

# Operational manual truck operator

**APM Terminals Maasvlakte II  
2021**

**Contents**

|        |  |    |
|--------|--|----|
| 1.     | Introduction .....                                   | 4  |
| 2.     | Pre-announcement process .....                       | 4  |
| 2.1.   | Pre-announcement and request for slot reference..... | 4  |
| 2.1.1. | Delivery of a full container.....                    | 5  |
| 2.1.2. | Delivery of an empty container .....                 | 5  |
| 2.1.3. | Pick-up of a full container .....                    | 5  |
| 2.1.4. | Pick-up of an empty container.....                   | 5  |
| 2.2.   | Feedback.....  | 5  |
| 2.2.1. | Import container .....                               | 5  |
| 2.2.2. | Export container .....                               | 6  |
| 2.3.   | Linking pre-announcement and slot reference .....    | 6  |
| 2.3.1. | Linking existing slot references.....                | 6  |
| 2.3.2. | Splitting an existing TAR code .....                 | 6  |
| 2.4.   | Slot time.....                                       | 6  |
| 2.4.1. | Slot time - daytime .....                            | 6  |
| 2.4.2. | Slot time - night .....                              | 6  |
| 2.4.3. | Weekend slot time .....                              | 6  |
| 2.5.   | Opening hours.....                                   | 7  |
| 2.5.1. | Gate opening hours .....                             | 7  |
| 2.5.2. | Yard opening hours .....                             | 7  |
| 2.5.3. | Opening hours during Christmas & New Year .....      | 7  |
| 2.5.4. | Opening hours during other holidays .....            | 7  |
| 2.6.   | Changes to pre-announcement.....                     | 7  |
| 2.7.   | Customs documents.....                               | 7  |
| 2.8.   | Break bulk.....                                      | 7  |
| 2.9.   | Pre-announcement status .....                        | 8  |
| 2.9.1. | PA OK status .....                                   | 8  |
| 2.9.2. | PA NOK status .....                                  | 8  |
| 3.     | Arrival procedure.....                               | 8  |
| 3.1.   | Safety regulations .....                             | 8  |
| 3.2.   | Security In.....                                     | 9  |
| 3.2.1. | Problems at Security In.....                         | 9  |
| 3.3.   | Visual Gate In.....                                  | 9  |
| 3.4.   | Gate In .....  | 10 |
| 3.5.   | Problems at Gate In .....                            | 10 |
| 3.5.1. | Trouble Parking .....                                | 10 |

|  |                                     |
|--|-------------------------------------|
| 3.5.2.    Waiting Area.....                                    | 10                                  |
| 3.6.    Land Side Truck Transfer Zone.....                     | 10                                  |
| 4.    Loading and discharging procedure .....                  | 11                                  |
| 4.1.    Normal containers.....                                 | 11                                  |
| 4.2.    Special Areas .....                                    | 11                                  |
| 5.    Departure procedure .....                                | 11                                  |
| 5.1.    Visual Gate Out .....                                  | 11                                  |
| 5.2.    Gate Out.....  | 12                                  |
| 5.3.    Customs Parking.....                                   | 12                                  |
| 5.4.    Security Out.....                                      | 12                                  |
| 6.    Disasters.....   | 12                                  |
| 6.1.    Closing the terminal.....                              | 12                                  |
| 6.2.    Truck Parking .....                                    | 13                                  |
| 6.3.    Re-opening of the terminal .....                       | 13                                  |
| 7.    Communication .....                                      | 13                                  |
| 7.1.    Website .....  | <b>Error! Bookmark not defined.</b> |
| 7.2.    What to do in case of damage.....                      | 144                                 |
| 7.3.    E-learning programme .....                             | 14                                  |
| Appendix 1: Contact information.....                           | <b>Error! Bookmark not defined.</b> |
| Appendix 2: List of abbreviations .....                        | 17                                  |
| Appendix 3: Map of APM Terminals MVII .....                    | 18                                  |
| Appendix 4: Portbase information flows for Road Planning ..... | 19                                  |
| Appendix 5: Conditions for container status OK .....           | 20                                  |
| Appendix 6: Error codes .....                                  | 21                                  |
| Appendix 7: Physical documents .....                           | 22                                  |
| Appendix 8: Types of customs blocks .....                      | 23                                  |

## 1. Introduction

The operational procedures described in this manual are specifically intended to inform all truck operators who are going to visit APM Terminals Maasvlakte II (APMTMVII). The chapters are presented in the same sequential order as in which the procedures need to be followed by the truck operators during a visit to APMTMVII. APMTMVII is a highly automated terminal. Communication between the truck operator and APMTMVII is done through Portbase's service Road Planning. Portbase's service Road Planning can be reached through the Road Planning website or through EDI in your own in-house computer system.

This operational manual has been compiled to provide truck operators with a clear insight into the various procedures at APMTMVII, in order to streamline our shared processes. This document is supported by the following appendices:

- Appendix 1: Contact information;
- Appendix 2: List of abbreviations;
- Appendix 3: Map of APM Terminals MVII;
- Appendix 4: Portbase information flows for Road Planning;
- Appendix 5: Conditions for container status OK;
- Appendix 6: Error codes.
- Appendix 7: Physical documents.
- Appendix 8: Types of customs blocks.

## 2. Pre-announcement process

Communication between the truck operator and APMTMVII concerning the pre-announcement process is done through Portbase's service Road Planning. In Appendix 4 you will find a description of the Portbase information flows for the service Road Planning. This is a schematic representation of the electronic message exchange. When the APMTMVII system indicates that some part of the pre-announcement process is not complete, the truck operators will receive an error code. The definitions of the various codes can be found in Appendix 6.

### 2.1. Pre-announcement and request for slot reference

The first step in the process is the pre-announcement of the containers through the Portbase service Road Planning. Upon creation of the pre-announcement (PA), a slot reference (TAR: Truck Appointment Reference) is automatically requested. All containers need to be pre-announced through Portbase's service Road Planning. When the pre-announcement is sent, the accompanying reference and status information of the pre-announcement are linked and sent as feedback through the Portbase service Road Planning.

