



AUTORITÀ PORTUALE DI GENOVA

E-port
the Telematic System of the Port of Genoa
1 Luglio 2008



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Introduction



Genoa Port Authority is in the process of completing a comprehensive telematic port system (using the acronym E-port) developed with the valuable assistance of the Operators Associations.

There are numerous factors, well understood by the operators, which are driving the port towards a more intensive use of the existing infrastructures.

With this in mind, one of the most important results in the E-port implementation has been to reveal the need for some regulatory adjustments in the port documentation processes capable of moving our port community towards the shared objectives of a competitive, reliable and effective system.

In order to offer a useful tool for operators, we have with the following paragraphs endeavoured to summarise the basic system features and clarify some operating rules in force in the port of Genoa.

The President of
Genoa Port Authority

Luigi Merlo

September 2008

The E-port telematic system



E-port can be considered as a project which covers the entire port and, in the near future, an inland port extension. Combining the re-organisation process and technological developments, it ensures the rationalisation of data interchange and accelerates traffic flow.

In the initial phase (dating back to 2005) the project focussed mainly on the container gate exit data management, related both to VTE and SECH. Two organisations fundamental in the development of the port of Genoa. Commencing in 2007, and with a progressive identification with the entire port system, the later developments have focussed on the export process.

Currently, we are introducing other system elements to broaden the type of traffic involved in the process and to “reinforce” the relations with the different players (public bodies and private operators) involved in the system’s operation.

An essential element in the “success” of E-port is its capacity to integrate the system with the other technological assets already operating in the port of Genoa. The Coast Guard and Port Authority, in particular, pay great attention to the integration of E-port with specific elements of the Vessel Traffic Service in order to ensure the availability of “sea side” information for the whole port community and an effective integration with the “land side” documentation process.

The different phases in the system development



During 2004 on the initiative of the Port Authority (and in co-operation with the Freight Forwarders Association, the Shipping Agents Association, the local Custom Office, the Provincial Headquarters of the Custom Police and the VTE terminal) initiated the project process and the introduction of the first E-port component. The goal at that time was an in depth re-organisation of the import process, perceived as a matter of real urgency in the face of a great increase in container traffic managed by the terminal.

The project was approved in 2005 and in May of that year became operative. Taking into account the difficulties related to the innovative approach implemented (as well as the difficulty in bringing together the various interested Subjects involved), this first phase of the project produced very satisfactory results in terms of:

1. defined and precise timings for the import process performances;
2. an impressive reduction in gate exit times for trucks and containers;
3. a general improvement in the “sustainability “ of port related operations and improved working conditions in the port process;
4. a “physical” increase of the gate-lanes as a consequence of the remote-control of procedures previously carried out manually on the spot.

Once having consolidated this first phase, the Port Authority, with the co-operation of Operators Associations, started to develop the second phase, but still addressing the import process with particular reference to the “booking” procedures for the withdrawal of containers from terminal SECH. Two basic goals were pursued in this phase. Firstly, the de-materialisation of the process to accelerate the operations. Secondly, these implementations would produce some initial improvements in the transit and control procedures of trucks passing through the S.Benigno gate. This is a crucial element in the organisation of international traffic in the Sampierdarena basin. This second phase came into operation at the beginning of 2007.

In 2007, both Voltri and Sampierdarena were faced with the first phase of the export process. This new operational development disposed of “orders of shipment” (Export Customs Clearance) and a simplification of port due payment procedures. The new components became operational at the end of the year.

During 2008 the system has been developed to manage the electronic compilation of Departing Manifests (MMP), according to the requirements of the Custom Authorities. In the meantime we are currently completing the “arrival advance notice” for the truck Companies (import and export processes) and implementing other specific components referring to non-containerised traffic and also to strengthen the control procedures at the gates in the Sampierdarena basin.

Public Bodies involved in the process



E-port is well integrated with the intervention plans carried out by the other Public Bodies operating in the port of Genoa. Firstly, it needs to be underlined that the documentation control process being implemented is a key factor in the security programs in progress according to the UE rules with particular reference to REG (CE) 725/04 and Directive 2005/65/CE.

Accordingly, E-port (focussed on the control of the freight documentation process) is integrated with the measures and technologies Port and Maritime Authorities are putting in place to ensure the automation of the control procedures referring to people and vehicles passing through the port gates. The gate represents, in the E-port project approach, the “terminal” of a service complex capable of verifying (in advance of the arrival of trucks) the appropriateness and accuracy of the documentation accompanying the freight. It also transmits to the different operators involved in the process notes in a situation where shortage and/or errors may arise (creating potential bottlenecks at the gates and disruption in the surrounding urban areas) and what necessary steps need to be taken to correct the situation.

The co-operation between the Port and the Customs Authorities has been fundamental in the first phase of the project development and the Customs have offered every facility in making available in real time the results of the customs process of the containerised goods.

In later project stages, another element in the relationship between Port and Custom Authorities was represented by the Circular issued by the two Bodies on 12.10.07 and referred to the electronic procedure to be used for Export Customs Clearance. The consequent Dispositions n. 1/08 of Genoa Customs Authority revised loading procedures for SECH and VTE terminals.

With these Acts, the Genoa Customs Authority has, among other items, highlighted the requirement that the new procedures would involve the remaining terminal operators. The other element highlighted was the need for the telematic transmission of Departure Manifest (MMP) to be disseminated to all operators, according UE rules.

Customs Police operate at port gates with E-port systems to control the movement of goods. The process has significantly changed the working methods of Customs Police. In Voltri basin the operations are performed by remote control and their work has been simplified to a digital process which helps the official to identify containers in transit. Previously, the Customs Police operated with their physical presence and in a “paper based environment”.

