NORTH CAROLINA STATE PORTS AUTHORITY

PORT OF WILMINGTON

CONTAINER OPERATIONS
Terminal is located at 1 Shipyard Blvd.
Wilmington, North Carolina 28401

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SECTION I

Key Personnel —Port of Wilmington

Chief Executive Officer	Brian E. Clark	Brian.Clark@ncports.com	910-746-6377
Chief Operating Officer	Doug Vogt	Doug.Vogt@ncports.com	910-746-6540
Chief Commercial Officer	Hans Bean	Hans.Bean@ncports.com	910-746-6373
Director, Key Accounts/ Commercial Develpment	Tom Guthrie	Tom.Guthrie@ncports.com	910-746-6386
Director Safety & Security	John Dittmar	John.Dittmar@ncports.com	910-746-6369
Manager, Customer Service/ Commercial Planning	Ted Koehncke	Ted.Koehncke@ncports.com	910-746-6394
Director, Containers	Donna Jones	Donna.Jones@ncports.com	910-746-6353
Manager, Container Operations	Daniel Lamborn	Daniel.Lamborn@ncports.com	910-746-6354
Container Interchange Sup.	Jackie Shaw	Jackie.Shaw@ncports.com	910-746-6361

Key Operational Contacts – Port of Wilmington

Cargo Coordinators	Containers@ncports.com	910-343-6381
Port Police (available 24 hrs.)		910-279-7121
Container Interchange Supervisor	Jackie.Shaw@ncports.com	910-746-6361

Government Agencies

U.S. Customs & Border Protection (USCBP) **FIRMS CODE #L194 CUSTOM'S PORT #1501**	910-772-5900
U.S. Dept. of Agriculture (USDA)	910-343-6291
U.S. Coast Guard	252-247-4572

Stevedore Contractors

Metro Ports	910-763-0908
Ports America	910-343-1461
Container Interchange Supervisor	910-395-4888

Vessel Agents

Carteret Shipping	910-793-6179
Inchcape Shipping	910-509-9480
International Shipping	910-395-6530
Norton Lilly	910-793-6100
Southeast Crescent Shipping	910-763-0908
T. Parker Host	252-240-2000
Terminal Shipping	910-763-9065
Waters Shipping	910-763-8491
Wilmington Shipping Co.	910-392-8243
Wilhemsen	843-388-8188
Yang Ming	910-793-7508

SECTION II

Electronic Data Interchange (EDI) Transactions

Corvedia is the Secure Connection VAN provider for NCSPA. Corvedia works with our customers to perform these services.   The only exception is Vessel Stowage EDI which does not involve Corvedia or NCSPA. Stevedores directly unload and download from their local machines. CMC performs the data mapping for both the incoming and outgoing transaction sets interfacing with MACH.

Below is a list of EDI transaction sets currently in use.

Outbound from NCSPA to Customer:
- EDI322 (Terminal Operations): Method for NCSPA to transmit gate/vessel/rail moves to trading partners.
- EDI323 (Vessel Arrival/Departure): Method for NCSPA to transmit actual arrival and actual departure times of vessels to vessel operators.

Inbound from Customer to NCSPA:
- EDI301 (Booking Confirmation): Method for Ocean Carrier to update bookings on our system. Ocean Carriers can also perform booking updates directly using MACH.
- EDI310 (Manifest): Method for Ocean Carrier to update manifest entries to our system. This is the only way to setup import bills of lading and containers.
- EDI315 (Release): Method for Ocean Carrier to update release status of bills of lading in our system. Only expected release type is carrier freight release. U.S. Custom's release status is received through ACE. Ocean Carrier can also perform freight releases directly using MACH.

Inbound from other parties:
- Automated Commercial Environment (ACE): Received from U.S. Customs and Border Protection and used to update release status of bills of lading. Includes U.S. Custom and USDA status updates.
- Corvedia provides connections and data conversion for USCBP messaging to NCSPA. Corvedia converts ACE data into interface files for MACH and provides NCSPA with USCBP Release Check for online status verification.
- Uniform Intermodal Interchange and Facilities Access Agreement (UIIA) Terminal Feed: Received from Internet Assigned Numbers Authority (IANA) and used to update current trucker authorizations for the Ocean Carrier. Ocean Carrier must authorize UIIA to send update information to NCSPA. UIIA terminal feed updates truckers already setup in the NCSPA system.