APMTMVII does not expect it to be necessary for truck operators to develop a separate Portbase message for the status request. If truck operators want to know the container status, without actually planning a time slot, he/she can use a dummy date (e.g. December 25<sup>th</sup>, Christmas). Based on the received status information, the time and date (and thus the time slot) can still be adjusted.

**2.1.1. Delivery of a full container**

The following information needs to be provided to Portbase:

- Container number;
- Estimated Time of Arrival (ETA) truck;
- Seal number;
- Booking number;
- Terminal;
- TAR code (optional).

**2.1.2. Delivery of an empty container**

The following information needs to be provided to Portbase:

- Container number;
- ETA truck;
- TAR code (optional);
- Reference number (ERO: Empty Receive Order).

**2.1.3. Pick-up of a full container**

The following information needs to be provided to Portbase:

- Container number;
- ETA truck;
- Terminal;
- PIN code;
- TAR code (optional).

**2.1.4. Pick-up of an empty container**

The following information needs to be provided to Portbase:

- Container number (optional);
- Size/type;
- ETA truck;
- Reference number (EDO: Empty departure order).

**2.2. Feedback****2.2.1. Import container**

When making the pre-announcement for an import container, the truck operator will receive feedback from APMTMVII on the following information:

- Expected discharge time of the container at the terminal;
- Status of the commercial release;
- Presence of Customs documentation;

The moment a not yet discharged (but pre-announced) container is discharged, the truck operator will automatically receive feedback. Each change in the status of the container will result in a new message being sent. The truck operator will also receive a notification if the expected discharge time of a container changes by an increment of 30 minutes or more.

### **2.2.2. Export container**

When making the pre-announcement for an export container, the truck operator will receive feedback from APMTMVII on the following information:

- Presence of Customs documentation;
- Correctness of booking number;
- Information about transport blockades;
- Cargo opening / cargo closing.

## **2.3. Linking pre-announcement and slot reference**

### **2.3.1. Linking existing slot references**

When making a new pre-announcement, it is also possible to link it to an already existing slot reference. When the driver will be delivering or picking up multiple containers in a single visit to the terminal, it is necessary to link the pre-announcement for new containers to an existing TAR code. This can be done by entering the known TAR number into the Portbase service Road Planning when submitting the pre-announcement for a new container.

When two truck visits (TAR codes) need to be combined into a single visit, the truck operator needs to alter one of the two TAR codes so that all containers handled during the visit have the same TAR code.

### **2.3.2. Splitting an existing TAR code**

When a truck operator has linked two slot references and later decides to split them again, one of the two existing containers needs to be cancelled. A new pre-announcement should then be made for this container.

## **2.4. Slot time**

### **2.4.1. Slot time - daytime**

A truck time slot lasts 30 minutes and is scheduled from quarter till the hour until a quarter past the hour, and from a quarter past until quarter till. APMTMVII tolerates a window of 45 minutes before and 45 minutes after the time slot. A driver with a time slot of 13.15 – 13.45 is thus allowed access to the terminal from 12.30 until 14.30.

The time slot is based on the ETA provided by the truck driver. If the maximum number of slots within a certain time window have been assigned, a slot will be created within the first following time window with slots available. This will be communicated.

### **2.4.2. Slot time - night**

Because the terminal is usually less busy at night, APMTMVII holds different slot times at night. The night slot is from 20.15 until 03.45. A tolerance of 45 minutes before and 45 minutes after the time slot is also used for this slot.

### **2.4.3. Weekend slot time**

APMTMVII also uses different slot times during the weekend. There is effectively one long time slot from Friday 20.15 until Monday 03.45, with again a tolerance of 45 minutes before and 45 minutes after the time slot.

## **2.5. Opening hours**

### **2.5.1. Gate opening hours**

The gate at APMTMVII is open 24 hours a day, 7 days a week.

### **2.5.2. Yard opening hours**

When visiting APMTMVII, truck operators should take the Yard Opening Time (YOT) into account. The Yard Opening time as a rule starts 7+1 days prior to vessel ETA and closes 24 hours prior to vessel ETA. For example, should a deep-sea ship arrive on Tuesday 29th of September at 14.00, barges are allowed to deliver containers from Tuesday September 22nd 00.00 onwards. Barge operators may deliver containers at APMTMVII up to 24 hours before ETA deep-sea vessel.

Note, the standard yard opening time rule can be adjusted by the terminal if this is deemed necessary to reduce yard density safeguarding continuity of terminal operation within a safe environment.

### **2.5.3. Opening hours during Christmas & New Year**

Closed from December 24 – 14.00 hours till December 26 – 07.00 hours.

Closed from December 31 – 14.00 hours till January 1 – 15.00 hours.

### **2.5.4. Opening hours during other holidays**

During holidays of Good Friday (April), Easter Monday (April), Liberation day (5 May), Ascension Day (June) and Pentecost Monday (June) our operations will run as per usual.

## **2.6. Changes to pre-announcement**

If a truck operator is not able to meet the assigned time slot or wishes to move the time slot, the truck operator is responsible for sending an update on the expected time of arrival in order to adjust the slot time. It is the truck operator's own responsibility to cancel an assigned time slot before the time slot begins. This also applies to traffic delays or when the gate is closed. If the truck operator fails to appear for the designated time slot, this failure will be recorded in APMTMVII's system as a no-show. If this occurs frequently, APMTMVII will open a dialogue with the truck operator to try to solve the problem.

## **2.7. Customs documents**

Customs documents need to be submitted by the forwarder or shipper through either the service Notification Export Documentation (NED) or the service Notification Import Documentation (NID) of Portbase. Truck operators could, in exceptional cases, also do this themselves.

