

## BRIEFING ABOUT YILPORT GEMPORT TERMINAL COMMUNICATION AND OPERATIONS

### 1. CONTAINER AND GENERAL CARGO OPERATIONS:

#### Procedures That Agencies Need to Follow for Discharging and Loading Operations

- 1) For discharging and loading operations to be realized in our port; it is a must to forward container, general cargo and subsequently related vessel request form to [berth@yilport.com](mailto:berth@yilport.com) via e-mail. In addition, vessel ETAs have be updated and changes must be indicated
- 2) The customs gate-in petition should be registered by Gempport Customs Office for container export gate in and 1 copy should be submitted to the supervision authority, 1 copy to the Customhouse Guard Authority and the other copy to the Customer Services Department. This gate-in petition will be registered to the system by Customer Services Department and confirmation for port entry (gate in) is allowed.
- 3) Vessel Discharging and Loading lists should be transmitted to these addresses; [gempport.planning@yilport.com](mailto:gempport.planning@yilport.com) and [glc.edi@yilport.com](mailto:glc.edi@yilport.com) before discharging and loading operations.
- 4) Before vessel discharging operations the manifest list (which includes details) of the cargo to be discharged should be forwarded to [ticaret.sundurma@yilport.com](mailto:ticaret.sundurma@yilport.com)
- 5) The documents that are needed for the vessels to be berthed at our port are as follow:
  - a) Discharging/loading permission (original), discharging/loading lists.
  - b) Overtime petition if out of the working hours and receipt.
  - c) Loading Declarations.
  - d) Loading manifest.
  - e) After discharging operations are finished, 2 copies of import summary declaration (1 pcs original, 1 pcs photocopy).
  - f) After loading, 1 copy of import and export summary declaration.
  - g) Special cargo forms for creating vessel discharging/loading planning lists (IMCO, OOG, FL, Reefer Container) should be transmitted to these addresses; [trgem.planning@yilport.com](mailto:trgem.planning@yilport.com) and [gempport.planning@yilport.com](mailto:gempport.planning@yilport.com) by agent.

For summary declaration; related e-mail address is [trgem.ticaret@yilport.com](mailto:trgem.ticaret@yilport.com), [trgem.tahakkuk.dg@yilport.com](mailto:trgem.tahakkuk.dg@yilport.com), [trgem.tic.sundurma@yilport.com](mailto:trgem.tic.sundurma@yilport.com) (vessel manifest, discharging/loading lists, berthing permissions and clearance outwards can be added).

#### Necessary Documents for Container Inspection, Full Inspection, Sampling Procedures:

##### Import

- 1) Customs agent or company representative should make a request to the Customer Services Department with the original bill of lading a day before import procedures and full inspection.
- 2) Customer Services Department provides the request form (full inspection and inspection) to customs agent and company representative for the service requested and company representative needs to have customs surveillance officer sign the form. The signed request form is given to the Customer Services Department by the company representative and planning is realized by the Customer Services Department according to the request form.
- 3) CFS together with the request form (as the same form is also used as procedure/record) should come to our yard on the day procedures are performed by the customs agent or the company representative.

## Export

- 1) Requests for Inspection, full inspection and x-ray are accepted by the Customer Services Department. Requests are realized through Bilge System which is connected to ministry. As export container inspection, full inspection and x-ray processes are realized in cash payment in Bilge System, necessary fees are needed to be paid to Commerce Department at first. Adds and omits in goods quantities are needed to be submitted to CRM team. Upon request (petition), process starts on the system as a work order.

## Import Regime Stripping Procedures

- 1) Customs agent or company representative complete all documents necessary documents for the stripping and forward it to the Commerce Department and holds are removed following necessary payments are collected.
- 2) After removing the holds, the company representative fills stripping request form for the reservation date and gives it to the Customer Services Department. According to the reservation date on the stripping request form, planning is made by the Customer Services Department and the containers are laid over the yard.

## Important Notes:

- The request submitted to the Customer Services Department is not registered without finishing of customs procedures.
- Stripping operations are not realized before charges are paid.
- Your stripping procedures in the transit and warehouse regime will continue as it is on the system.

