



FULL CONTAINER LOAD (FCL) SERVICE
OPERATIONAL PROCEDURE

DATE PREPARED: 07-JULY-2017

REVISION DATE: 01-JULY-2021

VERSION: 3.0



Contents

1.0 INTRODUCTION 1

2.0 CARGO TYPES 1

3.0 CUSTOMER REQUIREMENTS..... 2

4.0 CUSTOMS & EXCISE REQUIREMENTS 3

5.0 FULL CONTAINER LOAD (FCL) SERVICE 3

6.0 FCL WAREHOUSE 3

 6.1 Unstuffing of Container 3

 6.2 Storage 4

 6.3 Delivery of cargo 4

 6.3.1 Direct Delivery..... 4

 6.3.2 Collection of Stored Cargo..... 5

 6.4 Damaged Cargo..... 5

7.0 PAYMENT 5

8.0 CANCELLATION OF UNSTUFFING SERVICE..... 6

9.0 WAREHOUSE DETAILS..... 6

 9.1 Operating Hours..... 6

 9.2 Contact Information 6

APPENDIX I- REQUEST FOR FULL CONTAINER LOAD SERVICE FORM (RFCL) 1

APPENDIX II- FULL CONTAINER LOAD (FCL) SERVICE PROCESS 3



1.0 INTRODUCTION

The Point Lisas Industrial Port Development Corporation Limited (PLIPDECO) Full Container Load (FCL) Service is geared towards importers who lack facilities for container unstuffing and require short term storage of cargo. This service falls under the umbrella of PLIPDECO's Warehouse service offerings and is provided for dry containers that are "delivery authorised" or "delivery to premises" (to PLIPDECO's Warehouse).

The benefits to be derived include: reduced costs associated with warehousing and the handling of cargo (labour and equipment), access to secure facilities for the offloading of valuable cargo, faster turnaround of cargo to meet market needs and minimisation of demurrage and detention charges and port charges.

The warehouse is ideally located four (4) kilometres from the Port of Point Lisas on Amazon Drive, Point Lisas Industrial Estate. It has a covered area of 7,000 square feet which is secured and monitored by Closed-Circuit Television Camera (CCTV) with a security presence.

2.0 CARGO TYPES

The FCL Service is currently provided for **dry containers only** with the exception of the following types of cargo:

- (i) Glass Sheets;
- (ii) Completely Knocked Down (CKD) Vehicles/ Loose Car Parts;
- (iii) Cargo requiring special storage conditions;
- (iv) Explosive type materials; and
- (v) Any cargo that requires Plant Quarantine approval or fumigation.

Notes:

- Direct delivery is required for assembled vehicles;
- For Hazardous Cargo, the Material Safety Data Sheet (MSDS) must be provided in advance and is subject to approval for unstuffing by PLIPDECO's Health, Safety and Environment (HSE) Department;
- Cargo on Flat Rack or open top containers will be handled at the Port of Point Lisas on a direct delivery basis;
- The customer must advise the Warehouse Personnel in advance of the delivery of the container to the warehouse if any single piece of cargo is in excess of three (3) tonnes and less than eight (8) metric tonnes. Any single piece of cargo in excess of eight (8) metric tonnes will not be handled at the warehouse; and



- The clean-up cost for any spillage caused by poorly packed cargo will be to the account of the consignee.

PLIPDECO reserves the right to refuse the unstuffing of a container due to potential Health, Safety and Environmental risks.

3.0 CUSTOMER REQUIREMENTS

The following are required by the Consignee/Representative utilising the service:

(i) Make a request for the FCL Service by:

- Completing the "Request for FCL Service (RFCL)" form which is available online on PLIPDECO's website at www.plipdeco.com/fclservice. Once completed, the requestor will receive a confirmation E-mail from PLIPDECO detailing the services requested. This E-Mail must be printed and presented to the Pre-Gate Clerk at the Port of Point Lisas for further processing.

