

Revised 11th July 2011

Dear Valued Customer,

REINSTATEMENT: NEW SOP FOR LATE GATE REQUEST/EXTEND CY CLOSING

- With reference to our notice dated on 1st of April 2005, we need to emphasize the important of the SOP, and require you to adhere to our new guideline for smooth container and vessel operations in the terminal.
- The charges will remain as follow :
 - 20' – RM 90
 - 40' – RM 125
 - 45' – RM 135
- Late gate request workflow (Not for VSA containers):
 - Customer (forwarding agent) will send LAR request to GSC
 - GSC will get the confirmation from terminal through email regarding accept or reject of loading
 - After getting terminal confirmation, GSC will send mail to Customer and copy to CSA
- All e-mail requests **MUST** reach our office every **Monday to Friday** between **0900hrs-1700hrs**, maximum **1 hr before CY closing time** for stipulated vessel. Late request beyond CY closing time is subjected for rejection and eventually will lead to shut out of unit from loading.
- All charges will be billed by PTP direct into forwarding agent accounts.
- Forwarding agent should use Standard format for request as below:

SUBJECT : Request for Late Gate-in Containers (VSL name & Voyage)

VESSEL : MAERSK SEMARANG V. 1005

ETA TPP : 03/2359HRS

CY CLOSING : 03/1559HRS

EXTENSION REQ : 03/2359HRS

FORWARDING AGENT :

NO	BOOKING	CNTR	SIZE	DISCHARGE
1.	MCCxxxxxx	Maeuxxxxxxx	40'HC	KOBE
2.				
3.				

- In case of rejection, GSC will roll the containers to next vessel as per same service string and will inform Customer and CSA.
- Requests that are not received in the agreed format by GSC will be replied with message requesting customer to submit in the required format.

- All request MUST be sent via e-mail to below address ONLY:

TO: GSCOPSAPALAR@maersk.com

CC: export.johor@mcc.com.sg (CSA team)

- No request of extension time beyond vessel ETA is allowed as it will disrupt vessel planning processes.
- Other exceptions other than late gate request should be communicated by customer to CSA so that incident can be filtered and managed accordingly.