



31st August 2021

Dear Valued Customer

Updated Documentation Processes

We need your help to improve our customer service to make sure we process your documents on time. Our goal is to have your bill of lading available within 24 hours of the vessel's departure date. To achieve this, we need to improve the quality of data that we receive from you. We have detailed below the booking and Shipper Letter of Instruction (SLI) data that we need. Can you review the data required and adopt these requirements?

Should you need further assistance please contact our Customer Service Booking Team or Export Documentation team on below email group addresses. Please find enclosed herewith - SLI and VGM copy for your necessary action.

- **Booking Instruction** – When making a booking request please include the quotation or contract number if you have that. This will help us to ensure your booking is rated correctly. If you do not have a valid quotation or contract number, please contact your Account Manager or contact our Sales team for a quotation using the following email address:

nz.sales@npdlship.com

For regular shippers with existing contracts, we will have your rates already recorded.

- **Shippers Instruction** - Please forward your shipping instruction prior to the date and time of vessel cut-off, to our Export Documentation team: nz.expdocs@npdlship.com
 - Please ensure your SLI is complete with full Shipper / Consignee details.
 - Please add the booking reference number that is located on your container release confirmation.

Pacific Direct Line Ltd and Neptune Pacific Agency Australia Pty Ltd are agents for Neptune Pacific Direct Line Pte Ltd, Singapore

NEW ZEALAND
Pacific Direct Line Ltd
P O Box 137085
Parnell, Auckland 1151
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AUSTRALIA
Neptune Pacific Agency Australia Pty Ltd
ACN 128 149 280
Level 12, 45-47 York Street,
Sydney NSW 2000
PO Box 3813 Sydney NSW 2001 Australia
Phone +61 2 9235 2999
Fax +61 2 9235 2912



- Under Commodity add “Number of packages” and “Packing type” for PLT, PKG, CTNS etc.
 - Please add your Purchase order number on the SLI if applicable.
 - Freight: Prepaid or Collect: please add and confirm who the freight payer is and the charges the payer will be responsible for i.e., origin charges include documentation fee, maritime security, origin terminal handling fee.
 - Please advise if BL is Express release – Yes/No
 - Add Container & Seal Number, Container Type
 - Please include full Commodity description
 - Include DG details (Class / UN) / Temp where applicable.
 - It is very important to include the Weight (VGM) / Volume
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- **DG Cargo** – Please forward your DG cert/ MSDS form 1 week prior to vessel arrival (or at time of booking if earlier) for checking purposes. The cut off for sending DG documents for approval has been updated to be 96 hours prior to the vessel’s arrival. Do not deliver DG containers into the terminal unless you have received DG approval from NPD L. The DG application must be sent to both the following email groups:

NZ Customer Service Booking Team	nz.bookings@npdlship.com
NZ Hazardous Cargo Team	haz.nz@npdlship.com
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- **BBLK/OOG cargo (on Flatrack)** – Please include the dimensions and weight at the time of booking to determine method of handling and any associated costs.
 - **SOC** - forward clear photos of CS plate and the unit itself for indexing and approval purposes.
 - **Personal & household effects** - Please forward your packing list and photo of the vehicle empty fuel tank and disconnected battery if your cargo is loading as NON-DG. This is for indexing and approval purposes.
 - **EXPORT CEDOS – Please note** any containers without CEDO’s at cargo receipts cut off will not be loaded. Any containers that incur fines by the Ports for no CEDOS (currently NZD\$1000.00/container) will be passed back to the shipper.

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- Contact Email groups:

	Function Role		Group Email Address
Customer Service Booking Team	To place a booking Cargo Readiness/Receivals Inquiries	Andrew Faletanoai, Ian Lambert, Lyn Schimanski, Manu Tolutau, Rose Cresswell	nz.bookings@npdlship.com
Customer Service Transshipment Team	For Transshipment Inquiries	Sophon Long, Alissa Marsters, Amy Chai, Nitin Mishra, Geo Seo, Rosaline Falemai	nz.ts@npdlship.com
Customer Service Import Customer Service Team	For Import customers service	Paul McCagney, Parbhjot Kaur Chahal	nz.impcs@npdlship.com
Customer Service Export Documentation Team	For Export Documentation Inquiries and lodging of SLIs from NZ to Pacific Islands	Rutendo Nyangoni, Maud Dovil	nz.expdocs@npdlship.com
Sales Team	For rate queries	Leah Booth, Sachida Naidu, Jon Ward	nz.sales@npdlship.com
Sales Support Team	For Sales support and rate queries	Gabi Monteiro, Sohini Patel, Lily Chen	nz.sales@npdlship.com
Hazardous Cargo Team	DG Cargo Application	Robert King, Peniasi Kata	haz.nz@npdlship.com

Thank you for your continued support, should you have any further questions or queries please contact your NPD L representative

NPD L

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