

# Portland Container Contacts

## Operations Contacts

| Trucking   | Container Yard / Equipment   |
|--|--|
| <p><b>Dispatch</b><br/> <a href="mailto:dispatch@pdxcontainer.com">dispatch@pdxcontainer.com</a><br/>                     (503) 286-5961 – opt. 6<br/>                     Randy Alexander                  Jeremy Brown</p> | <p><a href="mailto:cy@pdxcontainer.com">cy@pdxcontainer.com</a><br/>                     (503) 286-5961 – opt. 1</p> |
| <p><b>Order Entry</b><br/> <a href="mailto:orders@pdxcontainer.com">orders@pdxcontainer.com</a><br/>                     (503) 286-5961 - opt. 6<br/>                     Jaime Bocek</p>                                    |  |

## Rate Quotes

| Trucking  | Container Yard / Equipment  |
|---|---|
| <p><a href="mailto:rates@pdxcontainer.com">rates@pdxcontainer.com</a></p> | <p>Bruce Schade<br/> <a href="mailto:bschade@pdxcontainer.com">bschade@pdxcontainer.com</a></p> |

## Credit and Billing Contacts

| Trucking  | Container Yard / Equipment  |
|---|---|
| <p>Stacey Booth<br/> <a href="mailto:sbooth@pdxcontainer.com">sbooth@pdxcontainer.com</a><br/>                     (503) 286-5961 Ext. 1314</p> | <p>Lorri Newman<br/> <a href="mailto:lnewman@pdxcontainer.com">lnewman@pdxcontainer.com</a><br/>                     (503) 286-5961 Ext. 1315</p> |

## Escalation Contacts

| Trucking  | Container Yard / Equipment  |
|---|---|
| <p>Randy Alexander - (503) 546-2915<br/> <a href="mailto:ralexander@pdxcontainer.com">ralexander@pdxcontainer.com</a></p> <p>Eric Wright - (503) 546-2918<br/> <a href="mailto:ewright@pdxcontainer.com">ewright@pdxcontainer.com</a></p> | <p>Bruce Schade<br/> <a href="mailto:bschade@pdxcontainer.com">bschade@pdxcontainer.com</a><br/>                     (503) 546-2911</p> |

## Container Sales

|  |
|--|
| <p>Alan Conner<br/> <a href="mailto:aconner@pdxcontainer.com">aconner@pdxcontainer.com</a><br/>                     (503) 286-5961 Ext. 1320</p> |
|--|

## Addresses

| Physical   | Mailing   |
|--|---|
| <p>9449 N. Burgard Way<br/>                     Portland, OR 97203</p> | <p>8316 N. Lombard, PMB 330<br/>                     Portland, OR 97203</p> |

## Hours of Operation (PST)

| Trucking                 | Container Yard           |
|--------------------------|--------------------------|
| <p>7:30 am – 5:00 pm</p> | <p>6:00 am – 4:30 pm</p> |

# Import Things to Remember

- New customers are required to complete the Portland Container credit application. Please allow 48hrs for approval.
- If it is not on your work order or delivery order, we won't know to do it!
- If urgent always call.
- Ensure bill party is clearly stated on delivery order.
- Large Distribution Centers often require lumper services to be paid. These arrangements must be made in advance.
- When a delivery or pickup time is requested we always check with the location before dispatching the driver. If the location requests something different an adjustment might need to be made.
- The later it is in the day the more difficult it is to hit small dock windows.
- When asking for availability be specific – size, weight, location.
- Heavy haul trucks are normally planned by noon the day before the scheduled move.
- Don't let us be the last to know about changes!
- Referencing a Container number or Booking number in communication will assist in getting you an answer! Please put it in the subject line.
- Ensure your contact info is in your email signature!

# Common Document Mistakes

- Incorrect or vague in-gate / out-gate location
  - Must have a terminal name
  - Cannot just say the city name
- Load Information Missing
  - Temperature Setting for Reefers
  - Commodity Type
  - Palletized vs. Floor Stack
- Exports
  - For exports send the booking advice issued by the Steamship Line, it has all the details, please send it.
  - The booking number is used to turn in the container, it is very important.
  - Need both the Vessel and Voyage information.
- Imports
  - Missing OBL number. House bill numbers and other reference numbers cannot be substituted.
  - Missing container number.