Vessel Stowage EDI:
- Baplie or Casp: Received by stevedore to import stowage data prior to vessel working. After vessel work completed, exported and sent out by stevedore to next port of call.
- Vessel Define file: If available, a vessel define file can be imported by stevedores to automatically created vessel layout, capacities and restrictions.

Corvedia Contact Information:

Conrad Persels
Email: cpersels@corvedia.com
Phone: (301) 528-6620
Fax: (301) 515-0415
www.corvedia.com

SECTION III

Ocean Carrier and Stevedore Requirements

Ocean Carrier Responsibilities

A. Appoint Stevedore
B. Appoint Boarding Agent
C. Staff contacts, titles, phone numbers and email address
D. Provide Vessel names, codes, service lanes and vessel particular information (TEUS & size)
E. Provide vessel definition (definition file if possible)
F. Set up and send Electronic Data Interchange, and set up to receive EDI transmissions – receive 322 gate/vessel/rail move, send 315 freight hold/release, send 301 bookings, and send 310 manifest.
G. Furnish needed documentation to Stevedore (load list, reefer list, hazardous manifest)
H. Approximate vessel TEUS – Import/Export
I. If reefer service is provided, approximate weekly count. Type of reefers, slings under chassis or clip-ons.
J. Meet with US Customs & Border Patrol , USDA and US Coast Guard
K. Allow staff to train and learn the MACH application to be used in daily terminal operations.
L. Authorize UIIA to provide trucking information if applicable.
M. Resolving Transactions in "Trouble Office" as they occur.
N. Appoint equipment repair vendor

Stevedore Responsibilities for Terminal Operating System (TOS)

A. Read NCSPA IT Usage Policy, then sign an acknowledge form and return to NCSPA Information Technology (IT) Department for each Stevedore employee that will use the TOS system
B. Contact, negotiate, and schedule training with CMC for Ship Planning, Operations Management, and Berth Planning applications.
C. Have a high-speed internet connection as recommended by CMC. Minimum speed is 512 kbps.

  - Google Chrome version 10 and above (recommended for best user experience)

  - Mozilla Firefox version 4 and above

  - Internet Explorer version 9 & 10 (compatibility view settings – **last box not checked**)

D. Defining the Vessel – Set up bays and hatches & design bays in Ship Planning.
E. Import Stow File
F. Download Ship Planning Data
G. Reconcile the Import for Discharge
H. Load Planning and Sequencing Exports
I. Upload Vessel Plan
J. Start Vessel Operations
K. Export the Stow File

NCSPA Responsibilities

A. Determine Berthing options
B. Designate Yard Area for Imports/Exports/Empties/Reefers/Chassis
C. Furnish signed Contract Agreement
D. Provide Accounting with billing address, contacts and emails.
E. Provide a copy of the NCSPA IT Usage Policy and Acknowledge form to Stevedore
F. Provide a domain account to access our computer domain https://ecargo.ncports.com/
G. Provide a computer lab for the Stevedore & TOS software to use for training if necessary
H. Set up appropriate SSCO staff with user code and password to access MACH
I. Provide MACH Training
J. Provide SSCO staff with appropriate port staff contact names, phone numbers and emails.
K. Work with SSCO's IT Support and Corvedia to ensure that EDI information is properly set up and receiving and delivering is transmitting.
L. Create Vessel particulars (i.e. vessel code, Lloyd #, length, etc.) in MACH
M. Define the Calling Schedule in MACH
N. Set up SSCO Authorized prefix on Containers in MACH
O. Set up SSCO Standard Carrier Alpha Codes (SCAC) in MACH
P. Provide reports through MACH
Q. Furnish labor and perform all terminal work necessary for the receiving, storing, delivering and processing of containers.
R. Maintain security over containers and equipment in the terminal.
S. Maintain an inventory of all equipment in the terminal.
T. Produce (Equipment Interchange Receipt) EIR slip for Truckers delivering and receiving equipment.
U. Visual inspection performed by CCT (closed circuit television) at time of interchange on equipment.
V. Loaded Export containers weighed at scale with weight transmitting to gate EIR
W. Work with repair vendor

SECTION IV

MACH Application As Used by Ocean Carrier

MACH – (**MA**rine **C**ontainer **H**andling) is a secure web-based application providing Ocean Carrier with real-time information. MACH provides the ability to give excellent customer service and increase efficiency. MACH allows carriers to manage activities relating to:

- Track and request information about containers, container status and related activities
- Inquire on status of containers and chassis
- Voyage Monitoring
- Access EIR tickets
- Get up-to-the-minute gate notification via email

