



# TRUCK HANDLING

at the EUROGATE Container Terminal Wilhelmshaven



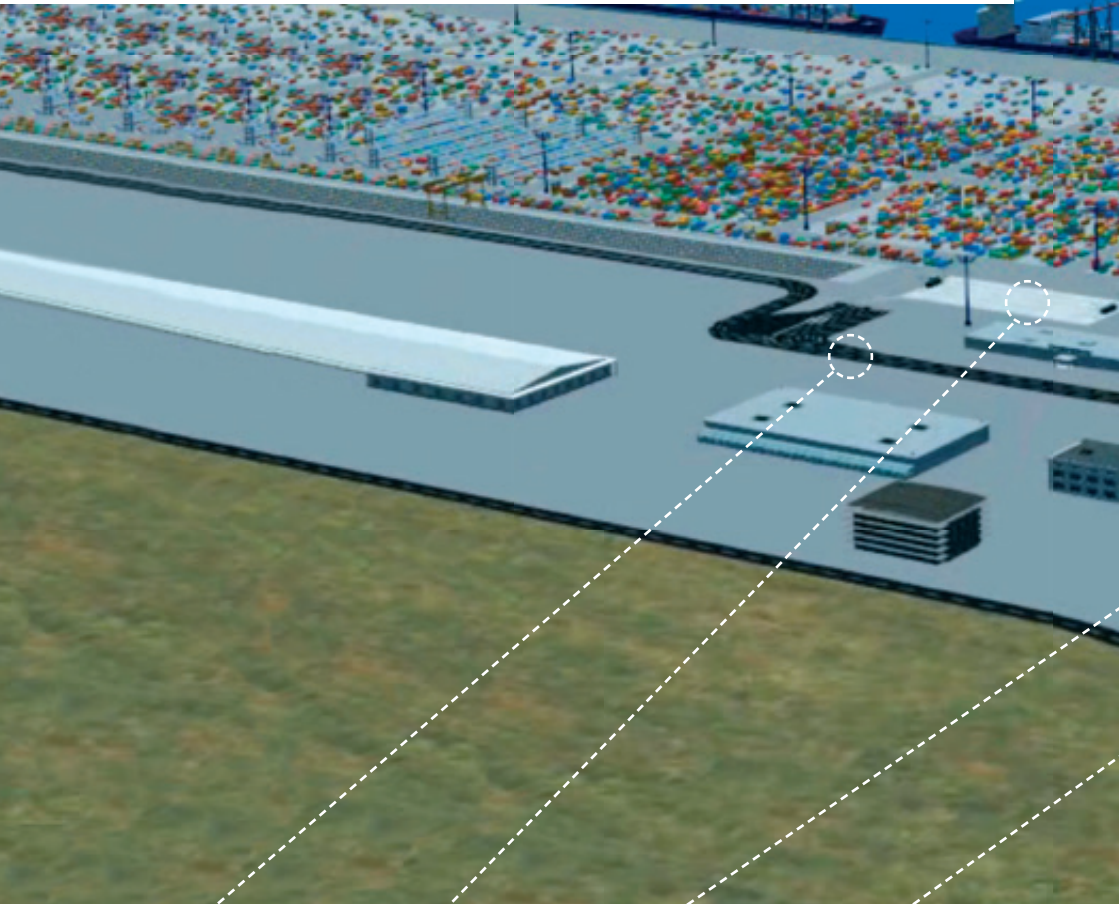
**MOVING THE GLOBAL ECONOMY**

The EUROGATE Container Terminal Wilhelmshaven (CTW) was opened on 21 September 2012. It is a state-of-the art, automated handling facility, equipped with the very latest technology. In order to facilitate truck handling for you, this brochure will provide you with an overview of gate handling and all the associated processes.

### Handling times

Mon. – Fri. 6:00 a.m. to 10:00 p.m.

Sat. 6:00 a.m. to 2:00 p.m.



**Empty Container  
Check**

**Transfer-Area**

**InGate /  
OutGateVideo**

**Self-Service /  
Service-Desk**

Introduction	p. 02
Outline map	p. 02
Preparations	p. 04
Inbound container delivery	p. 06
Outbound container delivery	p. 08
Hazardous goods	p. 10
Goods requiring special handling	p. 10
Customs clearance	p. 11
Contact details	p. 12



**Inbound Gate /  
OutGate**

**Checkbühne**

**Customs  
OutGate**

**Zollstation**

**InGate Video**

## Preparations

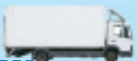
### Trucker Card

- Similar to the card used at the EUROGATE terminals in Bremerhaven and Hamburg
- Needed for truck handling at every gate station at the CTW
- If a driver does not have a Trucker Card: one can be provided for a fee at the service desk



### Pre-Announcement (PA)

- dbh Logistics notification system for registering containers for inbound and outbound deliveries
- The six-digit PA number contains all the necessary data
- Results in faster truck processing times due to reduced input requirements and clarification of discrepancies before arrival at the terminal



**Port Order**

- Must be available before a full container can be delivered to the terminal

**Booking code**

- Full containers and empty export containers cannot be delivered to the terminal without the shipping company's booking code

**Release order reference / PIN**

- Needed to collect full and empty containers
- If you wish to collect an empty container without a specific container ID, you can get this at the service desk as required

