

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.tr via e-mail. In addition, vessel ETAs have to be updated and changes must be indicated
- 2) The customs gate-in petition should be registered by Gemport 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 and 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.tr
- 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 and gempport.planning@yilport.com by agent.

For summary declaration; related e-mail address is trgem.ticaret@yilport.com, tahakkuk@gemport.com.tr, 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

After Custom Office and Port Systems are integrated, X-Ray, full inspection and inspection demands are get via Custom Bilge System since 2017.

- 1) When demands are entered to system, services are planned by system automatically.
- 2) The custom brokers or company representatives should requested for inspection and full inspection services one day before operation.

- 3) The custom brokers or company representatives should present approved application form with original bill of lading to Gemport for other requested which is come from Kusad, Agriculture and Environment or Turkish Standards Institution one day before from operation.
- 4) Customer Service Department provide request form for inspection and full inspection operations to custom brokers or company representatives. The request forms should be signed by customs surveillance for Kusad, Agriculture and Environment or Turkish Standards Institution demands. The representatives are responsible for this process.
- 5) 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 or Yilport Gemlik / Storage Calculations steps can be tracked by the address of (<http://www.yilport.com/sayfa.asp?mdl=sayfalar&id=34>). For all procedures, the details of payment receipt should be transmitted to the address of trgem.ticaret@yilport.com ve muhasabe.gemport@yilport.com.tr

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.tr – *Online Services / YILPORT Gempport / VGM & Export Weighbridge Request and 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.tr – *Online Services / YILPORT Gempport / VGM & Export Weighbridge Receipt* 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 representative 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 1 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 day 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. 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.musterihizmetleri.dg@yilport.com and CFS offices trgem.cfs@yilport.com.

Partial Stripping / Partial Loading

When over tonnage or wrong loading operations are occurred, information mail and weight receipt are sent to line operator after determination of Customer Relations Department. The application form which is approved by Customs Office is present to Customer Relation Department and work order is registered by them. After operation, current seal information and receipt of weight are sent to line operators.

If port charges are paid by line operator, the operators are sent "Port Services Request Form" to Gemport. If it is not, customer representatives pay the port charges before operation starts.

The Way to be Followed for Damages Occurred During Operations

For any kind of damages that occurred in operations Insurance and Damage Department must be informed. When our customers notice any damage they must contact with Insurance and Damage Department immediately. 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.tr 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 ro-ro@gemport.com.tr
- 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 (trgem.ro-ro@yilport.com) their dispatch planning and vehicle lists to the port at least 24 hours before current vessel ETA. Vessel loading lists should transmit to (trgem.ro-ro@yilport.com) 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.roro@yilport.com is used.

CONTACT INFORMATION

Terminal General Manager

R. Cem GÖKTAŞ

rcem.goktas@yilport.com

Terminal Director

Ali Ekber ŞİMŞEK

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Sales and Marketing – Sales (price offer, tariffs etc.)

Cem PANCAROĞLU – Sales and Marketing Manager

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Metin TOKER- Sales Senior Specialist

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Ilgim PAŞA – Sales Assistant Specialist

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Group e-Mail: trgem.sales.dg@yilport.com

Sales and Marketing – Customer Relations (demand,offer, complaint etc.)

Emre ATAY – Global Customer Relations Director

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E-mail: emre.atay@yilport.com

Sevim YAŞAR – Customer Relations Senior Specialist (Gemport)

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E-mail: sevim.yasar@yilport.com

Group e-mail: trgem.sales.dg@yilport.com

Operation

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Hakan DEMİREL – Container Vessel / RoRo Operation Chief

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Global Logistics Center

YGLC Planning

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Zafer SÖNMEZ – GLC Team Leade

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Mobile: 0534 517 33 23

E-mail: zafer.sonmez@yilport.com

YGLC Planning Group

(Working hours: 7/24.)

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

Mobile: 0530 343 20 88

Group e-mail: gempport.planning@yilport.com

The Contact person and e-mails are listed below, if there is any change or cancel details are occurred:

• **Plannşng Department:**

Ata Mah. Liman Cad. No:12
Gemlik – BURSA / TURKEY
Phone : + +90 224 524 77 20
Fax : + 90 224 524 88 30
www.yilport.com

0262 679 76 00 int: 7831 – 7902 – 7922 – 7923

- gempport.planning@yilport.com

- glc.edi@yilport.com

The contact person and e-mails are listed below for current operation information demands, loading or discharging volumes, past vessel damages:

• **Planlama Departmanı:**

0262 679 76 00 int: 7831 – 7902 – 7922 – 7923

- gempport.planning@yilport.com

- Shift Supervisors

The shift supervisors are listed below:

Çetin ÇERİ

Mustafa Yörük

Orhan Sakın

Volkan KANBUR

Tevfik SOYER

E-mail: trgem.portshift@yilport.com

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Mobile: 0552 282 65 28

INFINITY

Caner FİDANCI

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Mobile: 0539 664 30 72

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CFS

Volkan SEPETOGLU – CFS Operation Chief

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Mobile: 0 553 236 20 29

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Customer Relations

- Container gate in and gate out services
- Container stripping demands and operations
- Container stuffing and special lashing demands
- Container inspection, full inspection, X-Ray and weighing demands
- Container transportation demands
- VGM ticket problems
- Demands, suggestions, complaints and questions

Mustafa PINARBAŞI – Team Leader

Office: 0 539 932 71 72 – 7123

Customer Relation Group

Office: 0850 226 41 16

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

Pregate Vessel Registration

Office: 0224 524 88 31 – 7260 / 7310/7252

Mobile: +90 554 789 49 37

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Hasan UYAR – Commercial Manager

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Fahri TRKMEN – Team Leader (Container Vessel Services)

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Ertun CEYHAN – Team Leader (Import Gate Out)

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Finance

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Havva BİLGİLİ – Finance Assistant Manager

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Reconciliation and Payment Receipt:

Saime LİMON, Erhan GNEŞ, Emre OZ, Dilek Varol

Office: 0224 524 77 20 – 7249, 7131, 7228, 7291

E-mail: saime.tekin@yilport.com; erhan.gunes@yilport.com; emre.oz@yilport.com; dilek.varol@yilport.com

Group e-mail: muhasebe.gemport@yilport.com

Eti Logistics

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Emre GEDİK – Mine Yard Operation Chief

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Ömer DURMAZ – Mine Yard Shift Supervisor

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Alper KANER – Logistics Chief

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Serkan MIZRAK

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Group E-mail: treti.gemops.dg@yilport.com

Insurance and Damage

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Health, Safety, Environment

Ferdi ÇETİN – HES Manager

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Mobile: 0 535 018 57 50

E-mail: ferdi.cetin@yilport.com

Serkan Polat – Environmental Engineer

Office: 0224 524 88 31 – 7242

Mobile: +90 (534) 895 92 48

E-mail: serkan.polat@yilport.com

Addresses to which stuffing-related requests will be sent:

tr.gem.crm@yilport.com.tr

tr.gem.planning@yilport.com.tr

trgem.portcfs@yilport.com

ali.vurgunlu@yilport.com

trgem.mine@yilport.com

operasyongemlik@etilojistik.com.tr

Trgem.portshift@yilport.com