## Necessary Documents for Full Container Gate Out

- 1) It is required that representative of customs or company has finished the customs procedures.
- 2) It is a must to apply to the Commercial Department with these documents. All port charges will be calculated by the Commerce Department after the documents have been submitted.
- 3) Based on payment of related charges, the necessary holds are removed on the system and vehicle gate in and loading is allowed. During gate in, vehicle registration is made at the point of pre-gate. The address information is given to the driver and the driver is directed to the area for loading.
- 4) For the full container gate out calculations e-mail may be sent to the address of [trgem.ticaret@yilport.com](mailto:trgem.ticaret@yilport.com) or through our Online Services on our website (<https://online.yilport.com/>) Turkey / Gemlik / Commerce Calculation steps can be followed. For all procedures, the details of payment receipt should be transmitted to the address of [trgem.ticaret@yilport.com](mailto:trgem.ticaret@yilport.com) ve [muhasebe.gempport@yilport.com](mailto:muhasebe.gempport@yilport.com)

## Import Container X-ray Requests

Service requests for x-ray are accepted by Customer Services Department. Requests are realized through Bilge System which is connected to ministry. In case of density on x-ray, to realize full inspection, work orders are started by Customer Services Department and planning team prepares container(s) for control on full inspection yard.

## Weighing Process Steps

- 1) **Export Weighing:** Export weighing requests started to be received via [www.yilport.com](http://www.yilport.com) – *Online Services Turkey / Gemlik / Commerce Calculation / VGM Calculation* with the start of new SOLAS regulation (VGM). Requests are made via this system and pricing is done according to where the container is. Weighing results (tag) can be received from the steps of [www.yilport.com](http://www.yilport.com) – *Online Services / Turkey / Gemlik / VGM* based on the payment. For the containers whose shipping agency made a weighing request and for the ones whose stuffing operation is completed, a warning on the website will automatically appear and customers' request for VGM won't be accepted. The weighing results of such containers can be received from our website without any further request.
- 2) **Weighing before stripping or import inspection:** For import oriented weighing request, it is required that agent or company representative applies to the Customer Services Department with fulling related form. If the unit(s) gate out after stripping operation, weighing is realized. If unit(s) will be stacked on yard, weighing won't be realized. Related work order is followed by planning team and container(s) are laid over the yard.
- 3) **Weighing from the import stowage area:** It is required that for the import purpose weighing request agent of company representative applies to the Customer Services Department. Weighing tags related to the containers are provided from the weighing machine officer after the weighing is made.
- 4) **Weighing of export containers for the second time:** Company should make a request to the Customer Services Department with a petition registered in customs after charge is paid to the Commercial Department. After the request, the container is weighed.

### Container Additional Stuffing Procedures

Agency informs Customer Services Department about the procedures that have been made for export additional procedure and afterwards the procedure to be made is transmitted to the customs office by the representative of company and he applies to the Customers Service Department with the petition that is registered in customs. Container lays over the yard in surveillance of customs official and stuffing procedures are completed by seal cutting.

### Procedure about Stuffing:

- 1) The agency should forward the information about the number of containers to be stuffed to the related e-mail addresses the day before the stuffing operation
- 2) When there are enough containers in CFS yard, containers will be laid on the stuffing yard until the morning and by enumerating them according to companies, the process will cease until the confirmation at 08.45 at the latest in the morning.
- 3) After the related approval, stuffing will be started.
- 4) Regarding intraday cancels and additions, it must be corresponded with the Customer Services Department and if the conditions are favorable the additional containers can be laid for stuffing
- 5) The details related to the containers whose stuffing and lashing/seal mounting procedures are finished will be transmitted to you in the end of day together with seal information.

### Container Port Stuffing & Container Outer Yard and Mine Stuffing

- 1) Stuffing operations at the Outer CFS yard: The related agencies shall send the booking (reservation) numbers and loading details to the related e-mail addresses together with port stuffing form at least a day ago until 17.00 pm.

According to the booking numbers, containers are laid on the operation day. If stuffing and stripping operations are requested to be carried out in closed yard it is required to give information 2 days before

- 2) For stuffing request statements of the cargo which is stored in the mine yard it is required to give information 2 days before.
- 3) The containers that completed stuffing operations in the external CFS yard are taken to the port yard at the same say evening.

### The Procedures for Mine Storing Operation

For the planning of the operations; companies are obliged to notify the types, tons, information of the receiving company and the number of vehicles (which will come to the storage area) 3 days before. Notifications shall be sent to the address of [trgem.mine@yilport.com](mailto:trgem.mine@yilport.com) Companies must contact Yilport directly (without Line) in order to take the goods out of the mining yard.