There are in development some new phases permitting an improved integration of other Public Bodies involved in the port control processes (Maritime Health Department, Phytopathology Agency, Veterinary Authority, Port Chemical Agency, Agecontrol).

Operators' Roles and Competencies



The Parties involved in port operations and which are integrated internally in the E-port system are as follow: Freight Forwarders, Shipping Agencies, Terminal Operators and Motor Transport Companies. They are for the purposes of E-port represented by the following defined Associations:

- The Genoa Association of Freight Forwarders, Couriers and Transporters
- The Genoa Customs Brokers Association
- The Regional Customs Forwarding Agent Register
- The Shipping Agents and Shipbrokers Association of Genoa
- The Terminal Operators Section of Confindustria- Genoa
- The various elements of the Motor transporters Associations

The above listed Associations, as well as the Public Bodies involved, also play an essential role determined by their competence, experience and capacity to respond to a complex system such as E-port. The following paragraph will set out the roles and competences of the various operators involved internally with the E-port system.

Ship's Forwarding Agent

- To compete and transmit the arriving goods declaration (MMA).
- To complete and transmit the departing goods declaration (MMP).

The Terminal

- To transmit the acceptance or denial of a booking withdrawal (according SECH rules)
- To transmit a regular summary from get out exiting traffic
- To transmit gate in messages
- To compile the dates of opening and closing of ships
- To transmit the acceptance or denial of orders of shipment (Customs Export Clearance)
- To receive loading lists
- To receive offloading orders (container announcement)
- To transmit loading reports

The Shipping Agent

- To transmit the delivery order and its every necessary variation required for the release at the moment of the “discharge” by the freight forwarder.
- To transmit the voyage code of the ship before the opening of the vessel at the terminal
- To transmit the offloading order (container announcement)
- To transmit the loading list

The Customs Clearing Agent

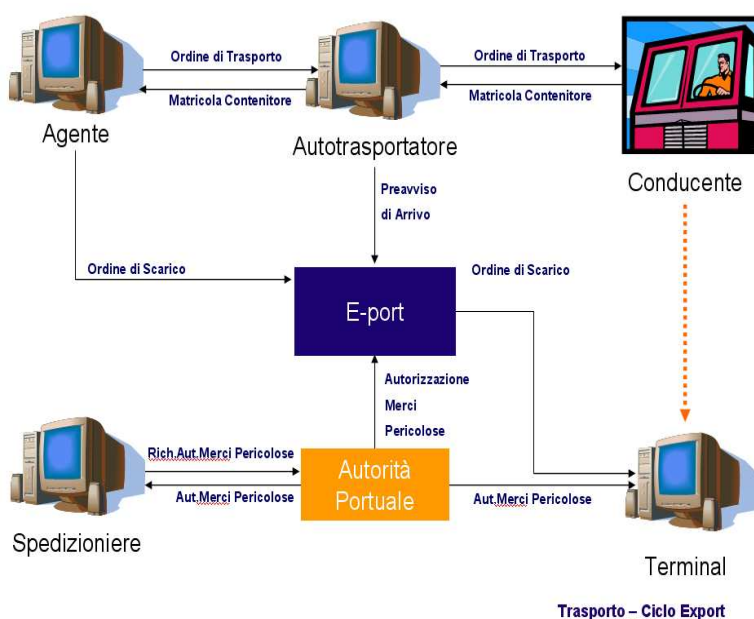
- To complete and transmit the Customs Declaration (Customs Entry)
- To associate the Customs Clearance number with the delivery order for the purpose of “booking” the container withdrawal. (in conformity with SECH procedures)
- To complete and transmit Customs Export Clearance for Declarations both issued in Genoa Customs Office and in the internal Customs Offices. **The latter includes** additional port dues for the Customs Declaration issued by the internal Customs Offices. .

The Gate Operating Forwarder

- To verify if (from a documentation point of view) a container can be loaded/unloaded and deliver the voyage documentation to the truck driver
- When a documentation problem arises in the container operation, he has to communicate with the freight forwarder who is following the procedure to advise him of the nature of the problems. If the forwarder is uncontactable or is incapable of intervening in the documentary process, the gate operator immediately informs the call-center to insert the container information into the system
- To produce on request by Customs Officials or Custom Police, the paper documentation.
- To stop delivering voyage documentation in the event of an interruption in terminal activity for an undetermined period.
- To check the booking time integrity and to register the entry into the port area of trucks for withdrawal operations (in conformity with SECH procedures)
- To verify the presence of an offload order and, when appropriate, the authorisation for the transit and a temporary stay-over of dangerous goods

The truck drivers

- To obtain a container withdrawal he has to submit the transport form (consignment note) to the gate operating forwarder who receives in return the voyage documentation
- To check by E-port system the “loadability or unloadability” of the container from the documentary point of view.
- To transmit, after that, the “arrival advance notice” integrated, for security reasons, with the truck driver’s name and truck number plate.



The information transmitted by the Truck Companies with the “arrival advance notice”, will ensure the comprehensive integration between E-port and the security programme currently being implemented by the Port and Maritime Authorities. The target is to achieve a complete and reliable information (and control equipment package) for goods, people and vehicles arriving in the port of Genoa.

