

## Cargo Pick-Up & Delivery

Appointments must be made one day prior to dispatching a truck to the terminal.

***When delivering cargo, the driver MUST know the following:***

- Steamship line
- Vessel name and voyage number
- Final destination port
- Commodity and marks
- Weight and/or measurements
- Booking number
- Container load plan, if applicable
- Certified weights, if applicable
- Scheduled appointment

***When picking up cargo, the driver MUST know the following:***

- Vessel name and voyage number
- Bill of lading number
- Amount to be picked up
- Marks and numbers
- Delivery order or authorization to pick up
- Container number, if applicable
- Scheduled appointment
- All cargo must be cleared to deliver by both U.S. Customs and the steamship line prior to release. You'll also need authorization from the shipper or broker to pick it up.

## Directions

- From north or south I-5, take exit 1C in Vancouver, WA.
- Head west on Mill Plain Blvd for 2.5 miles.
- Continue as Mill Plain becomes NW Lower River Road.
- Take the first left onto W. 26th Ave., which is the main terminal entrance overpass.
- From the security gate, turn right and proceed to the Port of Vancouver Terminal Office (3120 NW Harborside Drive).
- Please park in the designated truck parking area and come into the office for load processing.

The Port of Vancouver USA is one of the major ports off the Pacific Coast. Its competitive strengths include available land, versatile cargo handling capabilities, vast transportation networks, a skilled labor force and an exceptional level of service to its customers and the community.



## TERMINAL OFFICE

3120 NW Harborside Drive  
Vancouver, WA 98660

[portvanusa.com](http://portvanusa.com)

Portland	(503) 285-8909
Vancouver	(360) 694-9544
Fax	(503) 285-8918

## CUSTOMER SERVICE

Kathy Kennedy  
(360) 823-5371  
[kkennedy@portvanusa.com](mailto:kkennedy@portvanusa.com)

Sheri Vea

(360) 823-5369  
[svea@portvanusa.com](mailto:svea@portvanusa.com)

## Terminal Operating Hours

The terminal typically operates Monday to Friday, from 8 a.m. to 12 p.m., and from 1 p.m. to 5 p.m. PST. The terminal will be closed on Saturday and Sunday unless previous arrangements are made with management.

## Appointment System

- Appointments made by 2:30 p.m. the day before arrival will be handled in the order they were received.
- Trucks with appointments will be processed first. Trucks without appointments will be worked after all appointments are completed, if time permits.
- If the terminal is closed when calling for an appointment, please leave a voicemail on either of the Customer Service extensions from the front of this brochure.
- Please arrive at the gate before 4 p.m. to allow time to process documentation. Trucks received after 4 p.m. risk not being worked by 5 p.m.

## Truck Driver Guidelines

- All release information presented must be complete and match the delivery information provided by the steamship line.
- Drivers are ALWAYS responsible for ensuring the correct cargo is loaded on their trucks.
- Drivers are also responsible for directing how to load cargo onto their trucks.
- Drivers must provide their own dunnage. If they do not have proper dunnage, the port may provide at fair market value.
- The nearest public scale is located at 2901 NW Lower River Road.

**25 MPH**  
TERMINAL ROADWAY SPEED

**15 MPH**  
CARGO AREA SPEED

## ⚠️ Truck Safety Advisories

- Obey all traffic signs.
- It's mandatory to wear a safety vest when outside a vehicle.
- Yield to forklifts, cranes, equipment and pedestrians.
- Report unsafe driving conditions and spills to security at 360-992-1120.
- No idling on the terminal.

## 💡 Key Points

- Appointments are required. Please call customer service using the numbers on this brochure.
- Stay in your truck. If you need to get out, make sure the truck release is visible.
- If you've been waiting in the terminal for more than 30 minutes, please notify any personnel in a Jones Stevedoring vehicle.

## SECURITY NOTICE

*Due to federal security regulations, all those entering the terminal and maritime facilities must show their TWIC cards, may be subject to screening and must have a reason for access.*

- Port security will not provide escorts. Those without TWIC cards or escorts will be refused entry.
- All visitors must carry ID while on the terminal.
- Photography is not permitted without prior authorization.

Security main gate: 360-992-1120



## Inclement Weather & Holidays 2026

Visit [portvanusa.com](http://portvanusa.com) to confirm terminal closures during holidays or inclement weather. If there is a closure, a banner will appear on our homepage with more information. The terminal may be closed the following days. The holiday schedule is subject to change.

Jan 1	<i>New Year's Day (observed)</i>
Jan 19	<i>Martin Luther King Jr.'s Birthday</i>
Feb 12	<i>Lincoln's Birthday (observed)</i>
Feb 16	<i>Washington's Birthday</i>
Mar 31	<i>Cesar Chavez's Birthday</i>
May 25	<i>Memorial Day</i>
Jun 19	<i>Juneteenth</i>
Jul 4 & 6	<i>Independence Day/(observed)</i>
Jul 5	<i>Bloody Thursday</i>
Jul 28	<i>Harry Bridges' Birthday</i>
Sept 7	<i>Labor Day</i>
Nov 11	<i>Veterans Day (observed)</i>
Nov 26-27	<i>Thanksgiving Day</i>
Dec 24	<i>Christmas Eve</i>
Dec 25	<i>Christmas Day</i>
Dec 31	<i>New Year's Eve</i>