



FREQUENTLY ASKED QUESTIONS

1. If a Motor Carrier operates more than one company or under several corporate names with the trucks being interchangeable – will a tag be required for each one?

No, currently a truck will only require one Port Truck Pass tag.

2. Individual Owner Operators who work for more than one company – will a tag be required for each motor carrier?

No, currently a truck will only require one Port Truck Pass tag.

3. Who needs a tag?

All Class 8 trucks (Gross Vehicle Weight Rating of greater than 33,000 pounds) that will require access to a container terminal in the Port of New York and New Jersey will be required to be registered in Port Truck Pass and have a Port Truck Pass tag mounted on their truck.

4. What will be the requirements for a Port Truck Pass tag?

After March 1, 2016, any new truck (i.e. a unique VIN that was not previously registered in PTP) seeking to obtain a Port Truck Pass tag are required to have an engine year of 2007 or model year of 2008 and newer.

5. After I pickup my RFID tag(s) from the Truck Service Center or receive my RFID tag(s) in the mail, what is the next required step?

Each Port Truck Pass tag will need to be assigned to an individual truck in the porttruckpass.com website prior to entering the port. The Port Truck Pass tag must be registered to the correct truck in order for it to be valid for port entry.

6. Where does the PORT TRUCK PASS tag get mounted?

The Port Truck Pass tag should be mounted on the top of the driver's side mirror bracket.

7. Can the PORT TRUCK PASS tag be soldered to the mirror bracket?

The Port Truck Pass tag should not be soldered to the mirror bracket. This will not allow the PORT TRUCK PASS tag to be easily transferred to another truck should it need to be moved and could damage the tag.

8. Can the PORT TRUCK PASS tag be kept in cab or held up to the reader?

To prevent problems, the Port Truck Pass tag needs to be properly mounted to the mirror bracket. The equipment used to read the tag is set up specifically for this location. Failure to follow the proper mounting instructions will result in a driver being denied entry or being sent to Driver Assistance/Trouble Window.

9. What is the cost of replacement tags?

As of February 8, 2016, the replacement tag will cost \$103.00.

10. Can I get a new tag or replacement tags through same day service?

Port Truck Pass tags can be purchased on-line at any time. Visit www.porttruckpass.com or contact Customer Service at 1-866-758-3838. For same day pickup, be certain to select the delivery option of "Pick Up". Same day pickup of Port Truck Pass tags is available at the Port Authority Truck Service Center at 1160 McLester Street, Unit 3, Elizabeth, NJ 07201; Monday through Friday, 7:30AM-5:00PM.

NOTE: To pick up your Port Truck Pass tag the same day, you must select the "Pick Up" delivery option when ordering and have

the order confirmation number available when you pick up your order at the Truck Service Center.

11. What happens when I appear at the terminal?

Equipment installed at each container terminal gate will “read” the properly mounted Port Truck Pass tag and the system will allow the terminal operator to determine if the truck meets the program requirements for entry into the terminal.

12. If I have a problem with a PORT TRUCK PASS tag, what do I do?

Contact Customer Service at 1-866-758-3838.

13. If my truck works exclusively at non-container terminals, do I need to get a PortTruckPass tag?

Trucks that work exclusively at non-container terminals do not need a Port Truck Pass tag. However, they must register in Port Truck Pass and obtain a “Non-Container Terminal Voluntary Compliance Sticker.” If used as instructed, the sticker will facilitate and expedite the drayage trucks’ transit onto, and out of Port Authority Terminals.

14. How many Port Truck Pass tags can be registered to a single truck?

Only 1 Port Truck Pass tag can be assigned to each truck.

15. I have a registration error listed on my Trailer Interchange Receipt. What should I do?

Register you Port Truck Pass with your unique truck in the porttruckpass.com website.

16. Can the Truck Service Center assist me with my Port Truck Pass?

At the Truck Service Center, you can pick up a tag that has been ordered online. You can also trouble shoot any tag problems including improper mounting, check battery life, etc.

17. Can I keep a spare tag in my vehicle?

This is not advised. Additional tags can interfere with a proper read and result in you being denied entry or sent to Driver Assistance/Trouble Window.