

YILPORT GEBZE TERMINAL CONTACT AND OPERATIONAL INFORMATION

CONTAINER AND GENERAL CARGO OPERATIONS

Procedures to be Carried Out by Agencies for Vessel Discharge and Loading Operations

1. For the discharge and loading operations you wish to carry out at our port, vessel notifications and berthing requests for container vessels, and vessel request forms (to be obtained from us) for general cargo vessels, must be sent via email to berth@yilport.com. In addition, it is necessary to keep vessel ETAs up to date and to inform us of any possible changes in the vessel's arrival dates.
2. After the berthing notification has been submitted for container vessel operations, export container gate-in notifications must be sent to gate@yilport.com and trgeb.musterihizmetleri.dg@yilport.com. These notifications must be sent before the truck arrives at our pre-gate point for the related container entry.
3. Vessel discharge and loading lists must be sent prior to the vessel operation to the following email addresses: gebze.planning@yilport.com, glc.vp@yilport.com, glc.edi@yilport.com, and trgeb.ticaretkonteyner.dg@yilport.com.
4. Before vessel discharge, an Excel-format vessel manifest containing the details of each container to be discharged — such as importer company name, number of packages inside the container, summary declaration number, etc.- must be sent to trgeb.ticaret@yilport.com and trgeb.ticaretkonteyner.dg@yilport.com.
5. The documents required for vessels berthing at our port are as follows:
 - a. Original discharge/loading permission and discharge/loading lists
 - b. Overtime request letter and receipt, if operations are to be carried out outside of working hours
 - c. Loading declarations
 - d. Loading manifest
 - e. After discharge is completed: 2 copies of import summary declaration (1 original, 1 photocopy)
 - f. After loading is completed: 1 copy of import and export summary declaration
 - g. To create vessel discharge/loading planning lists, special cargo forms (IMCO, OOG, FL, Reefer Cont.) must be sent by the agency to gebze.planning@yilport.com and glc.vp@yilport.com.

For summary declaration submissions:

Email addresses: trgeb.ticaret@yilport.com and trgeb.ticaretkonteyner.dg@yilport.com

Documents Required for Container Inspection, Full Examination, and Sampling Operations

Import

1. The customs broker or company representative must submit a CFS Operation Request Form to trgeb.musterihizmetleri.dg@yilport.com one day before the import summary declaration, and the inspection and sampling procedures carried out by the Ministry of Agriculture and the Ministry of

Environment, Urbanization and Climate Change.(Requests for red line inspections and full examinations are sent through the Ministry's BILGE system by the relevant customs officer.)

2. Since the request form sent by the customs broker or company representative to the Customer Service Department will also serve as the Operation Record Form, you are required to bring these forms with you to our CFS area on the day the operations are to be carried out.

Export

After the red line inspection and full examination requests are sent by the relevant customs officer through the Ministry's BILGE system, the customs broker or company representative must submit a CFS Operation Request Form to the Trade Department via email at trgeb.ticaret@yilport.com.

A fee calculation will be made for the requested date, and the amount will be communicated to the applicant. The request will only be processed after the specified amount has been paid. Unless otherwise stated, once payment is received, the operation will be scheduled for the requested date.

After a reservation date is assigned for inspection requests received through the Container and Port Tracking System (BILGE), the reservation date and container stripping information are shared via the YILPORT Online Operations Infinity Web Portal.

Import Regime Internal Stripping Operations

1. The process begins when the customs broker or company representative completes all required documents for internal unloading and submits them to the Trade Department.
2. After submitting the documents, the customs broker or authorized company representative must send an Internal Unloading Request Form along with the packing list of the goods via email to the Customer Service Department at trgeb.musterihizmetleri.dg@yilport.com. The Customer Service Department will then record the request for the relevant reservation date.
3. After receiving the request, the Trade Department calculates the fee based on the nature of the operation. The customer will be informed of the amount and must transfer the payment to YILPORT's bank account. The internal unloading operation will commence after payment has been received.