## **2.8. Break bulk**

The announcement of break bulk cargo is not done through Portbase's Road Planning. This announcement always goes via the shipping line. The shipping line then contacts APMTMVII's break bulk team.

Customs documentation for break bulk should be submitted through the regular Notification Export Documentation (NED) and Notification Import Documentation (NID) series of Portbase.

## **2.9. Pre-announcement status**

### **2.9.1. PA OK status**

Only trucks reporting to the terminal at their assigned time slot (including tolerance period) and with a TAR number and a pre-announcement OK (PA OK) status will be allowed access to the terminal. The truck operator can use the Portbase service Road Planning to check if all conditions necessary for receiving the PA OK status have been met. If a TAR contains multiple actions, for instance if it contains multiple containers, all these containers must have a PA OK status.

The matrix in appendix 5 is a schematic view of the necessary criteria for a correct pre-announcement in Portbase's Road Planning service.

### **2.9.2. PA NOK status**

When the status is PA NOK (Pre-Announcement NOT OK), the reasons for this status will be indicated. The necessary steps to achieve a PA OK status can be taken based on this information.

Any containers that have not yet received a PA OK status 60 minutes before the time slot will be automatically disconnected from the TAR in our system. In the event the TAR is linked to a single container, the TAR will automatically be cancelled. There is an exception for NT1 containers.

## **3. Arrival procedure**

### **3.1. Safety regulations**

Every individual on APMTMVII grounds need to comply with the safety regulations that apply at the terminal. A number of these rules and security measures follow:

- Entering the terminal is at your own risk;
- Individuals younger than 18 years and animals, domestic or otherwise, are prohibited;
- Various safety-related legislation (International Ship and Port facility Security Code (ISPS) and Authorised Economic Operator (AEO)) applies at APMTMVII. We therefore need to ask you to follow all instructions from the security team and APMTMVII personnel to the letter at all times.
- You need to be able to provide identification at all times (a valid ID card or passport is required);
- Terminal security conducts random checks;
- A video surveillance system is in place to protect the terminal;
- Dutch traffic rules are in force at the terminal unless otherwise indicated. The speed limit at the terminal is 30 km/h or slower, depending on the situation. Overtaking is prohibited;
- Smoking or open fire are prohibited at the terminal;
- No photos or video recordings may be made without permission;
- Use or possession of, or dealing in, alcohol and drugs is prohibited. Random checks will occur, cooperation with these checks is mandatory;
- Use of PPEs (Personal Protective Equipment: protective footwear, yellow safety vests and a helmet) is mandatory in operational areas;
- It is strictly prohibited to enter operational areas due to the use of automated vehicles;
- Be aware of traffic and dangerous equipment on the site;
- Drivers may only leave their trucks in the areas designated for the purpose;
- Before visiting the terminal for the first time, drivers need to watch the safety video first;
- Truck maintenance may only be carried out after obtaining permission from security;
- Passengers are prohibited without the explicit permission of APMTMVII. Registration of a driver-in-training can be done through Portbase in advance;



- Securing or releasing containers on the chassis may only be done in the lanes and only if there is no stack crane at work in the neighbouring lane;
- Drivers are prohibited from leaving their trucks outside of parking zones or stack lanes;
- Container labels may not be switched or altered while at the terminal;
- All incidents need to be reported as they occur to the following telephone number: **+31 (0)6 83076494**

### **3.2. Security In**

In order to ensure a safe and smooth operation, drivers need to follow a number of procedures before actually loading or discharging the container. The various points along the truck operator's route during the process are illustrated in a map in appendix 3. The first step in this process is the Security In (SI). Here the driver needs to show the cargo card or day pass and enter the TAR number. The number plate will also be scanned. In addition, a Finger Vein scan will be carried out. For this verification method, a vein in the driver's finger will be scanned by a biometric reader and compared to the information on the cargo card. Drivers can enter a Finger Vein for comparison on the cargo card at the terminal's security lodge.

If a driver does not have a cargo card, he can request a day pass at the security lodge. This day pass costs 10 euros and can only be purchased using a debit card.

#### **3.2.1. Problems at Security In**

##### **3.2.1.1. Truck Parking**

If problems occur during Security In, the truck needs to be parked at the Truck Parking (P-TR). This is also where will be redirected to if an accident causes the terminal to close down for a short period of time. In case of long-term closure, the Truck Parking will also be closed. The Administration Desk can be found next to the Truck parking area. Here, drivers can ask any questions they might have. The stickers may also be removed at the Truck Parking.

##### **3.2.1.2. Administration Desk**

Drivers can go to the Administration Desk (ADMIN) when they encounter problems. Here, blockades on import containers can be lifted by Customs officials and physical documents, such as Army documents, can be handed over. In addition, the gate support can also be found here. They can be reached directly and over the intercom.

### **3.3. Visual Gate In**

After the Security In, the truck reaches the Visual Gate In (VGI). Here the container is scanned and the following points are immediately compared to the pre-announcement to see if they match:

- Container number;
- Size/type;
- Seal Y/N;
- Genset Y/N;
- IMO labels / IMO class;
- Damage;
- Direction in which door opens;
- Bundles/OOG goods;
- Top and/or bottom rail of tank container.

Please note that there is a maximum speed of 15 km/h at this scan. If drivers drive through this scan too fast, there is a chance that containers are scanned positively incorrectly. Additionally, the truck and chassis are scanned on the following points:

- Number plate;
- Profile;
- Remain on Truck (ROT) containers;
- Container position(s);
- Scan for nuclear radiation.

If there is a container present on the chassis that has not been pre-announced, this container will be treated as ROT and not taken into handling.

### **3.4. Gate In**

After Visual Gate in, the truck arrives at Gate In (GI). The driver needs to show his cargo card or day pass again at this point. Additionally, the following specifics need to be entered:

- Desired container position;
- Desired direction of door opening;
- Confirm any ROT containers;

The driver receives a routing ticket and Electronic Interchange Receipt (EIR) (optional).