MACH consists of the following applications:

- Quick Find – used to track single container, chassis, booking, bill of lading or release order.   Chose required option; type or paste values into text box; click tab key on keyboard to view information
- Multi Search – used to track more than one container, chassis, booking, bill of lading or release order. Chose required option; type or paste values into text box; click tab key on keyboard to view information
- Voyage Monitoring
- Booking
- Gate
- Release Order
- Enquiry
- Event Notifications – Use to schedule notifications of container and booking status

Creating a User Profile and Assigning Access Rights

- NCSPA will create user names, passwords, and profiles for the Ocean Carrier staff based as user requests through MACH.
- NCSPA will provide training for Ocean Carrier staff that have user profiles created on all the applications.

- **Quick Find**
  - Information SSLs external users (truckers, brokers, etc. will see).

- **Multi Search**
  - SSLs can read and edit

- **Vessel Monitoring**
  - Shows status of vessels (not arrived, arrived, berthed, departed and gate open/close times
  - Consolidated Load List/Consolidated Discharge List/Booking Enquiry via Voyage Monitoring
    - This screen is used to retrieve details by booking number. Double clicking on a booking will display booking details as well as respective container details.

- **Release Order**
    - This screen is used to retrieve release order details. Double clicking on a release order will display release information as well as respective container details.

- **Gate/Truck Information**
  - Use Interchange Agreement to view information about your company's working relations with a trucker. Trucker's records must be added to store the trucking company name, code (STC, SSCO

OR UIIA) Equipment Interchange Agreement start and end dates and information about any holds on the trucking company.
- o For all UIIA approved carriers, the EIR end date and Shut-Out list are automatically up-dated for carrier with records in the system. All new Trucking Companies will need to be added in MACH by the container department staff along with changes to trucking companies not registered with UIIA.

- **Gate /Trouble Desk**
  - o Viewing & Resolving Trouble Transactions- MACH Trouble provides the ability to remotely view and resolve trouble transactions occurring at the gate. Ocean Carrier can view all trouble transactions, or limit the view to those with a particular category, status equipment number, or gate pass number. Once trouble transactions appear, the details of the printed trouble tickets received by truckers at the terminal are also viewed. Additionally, MACH Trouble provides direct hyperlinks to the appropriate MACH application to quickly resolve a transaction problem.

- **MACH Enquiry**
  - o Use Quick Find or Multi Search to display detailed information about import containers, import Bills of Lading, or container movement history and booking numbers. MACH Enquiry provides the ability to quickly and easily obtain information.

- **Container List**
  - o This screen is used to view container information with history, searchable by multiple criteria.

- **MACH Event Notification**
  - o MACH Notification allows users to register their email address and receive email notifications based on the container number (s). Event types that users can select to receive notification are 'Ingate' moves, "outgate" moves, 'Discharge,' 'Load' and 'Available for pickup'.
    - 'Available for Pickup' notification is for import containers ONLY, and will notify user when the container is released by CPB, or the Ocean Carrier, or has been discharged off the vessel.

- **MACH Reporting**
  - ▪ MACH Reports provides the Ocean Carrier the capability to generate reports. The reports consist of:
    - Export Load List report can be generated using a PDF or Excel spreadsheet.
    - Gate Activity Reports – Daily Gate Activity, Gate Activity for Date Range
    - Discharge List report can be generated using a PDF or Excel spreadsheet.
    - Turn Times Reports –Turn Time Daily or Monthly obtained through Business Objects.
    - Yard Inventory Reports
    - Damage Container Report
    - Vessel Voyage Schedule
    - Trucker Report – Trucker Listing

SECTION V

Gate Processes

Container traffic lane capacity
- Four inbound lanes with Pedestals (Lane 1 designated for empty containers)
- Three outbound lanes with Pedestals
- One inbound lane used to check empty containers
- Weigh Scales located at the South Gate entrance. All export loads are weighed prior to entering gate complex.

