FAQs: How to submit a request for breakbulk single truckload transactions at the Port of Tacoma

Who is required to use this form?

Single truckloads only are required to use this form. This means one truck picking up or delivering, with one load (the load may contain one or more units and/or pieces). The link to the web form is found here: https://portal.nwseaportalliance.com/csbreakbulk/.

If I have an order that will be sending more than one truck, am I required to use this form?

You can use this form for each truckload or for orders that require multiple truckloads, you can e-mail our Customer Service Team at CSBreakbulk@portoftacoma.com to process your requests. Please include the following information for each truckload:

- Delivery Order (for Pickups)
- Dock Receipt (for Deliveries)
- T.E. Bond (if applicable)
- Photo ID of individual named on the Delivery Order (autos only)

What do I do if both a pickup and a delivery is required?

If both a delivery and pick up are required, we ask that you submit this form twice – once for each transaction.

How long in advance do I need to submit the form?

For regular pickup/delivery, this form needs to be submitted at least one business day prior to truck ETA. Please call 253-592-6750 if your truck is at or near the terminal and needs assistance within this time frame.

For oversized, or heavy top lift requests (any static piece that weighs over 25 metrics tons), this form needs to be submitted at least two business days in advance. Please call the Customer Service Team at 253-592-6750 if your truck is at or near the terminal within this time frame. Labor and Equipment may be available.

How early am I able to submit the form?

You can request pickup/delivery up to five business days in advance of truck ETA.

How will I know that my request for pickup or delivery is confirmed?

Upon submission of the web form, you will receive an email receipt that your request has been received. This DOES NOT mean that your request is confirmed.

A Customer Service Agent will process the request and e-mail a Record of Delivery Number or Export Receipt Number within 24-hours of your planned arrival. If you DO NOT receive a confirmation within the 24-hour window, please contact the Customer Service Team at 253-592-6750.

What do I need at the terminal to pickup or deliver cargo?

To access the terminal, the driver will need to provide the Record of Delivery Number or the Export Receipt Number to the longshoremen verbally and have a TWIC card, CAC card, active Military ID or TWIC approved escort before entering the guard gate.

For non-TWIC holders, you must be accompanied by a person who has been issued a TWIC and trained as an escort. Make arrangements, including cost, with an approved for-hire escort, see Approved for Hire Escort List.

How can I check to see the most up to date ETA of a vessel?

For the most up to date vessel schedule information, please follow this link on the NWSA Website: Vessel Schedules and Calendar | Northwest Seaport - Port of Tacoma (nwseaportalliance.com). You can use the *'Search by keyword'* box near the top of the page to filter on your specific vessel or terminal (EB1 or T7).

Who do I contact if I have additional questions?

Please contact our Customer Service team at CSBreakbulk@portoftacoma.com or call 253-592-6750 with any questions. If questions are specific to the request for pickup or delivery, we recommend you reply to the receipt you received via email.

What is the best way to get to the EB1 Terminal? I tried to GPS the address, but it didn't work.

Unfortunately, the address does not always GPS properly, please follow the instructions within the image below to find our location at the Port of Tacoma.