### **3.5. Problems at Gate In**

#### **3.5.1. Trouble Parking**

If an issue occurs at Gate In, the driver can contact the gate through the intercom. If the issue cannot be solved, the driver should park at Trouble Parking (P-TRB). The driver then needs to report to the Administration Desk. After the issue has been resolved, the driver receives his routing ticket in the administration building. The driver then leaves the ISPS site via the tourniquet, by showing his cargo card or day pass. The driver can re-enter the site via the same tourniquet, upon displaying his cargo card.

#### **3.5.2. Waiting Area**

If the Transper Point (TP) of the required stack is occupied, the driver will be redirected to the Waiting Area (P-WT) by the routing ticket. In the waiting area, the matrix display will inform the driver when he is allowed to proceed to the waiting area pedestal. The driver should remain in the waiting area until the license plate appears on the display. At the pedestal, the driver receives a new routing ticket after showing his cargo card or day pass. This allows the driver to continue his way to the stack.

### **3.6. Land Side Truck Transfer Zone**

The routing ticket guides the driver to a Land Side Truck Transfer Zone (LS-TRK-TZ). Each Land Side Truck Transfer Zone consists of four lanes (TPs). Only the left-hand lane (1) is equipped to handle a 3 TEU truck.

#### **4. Loading and discharging procedure**

##### **4.1. Normal containers**

When the truck arrives at the Land Side Truck Transfer Zone, the truck needs to be parked in front of the safety line. Once the driver has done this, he is allowed to step out of the truck. He now needs to begin with preparing the chassis. Apart from Truck Parking and Trouble Parking, this is the only location at the terminal where the driver is allowed to leave his truck. The driver may only prepare the chassis if the stack crane in the neighbouring lane is not in operation. After preparing the chassis, the cargo card or day pass needs to be shown. After that, a number of safety-related questions need to be answered. Afterwards, the container can be loaded or discharged automatically. In order for this to happen, the driver needs to press the safety button continuously and as long as the rotating light is on. When the safety button is held down the entire time, the driver remains standing in a safe location and is unable to remain in the cab. After the container is placed on the chassis, the driver needs to write down the seal number. He will be asked for this number at the gate out.

Because each Land Side Truck Transfer Zone is comprised of 4 lanes, it is possible for multiple lanes to be occupied at once. The stack crane does not operate on a FiFo (first in, first out) principle, but engages in Dual Cycling on one or more trucks. This means that different trucks can be served simultaneously, depending on the positions of the containers within the stack. The Terminal Operating System (TOS) selects the optimum planning option. As a consequence, it is possible for a driver to arrive at the terminal earlier than a fellow driver, and yet leave the terminal later. This system allows the terminal to accommodate more trucks per hour than we would otherwise be able to handle.

##### **4.2. Special Areas**

The Special Areas (SA) are, among other things, used for handling OOG cargo, gensets and bundled cargo. Here, the driver needs to show his cargo card or day pass at the pedestal. Handling in this area is done by a reach stacker.

Whenever it is indicated at Gate In that the desired direction of door opening for the container being picked up is towards the front, or when APMTMVII has made a mistake involving door direction, the container can be turned in the Specials Area. This will be done with a reach stacker.

#### **5. Departure procedure**

##### **5.1. Visual Gate Out**

Once the loading or discharge of the container has been successfully completed, a number of additional checks need to be done before the truck can leave the terminal. First of all, the truck passes the Visual Gate Out (VGO). Here the container is scanned and the following points are immediately compared to the pre-announcement to see if they match:

- Container number;
- Size/type;
- Seal Y/N;
- Genset Y/N;
- IMO labels / IMO class;
- Damage;
- Direction of door opening.

Additionally, the truck and chassis are scanned on the following points:

- Number plate;
- Profile;
- ROT;
- Container position;
- Scan for nuclear radiation.

Please note that there is a maximum speed of 15 km/h at this scan as well. If drivers drive through this scan too fast, there is a chance that containers are scanned positively incorrectly.

### **5.2. Gate Out**

After the Visual Gate Out, the truck comes to the Gate Out (GO). The driver needs to show his cargo card or day pass at this point. Additionally, the seal number for the container on the truck needs to be entered. The driver is also shown a photograph of the roof of his truck, in order to check for damage.

At the Gate Out, a Customs seal can also be applied if necessary. Damage can be reported to the Gate clerk using the intercom. Once this has all been done, the steps need to be confirmed. Finally, the driver is issued an EIR or terminal departure ticket.

### **5.3. Customs Parking**

If a container is scanned positively on nuclear radiation, the truck will be directed to Customs Parking (P-Cus). There is a limited amount of parking available here for phase 2 of the nuclear scan.

### **5.4. Security Out**

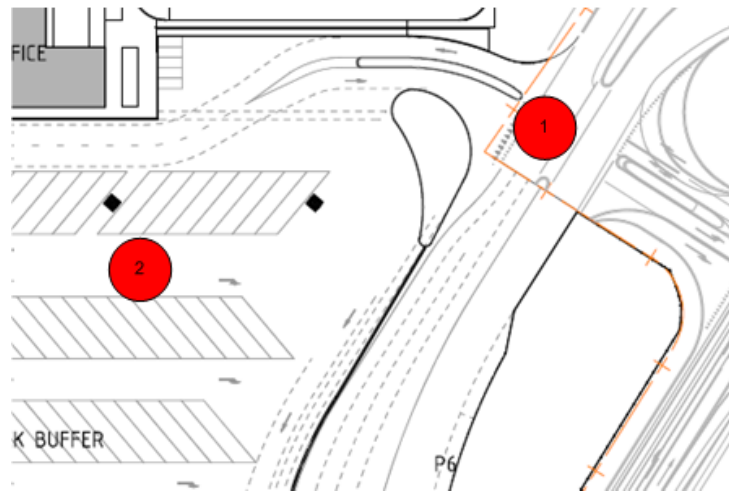
Upon arrival at Security Out (SO), the driver needs to present his cargo card first. If the driver is using a day pass, this pass will be confiscated at Security Out. It will then be decided if the truck can be permitted to depart. If this is not the case, contact with the Gate clerk will be made over the intercom. Once everything is in order, the traffic barrier will be opened and the truck will be allowed to leave.