### Container Lashing Procedures

For the lashing request during stuffing operation, lashing type and the company information to which lashing invoice will be issued should be written on the lashing request. Before stuffing operation, an e-mail for lashing request should be sent to [trgem.talep@yilport.com](mailto:trgem.talep@yilport.com) and CFS offices [trgem.cfs@yilport.com](mailto:trgem.cfs@yilport.com)

### The Way to be Followed for Damages Occurred During Operations

For any kind of damages that may occurred in operations Insurance and Damage Department must be informed. When our customers notice any damage they must contact with Insurance and Damage Department in a short time. This is necessary in order to keep relations between Yilport Holding and insurers and guarantee damages. All stages of compensation for the damage is followed by the Insurance and Damage Department and concluded.

## 2. RO-RO OPERATIONS:

- 1) It is required to forward the related vessel request form to the address of [berth@yilport.com](mailto:berth@yilport.com) for your loading and discharging operations at our port. On the other hand, it is necessary to keep vessels' ETA's updated and to notify the changes to the address of [roro@gempport.com](mailto:roro@gempport.com)
- 2) The documents to be requested from the vessels berthing to our port:
  - a) Agency discharging/loading lists and permission
  - b) Informing on operations with overtime
  - c) Loading manifest
  - d) After discharging is completed, import summary declaration 2 copies (1 pcs original, 1 pcs photocopy)

- e) After loading is completed import and export summary declaration 1 copy
- f) Reports on vessels' current berths

### Ro-Ro Operation Export Procedures

The companies which are going to realize loadings must transmit their dispatch planning and vehicle lists to the port at least 24 hours before current vessel ETA.

### Ro-Ro Operations Import Procedures

Full list of the vehicles (chassis and port information) to be discharged must be forwarded to the port by the agent 24 hours before vessel arrives at the port.

### Information that vehicles to gate in must forward (Vehicle List) :

- a) VIN (Vehicle Identification Number)
  - b) Mark / Model
  - c) Company/ agent
  - d) Market place
  - e) Port
  - f) Vessel name
  - g) Pieces
- In Ro-Ro operations; [trgem.oro@yilport.com](mailto:trgem.oro@yilport.com) is used.

## CONTACT INFORMATION

**Regional General Manager: Uygun Değirmenci**, [uygun.degirmenci@yilport.com](mailto:uygun.degirmenci@yilport.com)

### Sales & Marketing – Sales

**Emre ATAY**

Phone : 0224 524 77 20 – 7194

Mobile : 0534 597 52 77

E-mail : [emre.atay@yilport.com](mailto:emre.atay@yilport.com)

**Cem PANCAROĞLU**

Phone : 0224 524 77 20 - 7277

Mobile : 0535 108 03 64

E-mail : [cem.pancaroglu@yilport.com](mailto:cem.pancaroglu@yilport.com)

**Sevim YAŞAR**

Phone : 0224 524 77 20 - 7177

Mobile : 0553 236 20 46

E-mail : [sevim.yasar@yilport.com](mailto:sevim.yasar@yilport.com)

**General Manager: Mustafa Levent Adalı**,  
[levent.adali@yilport.com](mailto:levent.adali@yilport.com)

### Operation

**Ali Akın DİNÇER**

Phone : 0224 524 88 31 - 7286

Mobile : 0 531 684 64 50

E-mail : [ali.dincer@yilport.com](mailto:ali.dincer@yilport.com)

**Hakan DEMİREL**

Phone : 0224 524 88 31 - 7182

Mobile : 0 554 468 38 52

E-mail : [hakan.demirel@yilport.com](mailto:hakan.demirel@yilport.com)

### CFS

**Cenk BULUK**

Phone : 0224 524 88 31 - 7264

Mobile : 0 555 839 37 50

**Metin TOKER**

Phone : 0224 524 77 20 - 7279

Mobile : 0538 271 99 71

E-mail : [metin.toker@yilport.com](mailto:metin.toker@yilport.com)

**Şeyma YÜCE**

Phone : 0224 524 77 20 – 7170

Mobile : 0535 341 22 71

E-mail : [seyma.yuce@yilport.com](mailto:seyma.yuce@yilport.com)

Group E-mail Address : [trgem.sales.dg@yilport.com](mailto:trgem.sales.dg@yilport.com)