Key Notes

- a. Requests submitted to the Customer Service Department before the completion of customs procedures will not be recorded.
- b. Internal unloading of containers whose fees have not been paid will not be carried out.
- c. Internal unloading requests under the transit and bonded warehouse regimes commence once it is declared that the operation will be performed under the transit or bonded warehouse regime, and the request is submitted via email to the Customer Service Department for the relevant reservation date.

The operation will be executed only after payment has been made to the Trade Department, and vehicles will be allowed to exit once all customs documents have been submitted to the Trade Department.

Export Full Container Entry Request and Declaration

The signed and stamped undertaking for containers to enter the port must be sent to trgeb.musterihizmetleri.dg@yilport.com. Undertakings must be submitted before the container entry, on the day of container entry, and at the latest, one day after the container entry.

Similarly, regarding empty container exits mentioned in the same order, a list of empty container entries will be provided to the Customs Directorate on a per-company basis by our office.

Documents Required for Full Container Gate-Out Operations

1. The customs broker or company representative must have completed the customs procedures related to the cargo.
2. All required documents must be completed and submitted to the Trade Department together with the supporting paperwork. All port charges will be calculated by the Trade Department upon submission of the documents.
3. Upon payment of the relevant charges, the necessary system holds will be released, allowing vehicle entry and loading. During entry, vehicle registration is completed at the pre-gate. The driver will be provided with the yard address where the container is to be collected and directed to the yard for loading. Vehicles must arrive at the gate with copies of the bill of lading.
4. For full container gate-out calculations, an email can be sent to trgeb.ticaret@yilport.com, or the stepse on our website under Online Services <https://online.yilport.com/TRGEB/App/Index/StorageCalculation> can be followed. For all transactions, payment receipt details must be sent to trgeb.ticaret@yilport.com and muhasebe@yilport.com.
5. With the electronic gate-out application, vehicle registration can be completed via email, allowing vehicles picking up import containers to enter the port without visiting the pre-gate area.
6. For full container gate-out operations under the transit regime, containers must be loaded onto the vehicles for customs documentation to be completed. Therefore, the Trade Department must receive an approved customs declaration from the forwarder to request vehicle entry to the port.
7. For full container gate-out operations under the bonded warehouse regime, vehicles must also be loaded first in order to complete the documentation. Therefore, for vehicle entry, an email must be sent to the Trade Department with the bonded warehouse declaration, or a direct application must be made to the counter.

8. Based on the loading of the vehicles, the customs documents are prepared and submitted to the Trade Department for container release. After the accuracy of the documents is verified by the Trade Department, the final calculation will be performed if everything is in order. Once the payment has been completed, the necessary system holds for vehicle exit will be lifted, and the exit permissions will be granted.

Import Container X-ray Requests

The X-ray request is initiated by the responsible officer via the Ministry's Bilge system. The request submitted through the Bilge system is automatically transferred to the port's Navis system. Containers that are next in line will undergo X-ray scanning.

Export Container X-ray Requests

The X-ray request is initiated by the responsible officer via the Ministry's Bilge system. The customer submits an application to our Trade Department and pays the applicable X-ray fee. Subsequently, the request is entered into the Navis system, and the container is sent for X-ray scanning.

Weighbridge Operation Tracking Stages

1. **Export Weighing:** With the new SOLAS regulation (VGM-DBA), export weighing requests are now submitted via www.yilport.com → Online Services / Turkey / Gebze / VGM Ticket. To receive the weighing ticket (tike), payment must be made and the payment receipt sent to muhasebe@yilport.com. Afterwards, the ticket can be obtained by following the steps on www.yilport.com → Online Services / Turkey / Gebze / VGM Ticket.
2. **Import Weighing from Stacking Yard:** The customs broker or company representative must submit a weighing request form for the containers to be weighed to trgeb.musterihizmetleri.dg@yilport.com. After weighing, the weighing tickets for the containers can be obtained from the Online Services section on our website www.yilport.com.

