

BRIEFING ABOUT YILPORT GEMPORT TERMINAL OPERATIONS & COMMUNICATION

1. CONTAINER AND GENERAL CARGO OPERATIONS:

Procedures That Agencies Need to Follow for Discharging and Loading Operations

- 1) For discharging and loading operations in our port; it is a must to forward container, general cargo and related vessel request form to following e-mail address: berth@yilport.com. Additionally, vessel ETAs have to be updated and terminal should be informed accordingly.
- 2) For export container gate in, a record for gate-in petition should be taken from Gempport Customs Office 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 before discharging and loading operations; gempport.planning@yilport.com and glc.edi@yilport.com
- 4) Before vessel discharging operations the manifest list (which includes details) of the cargo to be discharged should be forwarded to trgeb.ticaret@yilport.com; trgem.ticaret@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 and gempport.planning@yilport.com by agent.

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

- 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) Customs agent and company representative need to be ready on our CFS yard with the request form (as the same form is also used as procedure/record) on the day procedures are performed.

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 with approved petition. 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 all the customs procedures.
- 2) It is a must to apply to the Commercial Department with all required 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@vilport.com or it can be traced via web site www.vilport.com. For all procedures, the details of payment receipt should be transmitted to the address of trgem.ticaret@vilport.com ve muhasebe.gempport@vilport.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:** With new SOLAS regulation (VGM), export weighing requests and weighing results (tag) can be received via Online Services in www.yilport.com. For the containers for which shipping agency made a weighing request and for the ones whose stuffing operation is completed, necessary redirection is made on website and customer request is not accepted. Weighing results of such containers can be received from our website without any further request.
- 2) **Weighing before stripping or import inspection:** For import-based weighing request, it is required that agent or company representative applies to the Customer Services Department by fulling related form. If the unit(s) gate out after stripping operation, weighing is made. If unit(s) will be stacked on yard, weighing won't be made. Related work order is followed by planning team and container(s) are laid over the yard.
- 3) **Weighing from import stowage area:** It is required that for the import-based 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 request 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 which 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 on CFS yard, containers will be laid on the stuffing yard until the morning and by enumerating them according to companies and the agency will be informed/confirmation will be get until 08.45 at the latest.
- 3) After the related approval, stuffing will started.

- 4) Regarding intraday cancels and additions, it must be corresponded with the Customer Services Department and if the conditions are suitable the additional containers can be laid for stuffing
- 5) The details related to the containers whose stuffing and lashing/seal mounting procedures together with seal information are finished will be transmitted to you in the end of day.

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 having stuffed in the external CFS yard are taken to the port yard on evening at the same day.

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.talep@yilport.com and CFS offices trgem.cfs@yilport.com.

Reduction / Addition for Goods

In case of exceed of tonnages and incorrect loading conditions, an informing e-mail for weighbridge receipt is sent to agencies after having confirmed by Customer Service. The petition approved by the Customs office is delivered to the Customer Service and a work order is opened for the service. After the transaction is made, current seal information and weighbridge receipt are sent to agents. The LHTF (port service request form) for the contracts with the agencies will be delivered to our side after service. If the fee will not be paid by the agency, the company / company representative will initiate the process by allocating the fee.

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 to Insurance and Damage Department immediately. This is

a must 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 roro@gempport.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

Export Procedures for Ro-Ro Operation

The companies which are going to realize loadings must transmit their dispatch planning and vehicle lists to the roro@gempport.com.tr regularly and on a daily base at least 24 hours before current vessel ETA. Vessel load lists need to be forwarded to roro@gempport.com.tr 24 hours before vessel arrival.

Import Procedures for Ro-Ro Operations

Full list of the vehicles to be discharged must be forwarded to the port by the agent 24 hours before vessel arrival.

Information that vehicles to gate in must forward to us:

- a) VIN (Vehicle Identification Number)
- b) Brand / Model
- c) Company/ agent

In Ro-Ro operations; roro@gempport.com.tr is used.

CONTACT INFORMATION

Yılport Gempport General Manager

Mustafa Levent Adalı

Sales & Marketing – Sales

trgem.sales.dg@yilport.com

Emre ATAY

☎ 0224 524 77 20 – 7194
☎ 0534 597 52 77

Cem PANCAROĞLU

☎ 0224 524 77 20 – 7277
☎ 0535 108 03 64

Sevim YAŞAR

☎ 0224 524 77 20 – 7177
☎ 0553 236 20 46

Metin TOKER

☎ 0224 524 77 20 - 7279
☎ 0538 271 99 71

YPH Sales & Marketing – TR Customer Relations (complaints, requests, suggestions)

✉ mi@yilport.com.tr

Pınar İŞKODRA

☎ 0262 679 76 00 – 7657
☎ 0536 065 67 88

YPH Sales & Marketing – Marketing Communications (Advertisement, promotion, sponsorship)