## **6. Disasters**

### **6.1. Closing the terminal**

In the event of a disaster, it may be necessary to shut down the terminal. When the terminal remains closed for a long period, all time slots within that period will be cancelled. Truck operators will then not be permitted to enter the terminal. In the event of a disaster, it is always the responsibility of the truck operator to reschedule a slot that has been cancelled or that he will be unable to make in time.

In case of smaller disruptions, trucks will be directed to the Truck Parking. When the terminal re-opens, they will be admitted on a FiFo basis. In the following overview of the Truck Parking (next page), there are two locations shown where two safety employees will provide trucks with instructions on how to proceed.



APMTMVII will keep truck operators informed about the disaster in progress and its expectations for resuming operations through the newsletter (subscribe at [www.apmterminals.com/en/maasvlakte](http://www.apmterminals.com/en/maasvlakte)), the website and the pre-announcement system.

**6.2. Truck Parking**

If the gate will be shut for a brief interval, APMTMVII will allow truck operators into the Truck Parking. In the event the gate will remain closed for a longer period, truck operators will be barred from the terminal in its entirety. Security will redirect truck drivers arriving at the terminal to temporary parking locations at Maasvlakte, if they desire. Matrix display boards will keep inbound drivers informed of the situation.

**6.3. Re-opening of the terminal**

If the gate has been shut for a brief time, the truck operators waiting in the Truck Parking will be accommodated first once the gate is re-opened. In the event the gate has been shut for a longer period, truck operators will be handled according to the regularly scheduled time slots.

**7. Communication**

**7.1. Website**

Our global website is: [www.apmterminals.com](http://www.apmterminals.com). APM Terminals Maasvlakte II has its own page: [www.apmterminals.com/en/maasvlakte](http://www.apmterminals.com/en/maasvlakte), which can be used as support for the truck operator. New users can register and request a log in.

The following information is accessible via [apmterminals.com/en/maasvlakte](http://apmterminals.com/en/maasvlakte):

- Terminal alerts
  - Subscribe to receive terminal alerts by email
  - Find terminal alerts on our website
  
- Container information:
  - Track and trace import containers
    - Ready for delivery
    - Freight
    - Gate out date
    - Size/type/high
    - Discharge Date
    - Weight
    - Line
    - Customs

Department: OperationsOperational manual truck operator

- Track and trace of export containers
  - Line
  - Voyage
  - ETD Vessel
  - Empties Out
  - Holds
  - Vessel
  - Begin receive R
  - Equipment Size
  - Reserved Only
  - VGM
  - Quantity
  - Cargo Cutoff
  - Received
  - Preadvised
- Container history
  - Time/date unit discharge from vessel
  - Time/date Unit loaded
  - Time/date container leaves terminal
- Viewing booking numbers;
- Viewing import releases with pin number (pin number cannot be viewed);
- Viewing Equipment Delivery Orders (EDO);
- Viewing Equipment Receive Orders (ERO);
- The berth plan with the following elements:
  - Deep-sea, feeder and barge planning (actual);
    - Yard opening time per vessel;
    - Cargo Cut Off per vessel;
    - ETA per vessel;
    - ETD of Departure per vessel;
  - Proforma scheme for the next 9 days.

**7.2. What to do in case of damage**

At APMTMVII, camera images of the container are recorded from all angles. Photographic material is available; the truck operator shall request such material from the shipping company.

**7.3. E-learning programme**

It is important to APMTMVII that visitors to the terminal are familiar with the procedures and safety regulations that are in place at the terminal. That is why APMTMVII offers an E-learning programme for truck operators. APMTMVII does not require that operators use the E-learning programme, but it is recommendable. You can request a link (that will take you to the E-learning programme) from the Health Safety Security & Environment (HSSE) department.

**Contact information HSSE:**

E-mail: [MVII.HSE@apmterminals.com](mailto:MVII.HSE@apmterminals.com)  
Telephone +31 (0)10 754 9568

**Appendix 1: Contact information**

**General information:**

**Address:**

APM Terminals Maasvlakte II BV  
Europaweg 910  
3199 LC Maasvlakte-Rotterdam  
The Netherlands  
Port number: 8410  
Telephone: +31 (0)10 7549500