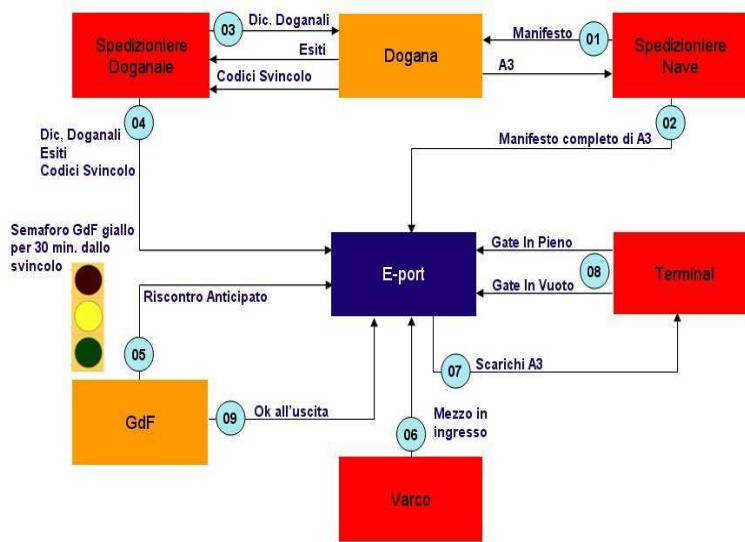
In the following chapters the specific E-port system components will be detailed in terms of:

1. the perimeter, functions and types of documentation related to the re-configuration of the documentary process;
2. the identification of the Subjects and Bodies involved and their roles in the process;
3. the rules introduced to ensure that the operating process can flow in a coordinated and consistent way.

System components – Import – Exit cycle in VTE



Operative from may 2005, the new exit procedure objective is to speed up the gate container operation. With the acquisition, association and collation of information embodied in the Manifest of arriving good (MMA), customs declaration (number A/3) and clearance number allocated by the Customs Authority, the system is able to notify to Gate Operator and Customs Police each container's current "customs state". The system has recently been extended to ensure the telematic transmission of delivery orders and transit and layover Authorisations for Dangerous Goods.



E-port - Processo Import - Vte

The documents involved in the telematic reconfiguration of the process are:

- Manifest of Arriving Goods (Shipping Forwarder)
- Delivery Order (Shipping Agent)
- Transit and layover Authorisation for Dangerous Goods (Customs Agent)
- Customs Declaration (Customs Agent)
- Gate entry of full and empty containers (Terminal Operator)
- Foreseen Container exiting by rail (Terminal Operators)
- Regular summaries of exiting containers (Terminal Operators)

The Parties involved are:

The Ship's Forwarding Agent who

- prepares and transmits the Arrival Manifest (MMA)

The Shipping Agent who

- transmits, by means of E-port system, the delivery order at the moment of clearance in the shipping agency. He also has to submit any later variation

The Customs Agent who

- submits a request for authorisation to the Port Authority to ensure the exit of dangerous goods. He also renews, by means of the system, expired delivery orders.
- completes and transmits the Customs Declarations (as soon as the Clearance is available) and the phonograms (this for CAD procedure and simultaneously to Customs). He completes the information matching the weight indicated in the Customs Declaration with that of the container resulting from the Arriving Manifest. He delivers to the Gate Operator the transport form and the voyage documentation.

The Gate Operating Agent who

- verifies, by means of the system, if a container can be withdrawn and, if appropriate, delivers the voyage documentation to the truck driver. He marks in the system the clearance number contained both in the phonograms he receives and in the declarations not present in the system (the paper based evidence is in any case available).
- stops delivering voyage documentation in the event of an interruption in terminal activity for an undetermined period

The Customs Police who

- by means of E-port, examine the Customs Declaration which accompanies the container and consequently decide if a physical control has to be made. In any case the Customs Police have at their disposal E-port support to carry out any inspection of choice

The Terminal Operator who

- transmits to E-port gate in messages, for full and empty containers (put at the disposal of Customs Police controls);
- compiles a regular summary of exiting containers both by means of road and rail.

The Customs Agency which

- makes available in real time by means of its own telematic system the clearance number of the container passing through the Voltri port gate.

The Truck Driver who

- to obtain a container withdrawal has to submit the transport form to the gate operating forwarder and receives in return the voyage documentation
- checks by E-port system the documentary "loadability or unloadability" of the container and transmits, after that, the "arrival advance notice"

The Contact and Call center who

- supervises the functioning of the system, reinstates missing data into the system, supports forwarders in "matching weight" operations and assists the Customs Police in exiting control operations.

General Rules

- Customs Declarations (and possible modifications or obliterations) have to be transmitted to the E-port system in telematic modes both by the operators who utilise a Service Center and by those who are directly linked with the Customs Agency
- the delivery order and its every variation have to be transmitted telematically at the moment of the “discharge” by the freight forwarder in the Shipping Agency
- The request for exiting authorisation of dangerous goods has to be submitted to the Port Authority exclusively in telematic mode
- The call center intervention to insert in the system missing declarations is permitted only in the case when a copy of the original documentation is being transmitted (typically by fax). If the Declaration is absent or incomplete no insertion is permitted
- The Manifests of Arriving Goods have to be transmitted exclusively in a telematic mode. If the manifest has to be obliterated or modified, the Shipping Forwarder has to communicate immediately with the call center which will then replace the previous documentation received. .

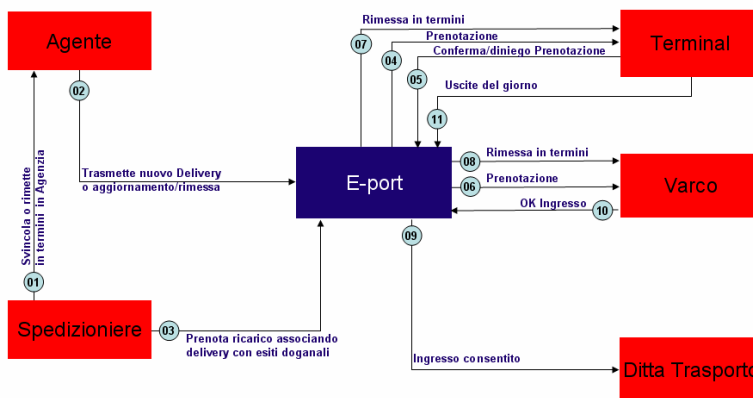
System components – Import – Booking for container withdrawal



Operating from March 2007, its chief object is to reconfigure the documentary exchange between Freight Forwarders and SECH terminal particularly for the “booking” of container withdrawal. Delivery orders managed telematically by Shipping Agencies operating with terminal SECH represents the basic information that, integrated by Customs Agents with the code of Custom Declarations, originates the “booking” request disseminated by E-port to the terminal.

