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# **INTER TERMINAL TRANSFER**

# **OPERATIONAL GUIDELINES**

2<sup>nd</sup> Edition – August 2025

## **GENERAL**

- a. The purpose of this document is to outline the operational procedures, processes and communication protocols between customers and the relevant parties involved in container transfers.
- b. The Inter-Terminal Transfer (ITT) Standard Operating Procedure (SOP) covers the following:
- c. Scope of Service: Describes the main activities related to the transfer of containers between the Container Yard (CY) and the Warehouse (Cargo Freight Station) and vice versa.
- d. Compliance: Ensures that all container transfers are carried out in full accordance with customer requirements and within an acceptable timeframe.
- e. Operational Flow
  - i. Containers are transported between the CY and the Warehouse using prime movers as the mode of transportation.
  - ii. Containers are moved on a chassis, which is disengaged and positioned at the warehouse.
  - iii. Once the container is positioned, the warehouse operator assumes responsibility for storage, handling, and equipment (both container and chassis).
- f. This SOP is intended to provide clarity, consistency and efficiency in ITT operations while safeguarding compliance with agreed customer standards.

## **ABBREVIATION**

<b>CY</b>	Container Yard
<b>W/H</b>	Warehouse
<b>ITT</b>	Inter Terminal Transfer
<b>ECMR</b>	Electronic Container Movement Request
<b>ZB</b>	Zone Bebas (Free Zone)
<b>SO</b>	Service Order

## **Operating Procedures for Electronic Container Movement Request (ECMR)**

### **1. Import Full Container to Warehouse (Stripping Moves)**

#### **a. Shipping Line Release**

- i. The shipping line will release the container under HOLD status in N4 system.
- ii. The release status will be updated and communicated to the Agent.

#### **b. ZB Number and Approval**

- i. W/H personnel must request the ZB number and Approval number from the Free Zone authority.
- ii. Both the ZB declaration and the Approval number are compulsory fields in the ECMR.

#### **c. Submission of Delivery Instruction**

- i. W/H personnel shall submit an ECMR DELIVER request through the ECMR system to the ITT Team.
- ii. This request authorizes the movement of laden containers to the warehouse for stripping.

#### **d. Required Information in ECMR-DELIVER**

- i. Each ECMR-DELIVER must include the following details:
  - Container number and container details
  - Delivery location (warehouse name and code)
  - Requested date and time of delivery
  - Bay number
  - Booking number
  - Shipping line
  - Agent
  - ZB declaration number
  - Approval number

#### **e. Validation by Warehouse Operator**

- i. The W/H operator must ensure that the container status has been released correctly.
- ii. The correct forwarding code must be updated for the container requested.

### **2. Empty Container to Warehouse (Stuffing Moves)**

#### **a. Booking Creation**

- i. The shipping line will create and release a booking.
- ii. Booking details must be updated and made available in the system.

#### **b. Submission of Delivery Instruction**

- i. Warehouse (W/H) personnel shall submit an ECMR-DELIVER request via the ECMR system to the ITT Team.

ii. The Depot/Liner must also be copied (cc) in the request for coordination and tracking.

c. **Required Information in ECMR-DELIVER**

- i. Each ECMR-DELIVER request must include the following details:
  - Container number and container details
  - Delivery location (warehouse name and code)
  - Requested date and time of delivery
  - Bay number
  - Booking number
  - Shipping line (liner)
  - Forwarding details

d. **For Maersk (MAE) Containers**

- i. For MAE containers, PTP-ITT will coordinate with the On-Dock Depot (PTIS) to secure the required containers.

e. **General Requirement**

- i. All containers for stuffing must be properly booked, released, and reflected in the system before movement can be executed by the On-Dock Depot (PTIS).

f. **All Containers for Stuffing**

- i. PTIS will liaise directly with the Warehouse (W/H) for the issuance of containers designated for trucking into the W/H premises.
- ii. PTP-ITT will advise the container number to the W/H operator only prior to the truck-in of the container.

g. **Containers Regulated for SI/AMS Submission**

- i. The W/H operator must clearly indicate SI/AMS Submission in both the email subject line and within the ECMR request.
- ii. PTIS will respond to the container nomination request made by the W/H operator, with a copy to PTP-ITT.
- iii. Container nomination for SI/AMS submission is subject to availability and mutual agreement between PTIS and the W/H operator.

h. **Discrepancy**

- i. In the event of any discrepancy, damage, shortage, or delay caused by the Depot or Liner, the warehouse operator shall be responsible for coordinating directly with the respective Depot or Liner.
- ii. PTP-ITT shall not be liable for, nor absorb, any truck-back charges arising from the reasons stated above (refer to Clause 2.4).

