

APM TERMINALS NIGERIA

STANDARD OPERATING PROCEDURE (SOP)

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STANDARD OPERATING PROCEDURE (SOP) OF APM TERMINALS AT NIGERIAN PORTS

1.0 PREAMBLE

APM Terminals (APMT) Apapa is specialized Terminal for handling of containerized cargo.

This Standard Operating Procedure (SOP) will serve as a guide to all staff of APMT, Stevedores and Customers involved in APM Terminals operations in the Nigerian Ports and Terminals.

The APMT SOP will provide stakeholders and the public in general, with adequate knowledge of APMT Container Terminals operations:

- a. Vessel Reception
- b. Release and Documentation Procedure
- c. Billing, Payment and Process Procedure
- d. Positioning of Cargo for Customs Examination
- e. Gate Release Process

2.0 OPERATIONAL AREAS/LIMIT

This SOP is limited to APMT Container operations at the Nigerian Ports. All Cargo handling activities and equipment at APMT container Terminals comply with International Safety Standards, maintain high level of efficiency and high quality service delivery in line with Global Best Practices.

Pre Vessel Arrival

- Participate in pre-berthing operation meeting- 30 minutes
- Ensures Gantry cranes to be used for discharge are carefully inspected and fully functional- 20 minutes.

- Ensures all personnel on board the vessel and ashore are fully kitted with PPE (Personal Protective Equipment) for operation.

3.0 VESSEL RECEPTION

Once the ship berths and is cleared by all government Agencies, APMT deploys the right workforce, equipment and machinery to ensure efficient and effective discharge of cargo from the vessel.

Discharged containers are immediately transferred to the Yard/Stack and captured in the system. Free storage period commences only after discharge of container, transfer to stack and system capture.

4.0 CLEARING AGENTS FUNCTION

It is the responsibility of the Clearing Agent to fulfill all necessary obligations with Nigeria Customs Service (NCS) to obtain Customs Release and Shipping Companies Delivery Order after which the Agent proceed to the Terminal Desk for further processing.

5.0 INVOICING

All invoicing at APM Terminals are done electronically. This should be concluded within **30 Minutes** by following the under-listed steps:

- i. Customer presents original bill of lading to APMT invoicing staff.
- ii. Staff generates invoice and hands over to customer (**10 mins**)
- iii. Customer makes payment and comes back to Terminal with proof of payment.
- iv. APMT staff confirms payment by the customer (**10 mins**).
- v. Terminal issues receipt upon presentation of evidence of payment (**10 mins**).

6.0 BOOKING AND POSITIONING CONTAINER FOR EXAMINATION

The customer books for customs examination if the container is on red or yellow channel. Booking for examination of containers should be done within **two (2) hours** of customer's presentation of relevant documents to the Terminal Protocol desk. All requests for booking shall henceforth be in writing with a duplicate upon which APMT acknowledges receipt of the request.

No storage charge shall accrue where a shipper/Agent has been refused booking confirmation. Should demurrage accrue as a result of APMT inability to confirm booking, APMT shall bear responsibility for accrued demurrage.

After booking confirmation, APMT ensures positioning of container within 24 hours of booking confirmation. Where examination is not conducted due to non-positioning of the container, all costs arising, inclusive of third party costs e.g Shipping Companies demurrage on those dates of the default shall be borne by APMT.

7.0 OBTAINING A TDO (TERMINAL DELIVERY ORDER)

- i. The Customer books for customs examination if the container is red channel
- ii. The customer returns with the Customs SGD (Single Goods Delivery), release and then moves to invoicing
- iii. After obtaining the invoice, payments are made electronically using interswitch or makes payment at the Zenith bank branch in the Mall

- iv. The customer then collects a receipt from the bank, presents at the City office and electronic verification is performed by APMT- **(5 minutes)**
- v. The customer then proceeds with copies of the release (customs and Shipping), invoicing and receipts to the TDO section, where an on-line confirmation is done and "pre-gate ticket" is generated (5 minutes).
- vi. The pre-gate ticket is then presented at APM Terminals as valid authorization to pick up container
- vii. The customer goes straight for invoice, receipt and TDO if the container is for scanning
- viii. The customer is issued receipt by APMT on electronic confirmation of payment from the Bank (5 minutes)

8.0 TERMINAL DELIVERY PROCESS (TDP)

After confirmation of payment made by customer, APMT undertakes the following within **25 minutes**:

- i. Receive document from Clearing Agents
- ii. Confirm and Process all documents from NCS and Shipping Companies.
- iii. Print and issue Terminal Delivery Order (TDO) and Authority to Load (ATL) to the Clearing Agent
- iv. Handover TDO and ATL to Delivery/Security staff located in the stacking area and at delivery gate.