The Freight Forwarders Association, in co-operation with the Shipping Agencies Association, has implemented a telematic system which enables operators to renew the expired date of the delivery during the process.

This system component has been integrated with the “arrival advance notice” generated by truck Companies.



E-port rimessa in termini e prenotazione ricarico

The documents involved in the telematic reconfiguration of the process are:

- Delivery Order (Shipping Agent)
- Customs Declaration (Customs agent)
- Gate entry of full and empty containers (Terminal Operator)
- Regular summaries of gate exiting containers (Terminal Operators)

The Parties involved are:

The Shipping Agent who

- transmits, by means of the E-port system, the delivery order at the moment of clearance in the shipping agency. He also has to submit any later variation

The Customs Agent who.

- completes and transmits Customs Declarations
- links the Customs Clearance number to the delivery order for the purpose of “booking” the container withdrawal.

Freight Forwarders Association Shipping Agencies Association who

- have installed a telematic system which enables operators to reinstate during the process the expired deliveries

The Terminal which

- receives from E-port the booking requests and notifications of reinstated expired delivery orders
- transmits Regular summaries of exiting containers

The Gate operating Forwarder who

- checks the booking time integrity and
- registers the entry into the port area of trucks for withdrawal operations

The Contact and Call center which:

- supervises the functioning of the system
- supports operators in the routine processes and contacts them in cases of failure or anomaly

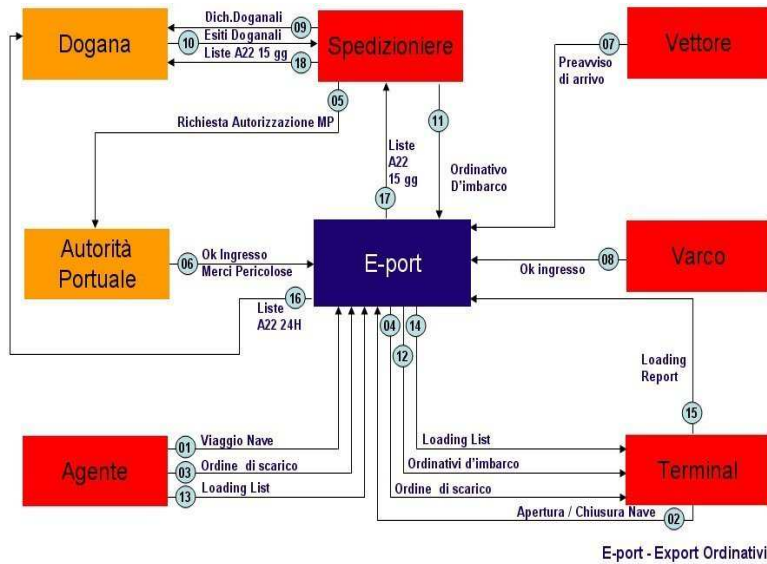
General Rules

- The Shipping Agencies operating with terminal Sech are obliged to transmit in a telematic mode delivery orders at the moment when the Forwarders manage its clearance; the same procedure is to be followed in case of delivery order integration/modification.
- If a failure arises in the electronic delivery process, the Agency has to communicate immediately with E-port call center for the information regarding the estimated time needed to restore normal activity. In the meantime and to ensure a seamless procedure, the Agency should transmit delivery orders to the call center via fax.
- The forwarder, at the moment of clearance in the Shipping Agency, is obliged to notify the Gateway Operator (Port Customs Transit Agent). in charge of the booking
- The Shipping Agent, at the moment of consigning the delivery order to the forwarder, has to correctly specify the Gateway Operator
- In the event of "more than 24 hours" interruption in terminal activity, the expiry date of delivery orders is prorogued (together with the related commercial undertakings) until the restoration of normal terminal activity.
- The intervention of the call center (for documentation not present in the system or apparently expired or with a wrong specification of the Gateway Operator) is only possible if a copy of the original documentation is transmitted.

The Components – Export – orders of shipment 

Operating from the end of 2007 (VTE and SECH), the target is to optimize the documentary exchange between operators and terminals in container loading procedures and to ensure a radical simplification of port duties payment procedures related to customs declarations issued by Internal Customs Offices.

This system component has been integrated with the “arrival advance notice” received from the trucking Companies



The documents involved in the telematic reconfiguration of the process are:

- voyage code of the ship , loading list (Shipping Agent)
- Export Customs Declaration/order of shipment (Customs Agent)
- Customs Declaration (Customs agent)
- Container announcement/ offload orders (Shipping Agent)
- Loading report (Terminal Operator)

The Parties involved are:

Shipping Agent who

- transmits by telematic mode the ship's voyage code, to whoever is responsible for the voyage, including offload orders (container announcement) and loading list. The last mentioned document is essential having regard to the rules of the local Customs Authority (Disposition n. 1/08) to receive in advance a complete Manifest of Departure (MMP).

Customs Agent who

- who completes and transmits the Customs Export Clearance (order of shipment) for Declarations both issued by Genoa Customs Office and the internal Customs. This last procedure finalises the additional port dues for the Customs Declaration presented to the internal Customs Offices.

