Official Advisory of Mindanao Container Terminal

10/25/2023	ADVISORY NO. 2023-032

Dear Valued Customers,

Please be informed of the updated guidelines for reefer plug-in requests at the Terminal and the updated Reefer Service Order (RSO) Form to be used effective November 6, 2023.

Export Laden Reefers: (For loading onto vessel)

1. Gate Entry with Pre-Advice:

- All live reefers must be pre-advised upon gate-in indicating the temperature setting and its commodity. The shipper/consignee must accomplish the Reefer Service Order (RSO) form instead of the driver. The RSO will indicate the correct container details including the required temperature to be presented upon gate in and should be submitted to the reefer technician for billing document.

- The truck driver is required to present the duly accomplished RSO form to the MICTSI P-Checker and shall undergo a physical inspection of the laden live reefer, where the actual temperature setting will be compared with the pre-advised setting. In the event of any discrepancies, the P-Checker will not grant entry of the container and shall notify the Operation's Supervisor on duty.

- Only after the shipper/consignee has corrected or adjusted the identified discrepancy will the entry process be allowed to proceed.

- Once the P-Checker process is complete, the driver is to proceed to the in-gate for weighing, and then proceed to the MICTSI Reefer Technician located within the container yard reefer facility on the designated deck. The driver must submit the completed RSO form to the MICTSI Reefer Technician for review and plug-in temperature setting.

- The Reefer technician must collect all the reefer forms and notify the Operation's Supervisor on duty for confirmation with a signature over printed name to complete the cycle.

- Any request for plug-out due to shut-out cargo and/or dray-off requests should be made at least 2 hours before the time of execution of plug-out. This request must be made by the shipper/consignee through email.

- As a general rule, all live reefers should be automatically plugged-in immediately after unloading from vessel to ensure that perishable cargoes are maintained in their desired state/condition, unless a specified request not to plug-in is made.

- The request not to plug-in must be made by the shipper/consignee through email. It's important to CC the shipping line in the email request to the Terminal.

2. Reefer Plug-in and Monitoring:

- Reefer Technician must plug-in the live reefer according to the temperature setting as indicated in the completed RSO form provided by the truck driver.

- Monitoring and updating will be conducted every six (6) hours.

- The Reefer Technician notifies the shipping lines via email of any observed defective reefer container/s for them to inspect or repair.

Import Laden Reefers: (Discharged from vessel)

1. **Mandatory Reefer Plug-In for Live Reefers:**

- As a general rule, all live reefers should be automatically plugged-in immediately after unloading to ensure that perishable cargoes are maintained in their desired state/condition, unless a specific request not to plug-in is made.
- The request not to plug-in must be made by the shipper/consignee through email. Such request can be accommodated if the container/s is included in the inbound baplie.
- All live reefer withdrawal should be requested at least 2 hours before the scheduled plug-out time and such request must be made by the shipper/consignee through email.

2. Reefer Monitoring:

- Reefer Technician will monitor the condition of the plugged reefers every six (6) hours, ensuring that the temperature setting is maintained, and will provide regular updates to the control tower on the monitoring progress.
- The Reefer Technician will notify the shipper / consignee of any defective reefer container/s for them to inspect or repair.

NOTE: For reefer plug-out requests and not for plug-in request, the shipper / consignee must email the terminal or the reefer team at least two (2) hours before the plug-out time request. The shipper / consignee must clearly state in the request the container number/s according to standard e.g. (ZZZU123456-7).

[Update RSO form](#)
[Reefer Plug-in Guidelines](#)

Should there be any concerns and needed clarifications, kindly reach out to mictsiOPSsupervisor@mictsi.com or mictsiCRO@mictsi.com.

Thank you very much.

Best regards,

MCT MANAGEMENT