### **3. Full to Yard – (Export Move)**

#### **a. Submission of Deliver Instruction**

- i. After stuffing is completed, the Warehouse (W/H) personnel must create the pre-advice and Service Order (SO) in the PTP TOS system via Web Access.
- ii. On the “Stuff Container” screen, container numbers must be updated, after which the system will automatically change the status from import to export.
- iii. Pre-advice must be created only after the empty container has arrived at the W/H; it is not permitted before arrival.
- iv. The Seal Number and ZB Declaration must be clearly stated in the ECMR.

#### **b. Vessel Closing / Cut Off**

- i. The W/H must ensure that instructions in the ECMR (from W/H to CY) are sent to PTP-ITT on time. This is to ensure that containers arrive at the CY before the vessel closing and within the required lead time.
- ii. If containers cannot be delivered before the PTP-ITT gate closing time for the vessel, the W/H must apply for a late arrival request to the liner via email, copying the PTP-ITT team. The liner will then request approval from the Cargo Control/Planning section.
  - If approved, PTP-ITT will proceed with the required move.
  - If denied, W/H personnel must liaise with the Liner for further action or consideration.
- iii. If a container cannot be loaded onto the planned vessel for any reason, PTP Planning will inform the W/H. The W/H must then consult with the shipping line to decide on the next course of action and provide updated instructions to PTP Planning.
- iv. At the time of vessel arrival, all loaded containers must already be in the yard for final planning. Containers without late arrival approval will not be scheduled for loading onto the vessel.
- v. Upon vessel completion, a shut-out list of unshipped containers will be sent to W/H management. The W/H shall then inform the container/vessel operator for their further action.
- vi. PTP Yard Planning will ensure that all containers destined for the W/H are discharged into the designated yard section.

### **4. Empty to Yard or PTIS – (Storage Move)**

#### **a. Submission of Delivery Instruction**

- i. Warehouse (W/H) personnel shall submit an ECMR-RECEIVE request via the ECMR system to the ITT Team.

#### **b. Regulation for ECMR Submission**

- i. W/H personnel must raise a Service Order (SO) in the PTP TOS system and ensure the SO Number and Container Number are attached.
- ii. All transport activities to and from the W/H shall be governed by Service Orders.
- iii. These Service Orders will be submitted to the Finance Department for invoicing based on

the agreed tariff. The Finance Department will compile invoices on a daily basis.

- iv. PTP-ITT will manage the return of containers either to the PTIS local pool or to the CY empty storage yard.

## **5. Import Full Container for Inspection**

### **a. Submission of Delivery Instruction**

- i. Warehouse (W/H) personnel shall submit an ECMR-DELIVER request via the ECMR system to the ITT Team for inspection at the warehouse.

### **b. Required Information in ECMR-DELIVER**

- i. Container number
- ii. Delivery location (warehouse code)
- iii. Required date & time of delivery to the W/H
- iv. Bay number

### **c. General Requirement**

- i. The W/H operator must ensure that the line status is released, and the ZB declaration document is attached in the ECMR (mandatory requirement).
- ii. If the container is to be un-stuffed, the W/H operator must notify PTP-ITT in advance for the stripping process.

## **6. Import Full Container for Reefer MAQIS Inspection**

### **a. Submission of Delivery Instruction**

- i. Warehouse (W/H) personnel shall submit an ECMR-DELIVER request via the ECMR system to the ITT Team for Reefer MAQIS inspection at the warehouse.

### **b. General Requirement**

- i. All requesting parties/Forwarding Agents must copy the Box Operator in the email loop before sending the ECMR request to the PTP-ITT team for import reefer MAQIS inspection movements.
- ii. The Terminal shall not be held responsible for any charge disputes (e.g., reefer charges raised by the forwarding agent and/or box operator) in cases where the above guideline is not complied with.