The Gate operating Forwarder who

- checks by means of the system the clearance documentation of the container passing through the export operation gate.
- registers into the system the truck gate entry

The Terminal which

- transmits to E-port the dates of the opening and closing of ships
- receives offloading orders (container announcement) and transmits their acceptance or denial
- receives loading lists
- transmits loading reports
- transmits, within 24 hours of the vessel departure (excluding Saturdays and Sundays), the loading reports

For the containers not loaded on the ship identified in the offload orders, the terminal doesn't require a new export customs clearance. The container will be loaded on the vessel nominated in the loading list communicated by the Shipping Agent

The Customs Police who

- by means of E-port, examines the Customs Declaration which accompanies the container

Customs Authority of Genoa which

- receives the lists (A22) related to Customs Declarations issued by the internal Customs Offices (compiled on an operator and ship basis) and matches them with the data contained in the loading lists

The Contact and Call center which:

- supervises the functioning of the system, supports operators in the routine processes and contacts them in the case of failure or anomaly

General Rules

- The Shipping Agencies operating with the terminals Vte e Sech are obliged to insert in telematic mode the voyage number of the ship as soon as it is available and certainly before the commencement of the opening operations by the terminal. This same number has to be utilised by the other Agents operating on the same voyage .
- The Shipping Agencies operating with the terminals Vte and Sech are obliged to insert in telematic mode the container announcement (offload orders) prior to the truck driver arriving at the gate for unloading operations

Organisation – The Datacenter



E-port's core hardware is housed within the Elsas Datamat datacenter. The Company adopted in 1994 a Management Quality System conforming to the Norm UNI EN ISO 9001:2000 of the Certification Authority CSQ, accredited to SINCERT, for their work in the field of planning, integration, realisation, installation, assistance and maintenance of both hardware and software systems.

The Company was further endowed with a certification for its own data centre conforming to the Norm ISO27001:2005 for its Information Security Management System, which is subdivided under three headings:

- Physical security
- Logic security
- Peripheral security

Form the point of view of physical security, the datacenter provides the following features:

- Except for people expressly authorised, the datacenter is inaccessible from the outside. It is manned around the clock 7 days a week by its own security service;
- There is a fire protection installation, managed by an autonomous system for the detection and response (optic smoke sensors to raise the alarm, NASF2 gas extinguishing system);
- Air conditioning system dedicated to the rest of the building (office areas);
- Electrical installation with a dedicated transformer cabin and lines of distribution consisting of fireproof cables;
- A set of dedicated generators designed to supply power, in the case of a black out, to all the installations of the machine room and all the auxiliary equipment (lighting, refrigerators, conditioning, etc.)

From the logic security aspects, the following mechanisms operate:

- Installation only of necessary services for the applications installed in the server;
- Application of security hotfix released (previously tested for the compatibility with the installed applications);
- Antivirus constantly updated (version enterprise of the antivirus updated with push modality);
- Qualifying audit policies;
- Toughening further the servers subject to specific exposures (eg web server)
- Dedicated administrative user with password subject to determined complex rules, changed monthly and sealed in a closed envelope in controlled storage;
- Administrators of the system's personal computers located within the network IP protection, constantly automatically updated to the level of patch/ security hotfix/antivirus, equipped with screen saver with password, subject to periodic checks of the installed software.

From the point of view of peripheral security, there are in operation systems which guarantee protection against penetration attempts from the internet and back-end connections. This protection system is secured by procedures and advanced technology which is characterised by its reliability to guarantee the integrity of the data and to safeguard the internal security network. The technology involved in guaranteeing this security is based on the concept of a defence perimeter and firewall. The internal network is contained in a security area where all access and exits are subject to well defined control points called interfaces. From the network point of view, these access points function as a firewall which must be seen as a system feature which contributes to the overall security policy of the system.

The structure is based on firewall systems with "stateful inspection" technology which guarantees maximum flexibility in terms of the control of accesses and protocols. At the same time raised performances are assured in terms of throughput and a reduced impact on the operating network. The use of the technology "stateful inspection" allows for the highest possible level of security for the firewalls that use the "packet-filtering" which validates the security policy also at an application level.

Access to the E-port system on the part of the different Subjects involved in its operations, is delivered by means of the web channelled by the Service Center of Hub Telematica and Sistemi e Telematica (the latter a part of the local network area of Elsag Datamat).

Moreover, both Hub Telematica and VTE access the system by means of a dedicated direct line, based on MPLS (Multi Protocol Label Switching) part of Telecom Italia technology. Both the lines are reinforced in their connectivity and apparatus and backed up by a guaranteed band (in upload and download) both for the primary and secondary circuits.

Consistent with the complexity of the E-port system and its direct relationship with port functioning, a "dual carrier" system architecture capable of duplicating the security system is going to be implemented. This will mirror the existing security system thereby making available, to each access point, two primary and two backup circuits implemented by different carriers.

In addition to the dedicated direct line to access services, the system is strengthened throughout all its "operating network", by means of grouping mechanisms related to the following components:

- Basic systems of data elaboration
- Database components
- Application components

The storage of data is guaranteed on the centralised Storage Area Network which is based on the highest level of technology currently on the market. The back up- restore service guarantees the integrity of data present in the server, providing the salvaging of data present in the general working memory (on disk) and on an off line memory (on magnetic tape). This element of the system is strictly controlled both in content and performances with instant communications to the relevant personnel.