✉ pr@yilport.com

Aytuğ PİRİMOĞLU

☎ (Maslak): 0212 290 3080 – 5319
☎ (Gebze): 0262 679 7600 – 7868
☎ 0530 321 32 08

Operation

trgem.portshift@yilport.com

Ali Akın DİNÇER

☎ 0224 524 88 31 - 7286
☎ 0 531 684 64 50

Hakan DEMİREL

☎ 0224 524 88 31 - 7182
☎ 0 554 468 38 52

CFS

Cenk BULUK

☎ 0224 524 88 31 - 7264
☎ 0555 839 37 50
✉ 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 16:00-00:00 and 00:00-08:00 and at the weekends are;

Çetin ÇERİ
İsmail ŞEN
Mustafa Yörük
Orhan Sakın

☎ 0224 524 88 31 - 7266
☎ 0552 282 65 28
✉ trgem.portshift@yilport.com

Process and Automation

Ertan OCAK

☎ 0224 524 77 20 - 7230
☎ 0553 236 20 45
✉ ertan.ocak@yilport.com

Global Logistics Center

YGLC Planning

gempport.planning@yilport.com

Ali EVCİME

☎ 0262 679 76 00 - 7834
☎ 0530 555 83 34

Zafer SÖNMEZ

☎ 0262 679 76 00 - 7838
☎ 0534 517 33 23

YGLC Planning Group

In accordance with the 24 hours working principle, in every shift there are always staffs in charge.

☎ 0262 679 76 00 / 7831 – 7902 – 7922 – 7923
☎ 0530 343 20 88

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 / 7831 – 7902 – 7922 – 7923
- gempport.planning@yilport.com
- glc.edi@yilport.com

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 / 7831 – 7902 – 7922 – 7923
- gempport.planning@yilport.com
- Port Shift Chiefs (0552 282 65 28)

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

Customer Services

(Container CFS Requests, Gate, X-Ray)

trgem.talep@yilport.com

Ali Vurgunlu

☎ 0224 524 88 31 – 7226
☎ 0554 888 14 98

Customer Service Group

☎ 0224 524 88 31 – 7245/ 7247/ 7246

Addresses 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.

tr.gem.planning@yilport.com.tr

trgem.cfs@yilport.com

trgem.portcfs@yilport.com

trgem.mine@yilport.com

trgem.portshift@yilport.com

operasyongemlik@etilojistik.com.tr

Commercial

✉ trgem.ticaret@yilport.com

Container Vessel Accounts

tahakkuk@gempport.com.tr

Fahri TÜRKMEN

☎ 0224 524 88 31 – 7147

Yasin KAYA

☎ 0224 524 88 31 – 7273

Import Containers Accounts

☎ 0224 524 88 31 / 7238 – 7183 – 7169 – 7244

✉ trgem.ticaret@yilport.com

General Cargo & RORO Vessel Accounts

A.Yavuz FINDIK

☎ 0224 524 88 31 – 7116

Ebru ÇALAR

☎ 0224 524 88 31 – 7166

Eti Logistics

operasyongemlik@etilojistik.com

Onur KÜÇÜKAKDERE

☎ 0224 524 88 31 - 7234

☎ 0555 491 61 53

Ömer DURMAZ

☎ 0224 524 77 20 - 7258

☎ 0555 977 2668

Emre GEDİK

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☎ 0555 977 26 65

Alper KANER

☎ 0224 524 77 20 - 7257

☎ 0507 812 80 65

Insurance & Claim

Taylan ARSLAN

☎ 0224 524 77 20 - 7209

☎ 0507 450 66 90

✉ taylan.arслан@yilport.com

INFINITY

servicedesk@yilport.com

Caner FİDANCI

☎ 0224 524 77 20 - 7189

☎ 0538 277 19 89

Accounting

muhasebe.gempport@yilport.com

Emin KILIÇARSLAN

☎ 0262 679 76 00 - 7692

☎ 0531 306 08 30

İlhan AYÇETİN

☎ 0262 679 76 00 - 7694

Havva BİLGİLİ

☎ 0224 524 77 20 - 7229

Dilek VAROL

☎ 0224 524 77 20 - 7228

To send payment receipt and/or reconciliation:

Saime LİMON, Erhan Güneş

☎ 0224 524 77 20 - 7249, 7131

✉ muhasebe.gempport@yilport.com

HSSE

Ferdi ÇETİN

☎ 0224 524 88 31 - 7267

☎ 0535 018 57 50

✉ ferdi.cetin@yilport.com

ENVIRONMENT

Tuğçe ÖZDEMİR

☎ 0224 524 88 31 - 7242

✉ tuğce.ozdemir@yilport.com