

## **Guidelines for the Success for movement of Non-Container Cargo at Penn Terminals (Vehicles and Breakbulk / Flatbed)**

Gate Hours 0700 – 1500  
Contact: [VEHICLES@PENNTERMINALS.COM](mailto:VEHICLES@PENNTERMINALS.COM)

We appreciate the trust that has been placed on Penn Terminals by the steamship line and its customers to handle cargo which is destined to arrive thousands of locations each week.

In order for Penn Terminals to effectively and efficiently move this cargo through the terminal, through best practice experience we have developed In-house processes to make this possible.

### **Deliveries and Pickup of Cargo:**

**Appointments** - All non-container cargo {including vehicles} require an appointment for delivery or pickup at Penn Terminals. Appointments are made for a specific day but are “first come - first served” during that day.

- Appointments can be made by emailing [VEHICLES@PENNTERMINALS.COM](mailto:VEHICLES@PENNTERMINALS.COM) by 1500 the day before the cargo will be picked up or delivered. The email serves as a record of the request. Phone calls cannot be accepted for making appointments. For customers who regularly pick-up cargo, a template will be provided for requesting an appointment or multiple appointments.

**Scheduling an appointment** - When scheduling an appointment for dropping export cargo/vehicles or picking up same at Penn Terminals. the following will need to be provided in the email:

- a) Booking Number | Shipment Number
- b) Cargo Item(s) (see attached template for multiple items)
- c) Identification of Hazardous materials.
- d) Date of Delivery or Pickup
- e) Number of trucks arriving for dropping or picking up items
- f) Additional information may be requested at time of appointment.

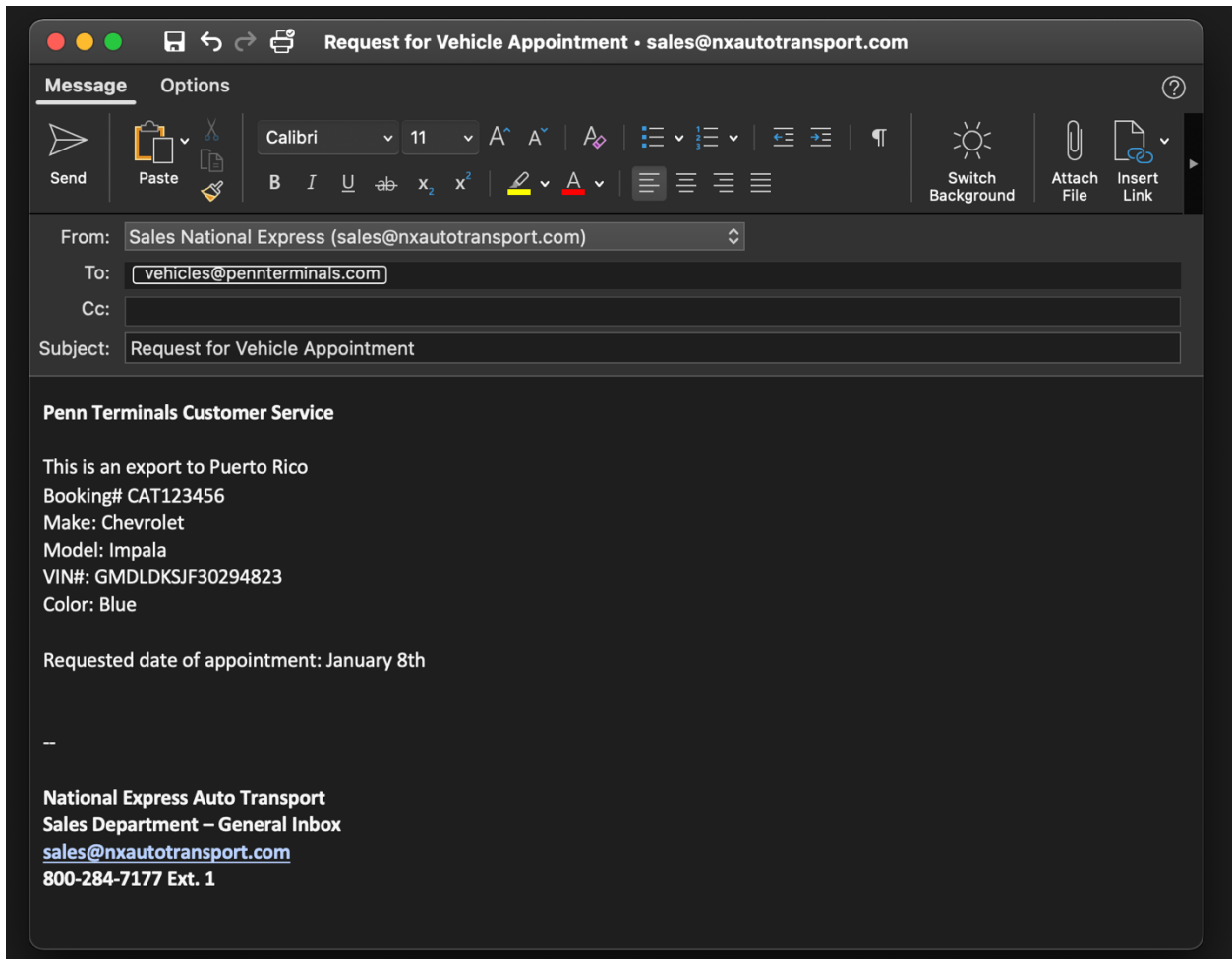
**When Dropping off Cargo** at Penn Terminals for export, the following will need to be provided.