Organisation –Systemic Assistance



All the elements which constitute the E-port infrastructure are monitored 24 hours a day, 7 days a week. This monitoring is installed in an operating unit of the Managing Center of Elsag Datamat which uses the appropriate tools to ensure a constant control on the instrumentation and processes subject to well defined standards of security. In the event of a anomaly arising, the dedicated personnel will:

- Carry out an initial diagnosis of the problem;
- Institute the Trouble Ticket procedure;
- Attempt to achieve a resolution with the instruments at his disposal;
- Request specialist assistance (Competence Center)
- Formally detail the action, sequence, and outcome

Consistent with the continuous monitoring activity, the standard management of the systems provides two levels of intervention:

- Operative assistance;
 - Specialised system management
- Operative assistance covers the following:
- Systemic management of basic SW;
 - Management of start-up and shutdown procedure;
 - Secure opening and closing of environments;
 - Execution of backup and verification of outcome;
 - Physical control of the systems;
 - Alarm management of the CED infrastructure;
 - Management of backup intervention;
 - Carrying out of the procedures of total or partial renewal of data areas in the case of system error;

The systemic management involves the following activities:

- The correct management of the system parameters (memory, disk space and the file system) to optimize the resources embedded in the totality of the network systems;
- The administration of O.S. and of the tools/utilities to support standard requirements;
- The management of system access authorisations to the users of the facility;
- The management of the configuration of the basic hardware and software components related to the designated requirements;
- The access management to share resources;
- Troubleshooting software and hardware;
- Resolution of basic software problems and to call into action the appropriate system service for hardware or application problems;
- The dedicated signalling of repetitive and evident anomalies;
- The installation and the maintenance of the service pack and hot fix provided by the producer of the software;
- To check the log.

Organisation – The Call Center - The Contact Center

The Contact Center connected to the Green Number 800 992 011 is a unit consisting of 16 operators competent to receive calls in Italian, English and French. It represents the sole interface for the users in case of problems and requests related to the supplied services.

With this in mind, the contact center is prepared for/to:

- Initiate the intervention procedure by means of issuing of the trouble ticket;
- Register the necessary data to guarantee the tracking and the correct management of the call;
- Direct the request to the competent structure for intervention;
- Supply on request the information related to the progress of the work undertaken;
- notify in advance the service interruptions planned or in progress;
- notify the intervention closure;
- monitor the service levels, signalling anomalies to the competent structures;
- categorise the requests in order to produce statistics and indicate trends and list the recurring rate of the problems;

To implement their roles, the operators are supported by the System Information and Technical Assistance Service, developed on a iET Solutions platform. This system support of the management phases of the call involves:

- client data management
 - anagraphic (client identification)
 - departments
 - contacts
 - type of intervention
- call management
 - time management related to: opening, suspension, assignment, entrusting, closure;
 - request and repeated request management;
 - anomalies and maintenance management
- reporting management
 - call details;
 - list of calls based on state of intervention
 - pre-defined statistic reports;
 - pre-defined query type

Organisation - The Call Center – The First level Help Desk



The service is organised in such a way as to enable the personnel to gather the support requests to guide the user of E-port when they encounter an operational problem such as the correct use of the system, the control of incomplete documentation or the manual insertion of the documentation into the system. The First level Help Desk furthermore provides a control and surveillance service of the functioning of the system and intervenes when necessary calling in the Second Level Help Desk personnel.

In case of an opened trouble ticket, the Help desk establishes immediate contact with the client to understand the problem and the documentary context in which the problem arose. When the matter is resolved, a confirmatory closure call is made to the contact center.

For the E-port component related to the Exit Cycle VTE, the Help Desk intervenes in case the documentary anomalies preclude exit from the gate. The intervention is ensured by means of specific E-port components and on the basis of the verification of the validity of the original documentation. The copies of the original documentation are properly archived and stored.

E-port booking component for terminal SECH may present some relatively problematic issues related to errors in delivery order details or due to an expired delivery date. Also in this case, the Help Desk can provide to facilitate the cancellation of the error but always on the basis of valid paper documentation presented by operators .

Order of shipment (Export Customs Declaration) E-port component undergoes a special check, carried out periodically during the day, related to the vessel voyages. Help Desk represents a reference point between the Shipping Agents and the terminal to correct possible inconsistencies of the data inserted in the system thereby eliminating obstructions to a proper delivery of the shipment orders.

The service is completed with the guide to operators for the correct interpretation of the error notification issued by the terminal in relation to an order of shipment sent.

Organisation - The Call Center – The Second Level Help Desk



Technical support service called in, in case of need by the Help Desk at first level. The operators face problems connected to anomalous situations and /or software malfunction or systemic difficulties.

The Second Level Help Desk is operative in correspondence with the timetables of the port from 6 am until 10 pm from Monday to Friday and from 6 am to 2 pm on Saturdays and is supervised by personnel who have developed the system.

The Second Level Help Desk normally intervenes when the problem presented by the users is not immediately resolvable for example in the event of a software failure. The Second Level Help Desk takes responsibility for the call and uses the system to identify precisely the reasons for the problem and, consequently, decides on the most effective course of action in order to restore a routine operational situation.

The primary purpose of these interventions is to unblock the operation connected to the logistic process involved in the problem in order to decide whether a more general intervention is required (with a software modification, an improved hardware, act) or to monitor the system behaviour in order to prevent future failures.

Brief description of the various Categories of Operators



The Ship's Forwarding Agent

The Ship's Forwarding Agent is obliged, on behalf of the Ship-owner and/or of the Shipping Agent, to fulfil all the documentary requirements of a vessel preparatory to its arrival and departure to and from the port.