OR

- Requesting the service directly from the Pre-Gate personnel. The Pre-Gate Clerk will fill out the RFCL form for signature by the Consignee/Representative for onward processing. This form is shown in **Appendix I**.

The information required on the request includes:

- Consignee Name and Contact Information;
- Vessel Name, Voyage and Arrival Date;
- Estimated Delivery Time/Pick-up Time for Cargo;
- Cargo Type and Nature of Cargo (Pallet/Loose);
- Cargo Storage Requirements;
- Special Cargo Handling Requirements; and
- Any single piece of cargo in excess of three (3) tonnes and less than eight (8) tonnes.

The online and hardcopy RFCL form will have the applicable charges for the options chosen by the customer.

(ii) Provide approved documentation [Bill of Lading (B/L)] at Port's Pre-Gate to effect delivery; and

(iii) Pay all outstanding Port charges and FCL Service charges applicable at the Cashier at Pre-Gate (Refer to Tariff on website at: www.plipdeco.com).



4.0 CUSTOMS & EXCISE REQUIREMENTS

The customer must provide approved documentation which fulfils all Customs and Excise requirements, in addition to obtaining approval by all other statutory bodies where required, in the execution of this service.

All Customs and Excise charges associated with the container requiring "delivery to premises" (PLIPDECO's warehouse for unstuffing) must be paid by the customer.

5.0 FULL CONTAINER LOAD (FCL) SERVICE

The Consignee/Representative shall present the following to the Delivery Clerk at the Pre-Gate to effect delivery of containerised cargo.

- (i) The approved B/L(s); and
- (ii) The printed E-Mail confirmation of the FCL Service Request if completed online.

All documents (except the RFCL form) must bear the Agent's signature and authorised stamp of the related company. The B/L must also bear the Demurrage Stamp for the respective shipping line.

Once all outstanding port charges and FCL charges have been settled, the documentation would be furnished to the warehouse personnel by the Pre-Gate Clerk for arranging delivery of the container (by PLIPDECO) from the Port to the Warehouse.

NB: The Pre-Gate Clerk will confirm all unstuffing requests with the Warehouse Coordinator via e-mail.

6.0 FCL WAREHOUSE

The FCL Warehouse Coordinator will confirm with the Consignee/Representative the expected delivery date and time of the container along with any additional requests, prior to delivery of the container to the warehouse (via e-mail: fclservice@plipdeco.com).

6.1 Unstuffing of Container

On arrival of the container at the FCL warehouse, the Security Officer will verify the information on the documents with the physical container- *container number, truck and trailer number and seal number*. This information is also verified by the Warehouse Checker prior to the opening of the container.



The container is then opened, photographed where necessary and the unstuffing process commences. The Consignee/Representative may choose to witness the commencement of unstuffing operations. The individual units of cargo are recorded against the packing list/invoice and documented by the Warehouse Checker as the unstuffing process continues. The Warehouse Clerk will furnish the Consignee/Representative with a copy of the recorded cargo.

The Consignee/Representative may choose to collect the cargo on the same day of the unstuffing operation (direct delivery). Alternatively, the cargo can be inventoried and stored in the warehouse for collection on another date.

NB: PLIPDECO reserves the right to refuse the unstuffing of a container due to potential Health, Safety and Environmental risks.

6.2 Storage

The cargo is tallied, inventoried and stored at a respective bay in the warehouse for collection on another date. Cargo that is stored in excess of three (3) business days from the date of unstuffing shall attract storage rent charges as per the FCL Tariff (**Appendix II**).

For cargo that has incurred storage rent charges, the Consignee/Representative must settle these charges at the Cashier at the Pre-Gate in advance of cargo collection at the warehouse.

NB: PLIPDECO shall consider cargo abandoned by the Consignee/Representative if the warehouse storage time exceeds three (3) months from the date of unstuffing.

