



Please refer to the Communication Matrix below for key contact details, including departments . For additional information: phone numbers, and email addresses ,visit the terminal directory at [TAT-TERMINAL DIRECTORY 2.pdf](#)

- **President of the management board:** Amine SEFRAOUI (CFO-CHRO)
- **Vice president of the management board:** Antonio CAPULA (COO-CCO)

Category	Sub-Category	Recommended Subject	VP	BP	YP	YS	DOC	Pregate	REEFER	Claims	CS	HSE	PSL	SM	Doc RES	EM	PM	OPM	CSR	INV	
Berth	Long Term schedule	SERVICE/SHIPPING LINELL/ LTS																			
	Vessel coastal	SEERVICE-LOP-VESSEL NAME-VOYAGE CODE-COASTAL AGREED																			
	ETA update-prospects	VESSELS BERTHING PROSPECTS //DATE																			
	Feeders Daily schedule	DAILY SCHEDULE-LOP-SERVICE CODE-DATE																			
	AD-HOC call Request	VESSEL NAME - ADHOC CALL TO PTM REQUEST																			
	Bunkering request	BUNKERING OPERATION FEASIBILITY - VESSEL NAME/ VOYAGE CODE																			
	Berth Window request	BERTH WINDOW REQUEST MW/ ANDREA / ANDR-0013W MAPTM																			
	Connection feasibility request	CONNECTION FEASIBILITY REQUEST // VESSEL NAME TO VESSEL NAME																			
	Vessel information upon arrival	MAPTM BERTHING VESSEL INFORMATION // VESSEL NAME																			
	Request to stay alongside after cargo completion	VESSEL NAME - REMAIN ALONGSIDE REQUEST																			
Cargo/Equipment	Load list submission and updates	SERVICE / VESSEL NAME VOY CODE ETA MAPTM Load List																			
	Discharge list and updates	SERVICE / VESSEL NAME VOY CODE ETA MAPTM Discharge List																			
	Empty Split	SERVICE - MAPTM - VESSEL NAME - VOY CODE// LOP EMPTY SPLIT																			
	Instruction related to a specific ID or IDs	SERVICE-VESSEL NAME-UNIT//REQUEST SUBJECT																			
	All emails related to Reefers	SERVICE-VESSEL NAME-REEFER UNIT//REQUEST SUBJECT																			
	All emails related to Damage units	SERVICE-VESSEL NAME-DAMAGE UNIT ID //REQUEST SUBJECT																			
	All emails related to PTI	LOP - PTI Week NUMBER																			
	CA Booking	CA BOOKINGS AMOUNT:ISO PTI REQUEST WEEK NUMBER																			
	Local Stock at TC3 information request	LOP //Local Stocks at TC3 Terminal																			
	Leaking unit information request	SERVICE-LEAKING UNIT//REQUEST SUBJECT																			
	Particular service requests (Bundling,repairation..)	UNIT ID-VESSEL NAME//REQUEST SUBJECT																			
	IMO CLASS1 NOTIFICATION	SERVICE-VESSEL NAME-UNIT ID //IMO CLASS 1																			
	Break bulk notification	SERVICE-VESSEL NAME-BREAKBULK DISCH																			
	claims related to damage or malfunctions	UNIT ID //CLAIM SUBJECT																			
	Claims related to any kind of service failure	CLAIM SUBJECT																			
Particular info request (Leaking,status of ctrs..)	UNIT ID-VESSEL NAME//REQUEST SUBJECT																				
SI and EDIs	Baplie and Movins submission	SERVICE / VESSEL NAME / VOY CODE // MAPTM / Stowage Instructions																			
	Discharge and load order submission	SERVICE / VESSEL NAME / VOY CODE // MAPTM / DISCHARGE LOAD ORDER																			
	Vessel particulars	SERVICE / VESSEL NAME / VESSEL PARTICULAR																			
	Special instruction related to a specific Ids	UNIT ID-VESSEL NAME//REQUEST SUBJECT																			
	SUBMISSION OF NEW/UPDATED EDI	SERVICE / VESSEL NAME / VOY CODE // MAPTM / MOVINS VERSION NUMBER 2																			
Gate	Gate in Request for entrance	GATE IN FULL TC3 //BKG NUMBER //CLIENT																			
	Gate out Empty release	GATE OUT EMPTY RELEASE //Shipment n° //CUSTOMER																			
	Late arrivals instructions	LATE ARRIVALS // OUTBOUND VESSEL// VOY CODE																			
	Special request related to GATE IN/ OUT	GATE IN/OUT// UNIT ID// SUBJECT INSTRUCTION																			
Access	All emails related to shunting	Transfer from TC 2 to TC 3 AMOUNT OF UNITS OUTBOUND VESSEL																			
	Access validation request	ACCESS REQUEST // REASON OF VISIT																			
	Request of TC3 permanent badge	TC3 - BADGE AND MACARON RENEWAL																			
	Access request for crew change	REQUEST ACCESS TO THE TERMINAL // VESSEL NAME// CREW CHANGE																			
CS	Access request to transfer material to vessel	REQUEST ACCESS TO THE TERMINAL // VESSEL NAME// MATERIAL TRANSFER																			
	Access request for all other commercial reasons	REQUEST ACCESS TO THE TERMINAL // VESSEL NAME// REASON OF VISIT																			
	Break bulk Quotation request	SHIPPING LINE / Break bulk Quotation request / Reference																			
Invoicing	Inspection Request (unbalanced, leaking, damaged etc)	Inspection Request / UNIT / VESSEL NAME																			
	EDI issues (COPARN-CODECO-COARRI-TPFPREP)	EDI ISSUE / LINE																			
	TDR - Discharge & load confirmation Requests	FILE REQUESTED/ VESSEL NAME																			
	Invoice dispute	INV NUMBER/ LINE																			
Invoicing	Special invoicing rules	Special invoicing rules																			
	Credit note request	INV NUMBER/ LINE																			