



Questions and Answers on August 2006 Export Procedure Change

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General Questions About the Export Procedure Change

Question: How will the current process be changed for export containers?

Answer: Beginning Monday, August 7, 2006, exporters delivering containers during Peak hours must claim their booking numbers before delivering the containers to the terminals. Unless they are exempt from the Traffic Mitigation Fee, export containers that arrive at terminals during Peak hours without having been claimed will be turned around and encouraged to use the OffPeak gates.

Question: Were exporters part of the OffPeak program before this change?

Answer: Yes, since July 23, 2005, exporters have been required to pay the Traffic Mitigation Fee (TMF) on all non-exempt containers moving during Peak hours (Monday through Friday, 3:00 a.m. to 6:00 p.m.). As part of the cargo community, exporters play an important role in the port activities and have access to world class assets to export their cargo. Use of multi-billion dollar marine terminals, freeways, bridges and equipment enables exporters to get their goods to markets all over the world quickly.

Question: What is the old procedure for exporters dropping off containers at the terminals?

Answer: While imported containers subject to the TMF are not allowed to pass through the gates during Peak hours until the TMF has been paid, terminal operators have accepted containers for export whether or not the TMF has been addressed. Exporters have had five business days after delivery to claim the containers.

Question: Why is PierPASS making this procedural change?

Answer: The change will improve the efficiency of the OffPeak system. Claiming the booking number before delivery during Peak hours should make the process easier for the shipper and should make billing and collections easier for PierPASS. .

Question: Does this change increase the fees for exporters?

Answer: No. This procedural change does not add any additional charges at the terminals, as export containers have been subject to the TMF since July 2005. However, the change will improve the efficiency of the OffPeak system. In addition, cargo owners who fail to fulfill their obligations to claim booking numbers for containers subject to the TMF or to pay the applicable TMF will be subject to collection efforts to ensure compliance.

Question: How can I make sure my company is participating?

Answer: The most important thing you can do is to claim your booking numbers. The web site for registered users is www.pierpass-tmf.org. All fees may be paid through the website via credit card, debit card or electronic check. Credit accounts are available for qualified applicants. If you have any questions as to how to use the web site, please call 1-877-863-3310 for instruction and support.



Question: How about importers? Does this change the process for them? Will importers still be able to claim by container number?

Answer: The process for importers will remain the same. Importers will continue to claim by container number.

Questions on Responsibility for Payment

Question: Who is responsible for claiming the booking numbers and paying the TMF charges – the freight forwarder, the shipper, the NVOCC or the trucker?

Answer: The ultimate party responsible for TMF payment (barring any other agreements they may have with service providers) is the shipper of record on the Ocean Bill of Lading issued by the steamship line.

Question: We are an exporter. If our term is FOB Los Angeles dock, should we or the manufacturer pay for the TMF?

Answer: The party named on the Ocean Bill of Lading as shipper is the legally responsible party. You may of course make whatever arrangements you choose with the manufacturer to cover costs.

Question: How can we demand that our conveyance company uses OffPeak gates?

Answer: Shippers who wish to have their containers delivered on OffPeak hours should make that clear with their trucking company as part of their service agreements.

Question: As an intermediary I am concerned that my shipper will tell me to pull the load to the terminal, but I have no way of knowing if they have claimed the booking yet. Is there a way I can confirm that they have claimed the booking before I dispatch a truck?

Answer: Any registered user can check the status of the TMF on any booking number by using the Search function on the PierPASS TMF website, www.pierpass-tmf.org, no matter who claimed it. Free registration is available on the website.

Question: If a trucker claims our booking (we are the shipper), are we going to get billed or will the trucker that claimed the booking get billed?

Answer: The party that claims the booking will receive the invoice or be required to make payment.

Claiming Booking Numbers

Question: How can I claim my booking numbers?

Answer: To claim your booking number, please visit www.pierpass-tmf.org, log into your account, select the EXPORT tab in the left margin, and enter the booking numbers into your account.

Question: What exactly is a booking number, and where do I find it? Is the Claimed Booking Number the same as the Carrier Booking Number?

Answer: Yes, the booking number issued by the steamship line is the right booking number.

Question: Please describe the process of claiming booking numbers from a data flow perspective.

