

Customer Advisory on Port Operations

13.12.2024

Dear Valued Business Partners,

As MIP, we are very much encouraged to inform you that there has been substantial improvement on gate and vessel side in the operations.

There is some misinformation that our gates at MIP are not working.

We at MIP, has created buffer yard area at TER 7 where exporters can drop their export laden containers and MIP will take the responsibility for moving the containers according to the vessel berthing to MIP yard area.

Once, containers reach to MIP port area ; our customer service department will support their custom brokers to initiate customs procedures.

This will help the trade from any costs and consequences.

If any customers have faced any challenges in take in delivery of the cargoes due to initial roll out of the terminal operation software system, please reach out the **Customer Service** and **Marketing** team for any refund of container storage, before gate out/ unstuffing, requests to us.

Considering the demand of CFS inspection operations, we kindly ask to the customer to use and take an appointment on Saturday on MIP expense until further announcement.

MIP has hotline and dedicated staff which can be reached any point of the time for any requiring regarding their shipments.

We do understand here you and remain committed to working closely with you as MIP team who is doing everything possible to give service you for smooth operations.

Mersin International Port