Inbound – Transactions
- Empty containers are checked prior to gating for debris inside the container but not damages.
- At the in-gate, the SmartGate application and Optical Character Recognition (OCR) cameras are used to identify and record container numbers as truckers enter the terminal. NCSPA Gate Coordinators identify transactions, record transaction details and check data against existing information, such as bookings, bills of lading, regulatory status, and equipment inventory. Contact with drivers entering the terminal is provided through live video and audio. The gate application performs edit checks to identify discrepancies and indicate problems.
- Cameras are used by the clerks to inspect the exterior of the container for damages. Damages are noted during the EIR transaction and recorded on the electronic EIR.
  Oversize containers are sent to Trouble Office to notify terminal personnel that the equipment requires special handling. The options to handle the oversized containers are based on the stevedore's request if prior arrangements have been made for the arrival of the out of gauge (OOG) container. Options include: leaving on wheels, grounding in the back reach of the crane, or switching onto the stevedore's bomb cart. Lifting charges are applied when using slings to off-load OOG containers. Charges include Container Handler, Operator & Skilled Labor.
- Containers with Hazardous material are sent to Trouble Office to collect the MSDS from the trucker. The Trouble Office Coordinator verifies the hazardous information on the MSDS with the booking information. An EIR ticket is then printed and given to the trucker to off-load the container in the yard. The Material Data Safety Sheet (MSDS) information is stored in the office. The container is off-loaded and stacked in the yard based on vessel, port, size/type, United Nations Number (UNNO) and International Maritime Dangerous Goods (IMDG) Code.
- Reefer Handling – NCSPA operates a grounded yard operation. Empty reefers will be placed in stacks until pre-tripping is required. When pre-tripping is ordered, NCSPA will take empty container from stack and ground at electrical outlets. Loaded reefer units received at the terminal will be grounded at reefer outlets until dispatched or loaded to vessel. NCSPA personnel do not complete reefer connections to outlet, nor perform any monitoring or cleaning of reefer units. Reefer temperatures are received through the EDI message (301 bookings) sent by the Ocean Carrier. The temperature prints on the EIR ticket received by the carrier at the interchange gate. The ILA reefer mechanic sets the reefer temperature for empties and checks the temperature before receiving loaded reefer unit at the plug in connection. If the temperature for the export load is not correct the reefer mechanic will not accept the load. The carrier will then be redirected back to the container office. NCSPA personnel will email the Ocean Carrier notifying them the reefer unit temperature is not correct and ask for instructions on how to precede with the loaded the container. At the end of each business day a reefer manifest is printed with all reefer containers that have

been received that day and given to the reefer mechanic to verify the temperature settings against the loads.

Outbound – Transactions

- When the trucker leaves the terminal, the gate application is used again to verify equipment data and print the EIR.
- Cameras are used by the coordinators to inspect the exterior of the container for damages.
- All containers leaving the terminal must exit through one of the three outbound lanes to be scanned by the Radiation Portal Monitors (RPM) that provides U.S. Customs and Border Protection the means to screen trucks for the presence of nuclear and radiological materials. If the RPM sends out an alert, the driver is directed to go to the secondary RPM for a more detailed analysis to determine the cause of the alert.

Processing Trouble Transactions

- A trouble transaction is a transaction that did not pass all system validations during the gate process and was therefore not processed successfully and the trucker receives a Trouble Ticket at the pedestal.   There are many possible types of trouble transactions. Variations in the process to handle the Trouble Tickets involve which data must be modified and who modifies it. If correct data is needed from a third party, it is normally obtained from either the trucker's dispatcher or the Ocean Carrier. Depending on the data, either the trouble coordinator records the updates in Trouble Office, or the Ocean Carrier records them using MACH. Examples of data that the Ocean Carrier would need to up-date in MACH would be, booking changes, freight release, authorization to receive equipment, late delivery of export loads after vessel cut off, authorization to dray off export loads on terminal etc.

Handling Damaged Containers and Chassis

- During the gate process if the coordinator views damages to the container or chassis, the damages are marked in the gate application. The damaged remarks are recorded on the electronic EIR that can be printed or viewed in MACH. If damage to an export loaded container is viewed and the damage is more than minimal, the trucker is instructed to proceed to the Trouble Office. The Trouble Office coordinator then contacts the Ocean Carrier to notify them of the damage so they accept or reject the load. Empty containers that are received damaged are sent to the damage area of the yard for the repair vendor to repair. Damaged chassis are sent to the chassis yard for repair. Damaged containers and chassis are coded with a damage code. The code remains on the equipment until the damage is repaired.

Process for Handling Seals on Import Containers

- The seal number on inbound containers are obtained through the EDI manifest.
  The seal numbers are not verified during the vessel discharge or the out gate interchange.
- It is the responsibility of the trucker to verify that the seal number matches the seal number on the paperwork they are given.
- If the seal number does not match, the truck driver should report the discrepancy to the Trouble Office at the Container Complex.
- The Trouble Office will notify the Ocean Carrier of the discrepancy.