**Sales & Marketing – TR Customer Relations  
(Complaint, Suggestion, Request)**

**Pınar İŞKODRA**

Phone : 0262 679 76 00 – 7657

Mobile : 0536 065 67 88

E-mail : [pinar.iskodra@yilport.com](mailto:pinar.iskodra@yilport.com)

Group E-mail Address: [mi@yilport.com](mailto:mi@yilport.com)

**Global Logistics Center**

**YGLC Planning**

**Ali EVCİME**

Phone : 0262 679 76 00 - 7834

Mobile : 0530 555 83 34

E-mail : [ali.evcime@yilport.com](mailto:ali.evcime@yilport.com)

**Zafer SÖNMEZ**

Phone : 0262 679 76 00 - 7838

Mobile : 0534 517 33 23

E-mail : [zafer.sonmez@yilport.com](mailto:zafer.sonmez@yilport.com)

**YGLC Planning Group**

Phone : 0262 679 76 00 / 7831 – 7902 – 7922 – 7923

Mobile : 0530 343 20 88

Group E-mail Address : [gempport.planning@yilport.com](mailto:gempport.planning@yilport.com)

**The ones with whom to be contacted and the addresses to be reached in case of any change, cancel/ additional conditions in plans or lists are;**

- Planning Department:  
0262 679 76 00 int: 7831 – 7902 – 7922 – 7923
- [gempport.planning@yilport.com](mailto:gempport.planning@yilport.com)
- [glc.edi@yilport.com](mailto:glc.edi@yilport.com)

E-mail : [cenk.buluk@yilport.com](mailto:cenk.buluk@yilport.com)

**After the relevant vessel's berthing; responsible with whom can be kept in touch for some reasons (i.e. learning whether the demands were met or not, containers gate in / gate out, stuffing- related operational information etc.) are listed below;**

**Port Shift Supervisors:** The ones who can be primarily accessed between 16.00 – 24.00 and 24.00 – 08.00 and at the weekends are;

Çetin ÇERİ

İsmail ŞEN

Mustafa Yörük

Orhan Sakın

Phone : 0224 524 88 31 - 7266

Mobile : 0552 282 65 28

E-mail : [trgem.portshift@yilport.com](mailto:trgem.portshift@yilport.com)

**Customer Services**

**Ali Vurgunlu**

Phone : 0224 524 88 31 – 7226

Mobile : 0554 888 14 98

E-mail : [ali.vurqunlu@yilport.com](mailto:ali.vurqunlu@yilport.com)

**Customer Services Group**

Phone : 0224 524 88 31 – 7245/ 7247/7246

E-mail : [trgem.talep@yilport.com](mailto:trgem.talep@yilport.com)

**Charging / Commercial**

**Hasan Uyar**

Phone : 0262 679 76 00 - 7644

Mobile : 0530 940 86 40

E-mail : [hasan.uyar@yilport.com](mailto:hasan.uyar@yilport.com)

**Vessel Calculations / Bills**

**Fahri TÜRKMEN**

Phone : 0224 524 88 31 - 7147

E-mail : [fahri.turkmen@yilport.com](mailto:fahri.turkmen@yilport.com)

**Import Gate Out**

The responsible that can be reached to learn instantaneous operation information, the unit of remaining discharging/charging records, retrospective records related to vessel damages, the latest situations etc.:

- Planning Department:  
0262 679 76 00 int: 7831 – 7902 – 7922 – 7923
- [gempport.planning@yilport.com](mailto:gempport.planning@yilport.com)
- Port Shift Supervisors (0552 282 65 28)

## Eti Logistics

### Onur KÜÇÜKAKDERE

Phone : 0224 524 77 20 - 7234  
Mobile : 0555 491 61 53  
E-mail : [onur.kucukakdere@etilojistik.com](mailto:onur.kucukakdere@etilojistik.com)

### Ömer DURMAZ

Phone : 0224 524 77 20 - 7258  
Mobile : 0555 977 2668  
E-mail : [omer.durmaz@etilojistik.com](mailto:omer.durmaz@etilojistik.com)

### Emre GEDİK

Phone : 0224 524 77 20 - 7316  
Mobile : 0555 977 26 65  
E-mail : [emre.gedik@etilojistik.com](mailto:emre.gedik@etilojistik.com)

### Alper KANER

Phone : 0224 524 77 20 - 7257  
Mobile : 0507 812 80 65  
E-mail : [alper.kaner@etilojistik.com](mailto:alper.kaner@etilojistik.com)