6.3 Delivery of cargo

The Consignee/Representative will be responsible for making transportation arrangements when taking delivery of cargo from the warehouse whether it is direct delivery or collection on another date.

6.3.1 Direct Delivery

The cargo is unstuffed, checked and reloaded directly onto the Consignee/Representative's transport vehicle. The transport vehicle must be present at the FCL Warehouse at the time of unstuffing. Loose un-palletized cargo may be palletized by PLIPDECO before reloading onto the Consignee/Representative transport vehicle.



6.3.2 Collection of Stored Cargo

The Consignee/Representative shall contact the Warehouse Coordinator at 679-2935 or via E-Mail: fclservice@plipdeco.com to make arrangements for the collection of stored cargo. The following details must be provided to the Warehouse Coordinator:

- (i) Quantity of Cargo to be Collected;
- (ii) Collection Date;
- (iii) Driver Details; and
- (iv) Vehicle Registration Number.

The Consignee/Representative will be advised by the warehouse personnel of any outstanding rent charges for cargo that is not collected within the three (3) rent free business days. A rent invoice will be prepared by the Pre-Gate Clerk (Port) which must be paid at the Cashier at the Pre-Gate (Port) prior to the collection of cargo. The paid invoice must be presented to the Warehouse Coordinator at the warehouse facility for the collection of cargo.

6.4 Damaged Cargo

If the cargo is received in a damaged state whilst unstuffing, the warehouse attendant shall obtain the information from the package such as the description, numbers and marks on the cargo. Additional photographs will be taken of damaged cargo. The Consignee/Representative will be immediately informed of the condition of the cargo and will be required to sign the Damage Survey Report Form.

7.0 PAYMENT

The Consignee/Representative shall receive a confirmation E-mail for FCL Service requests made online (www.plipdeco.com/fclservice). This E-Mail will indicate the applicable charges for the options chosen. The E-Mail must be printed and presented to the Pre-Gate Clerk who will create an invoice for payment.

If the request for the service is made at the Pre-Gate, the Pre-Gate Clerk will advise the customer of the cost of the services required and create the invoice for payment.

All charges must be paid in full prior to delivery of the container to the warehouse. The invoices can be paid at PLIPDECO's cashier (Pre-Gate) during the hours of **7:00 a.m. to 6:00 p.m. from Monday to Friday.**

The Consignee/Representative will be invoiced for additional service charges incurred upon delivery of the cargo. These charges must be paid in advance of any cargo collection from the warehouse.



Payment can be made via cash, LINX system and certified cheque.

See Appendix II for simplified FCL Service Process

8.0 CANCELLATION OF UNSTUFFING SERVICE

A customer may cancel a request for unstuffing up to 24 hours before the scheduled date of unstuffing.

9.0 WAREHOUSE DETAILS

9.1 Operating Hours

The warehouse opening hours are from **7:00 a.m. to 11:00 p.m. on Monday to Friday.**

Overtime charges will be applicable after 11:00 p.m. on Monday to Friday, on weekends and Public Holidays.

The Warehouse Coordinator must be notified by **Friday before 12:00 noon** for cargo unstuffing services that are required on weekends.

9.2 Contact Information

The warehouse contact information is:

PLIPDECO Warehouse Services

Amazon Drive,

Point Lisas Industrial Estate

Couva

Telephone: (868) - 679-2935

E-mail: fclservice@plipdeco.com

Website: www.plipdeco.com/fclservice

APPENDIX I - REQUEST FOR FULL CONTAINER LOAD SERVICE FORM (RFCL)



**POINT LISAS INDUSTRIAL PORT DEVELOPMENT CORPORATION LIMITED
REQUEST FOR FULL CONTAINER LOAD (FCL) SERVICE FORM – ONE (1) CONTAINER ONLY**

PRE-GATE USE ONLY

Please complete all sections below.