U.S. Custom's Border Protection Process for Handling Seal Changes

- All CBP seal changes are noted in the "Public Remarks" section in ACE.
- CBP is responsible for seal changes made by USCG.

Process for Handling Seals on Export Containers

- The seal number is verbally obtained from the truck driver during the in-gate transaction and entered into the system. The seal number is recorded on the EIR ticket.
- All containers requiring USDA inspection must go by USDA prior to the in-gate process. The USDA seal that is placed on the door of the container at the time of inspection is the seal number that the driver must give to the gate coordinator during the in-gate process.
- Seals changed by CBP or USCG will be manually changed in MACH when reported to the container office by these agencies and notification sent by email to the Ocean Carrier with the container number and new seal number.

Customs Facilitation Fees

- Customs Facilitation Fees as required by U.S. CBP for compliance exam or USDA inspection will be for the account of the ocean carrier.
- The Customs Facilitation Fee will be based on current published rates in NCSPA Wilmington Marine Terminal Operating Schedule (MTOS) #1 Item 190.
- The fee is applied when containers are requested after vessel operations. The fee includes taking the requested container from stack to be made available to U.S. CBP for intensive or VACIS exams and returning to stack after the exam is complete.

SECTION VI

Chassis Operation

Non-Pool Chassis
- Ocean Carrier that are not a member of the chassis pool will need to have their chassis code stenciled on the frames of the chassis
- Ocean Carrier chassis series number will be entered in TOS allowing them to gate without authorization
- If an Ocean Carrier arrives at the gate that is not in the inventory or in the chassis series of numbers, it will have to be authorized by the Ocean Carrier before it can be received.
- All Ocean Carrier chassis will be designated in the system as being owned by the Ocean Carrier and the TOS will not allow the chassis to be gated out under another Ocean Carrier owned container.

Pool Chassis Users
- Chassis should all be stenciled with the Pool markings
- Pool chassis will be designated in the system under the Pool Managers name.
- If a Pool chassis arrives at the gate that is not in the inventory it will have to be authorized by the Pool Manager before it can be received.

Pool and Non-Pool Users
- All chassis are consolidated in the annex yard which is 13 acres.
- NCSPA will stack chassis as needed to provide room on the chassis yard.
- NCSPA will stack chassis or un-stack chassis if requested by the Pool manager or the Ocean Carrier and the Tariff rate will be billed to the responsible party.
- Container Maintenance Corporation's on site location and road-ability line will be maintained within the Operational Chassis yard.

SECTION VII

Yard Layout/Mapping Process

Yard Planning

Preplanning is used to direct containers to locations in the yard based on selected container attributes. When a container is received in at the gate, the system evaluates the attributes against existing preplans and uses the preplan with the most matching preplan factor values to assign a location. For export loaded containers the yard is planned based on vessel, port of discharge, length, height, and type of container. Empty containers are stacked in the yard by Ocean Carrier, height, size and type. Empty containers marked in MACH as sold, or off leased units are segregated into separate stacks.

When the EIR is printed at the gate, one or more jobs are created and assigned to a Top lift based on the yard location. The Top lift operator can view the next transaction assigned to his equipment. The Top lift operator can complete the transactions assigned to the equipment which record the yard location displayed for the specified container.

NORTH
CAROLINA
PORTS

WILMINGTON, NORTH CAROLINA

N.C.S.P.A.

SOUTH GATE
CONTAINER
ENTRANCE

AREA N
3.19 acres

AREA M
8.31 acres

AREA L1
6.00 acres

AREA L2
3.78 acres

AREA K
8.54 acres

AREA J
15.80 acres

AREA H
4.97 acres

AREA A
6.00 acres

HEAVY EQUIP Q
1.73 acres

LOCKER ROOM AREA
1.86 acres

18 PARKING AREA
2.30 acres

AREA D
6.02 acres

AREA B
1.92 acres

AREA G
5.19 acres

STORAGE

AREA F
11.22 acres

AREA C
5.43 acres

AREA E
6.60 acres

TRANSIT SHED #7

TRANSIT SHED #6

CONTAINER SHIP BERTHS

BERTH 9

BERTH 8

BERTH 7

BERTH 6

SCALE IN FEET

Container vessels work in either of our two 1000 ft. long container berths (8 and 9) and these berths are currently served by container cranes as follows:

