

# Operations

From an operational and logistical perspective, the physical terminal process consists of the following steps:

1. Arrival of the product at the terminal by vessel, barge, truck, rail, or pipeline;
2. Transfer of the product from the mode of transport to the storage tank;
3. Storage of the product, and in some cases blending, transfer of product from one tank to another, or other limited handling operations;
4. Transfer of the product from the storage tank to the mode of transport;
5. Dispatch of goods.

Each of these operational steps is, in principle, triggered by VTTI's client, who owns the product, by means of a nomination.

The administrative processing of the above steps, including relevant customs and excise formalities is included in procedure (...).

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