Answer: These are the steps in the process:

- When a shipper (exporter) makes a booking with a shipping line, the shipping line gives a booking number (like a reservation number) to the shipper and also sends it to the terminal.
- The terminal's computer system passes the booking number to PierPASS.
- To claim a booking number, the shipper enters the booking number into the PierPASS system, which attempts to match it to a booking number received from the terminals.
- If the booking number entered by the shipper matches one received from the terminals:
 - The shipper must then mark the booking number as "claimed."
 - PierPASS then automatically sends the terminal an electronic notice changing the container's status to "released." The container can then be delivered.
- If the booking number entered by the shipper does not match any booking numbers received from the terminals:
 - When the shipper claims the booking number, it will go into "pending" status in the shipper's account.
 - In this case, we recommend that shippers contact the terminal or the steamship line to confirm that the booking number they entered is the correct one.

Question: How early before sailing date should we claim the booking numbers?

Answer: Booking numbers can be claimed up to six months prior to delivery. After six months, the booking number is archived and is considered inactive.

Question: Often we ship within a day or two of making a booking. This doesn't give us much time to claim and pay for containers. Suggestions?

Answer: It really does not take much time to log on to the PierPASS website and claim your booking number. Please remember, this requirement only applies to containers delivered during Peak hours.

Question: Steamship lines often change booking numbers without advising everyone involved. How will PierPASS handle this issue?

Answer: In order for containers to be received at the marine terminal, the terminal must have a correct booking number from the steamship line in their computer system. If it is in the terminal's computer system, it should be in the PierPASS computer system.

Question: We have our freight forwarder dispatch trucks to the port terminal and we don't know when our truck will be entering the port, so it will be difficult to claim at the right time. Is there any alternative? How do we know that our container will be delivered during OffPeak hours?

Answer: Be sure and instruct your freight forwarder to make delivery on OffPeak hours if that is your requirement, as they are your contractor.

Question: Are we able to communicate with the terminal to ensure that they show the claimed booking number?

Answer: We recommend that you check the PierPASS website for status. However, the same information should also be reflected in each terminal's information system, as well as on the eModal website.

Question: After we claim a booking, do we need to go back into the system after delivery and indicate that the booking is now complete?

Answer: No, PierPASS will monitor the gate activity and match it up to booking numbers and PierPASS accounts automatically.

Question: How are you going to handle bookings that roll or split from one vessel to another?

Answer: Once a booking number has been claimed, the containers will be accepted regardless of whether they are split between multiple vessels or terminals.

Question: On some occasions in the past, I've attempted to claim export containers and gotten a message saying "No records found" for this booking. How does this affect our account?

Answer: If the booking number you enter into the PierPASS system doesn't match a booking number received from the terminal, you will not be able to claim it. Instead, it will go into "pending" status in your account. If this happens, we recommend that you contact the terminal or the steamship line to confirm that the booking number you entered is the correct one.

Question: Is there a screen in the PierPASS system that shows a summary of the bookings that have been claimed during the latest week?

Answer: Yes, it is under the Export tab and is called "My Booking Numbers."

Question: If we have a booking of many containers and some will go OffPeak while others will go during Peak hours, do we have to pay for all of them or are they billed by container?

Answer: The only requirement is to claim the booking number. PierPASS will track whether the containers are delivered during Peak or OffPeak hours. TMF payments are due only for those containers delivered during Peak hours.

Question: If a shipment goes through a terminal during Peak hours but the booking was not claimed in advance, is there a "trouble window" we can use to get that shipment through?

Answer: A shipment will not be admitted through the terminal gates during Peak hours if it has not been claimed. Booking numbers can only be claimed online at www.pierpass-tmf.org. You should be sure your booking number is claimed before sending a container to the terminal.

Question: We don't know if our driver will make it to the port prior to the end of Off Peak hours. Should we claim each booking number prior to the driver leaving the central U.S.? Will we be charged for only those containers that actually arrive during Peak hours?

Answer: Yes, you should claim all booking numbers, and you will be charged only for containers that are delivered during Peak hours.

Payment Questions

Question: Will payment be due when bookings are claimed?

Answer: No. Exporters using direct pay methods (credit card, debit card or electronic check) must pay the TMFs for a Monday-through-Friday period prior to the following Tuesday. Exporters using PierPASS Credit Accounts will be invoiced the Tuesday following the week of a booking. Payment terms for credit accounts are net 10 days. Exporters who are not current on their accounts will not be allowed to deliver additional containers.