SECTION 1 - COMPANY INFORMATION FOR BILLING PURPOSES

First Name:				
Surname:				
Company Name:				
Address:				
E-mail Address:				
Telephone Contact:	Office:	Ext.:	Fax:	Mobile:

SECTION 2 – SERVICE REQUIREMENTS

- 1) Please indicate the expected Delivery Date of your Full Container to PLIPDECO's Warehouse.

Day	Month	Year
-----	-------	------

- 2) Will the cargo be collected same day of unstuffing (direct delivery)? Yes No
If No, please indicate expected date of collection.

Day	Month	Year
-----	-------	------

SECTION 3 – CONTAINER AND CARGO INFORMATION

Container Number:			
Vessel/Voyage Number:			
Vessel Arrival Date:	Day:	Month:	Year:

- 1) Cargo Type/Container Size (Please tick appropriate box below)
- Dry-20ft (US\$300.00)
 - Dry-40/45ft (US\$520.00)
 - Dangerous/Hazardous Cargo-20ft (US\$450.00)
 - Dangerous/Hazardous Cargo-40/45ft (US\$820.00)

- Cargo on Flatrack/open top Container-20ft (US\$300.00)
- Cargo on Flatrack/open top Container-40/45ft (US\$520.00)

2) Is there any single piece of cargo in excess of three (3) metric tonnes and less than eight (8) metric tonnes?

- Yes (US\$300 additional)
- No

3) How is the cargo stored in the container?

- Loose
- Palletized
- Combination of Palletized and Loose

SECTION 4 – CONTAINER STATUS

1) Please choose container status as approved by Customs and Excise Division

- Delivery Authorized
- Delivery to Premises (to be examined by a Customs & Excise Division Officer)

SIGNATURE

DATE ____/____/____
Day Month Year

THE CONTAINER WILL BE TRANSPORTED FROM THE PORT TO THE WAREHOUSE AT NO ADDITIONAL COST.

APPENDIX II- FULL CONTAINER LOAD (FCL) SERVICE PROCESS

Request for FCL Service

- Customer completes "Request for Full Container Load Service (RFCL) form" online at www.plipdeco.com/fclservice and prints the completed form. The completed form will illustrate the charges for the services required. Alternatively, the customer can make a request at the Pre-Gate (Port)

Documentation Processing

- Customer furnishes Pre-Gate Clerk at the Port with approved B/L and printed RFCL form (if completed online)
- Customer pays all applicable charges at the Cashier at the Pre-Gate

Delivery of Container to PLIPDECO Warehouse

- The documentation would be furnished to the warehouse personnel by the Pre-Gate Clerk for arranging delivery of the container from the Port to the Warehouse.
- On arrival of the container at the warehouse, the Security Officer will check EIR and the RFCL form to verify container number and checks the seal for any tampering. This will be verified by the Warehouse Supervisor

Unstuffing of Container

- The container is opened, photographed where applicable and unstuffing commences
- The individual units of cargo are recorded/tallied and documented by the Warehouse Checker
- The Warehouse Clerk will furnish the Customer with a copy of the recorded cargo

Storage of Cargo

- The recorded/ tallied cargo is inventoried and stored in the warehouse
- Cargo that is stored in excess of three (3) business days from the date of unstuffing shall attract storage rent charges
- All outstanding storage rent must be paid in advance of cargo collection at the warehouse

Delivery of Cargo

- The customer can make arrangements with the warehouse personnel to take direct delivery of the unstuffed cargo onto their transport on the date of unstuffing or to collect cargo at a predetermined date and time
- The customer will need to pay any outstanding storage rent charges prior to the collection of cargo

Payment for Services

- All payments are to be made at the Cashier at the Pre-Gate office on the Port during the hours of 7:00 a.m. to 6:00 p.m. from Monday to Friday
- The customer will be invoiced for any additional service charges incurred and these charges must be paid in advance of cargo collection at the warehouse
- Payment can be made via cash, LINX system and certified cheque