9.0 SECURITY AT DELIVERY GATE

The truck driver after obtaining the TDO and ATL from the Clearing Agent, the following underlisted process should be concluded within **10 minutes**:

- i. Truck driver presents ATL to security staff at entrance gate
- ii. Security staff checks ATL and the physical conditions of the trucks for NPA minimum standard compliance.
- iii. Security staff allows inward movement of trucks into the Terminal upon satisfactory compliance.

10.0 DELIVERY CLERK AT STACKING AREA

APMT Delivery staff upon receipt of TDO and ATL from truck driver concludes the under listed process within **20 minutes**:

- i. The delivery staff receives copy of the TDO and ATL from the Terminal Delivery Desk
- ii. Checks and ensure that ATL presented by the Truck driver corresponds with copy received from Terminal Delivery Desk
- iii. Directs the truck driver to the stacking/ slot area where container is located.
- iv. Instructs plant operator to load specified container on truck
- v. Ensures truck driver moves to the designated area of the terminal for final gate pass checks.

11.0 GATE PASS

APMT Gate Pass Officer (GPO) verifies that the documents presented are genuine and tally with details on the cargo and consequently confirms final delivery in the electronic releasing system.

The truck with container unit is then allowed to exit and the delivery process is completed.

This activity should be completed within 5 minutes.

12. PICKING UP A FULL CONTAINER FOR ICD TRANSFER

- i. The trucker presents ICD (Inland Container Depot) entry permit with the truck plate number written on it to HSSE/Security and the trucker is directed to the loading point.
- ii. After loading, the operations personnel fills in the number of container loaded, vessel and destination on the ICD entry permit
- iii. Trucker proceeds to out-gate and hands over the ICD entry permit to gate personnel
- iv. Gate personnel updates the system and issues EIR (Equipment Interchange Report) to trucker.

13.0 EMPTY CONTAINER RETURN

APMT upon receipt of the truck driver returning a designated empty container undertakes the following process within **10 minutes**:

- i. Truck driver comes in via in-gate
- ii. Truck driver presents the equipment interchange report issued to him at the point of exit.
- iii. Condition of container is verified and remarked upon by gate clerk.
- iv. Equipment operator offloads container.
- v. Truck driver moves to exit gate and is issued a final equipment interchange report by out-gate clerk

vi. Truck driver exits the Terminal.

14.0 EXPORT CONSIGNMENT

- All payments needed to allow the consignment to be exported must have been made before the entry gate clerk will allow the consignment into the Terminal.
- All documents are vetted and confirmed to be correct before entry is permitted.
- Copies of export documents are deposited at the entry gate.

This process is handled within 30 minutes.

15.0 EXPORT CONTAINER AT SHIP SIDE

APMT only places containers at the ship side when there is a ship ready to load the particular container.

Export containers placed beside the ship side but inadvertently not loaded onto the vessel shall not attract port storage, demurrage, export renomination fee or any other consequential costs/ charges.

16.0 COMPLAINTS/ CLAIMS HANDLING DESK

All formal complaints/claims to APMT will be acknowledged in writing within 24 hours of receipt. All complaints/claims should be submitted to the Terminal Manager in writing attaching all relevant documents.

All complaints/claims will be attended to within 48 hours from time of receipt and where the complaints/claims could not be resolved within

the stipulated time, the complainant/claimant will be notified in writing with reasons.

When an agreement is reached on a claim between APMT and the claimant, settlement will be effected within seven working days.

Contact information for APMT Terminal Manager/Complaints and Claims Officer are as follows:

1. Physical Address.....
2. Phone Number.....
3. e-mail Address.....
4. Contact Address in the Port.....

17.0 GLOSSARY

ATL: Authority to Load

Container: A box made of aluminum, steel or fiberglass used to transport cargo by ship, rail, truck or barge. Common dimensions are 20' x 8' x 8' (called a TEU or twenty-foot equivalent unit) or 40' x 8' x 8', called an FEU. Variations are collapsible containers, tank containers (for liquids) and "rag tops" (open-topped containers covered by a tarpaulin for cargo that sticks above the top of a closed box). In the container industry, containers are usually simply called boxes.

DO: Delivery Order

GPO: Gate Pass Officer

TDO: Terminal Delivery Order

TDD: Terminal Delivery Desk

Manifest: The ship captain's list of individual goods that make up the ship's cargo.

Stevedores: Labor management companies that provide equipment and hire workers to transfer cargo between ships and docks. Stevedore companies may also serve as terminal operators. The laborers hired by the stevedoring firms are called stevedores or longshoremen.

Terminal: The place where cargo is handled is called a terminal (or a wharf).

Vessel: A ship or large boat.

Yard: a system of tracks within a certain area used for making up trains, storing cars, placing cars to be loaded or unloaded, etc.