Berth 9 / Berth 8 - four 100 ft. gauge electrically powered cranes, two 50 ft. gauge cranes and one 32 ft. gauge diesel powered crane

SECTION VIII

Vessel Operations

Terminal Specifications:

> 4 cranes of 100 foot gauge
> 2 cranes of 50 foot gauge
> 1 crane of 32 foot gauge

Yard handling equipment:

> 12 reach stackers
> 1 chassis twirler

SECTION IX

Police/Security TWIC

NCSPA TWIC Policy

The North Carolina State Ports Authority Port of Wilmington is a federally regulated maritime facility that must adhere to and enforce the Maritime Transportation Security Act (MTSA) regulations.

The entire footprint of both of the Port of Wilmington deep water terminal is classified as a restricted area. TWIC access control measures for each MARSEC Level apply.

A. General

All persons who are not employees of the Authority entering the Wilmington terminal are required to have a TWIC or be escorted by an approved NCSPA Escort during the entire duration of their visit.

All unescorted port users working on any NCSPA facility will be required to have a valid TWIC in their possession when entering the facility as required by federal law. Persons shall remain in possession of their TWIC while on any NCSPA facility for possible inspection by the USCG, NCSPA Port Security, or others. This includes part-time and temporary workers. If a person is unable to produce their TWIC when requested, they will be escorted off the terminal. In addition, they may not be allowed back on any Authority facility for a period of time deemed appropriate by the Authority.

Except as allowed below, TWIC holders without a Ports Authority ID/Access Card will be asked to obtain one to expedite passage of traffic through our gates. This includes part-time and temporary workers. Eventually, the TWIC will totally replace the Port ID/Access Cards now in use.

Persons desiring to enter the Wilmington terminal must demonstrate a business need to be inside the restricted area before being authorized access. The Authority retains the right to deny any person entry to any NCSPA facility regardless of whether that person holds a valid TWIC or not.

The Authority does not routinely provide Escorts for persons with regular, repeat business on port facilities.

B. Truck drivers at entry gates without a TWIC

Drivers without a TWIC will not be allowed unescorted access to any NCSPA terminal and will be treated just like any other visitor requesting an Escort. Occasions when drivers without a valid TWIC are escorted will be rare and all requirements for Visitors without a TWIC identified below will apply.

C. Truck drivers at entry gates with a TWIC but without a NCSPA ID/Access Card

The driver will be required to present their TWIC to Port Security for confirmation that the TWIC is valid. If a driver has a valid TWIC, they will be granted access.

TWIC holding drivers without a NCSPA ID/Access Card will be asked and strongly encouraged to apply for one during their first visit to an NCSPA marine terminal. Possession of a NCSPA ID/Access Card will expedite passage of traffic through the gates.

D. Truck drivers at entry gates with Passengers

TWIC holding drivers will be asked to declare whether they have any passengers. The passengers will be required to present their TWIC to Port Security for confirmation that the TWIC is valid. Passengers without a TWIC must be escorted like any other visitor.

TWIC holding drivers will not be required to obtain a NCSPA ID/Access Card in order to act as an Escort for their passengers, but all other Escort requirements identified below apply, e.g., truck drivers cannot escort non-TWIC holding passengers unless the truck driver has a TWIC and has been to Escort training.

Exception -- Trucks handling Class I explosives: TWIC holding drivers who have not attended Escort training will be authorized to escort one passenger who is in possession of and presents a valid Commercial Driver's License. A TWIC Escorting Application will not be required.

If a driver is subsequently found with a person in their vehicle without a TWIC or an approved TWIC Escorting Application, or if a non-TWIC holding passenger is discovered outside of the truck cab while unescorted, the driver and the unauthorized person will both be escorted off the terminal. The driver may not be allowed back on any Authority facility for a period of time deemed appropriate by the Authority.

E. Other TWIC holders not in possession of a NCSPA ID/Access Card

TWIC holders not in possession of a NCSPA ID/Access Card may be authorized to enter Authority facilities if a NCSPA employee notifies Port Security in advance of the expected visit.

The person will be required to present their TWIC to Port Security for confirmation that the TWIC is valid.

These visitors shall not be allowed to conduct escorts of non-TWIC holders.

F. Vessel Crewmembers

A vessel's crew commonly needs to work in the immediate vicinity of their vessel handling lines, taking draft readings, performing minor maintenance, etc. Some crewmembers may not have a TWIC nor be a U.S. Merchant Mariner. Although the dock, pier, or platform the vessel is moored to be defined as a secure and restricted area, there is no requirement to escort any of the vessel crewmembers that do not have a TWIC while they work alongside their vessel if they remain inside a designated CCA.

