TRUCKERS' Resource Guidebook

2015

Port of New York & New Jersey
Council On Port Performance
A Collaborative Effort for a Collective Change

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

- **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*

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

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.

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*

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 — 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*

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
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 to 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=B92FC94D1FF3FC55558788 4C8DC209E1

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

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

** 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.*

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.

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 compelted.

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

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 Map
APM TERMINALS
PORT ELIZABETH, NEW JERSEY
CFS
Heavy lift
Terminal Entrance
EXIT
Roadability Express
Reefer Racks
CHASSIS PIT AREA
CHASSIS SWING AREA 102
NEW LOCATION FOR CAR STAMP
Trouble Window
Shipping Containers
Chassis
Reefer Containers
W 90
W 92
W 94
W 96
W 98
B90
B92
B94
B96
Number
Building
5090
Main Building
5070
Power Shop / Maintenance
5160
Bus Gate / Yard Gate
5060
Trouble Window / Demurrage
6000
Reefer Roadability
5010
Marine Building
5100
Scale House

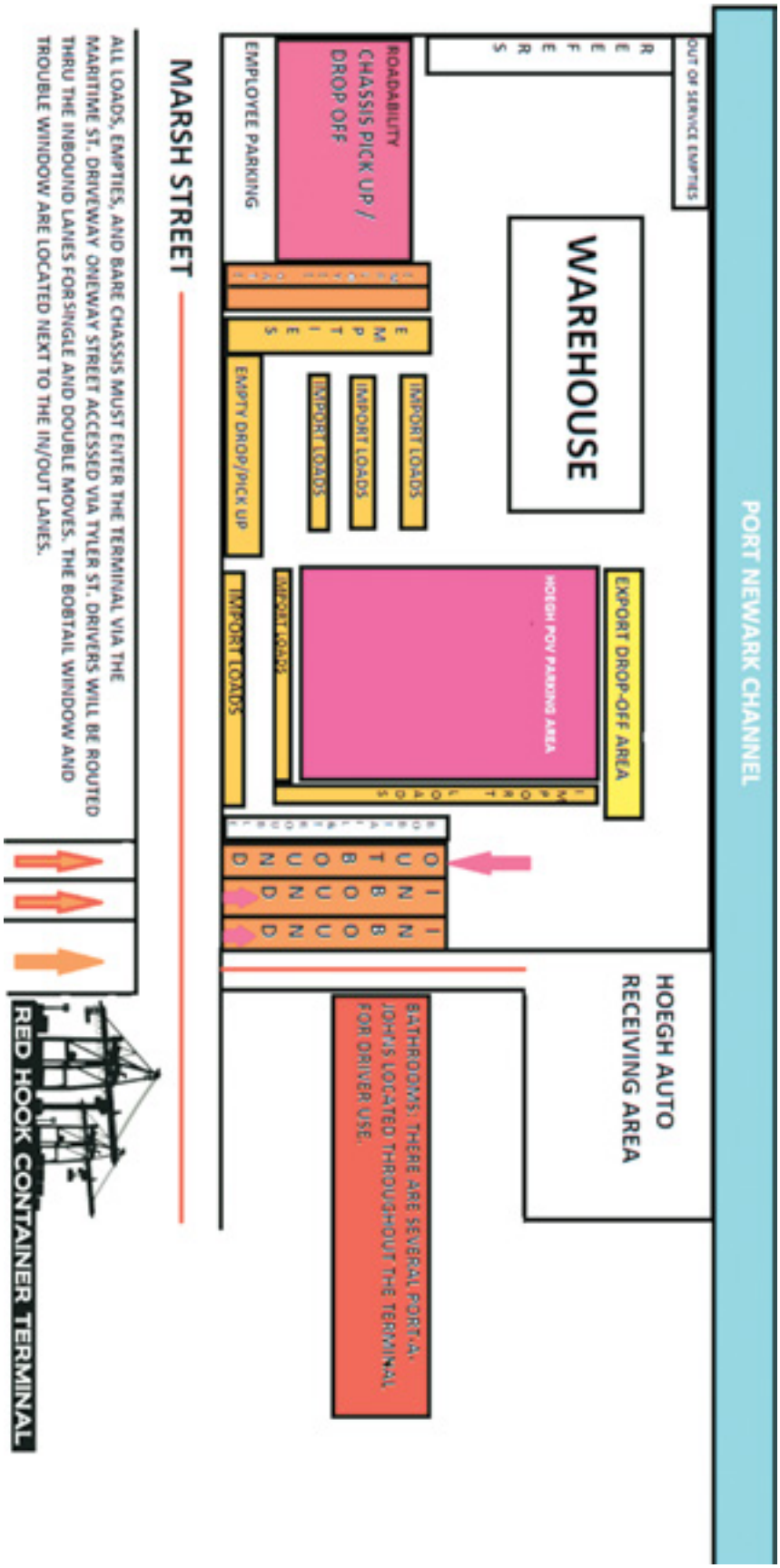
GCT Bayonne

UPPER NEW YORK BAY
UPPER NEW YORK BAY
N
BERTH 1419
BERTH 1418
EXIT GATE
RESTROOM
OFFICE BUILDING
ADMINISTRATION BUILDING
MAINTENANCE BUILDING
CRANES
GCT BAYONNE LP CONTAINER TERMINAL