Question: I use a credit card to pay the TMF. If I deliver my container on a Monday, is my TMF due the next day?

Answer: No. Exporters using direct pay methods (credit card, debit card or electronic check) must pay the TMFs for a Monday-through-Friday period prior to the following Tuesday. So, if you deliver a container on Monday, August 14, your payment must be made before Tuesday, August 22.

Question: I use my PierPASS Credit Account to pay the TMF. If I deliver a container on Monday, August 14, when will the TMF be due?

Answer: You will be invoiced on Tuesday, August 22, and your payment will be due ten days later, on September 1.

Question: Is the due date for the TMF based on the date the booking is claimed or on the date the container is actually delivered?

Answer: It is based on the date the container is actually delivered. Claiming your booking number earlier won't make the TMF due sooner.

Question: As an exporter, it is already hard for me to reconcile my account under PierPASS. I have sometimes been charged a TMF for containers that move through the Alameda Corridor (ACTA) and are subject to ACTA fees. How will I get assurance that exempt containers are properly processed and will not be held up?

Answer: In the case of the Alameda Corridor, PierPASS will be receiving intermodal exempt lists from the terminals and/or the steamship lines. If your container should be exempted from the TMF due to payment of an ACTA fee and the booking does not indicate that, you need to contact the steamship line to update the PierPASS files.

Question: What about other exempt freight, including containers headed to Hawaii, Alaska or Guam?

Answer: You can see a list of the exempt destinations in our "Marine Terminal Schedule No. 1 (Rules, Regulations and Rates)" document at www.pierpass-tmf.org

Question: Will PierPASS be able to accommodate the fast turnaround time exporters often experience?

Answer: PierPASS is accommodating exporters by creating a system in which booking numbers will be processed almost immediately. In this way, exporters will be able to claim the booking number and the record of the transaction will quickly show up at the gates of the terminal.

PierPASS is upgrading its computer systems to provide exporters several ways to claim their booking numbers:

- One at a time
- Copy and paste up to 100 at a time
- Uploading a data file
- Using Electronic Data Interchange

PierPASS will continue to develop our system around the operational needs of the exporters and we are prepared to work with anyone to ensure that their service needs will be met promptly and efficiently.

Question: If I claim a booking number and pay the TMF, or if I am invoiced by PierPASS for the TMF, but the container is delivered during OffPeak hours, how will a credit be issued? How can we be assured that our account will then be credited?

Answer: You will only be invoiced for containers under your booking numbers that transit the gate on Peak Hours.

Question: If there is an incorrect charge (as when the ACTA fee has been paid) do we need to pay for that container to avoid being suspended, or are we still allowed to claim new booking numbers while we wait for the issue to be resolved?

Answer: If you are a direct pay account, you need to make the necessary payment. We will issue a credit or refund for those charges that eventually show up in the ACTA database. If you are a billable account, you will receive an invoice and should dispute the charge. PierPASS will check the ACTA data for a possible refund.

Question: If a shipper is a "billable account" and its bank will not allow ACH payment, is there any other option other than direct payment?

Answer: Shippers whose banks do not do ACH Push payments should change their PierPASS account to a direct pay type to avoid the issue.

Question: Will you accept wire transfer as form of payment?

Answer: We cannot refuse a wire transfer, but it is expensive for the sender and for the receiver. Electronic checks are a better alternative for all parties

Question: We currently pay with credit card. We would like to receive invoices from you. How can we switch the payment method?

Answer: You must apply for credit on the PierPASS home page.

General Questions about PierPASS and the OffPeak Program

Question: Who pays the Traffic Mitigation Fee?

Answer: The TMF is paid by beneficial cargo owners (shippers, consignees or their agents). Trucking companies and steamship lines are not responsible for TMF payments.

Question: Which containers are subject to the Traffic Mitigation Fee, and which are exempt?

Answer: PierPASS assesses a TMF on all loaded containers entering or exiting the marine terminal gates by road during Peak hours. The fee is not assessed against containers subject to the Alameda Corridor Transportation Authority (ACTA) fees, empty containers and chassis, domestic containers, trans-shipments, or containers delivered during OffPeak hours.

Question: Why can't the TMF be collected at the gate?

Answer: In order to minimize costs of the OffPeak program and to ensure the accuracy of transactions, marine terminals have appointed PierPASS to collect the TMF electronically.