Website: <http://www.apmterminals.com/maasvlakte/>

**Operational departments:**

**Berth and Rail planning**

Telephone: +31 (0)10 7549671  
E-mail: MVII.berthplanning@apmterminals.com

**Data EDI Center:**

Telephone: +31 (0)10 7549525 / 9526  
E-mail: MVII.datacenter@apmterminals.com

**Short Term planning**

Telephone: +31 (0)107549676  
E-mail: MVII.bargeplanning@apmterminals.com

**Operational Management**

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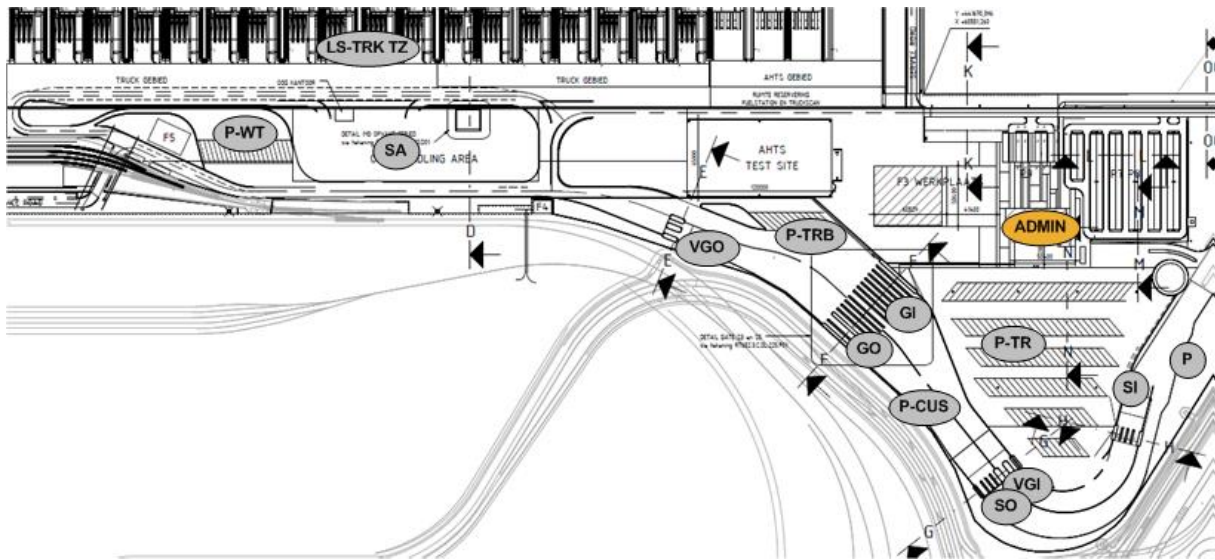
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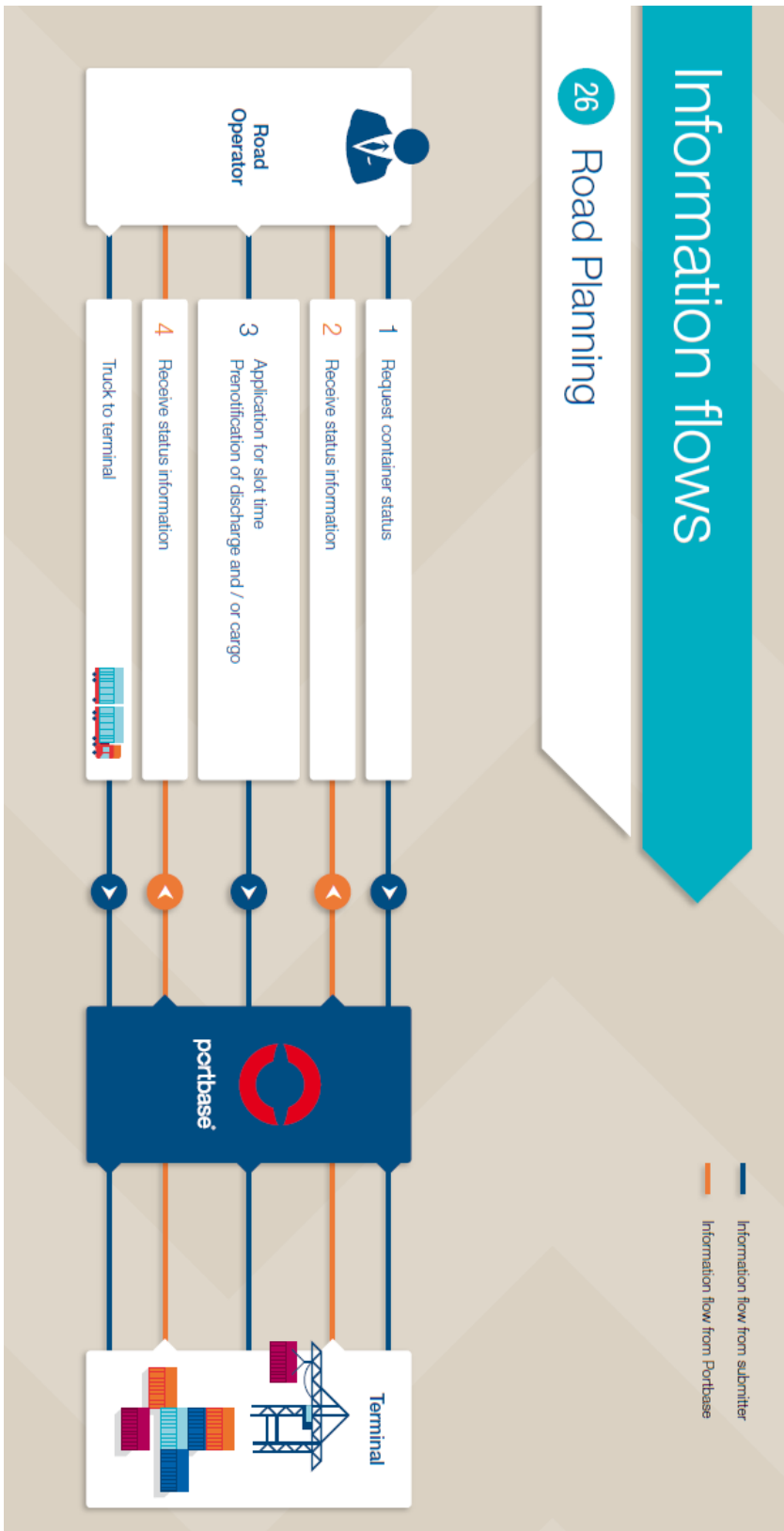
**Appendix 2: List of abbreviations**