The above mentioned procedures are chiefly related to:

The Customs for the carrying out, by qualified personnel, of

- the compilation and delivery of the Commercial Manifest to the terminal nominated for the operational activities;
- the compilation and delivery to the Customs Office of the Arriving Goods Manifest (MMA) signed on behalf of the Ship's First Officer and related approvals;
- authorisations to amend declarations presented to the competent Customs Office for the activities related to the subsequent Inscriptions or Obliterations;
- the compilation and delivery to the Customs Office of the Manifest of Departing Goods (MMP);
- authorisations for loading/unloading operations for ship's stores and equipment

The Maritime Authority for:

- Arrival certification released by the competent Coast Guard sub-office with all related operations for the payment of anchorage dues;
- Embarking/disembarking sailors operations, crew rotation (also for health reasons) according to the ship-owner's schedule;
- Carrying out procedures to obtain the authorisation for loading/unloading operations related to dangerous goods classified IMO (IMO C1);

The Port Territory Police for

- delivery of the crew list in conformity with the Schengen rules;
- supporting Police in the checking of the identities of crew members entering and exiting the port, until the vessel's departure.

The Shipping Agent

Shipping Agency is in charge of the various administrative, commercial and operational procedures related to the arrival and departure of vessels.

- in the Ship-owner's interest , relating to the shipping industry, and
- in the Carrier's interest, relating to the transport industry with regular contacts with Public Bodies, Authorities and all the other actors in the maritime "cluster".

The Shipbroker is a key player in the Shipping Agency and is empowered to act as the Legal Representative or Chief Executive Officer.

Shipping Agency and its Shipbroker must be registered in the Chamber of Commerce of the place where Maritime Direction has its central office. The profession is regulated by Law n. 135 dated 04.04.77.

The relationship between the Shipping Agent and his Principal (Ship-owner, Charterer or Carrier) can be ongoing and exclusive, in the case of vessels used in regular services, or occasional, in the case of tramp vessels which carry complete cargoes of homogeneous goods or make technical stop overs involving no commercial operations.

In the first instance, the Shipping Agency is in charge of carrying out, c/o local Authorities, the procedures necessary for the vessel's arrival and departure to and from the port to supervise the consignment, acceptance, loading/unloading operations of goods and passengers.

The Shipping Agency competences include the overall responsibility for the goods, the freight rate quotation, the delivery of the related transport documentation of goods and/or passengers and each and every other activity on behalf of the entrusting Principal's interests.

In the case of the second situation, the Shipping Agency's activity is limited to the administrative formalities related to the entrance/exit of the vessel. and in supervising loading/unloading goods operations.

The impressive development of container transportation has broadened the involvement of the Shipping Agency in "land side" operations in order to supervise the handling, transport, refilling, emptying of the container operations and the management of the container stocks in the port areas on behalf of the Ship-owner.

Included in the competences of the Shipping Agent is crew recruitment for foreign flag vessels, with the relevant obligations and responsibilities.

The Terminal Operator

The Terminal Operator represents an important element in the intermodal transport chain and he manages the territory where a container is handed over from one carrier to another.

The Company operates in a port area where, by organising its own resources and personnel, offers to his client the necessary services to ensure the containers transition from maritime to an overland means of transportation (truck or rail and of course vice versa). A direct transshipment to another vessel with a different route is also possible.

The basic activities carried out in a terminal are:

- in/out handling operations for container loading/unloading from/to the vessels to/from storage areas
- handling operation for reception/consignment from/to overland means to/from stacking areas.
- the above mentioned operations are related, in the varying situations, to the following services:
 - custody of the containers stopping off in the yard and, when frozen or dangerous goods are involved, placement of the containers in defined properly equipped areas;
 - auxiliary services connected in the handling cycle as, for example, placement of containers in the Customs control areas;
 - issuing of the documentation which, on a legal or contractual basis, has to accompany the above mentioned activities.

The terminal operates on the basis of a Concession and Authorisation issued by the Port Authority according to Law 84/94.

The terminal is normally recognised as a temporary store where containers can stand awaiting a definitive Customs destination, and as a Private Customs warehouse where, the terminal takes care, on the basis of appropriate documentation, of the containers for which the term for the use of the temporary store has expired.

In its normal activity the terminal operator has, in the basic scheme, relations with:

- Shipping Agent, from whom, in his role as the Ship-owner's Representative, the Terminal Operator has to receive the documentation to carry out an accurate container load/unload operation and, in return, to whom he has to transfer the information related to the activities implemented by the Terminal Operator
- The Authorities:
 - The Customs Authority with reference to obligations connected to the management of warehouses (temporary store and private Customs warehouse) and for the services and assistance provided in Customs control activities on goods;
 - The Port Authority for the regulation of the IMO park and the obligations deriving from the connected legislation;
 - The Maritime Authority for the authorisation of IMO containers loading/unloading operations, and for informations regarding the berthing of vessels;
 - The Customs Police for the authorisation to commence loading operations and specific checking activities within the competences of this Authority
- The forwarder to exchange all the information necessary to facilitate the traffic operational process.

The Customs Clearing Agent

The Customs Clearing Agents are called upon to attend to all the actions and procedures necessary to ensure a positive outcome for their charge which, in general, relates to organising all that is needed to import and/or export a product from the place where it is produced to where it is to be sold or distributed. For this reason the Clearing Agent makes contact with a number of operators that are briefly listed below.

With the Maritime Agent

For imports the Clearing Agent deals with:

- The presentation of the original bill of lading duly stamped;
- The Payment of any expenses due on arrival;
- Collecting the “delivery order”, the document that validates the pick-up and must be presented to the Terminal by the transporter, where the goods have been discharged and taken into temporary custody where they remain, inside the container, awaiting the customs clearance procedures to be completed;
- Collecting a copy of the policy, referred to as the Captain’s Copy, stamped by Customs, and which attests to it having been presented in Customs.

For exports the clearing agent deals with:

- Booking the load to be sent with a ship’s agent chosen according to the arrangements made at the time of the opening the credit;
- Presenting the bill of lading, completed in the form provided by the ship’s owner or a template for the latest forms, with all the data required according to the specifications for opening a credit;
- Collecting the originals of the policies signed by the agency once the goods have been loaded on board.