Additional Container Filling Operations

1. For additional filling operations, the relevant agent must submit a request to the Customer Service Department. It should be specified in the email attachment whether the costs will be covered by the agent or the customer. If the costs are to be covered by the agent, payment approval will be granted immediately.
2. If the additional filling fees are to be paid by the customer, the customer must obtain the applicable fees from the Trade Department and make the payment.
3. Since the additional filling operation is carried out within the port at the CFS yard, a customs approval letter is requested from the customer. Along with this approval letter, once the other documents are submitted to the Trade Department by the company's customs broker, the container seal is cut under the supervision of an inspection officer, and the filling operation is completed.

4. For additional fillings, the operation is carried out under the supervision of the company's escort personnel or an authorized company representative.

Container Filling at Port / Container Filling at External Yard

1. For internal yard filling operations, the relevant agents must send the booking numbers and loading details prepared based on the companies' requests via the Port Filling Form to trgeb.musterihizmetleri.dg@yilport.com at least one day before the operation date by 17:00. Necessary planning and preparations are made for the reservation days specified in the received bookings.
2. To carry out filling operations at the port yard, in addition to the external filling request steps, the customs approval letter and other relevant documents must be submitted to the Trade and Customer Service Departments.
3. Containers with completed filling operations are assigned a VGM value and then transported to the port yard.
4. The filling operation is conducted under the supervision of the company's escort personnel or an authorized company representative.

Container PTI, Estimate, and Repair Requests

For containers located at the E-5 Terminal and our port yards, requests for PTI, Estimate, Repair, and Painting must be submitted by the agent along with the container numbers to trgeb.musterihizmetleri.dg@yilport.com. The received requests are forwarded to the Repair and Estimate team. Once the repairs and estimates are completed, the resulting reports and images are sent back to the requesting agent by the Customer Service Department.

Yilport E-5 Terminal

The Yilport E-5 Terminal is a facility located 10 km from the main terminal, covering an area of 90,000 m² and having a capacity of over 5,000 TEU. It provides services such as empty and full container storage, internal container filling, and container washing.

For the Yilport E-5 storage area, requests should be sent to e5.gate@yilport.com and for internal container filling, requests should be sent to trgeb.musterihizmetleri.dg@yilport.com.

Process for Handling Operational Damages

For any damage occurring during operations, the Insurance and Claims Department should be contacted at yph.claims@yilport.com. Customers are required to notify the Insurance and Claims Department as soon as they become aware of any damage. All stages of the damage compensation process are monitored and finalized by the Insurance and Claims Department.

CONTACT INFORMATION

Türkiye Regional Manager: Ertan Ocak

E-mail: ertan.ocak@yilport.com

Terminal Director: Okan Özay

E-mail: okan.ozay@yilport.com

Sales Manager

Erdem Korucuoğlu

Phone: +90 535 664 59 41

E-mail: erdem.korucuoğlu@yilport.com

Group E-mail Address: marketing@yilport.com.tr

E-5 Terminal

Fatih Taşdemir

Phone: 0262 759 10 01-03

Mobile: +90 531 772 13 01

E-mail: fatih.tasdemir@yilport.com

Operations

Operations Senior Manager

Osman Aka

Phone: +90 262 679 76 00 – 7745

Mobile: +90 531 306 07 82

E-mail: osman.aka@yilport.com

Operations Manager

Kıvanç Yılmaz

Phone: +90 262 679 76 00

Mobile: +90 534 345 54 41

E-mail: kivanc.yilmaz@yilport.com

General Cargo Operations

Phone +90 262 679 76 00 – 7682

Mobile: +90 533 746 74 35

E-mail: genelkargo@yilport.com

Chief of General Cargo

Gürkan Fırat

Mobile: +90 534 517 33 20

E-mail: gurkan.firat@yilport.com



Container Operations – Deputy Directorate

Phone: +90 262 679 76 00 – 7836

Mobile: +90 532 363 33 60

E-mail: rihtimofis@yilport.com

Gate Operation Responsible

Mehmet Tekin

E-mail: mehmet.tekin@yilport.com

YPH Sales and Marketing – Marketing Communications (Advertising, Promotion, Sponsorship, and Media Relations)

