

## INSTRUCTIONS FOR CUSTOMERS OF MUSSALO CONTAINER TERMINAL

In Mussalo the containers can be received to the terminal with service reference numbers and released with PIN codes. Customs documents are needed before drawing up a PIN for release of import and transit containers. The PIN will be given by Steveco's Cargo Release Point at Mussalo office building Merituuli 1<sup>st</sup> floor to import and transit containers on the basis of the data delivered in advance and it will be sent to the forwarding company by e-mail (or fax). With use of reference and PIN we aim at minimizing errors and cutting the container trucks service time.

In Mussalo Terminal is used an access control system in order to improve the security and to simplify the procedure in connection with the visits by the container trucks. All trucks visiting the terminal for pick up or delivery of a container need a temporary access permit from Steveco. This permit covers all tasks in connection with the container. The access permits with the connected container tasks will be established at our Truck Service Point in the entrance hall of the office building Merituuli, or the driver can use the self service kiosk located in the ground floor of Merituuli or the truck Check Net application. The truck movements in the terminal are controlled with cameras recognizing the licence plate. The driver shall follow the advised route in the terminal area.

**The Truck Service Point is open Monday – Friday 06 – 22. Outside these hours, use the truck Check In self service kiosk in Merituuli ground floor or the truck Check Net application for check-in.**

**Please note that the hauliers and trucks they are using shall register as truck Check Net users.**

If you wish to register, please contact Steveco's telephone exchange, phone +358 5 23231 or email: [steveco.vaihde@steveco.fi](mailto:steveco.vaihde@steveco.fi). When you contact our telephone exchange, you will be sent a registration form and asked to fill in and return it to Steveco.

### 1. Depot containers

#### Delivery of containers to terminal

Depot containers are received to the terminal only with the container carrier's, agent's or its representative's reference number delivered to the Depot Reporting in advance. The driver shall give the container number and/or the reference number on arrival at Steveco Truck Service Point or feed the container number and container ISO code in the self service kiosk or the truck Check Net application.

#### Pick-up of containers from the terminal

The containers are released from the terminal only against the line's or agent's release reference number supplied in advance (this applies also to stuffing in the port). The driver shall give the reference number on arrival at Steveco Truck Service Point or feed the release reference number in the self service kiosk or the truck Check Net application.

## 2. Empty terminal containers

### Delivery of containers to the terminal

A completed Container Terminal Advice form shall be supplied to the Depot Reporting for obtaining a reference number. This enables the container receipt on the basis of the container number. Use of self service kiosk or truck Check Net application as by depot containers.

### Release of containers from the terminal

A completed Container Terminal Advice form shall be supplied to the Depot Reporting for obtaining the release reference number. The reference number shall be sent by fax or e-mail to the forwarder or the haulier. In the Truck Service Point the driver shall only give the reference number and the truck's license number. Use of self service kiosk or truck Check Net application as by depot containers.

## 3. Full containers

### Delivery of containers to the terminal

The forwarder shall supply in advance the line's reference number and a fully completed Container Terminal Advice for full export containers by email to [mrn.kct@steveco.fi](mailto:mrn.kct@steveco.fi). In acknowledgement, the forwarder shall receive the user name and password for the eWaybill service. The Terminal Advice shall include the total number of containers in the lot and the mandatory Terminal Advice data: name of container line, feeder name, ocean vessel name, destination, description of goods, lot total weight (sawn wood goods cbm), details of the payer and the mrn-number(s).

On arrival at Steveco Truck Service Point, the driver shall give with the Terminal Advice or Waybill the details of the Ocean Line's reference number, container / containers, the truck licence plate number and other data required.

It is possible for the driver also to use the self service kiosk or the truck Check Net application.

### **Attention!**

Precondition for receipt of a full container is that we have in advance received the waybill as EDI message or the waybill data has been fed to our system by the customer through the eWaybill service before he makes use of the self service kiosk or truck Check Net web application. (The Ocean line's reference-specific username and password needed for the eWaybill application shall be supplied in connection with the reference acknowledgement, see above).

### Release of containers from the terminal

Before pick up of an import or transit container, the forwarder has to deliver the following documents to Cargo Release Point: Power of Attorney, completed Container Terminal Advice and the customs document confirmed by the Customs. Only TIR carnet documents are accepted without confirmation by the Customs. On the basis of the above mentioned documents, each container is given a PIN code that will be sent to the forwarder by email (or fax). In case any of these documents is missing or insufficient, the PIN cannot be given or sent to the customer.

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The driver shall give the truck licence plate number and the PIN code on arrival at Steveco Truck Service Point. Furthermore, the driver shall present the required transport documents for pick-up the container. It is possible for the driver also to use the self service kiosk or the truck Check Net application for check-in by using the container number and the PIN code.

In case of eventual claims, please contact Steveco's container coordinator in the upper floor of Service Centre, phone +358442323526.

#### **4. Access permits for trucks carrying general cargo**

Applications for temporary single calls shall be made in advance on workdays between 6 – 21:30 at the Truck Service Point service desk in Merituuli building or by email at [autovastaaotto.mussalo@steveco.fi](mailto:autovastaaotto.mussalo@steveco.fi). Outside these hours permits can be applied by calling phone number +358442323526. The price for this service is € 100 and shall be debited from the orderer. Please note that Steveco Oy does not grant long-term access permits to the terminal.

#### **5. Calls in the port area, miscellaneous**

##### Access permits

Steveco uses in Mussalo the Port of HaminaKotka's access control system based on recognizing the truck license plate.

The eventual Customs calls are monitored by the Port's access control system.

##### Required documents

Terminal Advice with instructions on Steveco's website under Forms and Instructions.

##### Security

Information about transport of dangerous cargo and other security regulations on Port of HaminaKotka's website.

##### Waste management

Regulations concerning vessel-borne waste are on Port of HaminaKotka's website.

##### Steveco's own regulations

Further information concerning calls to Mussalo on Steveco's website under Forms and Instructions.

**6. Service hours and contact data**

Operation	Phone	Email	Service hours
Truck Service Point	+358442323428 +358442323469	autovastaanotto.mussalo@steveco.fi	workdays 06-22
Access permits to Container and Bulk Terminals	+358442323428	autovastaanotto.mussalo@steveco.fi	workdays 06-22
Export forwarding	+358442323445 /507/ 433/403/316/311	vienti.kontti@steveco.fi mrn.kct@steveco.fi	workdays 08-17
Cargo release	+358442323345/357/ 453/493/529/545/632/625 /629/784	luovutus.ktk@steveco.fi	workdays 7.30-19
Container depot <ul style="list-style-type: none"> <li>• CSG</li> <li>• Depot Reporting</li> </ul>	+358415153906 +3582323448/444/455	kotka.depot@csg.fi depot.ktk@steveco.fi	24 h workdays 08-16
Container Terminal	+358442323526		
Bulk Terminal <ul style="list-style-type: none"> <li>• Foremen</li> <li>• Tallyman</li> </ul>	+358442323481 +358442323482	mussalo.tyonjohtajat@steveco.fi mussalo.tyonjohtajat@steveco.fi	workdays 06-22, Saturdays 06-11