## **7. Rework Transshipment or Trans-Load**

### **a. Submission of Delivery Instruction**

- i. Warehouse (W/H) personnel shall submit an ECMR-DELIVER request via the ECMR system to the ITT Team for rework transshipment or trans-load at the warehouse.

### **b. Required Information in ECMR-DELIVER**

- i. Container number

- ii. Delivery location (warehouse code)
- iii. Required date & time of delivery to the W/H
- iv. Bay number

**c. ZB Number and Approval**

- i. The ZB declaration document and liner's approval must be attached in the ECMR (mandatory).

**d. General Requirement**

- i. If the W/H operator intends to un-stuff the container, PTP-ITT must be notified in advance for the stripping process.
- ii. For trans-loading cargo into another container, the W/H operator must request the liner to update the relevant data (e.g., Outbound Carrier). ITT will proceed with trucking out once the container details have been updated.

**8. Shunting (Bay to Bay) and Transfer Service (W/H to W/H)**

- a. The Warehouse (W/H) shall submit Shunting (Bay-to-Bay) or Warehouse-to-Warehouse (W/H-to-W/H) transfer requests to ITT via the ECMR system.
- b. The W/H must create a Service Order (SO) in the PTP NAVIS system through Web Access.

**9. Container Movement Planning**

- a. W/H shall provide the container movement plan to the PTP-ITT at least 12 hours in advance for standard weekly volumes.
- b. For non-standard requests, the W/H shall provide the container movement plan at least 2 days in advance.
- c. The container movement plan must include:
  - Booking number
  - Container volume
  - Container numbers
  - Estimated Time of Arrival (ETA)
  - Required delivery date & time
- d. The PTP-ITT will allocate the necessary resources to handle the requested volume by deploying additional prime movers and/or chassis, subject to operational availability.
- e. The lead time for delivery of laden containers, empty containers, export full truck-out, and ex-laden units shall be 4 hours from the time the ECMR is submitted to PTP-ITT, subject to internal operations.

## **10. Chassis and Detentions**

- a. PTP-ITT will plan and allocate chassis to each W/H according to container movement requirements. Allocation will be based on the W/H's volume contribution and reviewed on a quarterly basis (every 3 months).
- b. Requests for additional chassis are subject to PTP-ITT operational availability, and all chassis will be assigned on a rotation basis.
- c. Detention charges will be submitted to the W/H on a weekly or monthly basis for verification prior to billing. The W/H must respond within three (3) working days. If no response is received, billing will proceed as scheduled.
- d. The W/H may not hold chassis for more than 12 hours. Any detention beyond this limit will incur hourly charges in line with the prevailing PTP Port tariff.

## **11. Safety Requirement & Emergency Response Plan**

- a. The W/H operator must provide proper safety wheel chocks and ensure all chassis are securely parked with wheel chocks.
- b. The W/H operator must ensure that all container doors are tightly closed and locked before any movement to the yard, PTIS, or for shunting purposes.
- c. Prime mover drivers are strictly prohibited from opening or closing container doors.
- d. The W/H operator must ensure that all loading bays are clearly marked with numbers for identification.
- e. The W/H operator must provide adequate lighting in the loading area to support operations or movements carried out at night.
- f. If the W/H operator conducts loading or off-loading activities “off bay,” they must create proper bay markings and comply with the required offset (gap) between each container.
- g. In the event of an accident involving PTP equipment, the W/H operator must notify PTP-ITT within 24 hours for further action.
- h. The W/H operator must monitor and ensure that all containers are parked in the correct bay or location.
- i. If the W/H operator identifies any container or chassis that poses a potential hazard or accident risk, they must immediately notify PTP-ITT for the necessary action.

## ATTACHMENT

### ITT Operations Contact Matrix

	Name	Telephone	Email
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The E-CMR document to be emailed to:

- a) PTP-ITT:[AllOperationITTTeam@ptp.com.my](mailto:AllOperationITTTeam@ptp.com.my)
- b) ITT Back up email : [alloperationittteam@gmail.com](mailto:alloperationittteam@gmail.com)
- c) [AllOperationGateServiceOrderSOTeam@ptp.com.my](mailto:AllOperationGateServiceOrderSOTeam@ptp.com.my)