**Shanghai Municipal Office for Port Services**

**Operation Time Limit Standards for**

**Port Service Providers at Shanghai’s Ports**

In order to further optimize cross-border trade business environment, enhance information transparency, increase predictability of handling time, and facilitate arrangements of cross-border trade logistics by importers and exporters, we hereby publish the time limit standards for port service providers at Shanghai’s seaports. The details of the standards are as follows:

I. The Shanghai International Port Group (referred to as “SIPG” hereinafter) provides 24/7 port business services throughout the entire year.

II. Completion rate of container trucks’ delivery or pick-up within 60 minutes should be no less than 90%.

III. Loading and unloading: Operations of a vessel for international trade with 2000 TEU capacity should be completed within 12 hours after berthing. Operations of a vessel for international trade with 4000 TEU capacity should be completed within 24 hours after berthing. Operations of a vessel for international trade with 6000 TEU capacity should be completed within 36 hours after berthing. Operations of a vessel for domestic trade with 1000 TEU capacity should be completed within 12 hours after berthing.

IV. An enterprise, after completion of necessary formalities and upon receiving of release order for import container by regulatory authorities, can submit container pick-up plan to the SIPG Acceptance Center (on-site, online, app). The enterprise can make an online appointment at the SIPG e-truck platform after submitting the pick-up plan.

V. For import containers (general cargo), an enterprise can submit inspection appointment to the SIPG Acceptance Center (on-site, online, app) upon receiving the customs inspection order.

VI. A container (general cargo) to be inspected by the customs should be hoisted and transmitted to the designated site half an hour prior to the customs inspection.

VII. Unstuffing and restuffing for a container (general cargo) under customs inspection should be completed within 3 hours / TEU.

VIII. The punctuality rate of tally reports deliveries should be over 99%.

IX. The punctuality rate of tug-towing operations should be over 99%.

X. The punctuality rate of pilot boarding should be 100%.

Shanghai Municipal Commission of Commerce

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