| <b>Abbreviation</b> | <b>Meaning</b>                                     |
|---------------------|--|
| <b>ADMIN</b>        | Administration Desk                                |
| <b>AEO</b>          | Authorised Economic Operator                       |
| <b>APMTMVII</b>     | APM Terminals Maasvlakte II                        |
| <b>EDO</b>          | Empty departure order                              |
| <b>EIR</b>          | Electronic Interchange Receipt                     |
| <b>ERO</b>          | Empty receive order                                |
| <b>ETA</b>          | Estimated Time of Arrival                          |
| <b>FiFo</b>         | First in, First out                                |
| <b>GI</b>           | Gate In  |
| <b>GO</b>           | Gate Out   |
| <b>ID</b>           | Proof of Identity                                  |
| <b>IMO</b>          | International Maritime Organization                |
| <b>ISPS</b>         | International Ship and Port facility Security Code |
| <b>LS-TRK-TZ</b>    | Land Side Truck Transfer Zone                      |
| <b>PA</b>           | Pre-Announcement                                   |
| <b>PA NOK</b>       | Pre-Announcement Not OK                            |
| <b>PA OK</b>        | Pre-Announcement OK                                |
| <b>PPE</b>          | Personal Protection Equipment                      |
| <b>P-Cus</b>        | Customs Parking                                    |
| <b>P-TR</b>         | Truck Parking                                      |
| <b>P-TRB</b>        | Trouble Parking                                    |
| <b>P-WT</b>         | Waiting Area                                       |
| <b>ROT</b>          | Remain on Truck                                    |
| <b>SA</b>           | Specials Area                                      |
| <b>SI</b>           | Security In  |
| <b>SO</b>           | Security Out                                       |
| <b>TAR</b>          | Truck Appointment Reference                        |
| <b>TOS</b>          | Terminal Operating System                          |
| <b>TP</b>           | Transfer Point                                     |
| <b>VGI</b>          | Visual Gate In                                     |
| <b>VGO</b>          | Visual Gate Out                                    |
| <b>YOT</b>          | Yard Opening Time                                  |

**Appendix 3: Map of APM Terminals MVII**



**Appendix 4: Portbase information flows for Road Planning**



**Appendix 5: Conditions for container status OK**

|  | <b>Afhalen bij terminal volle container</b> | <b>Afhalen bij terminal lege container</b> | <b>Aanleveren bij terminal volle container</b> | <b>Aanleveren bij terminal lege container</b> |
|--|---|--|--|---|
| Container aanwezig                                     | X (nummer)                                  | X (type of nummer)                         |  |   |
| Douane-documenten elektronisch door terminal ontvangen | X   |  | X  |   |
| Vrijstelling   | X   |  |  |   |
| Boekingsnummer bekend bij terminal                     |   | X  | X  | X   |
| Zegelnummer doorgeven aan terminal                     |   |  | X  |   |
| Mogelijke blokkades                                    | X   | X  | X  |   |

**Appendix 6: Error codes**

| Code | Amount | Texts in TOS   | Meaning   |
|------|--------|--|---|
| CDM: | 1      | CUSTOMS DOCUMENTS MISSING  | The export document is missing in Portbase. Please contact the forwarding agent.  |
| CDM: | 2      | CUSTOMS DOCUMENTS MISSING  | The import document is missing in Portbase. Please contact the forwarding agent.  |
| BLT: | 1      | BLOCKED BY TERMINAL  | The container is blocked by the terminal. Please contact the liner agent.   |
| BLC: | 1      | BLOCKED BY CUSTOMS DLV.  | The container is blocked by the customs. Please contact the liner agent.  |
| COA: | 1      | CONTAINER IS IN THE YARD   | The container is in the APM Terminals MVII yard. Please contact the liner agent.  |
| COA: | 2      | CONTAINER NOT IN YARD  | The container is not in the APM Terminals MVII yard. Please contact the liner agent.  |
| COA: | 3      | CONTAINER NOT IN YARD  | The container is released but not yet expected. Please contact the liner agent.   |
| COR: | 1      | PREAN LINE OPR DOESNT MATCH UNIT LINE OPR                              | The container is released by a different liner. Please contact the liner agent  |
| COR: | 2      | PIN DOESNT MATCH OR EXPIRED  | No (correct) release found. Please contact the liner agent.   |
| COR: | 3      | PIN DOESNT MATCH OR EXPIRED  | The pin doesn't match or is expired. Please contact the liner agent.  |
| COR: | 4      | UNIT SIZE/TYPE DOES NOT MATCH PREAN ORDER SIZE/TYPE                    | A different ISO type is known in the booking. Please contact the liner agent.   |
| COR: | 5      | PREAN LINE OPR DOESNT MATCH UNIT LINE OPR                              | The booking is unknown for this liner. Please contact the liner agent.  |
| COU: | 1      | CONTAINER IS UNKOWN  | The container is unknown. Please contact the liner agent.   |
| CTV: | 1      | UNIT WAS RE-ROUTED TO A DIFFERENT OUTBOUND CARRIER                     | The outbound carrier/modality has changed. Please contact the liner agent.  |
| ORN: | 1      | PREAN ORDER (OR ORDER FOR LINE) NOT FOUND                              | The booking is unknown for this liner. Please contact the liner agent.  |
| ORN: | 2      | UNIT SIZE/TYPE DOES NOT MATCH PREAN ORDER SIZE/TYPE                    | A different ISO type is known in the booking. Please contact the liner agent.   |
| BCO: | 1      | CARGO OPENING TIME HAS NOT PASSED YET                                  | The cargo opening time is still closed. Please contact the liner agent.   |
| BLA: | 1      | ACTIVE H/P IN PREAN LINE DELIVER GROUP                                 | The container is blocked. Please contact the liner agent.   |
| BLC: | 1      | BLOCKED BY CUSTOMS DLV   | The container is blocked. Please contact the customs.   |
| OTH: | 2      | TRUCKING COMPANY 8713755270895 HAS BEEN DELETED AND CANNOT HAVE APPOI' | The trucking company is unknown. Please contact the Data EDI Center of APM Terminals MVII.                                      |
| OTH: | 3      | CUSTOM COPINOS NOT ACCEPTED FOR CARRIER VISIT'                         | The pre-announcement is stopped by APM Terminals MVII for this carrier. Please contact the liner agent.                         |
| OTH: | 4      | PAST GENERAL CARGO CUTOFF 2014-09-30 06 00 00 0                        | The cargo opening for this vessel is passed. Please contact the liner agent.  |
| OTH: | 5      | NO TRANSACTION TYPE DE EXISTS FOR THE STAGE PREAN                      | The pre-announced unit has not been stacked yet, please contact the liner agent.  |
| OTH: | 6      | ERROR FOR SAWI2410128 FOR AN IMPORT, THE DISCHARGE PORT MUST BE THE    | The used port of destination is not configured at APM Terminals MVII. Please contact the Data EDI Center Of APM Terminals MVII. |
| OTH: | 8      | NO LINE RELEASE FOR OUTBOUND TRUCK                                     | The unit is not released for the modality truck. Please contact the liner agent.  |
| OTH: | 9      | NO LINE RELEASE FOR OUTBOUND BARGE                                     | The unit is not released for the modality barge. Please contact the liner agent.  |
| OTH: | 10     | NO LINE RELEASE FOR OUTBOUND RAIL                                      | The unit is not released for the modality rail. Please contact the liner agent.   |