With the Terminal Operator:

For imports the Clearing Agent deals with:

- Arranging the handling of the container for the necessary checks by Customs or other Authorities;
- Arranging for the container to be reloaded once clearance has been obtained, onto a road or rail means of transport and its exit from the gate, and the goods being inserted into the national system or sent to its delivery destination.

For exports the Clearing Agent deals with:

- The presentation of the container at the Terminal gate for it to enter the Customs perimeter;
- Request for positioning and/or handling related to checking procedures called for by Customs or other Authorities;
- the Presentation or the computerised transmission of the bill of lading with details of the customs clearance.

With the Control Authorities the Clearing Agent:

- deals with the procedure for obtaining the clearance to be attached to the Customs declaration;
- constant checks to attend to any disputes, ratification, exceptions, etc that may arise in the process.

With Customs the Clearing Agent:

- submits the customs declaration for both imports and exports.
- accesses to the Territorial Operations Sections (SOTs) to check the declaration, as well as to carry out all the steps required for analysing computer risk (Green Channel), including checking goods, until clearance is obtained.
- deals with extraordinary access to the Single Office for subsequent customs procedures and special authorisations.

With the Customs Police, the Clearing Agent:

- attends to the loading for ordinary checking (Art 21 of the Customs Consolidation Act (TULD) or extraordinary checking for "Intelligence" reasons (Art 63 TULD).

With the Maritime Authority , the Clearing Agent:

- attends to the procedures to obtain the clearance necessary for hazardous goods to enter and exit the port in IMO classified ADR.

With the Road Transporters:

For imports, the Clearing Agent must deal with :

- The Presentation of the land transporters' docket according to current standards, being careful to comply with all the steps necessary. This includes those of a contractual nature and those of a security nature, in order to pick up the container and subsequently send it to the importer's destination.

For exports the Clearing Agent :

- Presents the road transporters with the docket so that he can proceed, at the times and in the manner indicated, to place the empty container at the exporter's premises and subsequently deliver the container, once loaded, to the loading terminal.

With the advent of containerisation and the gradual switch-over to "shift" work both in the port and the customs areas, many Genoese Clearing/Forwarding Agents have also modified their operational structures, relying on new organisations, specifically set up for the purpose, for all "external" activities.

Outsourcing of port and customs services has therefore led to the creation of a new category of Clearing/Forwarding Agent, the "Port Customs Transit Agent". Today the Transit Agent has become one of the most important representatives of goods in a port context.

The Gateway Operator

The concentration of traffic via port gateways has given rise to the need to fine-tune and lubricate the entry and exit service to and from customs spaces.

This situation has led to a consolidation of the role of the Gateway Operator who has become heavily engaged in the port's operations both in dealing with those involved in finalising import operations and those connected with the procedures necessary for exportation. They have therefore become part and parcel of the customs and port process, working within the system acting as both an intermediary and contact, and demonstrate their involvement for all operations in the relevant spaces, determined solely by the influx and outflow of goods.

The Road Transport Company

By International Road Transport we mean the transfer by land of goods between international boundaries (with or without crossing a third country), which differs from domestic transport where the route does not cross State borders.

With the exponential increase of commercial exchange between the various Countries, it is becoming even more pressing to introduce common regulations to simplify and homogenise the means of goods transport between the States. The initial answers are to be found in the Agreement signed in Geneva in the 19 May 1956.

In the final document directives were issued determining what Companies needed to do in the transportation of goods by route. This rules are termed CMR (acronym Merchandise Convention by Road) and they indicate in a precise manner what the obligations are that every authorised player (Forwarders, Transporters and Titled Receivers) involved in a transport contract is obliged to follow.

A complementary Regulation spelling out the general rules of CMR and which every involved operator had to recognise, refers to the transportation of dangerous goods which overrides national rules and it is established as the International Carriage of Dangerous Goods by Road. The first version of this Agreement was issued 30 September 1957 also signed in Geneva. The Agreements referred to above naturally apply to transport exclusively by road, but also to certain types of over land ntermodal transport.

The Subjects involved are:

The Sender is the owner who ships the freight. He has numerous duties and responsibilities in carrying out international transportation. His essential duties are:

- To prepare the freight for loading operations, properly packed and labelled
- To verify that the vehicle is roadworthy and suitable
- To prepare all the commercial documentation related to the transportation of the goods from the sender to his counterparts
- To compile correctly the transportation form according CMR rules.

The Transporters is the party who effectively ensures the journey of the goods from the sender to its destination. The following are his responsibilities:

- Make available for the transportation a suitable roadworthy vehicle according the afore mentioned rules;
- To ascertain that the load has been properly prepared and, in the case, to provide his own lashing fittings to secure the load
- To demonstrate to the transit points (normally Customs) that he is properly nominated on the transportation form by the sender
- To transfer with maximum care the truck until the final destination (always indicated on the transportation form) respecting the rules regarding speed, the duration of driving shifts, and rest periods observed in the different national Codes to be passed through.

The Receiving Entity is the Receiver of the load (normally the purchaser), but also the forwarder or an assigned warehouse. His competences are as follows:

- to verify that all Customs procedures have been carried out properly and the relative Customs dues have been paid;
- to provide for the unloading operations;
- to check the consistency between the goods and that which is indicated on the transport form;
- to sign CMR transport form confirming the completion of the delivery as specified and entering any possible reservations on the same document

Regulatory References



Genoa Port Authority Ordinance n. 2 dated 27.06.07

Advisory Circular of the Port and Customs Authorities of Genoa n. 18242 dated 12/10/07

Rules of Genoa Customs Office n 1/08

Advisory note of Genoa Customs Office n. 3788 14. dated 01.08

Advisory Circular of the Genoa Authority n 16681. dated 05.09.08



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