GATE SCALES
ENTRANCE GATE
PORT JERSEY BOULEVARD
PORT JERSEY CHANNEL
NYNJR GREENVILLE YARD
B M W
GARAGE
OFFICE & AUTO PREP BUILDING
ACCESS ROAD
COLONY ROAD
INDUSTRIAL DR
HARBOR DR
PULASKI LN E
PULASKI ST
PULASKI LN W
PORT JERSEY BLVD
180 PULASKI ST
150
TEARDROP MEMORIAL
CAPE LIBERTY CRUISE TERMINAL
PORT TERMINAL BLVD
DRY DOCK
100
111
110
108
14
13
12
12th ST
PORT AUTHORITY PROPERTY LINE
24
23
22
33
32
43
42
41
52
51
PORT TERMINAL BLVD
Speed limit
35 M.P.H.
PENINSULA AT BAYONNE
GOLDSBOROUGH DR
ROBINSON CIR
CONSTITUTION AVE
PORT TERMINAL BLVD

GCT New York

PROCESS MAP: GCT NY GATE PROCESS

Maher Terminals
MAHER TERMINALS
1
2
3
GP EMPTY FIELD
CY STRADDLE STAGING AREA
Roadway to GP Field
SLOT LINE 401 - 431
OUT-BOUND LANES
Inbound Lane Complex
GS EMPTY FIELD
CLERICAL SERVICES PARKING LOT
Clerical Services Building
Inbound Chassis Verification
GR EMPTY FIELD
SALT FILE
RIBBIR DEPT.
GE EMPTY FIELD
SLOT LINE 301 - 351
SLOT LINE 352 - 397
SLOT LINE 220 - 297
GC EMPTY FIELD
SLOT LINE 101 - 146
GA EMPTY FIELD
MMR RAIL
Key
EMPTY FIELDS
WHEELED ROWS
SLOT BOOTHS
Customer Service


PORT NEWARK CHANNEL
OUT OF SERVICE EMPTIES
REEFERS
WAREHOUSE
EXPORT DROP-OFF AREA
HOEGH PCV PARKING AREA
IMPORT LOADS
HOEGH AUTO RECEIVING AREA
ROADABILITY CHASSIS PICK UP / DROP OFF
EMPTIES
IMPORT LOADS
IMPORT LOADS
IMPORT LOADS
EMPLOYEE PARKING
EMPTY DROP/PICK UP
IMPORT LOADS
IMPORT LOADS
OUTBOUND
INBOUND
BATHROOMS: THERE ARE SEVERAL PORTA-JOHNS LOCATED THROUGHOUT THE TERMINAL FOR DRIVER USE.
MARSH STREET
ALL LOADS, EMPTIES, AND BARE CHASSIS MUST ENTER THE TERMINAL VIA THE MARITIME ST. DRIVEWAY. ONEWAY 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.
RED HOOK CONTAINER TERMINAL

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Port of New York & New Jersey
Council On Port Performance
A Collaborative Effort for a Collective Change