| Credit Customer | The Credit customer that first claims a container or booking will be billed the Traffic Mitigation Fee for the container(s) if the container(s) move from the terminals during Peak hours. Credit customers should only keep containers or bookings in their account for which they plan to be responsible (i.e., pay for). If you claim a container or booking in error, it is your responsibility to remove your claim.  

**To remove containers:**  
If an import container(s) has not yet gated:  
- First select the Import tab on your menu then select Claim List.  
- Click Remove button next to the container you would like to unclaim. The container will revert to Unclaimed Status.  
If the container is for export:  
- First select the Export tab on your panel bar then select Claim List.  
- Click the Remove button next to the booking you would like to unclaim. The booking(s) will revert to Unclaimed Status.  

If you cannot claim a container or booking because it has already been claimed by another customer, PierPASS cannot provide information on which customer has claimed it. If a valid bill of lading is able to be supplied to Customer Service they will attempt to contact the customer that has claimed it and advise them of the situation.  

If you have claimed a container or booking in error and it has gated, it is not the responsibility of PierPASS to credit your account and charge another party. The responsibility for reimbursement from a third party rests solely with the customer who made the erroneous claim.  

**Important Information**  
Containers and Bookings remain in Pending status until an "Announce Message" advising PierPASS of the shipment is received from the MTO.  

Please note: It is also the responsibility of customers to maintain their Pending Lists. If an import container is uploaded to the PierPASS system AFTER the container has departed the terminal, the claim by the customer will remain on file until the next trip for that container, which will be charged to the Customer’s account. Please be sure to check your Pending List periodically, and make sure that only your upcoming shipments are on the list. |
| Direct Pay Importer | Direct Pay Import customers must pay the TMF for any container they claim at the time of claiming. Direct Pay Import customers should only keep containers in their account for which they plan to be responsible (i.e., pay for).  

If you claim a container in error, it is your responsibility to remove your claim from container.  

**To remove containers:**  
If the container has not yet been gated:  
- First select the Import tab on your menu then select Claim List.  
- Click Remove button next to the container you would like to unclaim. The container will revert to Unclaimed Status.  

If you cannot claim a container because it has already been claimed by another customer, PierPASS cannot provide information on which customer has claimed it. If a valid bill of lading is
If you have claimed and paid for a container in error and it has gated, it is not the responsibility of PierPASS to credit your account and charge another party. The responsibility for reimbursement from a third party rests solely with the customer who made the erroneous claim.

**Important Information**

Containers and Bookings remain in Pending status until an "Announce Message" advising PierPASS of the shipment is received from the MTO.

Please note: It is also the responsibility of customers to maintain their Pending Lists. If an import container is uploaded to the PierPASS system AFTER the container has departed the terminal, the claim by the customer will remain on file until the next trip for that container, which will be charged to the Customer’s account. Please be sure to check your Pending List periodically, and make sure that only your upcoming shipments are on the list.

**Direct Pay Exporter**

The Direct Pay Export customer that first claims a booking is responsible for the Traffic Mitigation Fee for all containers in the booking if the container(s) move into the terminals during Peak hours. Direct Pay customers should only keep bookings in their account for which they plan to be responsible (i.e., pay for). If you claim a booking in error, it is your responsibility to remove your claim of the booking.

**To remove containers:**

If the container(s) has not yet gated:

- Select the Export tab on your panel bar, and then select Claim List.
- Click the Remove button next to the booking you would like to unclaim. The booking(s) will revert to Unclaimed Status.

If you cannot claim a booking because it has already been claimed by another customer, PierPASS cannot provide information on which customer has claimed it. If a valid bill of lading is supplied to Customer Service they will attempt to contact the customer that has claimed it and advise them of the situation.

If you have claimed a booking in error and it has gated, it is not the responsibility of PierPASS to credit your account and charge another party. The responsibility for reimbursement from a third party rests solely with the customer who made the erroneous claim.

If you have any questions about these procedures, please call the Customer Support Center at **877-863-3310**.

Thank you,

PierPASS Customer Service