The area of a dock directly adjacent to the berthed vessel and extending 20 feet inshore from the vessel is designated the CCA (see Figure 1).

Figure 1
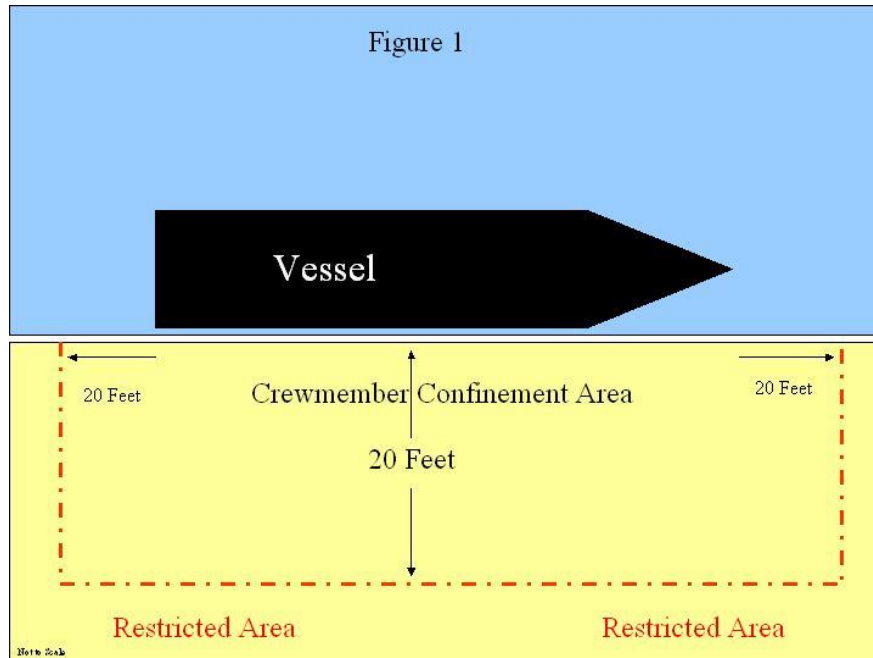
Crew members must remain inside of his/her vessel's designated CCA without an escort or a TWIC.

As a general rule, escorted access requires prior arrangements for an escort through the vessel agent or authorized shipping company representative and with NCSPA Port Security. Crewmembers without a TWIC are not allowed to arrange for an escort at any NCSPA security gate entry point. If crewmembers are escorted off the facility, the trip back to the vessel from the gate should also be prearranged.

If a vessel crewmember without a TWIC has a need to leave the CCA, the following guidelines apply:

- Escort Applications are required to enter and exit the CCA. Applications may be paper for crewmembers, vice electronic. Applications must specify crewmember's name. Name(s) will be checked by NCSPA security against Vessel Crew List indicating cleared crewmembers supplied by Shipping Agent or Vessel Captain.

- Crewmember must be escorted by an authorized TWIC Escort when on the terminal and outside the CCA.

- Vessel crewmembers requiring an escort shall not leave the designated CCA to meet, await, or look for their escort.

- The escort will be required to show Port Security their TWIC when entering the Gate prior to commencing the escort.

- Prior to leaving the CCA, crewmembers are required to show an unexpired form of photo identification to their Escort. The name must match that on NCSPA-approved Escort Application.

- Vessel crewmembers shall be transported in the escort's vehicle and must remain in "side-by-side" contact with their approved escort the entire time they are on a NCSPA seaport.

- Crewmember identification is verified against joining papers and/or a shore pass that matches Vessel Crew List supplied by Shipping Agent or Vessel Captain before entry and exit at Gate is allowed.

G. Lost, stolen, or damaged TWICs

TWIC holders must report lost, stolen, or damaged TWICs to TSA immediately by calling the TSA TWIC help desk at 1-866-DHS-TWIC (1 – 866 – 347 – 8942). This notification is by the TWIC holder, not the Authority or employer; it is a federal requirement required by 49 CFR 1572.21.

Persons who are not Authority employees, including tenants, truck drivers and their passengers, rail workers, longshoremen, contractors and other laborers, etc., who have a TWIC but fail to bring it with them (lost, stolen, misplaced for any reason) will not be granted unescorted access on any NCSPA facility.