Group E-mail Address : [operasyongemlik@etilojistik.com](mailto:operasyongemlik@etilojistik.com)

## Insurance and Claim

### Taylan ARSLAN

Phone : 0224 524 77 20 – 7209  
Mobile : 0507 450 66 90  
E-mail : [taylan.arслан@yilport.com](mailto:taylan.arслан@yilport.com)

## INFINITY

### Caner FİDANCI

Phone : 0224 524 77 20 - 7189  
Mobile : 0539 664 30 72  
E-mail: [caner.fidanci@yilport.com](mailto:caner.fidanci@yilport.com)

## Ertunç Ceyhan

Phone : 0224 524 88 31- 7183  
E-mail : [ertunc.cejhan@yilport.com](mailto:ertunc.cejhan@yilport.com)

Group E-mail Address: [trgem.ticaret@yilport.com](mailto:trgem.ticaret@yilport.com)

## General Cargo and RORO Vessel

### A.Yavuz FINDIK

Phone : 0224 524 88 31 – 7116  
E-mail : [yavuz.findik@yilport.com](mailto:yavuz.findik@yilport.com)

### Ebru ÇALAR

Phone : 0224 524 88 31 – 7166  
E-mail : [ebru.calar@yilport.com](mailto:ebru.calar@yilport.com)

## Accounting

### Emin KILIÇARSLAN

Phone: 0262 679 76 00 - 7692  
Mobile: 0531 306 08 30  
E-mail: [emin.kilicarslan@yilport.com](mailto:emin.kilicarslan@yilport.com)

### İlhan AYÇETİN

Phone: 0262 679 76 00 - 7694  
E-mail: [ilhan.aycetin@yilport.com](mailto:ilhan.aycetin@yilport.com)

### Havva BİLGİLİ

Phone : 0224 524 77 20 – 7229  
E-mail : [havva.bilgili@yilport.com](mailto:havva.bilgili@yilport.com)

### Dilek VAROL

Phone : 0224 524 77 20 – 7228  
E-mail : [dilek.varol@yilport.com](mailto:dilek.varol@yilport.com)

Group E-mail Address :

[muhasabe.gempport@yilport.com](mailto:muhasabe.gempport@yilport.com)

For reconciliation and payment receipt sharing:

### Saime LİMON, Erhan GÜNEŞ

Phone: 0224 524 77 20 – 7249, 7131  
E-mail: [saime.tekin@yilport.com](mailto:saime.tekin@yilport.com),  
[erhan.gunes@yilport.com](mailto:erhan.gunes@yilport.com),  
[muhasabe.gempport@yilport.com](mailto:muhasabe.gempport@yilport.com)

## HSE

### Ferdi ÇETİN

Phone : 0224 524 88 31 – 7267

Mobile : 0 535 018 57 50

E-mail : [ferdi.cetin@yilport.com](mailto:ferdi.cetin@yilport.com)

## Environment

### Tuğçe ÖZDEMİR

Phone : 0224 524 88 31 – 7242

E-mail : [tugce.ozdemir@yilport.com](mailto:tugce.ozdemir@yilport.com)

**Adresses to which stuffing related requests will be sent:** It's highly important to forward all stuffing related requests (CFS yard/port/reefer) one day before till 17:00 at the latest for a quicker and complete operation to be provided.

[trgem.talep@yilport.com](mailto:trgem.talep@yilport.com)

[trgem.planning@yilport.com](mailto:trgem.planning@yilport.com)

[trgem.cfs@yilport.com](mailto:trgem.cfs@yilport.com)

[trgem.portcfs@yilport.com](mailto:trgem.portcfs@yilport.com)

[ali.vurgunlu@yilport.com](mailto:ali.vurgunlu@yilport.com)

[trgem.mine@yilport.com](mailto:trgem.mine@yilport.com)

[trgem.portshift@yilport.com](mailto:trgem.portshift@yilport.com)

[operasyongemlik@etilojistik.com](mailto:operasyongemlik@etilojistik.com)

Not: In accordance with the 24 hours working principle, in every shift there are always operational and planning staffs in charge.

GEMPORT Gemlik Liman ve Depolama İşletmeleri A.Ş.

Ata Mah. Liman Cd. No:12 16600 Gemlik – BURSA Tel: +90224 524 77 20

Fax: +90224 524 88 30 e-mail:gempport@gempport.com.tr

[www.gempport.com.tr](http://www.gempport.com.tr)