Senior Manager, Marketing Communications

Ece Yavuz

Mobile: +90 537 956 35 86

E-mail: ece.yavuz@yilport.com

Group e- mail: pr@yilport.com ve marcom@yilport.com

Planning Director

Ali Evcime

Mobile: +90 530 555 83 34

E-mail: ali.evcime@yilport.com

Planning Manager

Sertuğ Özkan

Mobile: +90 535 012 05 92

E-mail: sertug.ozkan@yilport.com

Vessel Planning

Phone: +90 262 679 76 00 – 7835/7838

Mobile: +90 530 343 20 88

E-mail: gebze.planning@yilport.com

Group Vessel Planning Email: glc.vp@yilport.com

Customer Services Manager

Emine Karaca

Phone: +90 538 635 28 11

E-mail: emine.tanyeri@yilport.com



Customer Services

Phone: 0850 226 41 16

E-mail: trgeb.musterihizmetleri.dg@yilport.com

TR Customer Services (Complaints, Requests, Suggestions)

Group E-mail: yph.customerfeedback.dg@yilport.com

Data & Reporting Manager

Ersin Ülker

Mobile: +90 536 267 50 15

E-mail: ersin.ulker@yilport.com

Group Email Addresses: datareporting@yilport.com, glc.edi@yilport.com

Commerce Department

Commerce Manager

Ufuk Uğurlu

Phone: +90 262 679 76 00 – 7643

Mobile: +90 538 970 12 76

E-mail: ufuk.ugurlu@yilport.com

Chief of Commerce (Vessel Accounts)

Deniz Kılıç

Phone: +90 262 679 76 00 – 7877

E-mail: deniz.kilic@yilport.com

Group Email Address: trgeb.ticaretkonteyner.dg@yilport.com

Accounting Department

Group E-mail Address: muhasebe@yilport.com



Finance & Accounting Department

Finance Director

Canan Sevinç

Phone: +90 532 172 76 24

E-mail: canan.sevic@yilport.com

Senior Accounting Specialist:

Sabri Gülseven

Phone: +90 262 679 76 00 – 7691

E-mail: sabri.gulseven@yilport.com

Assistant Accounting Specialist

Sena Görer

Phone: +90 262 679 76 00 – 7891

E-mail: sena.gorer@yilport.com

Group E-mail Address: muhasebe@yilport.com

For Reconciliation and Payment Receipt Submission: mutabakat@yilport.com

Logistic Operations

Global Logistics Senior Manager

Enes Gencal

Mobile: +90 538 278 41 68

E-mail: enes.gencal@transitex.com / enes.gencal@yilport.com

Chief of Operation

Mehmet Şerif Özdayan

Phone: +90 262 679 76 00 – 7832

Mobile: +90 530 961 48 86

E-mail: mehmet.ozdayan@transitex.com , mehmetserif.ozdayan@yilport.com

Group E-mail Address: trtransitex.gebops.dg@transitex.com

Insurance & Claims

Group E-mail: yph.claims@yilport.com

Infinity

Assistant Manager of Tos

Barbaros Uzun

Phone: +90 262 679 76 00 – 7797

Mobile: +90 538 277 19 89

E-Mail: barbaros.uzun@yilport.com

Health, Safety & Environment (HSE)

HSE Manager

Şenol Ekiz

Phone: +90 262 679 76 00 – 7849

Mobile: +90 535 300 11 26

E-Mail: senol.ekiz@yilport.com

Group E-Mail: trgeb.hse.dg@yilport.com