



Subject: PNCT Trouble Window Surcharge(s) - Customer & Operations Update

Dear Valued Customer,

We wanted to share an important update regarding new surcharge guidelines from PNCT related to “trouble window” transactions that will become effective as of June 15th.

Key Points:

Trouble Resolution Fee (\$92.35)

- Applies to **import containers only** when a trouble ticket situation could have reasonably been avoided.
- PNCT has advised they will review timing and circumstances (e.g., holds placed while a driver is already in transit) and make determinations accordingly.

Holds / Availability Checks

- Containers must be verified for availability **on the same day the driver is dispatched.**
- If a hold is placed after dispatch, PNCT will assess timing before applying any fee.

Export Hazardous Shipments

- Applicable hazardous surcharges will apply @ \$57.24 per export haz container; paid prior to delivery
- The trouble resolution fee **will not be charged in addition to haz surcharges.**

Payment Process

- Fees are **due at the time of issue resolution** (not invoiced later).
- Payment methods include **PayCargo and PNCT’s online payment system.**

What this means for us:

To help avoid unnecessary charges and delays, please ensure:

- Container status is checked on the **day of dispatch.**
- Any potential issues (holds, customs, documentation, etc.) are identified **before sending drivers.**
- Teams communicate quickly if conditions change while a driver is in route.
- Expected delays due to added steps with checking container statuses prior to dispatch

We will continue monitoring how PNCT applies these guidelines and will share any further clarification as it becomes available. If you have any questions or need support reviewing specific situations, feel free to reach out.

Thank you for your continued partnership and for the trust you place in us with your freight. We truly appreciate the opportunity to support your business every day.

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CODA NJ PNCT Trouble Window Surcharges 05.22.2026

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