Appendix:

Time limit of Tianjin Port for Container Goods Operation

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| **Project** | **Service Links** | **Service Contents** | **Commitment delivery rate/time limit** |
| **Dock** | **Operation time** | Operation time of the port | 24-hour service, 365 days |
| **Ship dynamics** | Assure dynamic and punctual entry and exit of ships | The rate of dynamic plan change on account of the port authority is no higher than 1.5%, and the rate of container liner missing on account of the port authority is no higher than 1.5% |
| **Direct parking of ships** | Assure direct entry of punctual container lines after arrival | Direct parking rate of punctual container lines above 92% |
| **Ship parking** | The mooring rope operator is quickly ready to assure timely parking of ships and shorten the parking time | The average parking time of ships is no longer than 30 minutes, excluding factors not attributable to the port authority |
| **Operation efficiency** | Average operation efficiency of container crane of the port | The average operation efficiency of single container crane is higher than 28.5 natural containers/hour |
| **Container truck handover** | Shorten the handover time of container truck trailers in the dock yard and ensure the transport efficiency inside the yard | The average handover time of container trucks is no longer than 30 minutes |
| **Processing at Business Hall** | Each window of the business hall processes various business procedures for customers. | Within 10 minutes |
| **Gate Releasing** | Verify the information related to vehicles and containers, and release upon the confirmation without errors | Within 2 minutes |
| **Delivery reservation** | You can submit the import container reservation plan at the acceptance center while making an online reservation of delivery operation, given the regulator’s release and complete procedure | 99% |
| **Delivery and concentration operation** | Perform container delivery and dropping operation based on delivery and concentration instruction | Proportion is increased to 70% within 30 minutes;  Proportion is increased to 92% within 60 minutes. |
| **Yard** | **Unpacking and Pick Up** | pick up procedures are processed for consignee, and reasonable machinery and manpower arrangements are made for unpacking loading operations | Manpower: 3 hours  Machinery: 2 hours |
| **Empty Container Collection** | Print out the information on container inspection and data entry at the gate as discharge container receipts, and provide discharge container services as per the discharge container receipts. | Within 40 minutes |
| **Check** | **Check reservation** | After receiving the check instruction from the customs, the customer can perform the check reservation procedure for import container (general goods) at the acceptance center | 99% |
| **Check of general goods** | Time limit for unloading and loading operations | 3 hours/TEU |
| **Comprehensive** | **Tugboat operation** | Punctuality rate of tugboat parking operation | Punctuality rate above 95% (excluding reasons attributable to tugboat) |
| **Pilot boarding** | Punctuality rate of pilot boarding | Punctuality rate 100% (excluding reasons attributable to pilot) |
| **Handling product information** | Time limit for transmission of handling product information | Within 2 hours after completion |

Remarks: Except for special-purpose containers, special goods and other special situations. Special containers include refrigerators, framework containers, over-limit containers and other goods applied special processes based on actual conditions; special goods include over-limit goods and goods with difficult operations requiring cooperation of various machineries and manpower; special cases include container damages, incomplete pick up and delivery procedures, goods damages, inconsistence in actual goods and bill of lading, etc.