H. Visitors without a TWIC

Visitors are defined as *individuals other than those identified above who do not have a valid TWIC*. This includes, but is not limited to, contractors, vendors, tenants, longshoremen, and casual laborers who need port access in the course of their employment, ship surveyors, agents, chandlers, port chaplains, and other port users.

When requested, the Authority will authorize *escorted* visitors. All visitor escort applications must be filed on-line.

> Go to www.ncports.com
> Click on **Customer Service** on the top bar
> Click on **TWIC Compliance**
> Click to fill out the **TWIC Escorting Form**

Unless you are notified otherwise, approved application will be waiting for you in four hours. Approval in less than four hours is not guaranteed.

The only exception to web filing and will be for Seamen's Center vehicles and taxis carrying seamen.

Each person who is allowed escorted access to a Ports Authority marine terminal (e.g., without a TWIC in their possession) will be limited to five visits per calendar year. This will apply to truck drivers, contractors, vendors, tenants, longshoremen and casual laborers, ship surveyors, agents, chandlers, port chaplains, etc., but not to vessel crew members cleared by U.S. Citizenship and Immigration Services (with visas and shore passes).

Visitors will be issued an approved TWIC Escorting Application which must be clearly displayed the entire length of their visit.

As a general rule, NCSPA will not allow visitors to make a last minute request for an escort at any NCSPA entry gate.

Legitimate visitors (port tours, existing or prospective clients, one-time or short duration repair personnel, etc.) will be able to obtain escorts as needed by working with appropriate Authority personnel. Escorts should be arranged in advance and notification made by the Escort to Port Security.

The occasional truck driver who does not yet have a TWIC should be able to transport freight as required. Occasional requests by truck drivers for escorts may be made by telephone to NCSPA Customer Service, 910-343-6227.

Wilmington visitors shall park in a pre-designated visitor parking area outside of the entry gate to wait for and meet their escort. Such areas include the Port of Wilmington Materials' Management Building or the Port of Wilmington Maritime Building.

The visitor will be required to show Port Security a current valid form of photo identification.

All visitors will be subject to a random security screening as required for the MARSEC Condition in effect.

The visitor must remain in "side-by-side" contact with their TWIC Escort the entire time they are on a NCSPA facility.

Visitors found by NCSPA personnel away from their TWIC Escort will be escorted off the facility and will not be allowed to complete their business. In addition, they may not be allowed back on any Authority facility as deemed appropriate.

    I.   Escorts

All NCSPA authorized Escorts must (1) hold a NCSPA ID/Access Card, (2) have a valid TWIC, and (3) receive NCSPA TWIC Escort Training.

- All persons seeking approval to act as escorts of non-TWIC holders on NCSPA facilities will be required to attend a TWIC Escorting Training Class and sign an acknowledgement and understanding of all escort requirements.

- All persons seeking approval to act as escorts of non-TWIC holders on NCSPA facilities must possess a TWIC and a NCSPA ID/Access Card before attending the TWIC Escorting Training Class.

No one TWIC holder shall escort more than five non-TWIC holders at the same time.

A business need for the escort must be able to be demonstrated. It is anticipated that not all TWIC Escorting Applications will be approved.

As a general rule, NCSPA will not allow visitors to make a last minute request for an escort at any NCSPA entry gate due to time constraints and Escort personnel availability.

Escorts will be required to meet their visitors off the facility prior to entering the seaport.

Escorts will be required to show Port Security their TWIC and their NCSPA ID/Access Card prior to escorting the visitor.

Escorts must continuously accompany escorted individuals in a side-by-side manner and observe whether they are engaged in activities other than those for which the escorted access was granted.

With very few exceptions, laborers who make their living on the port in a working role, including most foremen and similar supervisors, will not be allowed to act as Escorts while they are "on the job." If someone is doing their job efficiently and safely, it is unlikely they will be able to reliably perform the duties of an escort (e.g., to continuously accompany escorted individuals side-by-side and observe whether they are engaged in activities other than those for which the escorted access was granted). Another way to restate this is that Escorts should not be drawn from inside the normal gang or work unit structure. This applies to casual labor, ILA members, temporary employees, and NCSPA employees.

Escorts must be able to quickly notify Port Security by Mobile Phone or Radio if an escorted individual is engaged in activities other than those for which the escorted access was granted.
Wilmington: 910-279-7121

Any Escort who does not comply with escort requirements will have their escorting rights revoked.