- TWIC - Transportation Workers Identification Card or SSO fo, non-'TWIC fee.
- Proper paperwork for the cargo including booking number(s), shipment numbers. and cargo IDs. For Vehicles: VIN#s / Titles / Proof of Ownership.
- Identification of hazardous materials.
- PIN# (this is the appointment number provided by Penn Terminals at the time of the appointment). This needs to be requested by 3pm the day prior to arrival.

### **What happens when you arrive?**

- You will arrive at Security and show your TWIC. If you do not have a TWIC you will need a valid ID and pay \$80.
- Security will provide you with a Bat# Card. This identifies you when you are on the terminal. Keep it with you or on display in your windshield. Bring it with you to Customer Service.
- Bring your Bat# Card, all packing slips, and required paperwork with you to Customer Service to Check In.
- Once checked in. you will be instructed where to go to complete your delivery or pick-up.
- After your cargo / vehicle is dropped off or you pick up your cargo you will return to Customer Service to check out and obtain a receipt.
- You will turn in your Bat# card at security when you exit.

This is a sample email to show you how to correspond with Penn Terminals when you ask to request an appointment to drop off or pick up your vehicle:





## **Guidelines for the Successful Movement of Non-Container Cargo at Penn Terminals (Vehicles and Breakbulk / Flatbed)**

Gate Hours: Gate Hours 0700 – 1500  
Contact [PTICSBreakbulk@PennTerminals.com](mailto:PTICSBreakbulk@PennTerminals.com)

We appreciate the trust that has been placed in Penn Terminals by the steamship line and its customers, to handle cargo which is destined to arrive at thousands of locations each week.

In order for Penn Terminals to effectively and efficiently move this cargo through the terminal, through best practice experience we have developed in-house processes to make this possible.

### **Deliveries and Pickup of Cargo:**

Appointments - All non-container cargo (including vehicles) require an appointment for delivery or pickup at Penn Terminals. Appointments are made for a specific day but are "first come - first served" during that day.

- Appointments can be made by emailing [REDACTED] by 1500 the day before the cargo will be picked up or delivered. The email serves as a record of the request. Phone calls cannot be accepted for making appointments. For customers who regularly pick up cargo, a template will be provided for requesting an appointment or multiple appointments.

Scheduling an appointment - When scheduling an appointment for dropping export cargo/vehicles or picking up same at Penn Terminals, the following will need to be provided in the email:

- a) Booking number / Shipment Number
- b) Cargo Item(s) (see attached template for multiple items)
- c) Identification of Hazardous materials.
- d) Date of Delivery or Pickup
- e) Number of trucks arriving for dropping or picking up items.
- f) Additional information may be requested at time of appointment.

When dropping off cargo at Penn Terminals for export, the following will need to be provided:

- TWIC – Transportation Workers Identification Card or \$80 for non-TWIC fee.
- Proper paperwork for the cargo including booking number(s), shipment numbers, and cargo IDs. For Vehicles: VIN#s / Titles / Proof of Ownership.
- Identification of hazardous materials.
- PIN# (this is the appointment number provided by Penn Terminals at the time of the appointment). This needs to be requested by 3pm the day prior to arrival.

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- You will turn in your Bat# card at security when you exit.

**NEW EMAIL: [VEHICLES@PENNTERMINALS.COM](mailto:VEHICLES@PENNTERMINALS.COM)**