**Hazardous goods documents**

- When there is an inbound delivery of hazardous goods, a port order must be created before their arrival at the terminal in accordance with Lower Saxony's port regulations
- An outbound delivery of hazardous goods containers requires the transport document, a valid, original ADR hazardous goods certificate and truck equipment as specified by ADR

**Customs documents**

- Customs documents must be carried and presented for inbound and outbound deliveries of full containers

## Container deliveries

### Customs station

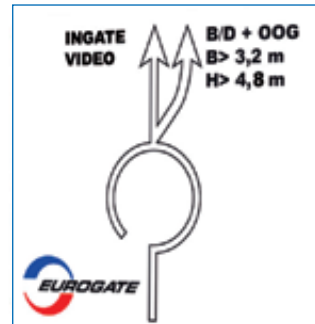
You can complete customs procedures at the customs station. You will find a console at the entrance to the customs station where the container ID will be checked to see if there is a port order for the terminal. You will receive a ticket once the check has been successful. You can only finalise your customs procedure if you have a ticket. Please bring your Trucker Card with you.

### InGate Video

This camera system takes photos of your truck and container to reduce the amount of data that you have to input. Break bulk cargo and oversized loads ( $W > 3.50$  m and  $H > 4.80$  m) are delivered via a separate lane.

### Inbound Gate

The self-handling process is performed on touchscreen consoles and a container check is performed by CTW staff. Once you enter the key container data or your PA number, you will receive a "routing ticket" or a "trouble ticket". Please follow the relevant instructions. A hazardous goods check takes place in lane 1 prior to the outbound delivery of hazardous goods containers.



### Self-service / service desk

If you receive a “trouble ticket“, please use the designated parking space and continue the handling process as specified in the ticket information at a self-service console or the service desk. Self-service consoles are located in the terminal building and are clearly marked. Please proceed to a CTW employee at the service desk only in specific circumstances (bundles, collecting empty containers, in the case of inbound deliveries of customs-related containers) and if “service desk“ is specified on your “trouble ticket”.



### InGate

Here you will drive through the ISPS barrier in the terminal (high security area). You can only do so with a “routing ticket”.

### Transfer area

Drive backwards in any free lane to the stop line for your tractor unit. Open the twist locks. Proceed in the safe area of the console, press the presence button and keep it pressed. A straddle carrier will come to lift up or set down your container.



## Outbound container delivery

### Transfer area

Once you have got your container, please secure it with twist locks and check the seal. Please do not check empty containers at this point as otherwise the lane will be blocked up for too long.

### Empty container check

Empty containers can be checked in dedicated, secure lanes in this area. A console with a walkie-talkie is also available to allow drivers to speak to CTW staff if there are problems.



### OutGate Video

This camera system creates photos of trucks and containers. The outbound delivery of break bulk cargo and oversized loads (W > 3.50 m and H > 4.80 m) takes place in a separate lane.





## Outbound container delivery



### OutGate

This is where the final truck handling check, including customs status and the IMO label exit check, takes place. You will be given a receipt for the containers that you have delivered and collected. If your import container is not yet exempt from duty, you need to drive to the customs station. You will then receive your receipt at the Customs OutGate.

### Check platform

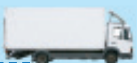
At the check platform, you can remove any objects from the roof of your container.

### Customs station

A customs follow-up process must be initiated here for import containers that are not yet exempt from duty. No outbound deliveries can be made while still in custodianship at CTW.

### Customs OutGate

The final customs status check takes place at the Customs OutGate. If storage has not been concluded, you must return to the customs station. You will be given your receipt at this station if this has not already happened at the OutGate.



## Hazardous goods & goods requiring special handling

### Hazardous goods

When there is an inbound delivery of hazardous goods, a port order must be created before their arrival at the terminal in accordance with Lower Saxony's port regulations. In the case of an outbound delivery of hazardous goods containers, the terminal, as the forwarder, must perform the check in accordance with Section 21 of the ADR.

Certain hazardous goods classes, which are not allowed to be stored, should be scheduled with CTW shift management before inbound or outbound delivery. This applies for hazardous goods classes 1.1, 1.2, 1.3, 1.5 and 1.6.

We are not allowed to accept hazardous goods in classes 6.2. and 7.

### Goods requiring special handling

Goods for which "special handling" is required should be scheduled with the terminal before inbound or outbound delivery. This prevents unnecessary waiting times during handling.

Special handling is required in the case of:

#### Excess dimensions

Excess width	> 25 cm
Excess length	> 190 cm
Excess height	> 200 cm

#### Heavy weights

Weight	> 40 tons
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#### Certain hazardous goods classes

See the section on hazardous goods

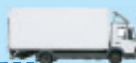
### TO ARRANGE SCHEDULING WITH CTW SHIFT MANAGEMENT

Tel.: +49 4421 7744-2600

E-Mail: [shiftmanager.ctw@eurogate.eu](mailto:shiftmanager.ctw@eurogate.eu)

### Customs clearance

The EUROGATE Container Terminal Wilhelmshaven is a “customs seaport” and a “storage facility” for non-Community goods. The terminal may not deliver any containers if storage has not ended. A customs follow-up process must be initiated. The Port Order must be created prior to an export inbound delivery in order to identify the customs status of the container when the inbound delivery arrives.



Please do not hesitate to contact us if you have any questions regarding truck handling:

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**Handling times**

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Sat. 6:00 a.m. – 2:00 p.m.

[www.eurogate.eu](http://www.eurogate.eu)