**Appendix 7: Physical documents**
**Fysieke documenten export**

| Document type | Douane document   |
|---------------|---|
| ICT           | T2L, factuur/CMR bestemming EU landen. Document om aan te tonen dat het vrije goederen zijn, en waarvoor geen invoerechten, accijnzen, etc. meer hoeft worden voldaan.            |
| RAR           | TCBD, Army documenten   |
| REX           | Nood procedure EX-A die uit NL is opgemaakt. Document voor goederen uit het vrije verkeer van de EU die naar een land buiten de EU worden geëxporteerd, een zogenaamd derde land. |
| RT1           | Document voor Douanegoederen (uit een derde land, waarvoor geen invoerrechten, accijnzen, etc. voor is voldaan) die worden geëxporteerd naar een derde land.                      |
| TNK           | Residu verklaring (tank restlading). Ongereinigde tankcontainer, waarin restlading zit, die geëxporteerd wordt.   |
| RCA           | Carnet TIR  |
| T5            | Formulier bij "hoofddocument" voor landbouw-goederen waar restitutie voor aangevraagd is.   |
| RTA           | ATA Carnet  |

**Fysieke documenten import**

| Document type | Douane document  |
|---------------|--|
| FWV           | Fiat Wegvoering  |
| IM7           | Opslagdocument voor containers > 45 dagen op terminal (regeling 7100 voor B-block) |
| ICT           | T2L, factuur/CMR bestemming EU landen  |
| NAR           | Army documenten  |
| NCA           | Carnet TIR   |
| GDB           | Gemeenschappelijk Veterinair Document van Binnenkomst                              |
| NTA           | ATA Carnet   |

**NCTS NT1 documenten (import)**

NT1 documenten moeten door de Douane worden omgezet van IE28 naar IE29 voor douane vrijgave. Voor wegtransport dienen chauffeurs een scanbare barcode te overleggen bij de Douanebalie op de terminal. Voor binnenvaart en spoor wordt dit uitgevoerd door de terminal. Voor deze modaliteiten kan het document opgevraagd worden per e-mail, bijvoorbeeld omdat deze benodigd is voor vervoer of lossing. Hiervoor kan de Data EDI afdeling benaderd worden (e-mail: [MVII.datacenter@apmterminals.com](mailto:MVII.datacenter@apmterminals.com)).

**Appendix 8: Types of customs blocks**

| Code | Description   | Type | Origin | Inspection | Scan | Cancelled |
|------|---|------|--------|------------|------|-----------|
| 1    | Geen documentatie   | IB   | C      | N          | N    | N         |
| 2    | CCP/NDP fase 3  | IB   | C      | N          | N    | N         |
| 2i   | CCP/NDP Fase 2 Handmatige meting inspectievak                           | IB   | C      | Y          | N    | N         |
| 2s   | CCP/NDP fase 1 Risico analyse inslag en uitslag barge                   | IB   | C      | N          | Y    | N         |
| 3    | VGEM  | IB   | C      | N          | N    | N         |
| 4    | FIOD/ CSI   | IB   | C      | N          | N    | N         |
| 5    | Controle invoer   | IB   | C      | N          | N    | N         |
| 6    | Controle uitvoer  | IB   | C      | N          | N    | N         |
| 7    | Inspectie zonder verplaatsing naar inspectie vak/ inspectie reeferstack | IB   | C      | N          | N    | N         |
| 7d   | Inspectie externe locatie/ scan DCL                                     | IB   | C      | N          | N    | N         |
| 7i   | Inspectie met verplaatsing naar inspectie vak                           | IB   | C      | Y          | N    | N         |
| 7s   | Inspectie met verplaatsing naar inspectie vak via scan                  | IB   | C      | Y          | Y    | N         |
| 8    | Do not use  | IB   | C      | N          | Y    | N         |
| 8s   | Interne scan  | IB   | C      | N          | Y    | N         |
| 9    | NVWA ( EX RVV)  | IB   | C      | N          | N    | N         |
| B    | Overschrijding opslag termijn   | CB   | C      | N          | N    | N         |
| R    | Status wijziging  | CB   | C      | N          | N    | N         |
| S    | Automatische blokkade zee in (Import) of domestiek                      | CB   | C      | N          | N    | N         |
| X    | Automatische blokkade land in Zee uit (Export) en lege containers       | CB   | C      | N          | N    | N         |

**Abbreviations**

|           |  |
|-----------|--|
| CCP/NDP   | Nucleaire detectie   |
| VGEM      | Afdeling van de douane mvt tot oa veiligheid en milieu etc     |
| IB        | Inspectie blokkade   |
| CB        | Customs blokkade   |
| FIOD /CSI | Afdeling van de douane   |
| DCL       | Externe loods van de douane                                    |
| NVWA      | Afdeling van de douane Nederlandse voedsel en waren autoriteit |