><a href="http://www.hmit.net">www.hmit.net</a></td>
</tr>
<tr>
<td>Salson Logistics</td>
<td><a href="http://www.salson.com">www.salson.com</a></td>
</tr>
<tr>
<td>Harbor Freight</td>
<td><a href="http://www.harborusa.com">www.harborusa.com</a></td>
</tr>
</tbody>
</table>

### GENERAL ORDER WAREHOUSES

<table>
<thead>
<tr>
<th>Link</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Van Brunt Logistics</td>
<td><a href="http://www.vanbruntwarehouse.com">www.vanbruntwarehouse.com</a></td>
</tr>
<tr>
<td>St. George Warehouse</td>
<td><a href="http://www.stgusa.com">www.stgusa.com</a></td>
</tr>
</tbody>
</table>
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

Terminal Maps (continued)
GCT New York

**PROCESS MAP: GCT NY GATE PROCESS**

1. Clear all information related to equipment prior to arrival
2. Trouble Window for Problem Resolution
3. Entrance for M/T /Load Import /Export
4. Portal information needed to enter Terminal: Sealink Scat Code Booking/Release
5. Trouble Window for Problem Resolution
6. Correct Information
7. Incorrect Information
8. Area Assignment for Equipment
9. Terminal Exit

**Map Details**
- **GCT NEW YORK LP CONTAINER TERMINAL**
- **Staten Island Railroad**
- **Howland Hook Marine Terminal**
- **Port Ivory**
- **Administration & Powershop**
- **Maintenance Building**
- **Temperature Controlled Building**
- **North Washington Ave**
- **Goethals Bridge**
- **Old Place Creek**
- **Mariners Marsh Park**
- **Richard Terrace**
- **Holland Ave**
- **Arlington**
- **Sirr Arlington Yard**
TERMINAL MAPS (continued)