

## **BISSAU CUSTOMER SERVICE: BOOKING to BILL OF LADING**

The objective of this document is to provide guidance for Customer Service in Bissau to effectively manage the bookings during cashew season and beyond. It aims to make the process easy for the customer and efficient for all colleagues including OPS/LOC and Trade.

### **- Weekly 6 weeks forecast**

Cashew customers to provide at least 6 weeks (8 if possible) forecast on loadings in order to see how to split space basis allocation.

The forecast required will not ensure that you will get priority on the vessel but allows us to plan accordingly.

Same is to be shared with LOC for Empty provision and revision of space allocation if necessary.

### **Booking & Freetime:**

All booking to be placed by customers online. No booking should be confirmed if beyond 50TEUS.

Confirming a booking on a specific vessel doesn't guarantee loading on that specific vessel, and same is to be communicated to customers upfront.

Freetime : The free text field is free text where free time mentioned will not be honored at destination unless confirmed by us.

### **Empty Release**

Unless an import triangulation, all empty release are to be done between 3 and 2 weeks prior targeted vessel ETA.

Equipment will be only released to the shippers holding valid cashew export licenses & we will not release empties to foreign shippers.

Release is basis stamped release order from office.

No release order would be validated if customer is holding containers that should have returned already (Import or Export Release).

### **Triangulation**

Import customers that do Cashew export can be allowed to use their delivered units for their export shipment basis prior agreement with by the commercial office. List to be validated.

This is to be validated at the time of import release, the customer has to provide a valid shipment number for the units to be linked to after stripping.

The Export customers on the list can make similar requests on import deliveries of a non-exporter using the same process. The responsibility of the boxes would be handed to the shipper after validation from Maersk office.

Detention will be charged till request is placed, if above process not followed.

### **Export longstanding**

We will cancel the booking whenever it is postponed twice and customer is told to bring the empty container without any further delay.

We will notify customers on detention to be invoiced to them after two weeks.

We will identify the customers who hold containers over due time and make them sign commitment to materialize the bookings they are asking before to make the bookings if they fail meeting commitment.

For customers no more running business with Maersk, we will go on legal side if they do not cooperate in returning boxes after notifications sent to them.

### **GATE-IN cut-off ETA-2 days**

There will be a GATE-IN Window for every vessel which is to be closed 2 days prior she berths.

All containers to be loaded on a said vessel are to be gated in the port latest 2 days prior that vessel arrives. *The lag time between empty release and first vessel call should allow for this rotation.*

### **Vessel Preload load list:**

Latest 4 hours after Gate-IN cut-off the terminal/ tally clerk should send the list of all containers gated in for a said vessel with the details on the gate acceptance form.

This list will be considered a load list, and customers will be required to submit their shipping instructions (SI) and VGM before GATE-IN.

VGM is mandatory and needs to be correct (Does not have to be the weight from bridge and can be calculation from customer).

We will amend the cut off based on vessel realities where we will send out reminders on the final cut-offs per vessel where we will adhere without fail

### **Shipping Instructions and Amendments**

Only the containers with SI submitted will be allowed for GATE-IN.

All Shipping Instructions and amendments are to be received online.

For customers not having computer/internet, we will have 2 desktops with printer for use by customers in office where we can assist if needed

CS will pull the SI report for the Vessel and communicate any update to OPS for containers acceptance at the GATE.

### **Invoices**

Given Containers properly linked and SI submitted before vessel ETA, Prepaid invoices will be available by ETA. Latest ETD+1, all invoices must be generated and available to customers for printing and payment.

If credit customer settling the freight then we need confirmation from destination that payment can be closed to allow for B/L release.

We need to ensure we have info on customers using trade finance thus they need to approach us to ensure adequate info is shared to avoid delays.

### **Bill of lading Issuance/Release**

Upon payment of prepaid charges, the OBL will be issued to TP Doc Receiver.

Pre-paid and freight (Pre-paid or collect) needs to be settled to allow for release of B/L.

Customers are the ones supplying the information where they need to be 100% that all correct prior submission especially on the items mentioned to avoid delays in getting final B/L.

### **Safmarine focal**

we will have a safmarine focal to attend to safmarine shipments thus customers can use Safmarine without fail/issues.

### **Behaviours**

Send requests to the customer service BA : [gw.export@maersk.com](mailto:gw.export@maersk.com) / [gw.export@safmarine.com](mailto:gw.export@safmarine.com) for export queries and [gw.import@maersk.com](mailto:gw.import@maersk.com) / [gw.import@safmarine.com](mailto:gw.import@safmarine.com) for import queries.

Do not to send reminder within the agreed deadline to the MNLGSCIDX [MNLGSCIDX@download.apmoller.com](mailto:MNLGSCIDX@download.apmoller.com) (the tool will start revising the timeline for every new email on the booking which will only delay the VC issuance).