

Ships Agency Service Catalogue

Service	8 YZb]hcbg	8 Y]j YfUV'Yg	Benefits
Appointment Acknowledgement	<ul style="list-style-type: none"> We clarify needs and ensure all services can be delivered We prepare pro-forma DA We request pre-funding and confirm receipt of funds 	<ul style="list-style-type: none"> E-mail with appointment acknowledgement and pro-forma DA, within 8 hours of appointment received E-mail with confirmation of receipt of funds 	<ul style="list-style-type: none"> You can trust that the appointment has been received and that the vessel will be attended to You will know approximately how much the port call will cost you
Port Call Pre-Planning	<ul style="list-style-type: none"> We plan and book all port services We register vessel with authorities We assist in ISPS reporting We inform of arrangements made 	<ul style="list-style-type: none"> E-mail with pre-arrival report 	<ul style="list-style-type: none"> You will know approximately how long time the port call will take, enabling you to plan better You can trust that the port call is well planned and that all necessary port services are booked so the port call will go as smooth as possible Your vessel will get assistance to be ISPS compliant
Vessel Service Pre-Planning	<ul style="list-style-type: none"> We plan and book vessel related services We clarify requests from the master We update cost estimates 	<ul style="list-style-type: none"> E-mail with revised estimated DA 	<ul style="list-style-type: none"> You can trust that vessel related services will be planned and delivered not to conflict with the vessel operation You will know how much the services will cost you
Cargo Pre-Planning	<ul style="list-style-type: none"> We discuss cargo or storage space availability with stakeholders We check special cargo requirements We ensure acceptability of loading/ discharging plan We update you on cargo operation working arrangements 	<ul style="list-style-type: none"> E-mail with pre-arrival report, stating cargo or storage space availability E-mail with cargo operation working arrangements 	<ul style="list-style-type: none"> You can trust that cargo operations will be well planned and that any challenges are identified early, avoiding unnecessary delays
Port Rotation Planning	<ul style="list-style-type: none"> We communicate with stakeholders and prepare a rotation plan We follow up and review the rotation plan 2-3 times a day during the port stay 	<ul style="list-style-type: none"> E-mails with updated rotation plans 	<ul style="list-style-type: none"> Your port rotation is planned in the most efficient way, avoiding unnecessary delays You are informed of progress, enabling you to plan ahead
Cargo Quantity Checking	<ul style="list-style-type: none"> We contact shipper and confirm that nominated quantity (stem) is correct We advice you of any variances We follow-up and report any changes to nominated quantity 	<ul style="list-style-type: none"> E-mail with confirmation that nominated quantity is ok E-mail advice of any variances E-mail with advice of any changes in quantity 	<ul style="list-style-type: none"> You get reassurance that the nominated cargo quantity is correct, and otherwise enabling you to react on any changes
Cargo Release Against Bill of Lading	<ul style="list-style-type: none"> We chase availability of original B/L from receiver well in advance If apparent that original B/L will not be present, we advise you so an LOI can be arranged We present B/L to master on arrival We file a copy of the B/L 	<ul style="list-style-type: none"> E-mail with information on received or missing B/L 	<ul style="list-style-type: none"> You can trust that the cargo is released to the right party, protecting you from claims You can trust that the B/L is surrendered well in advance so that cargo operations can commence upon arrival, avoiding delays You can trust that necessary actions are initiated if apparent that B/L is not present, avoiding delays
Arrival Arrangements	<ul style="list-style-type: none"> We check status regularly with terminal and cargo interests and report status updates We handle notice of readiness, if relevant If necessary, we ensure authorities board on arrival 	<ul style="list-style-type: none"> E-mail with pre-arrival reports with status updates at regular intervals 	<ul style="list-style-type: none"> Your ship will proceed as quickly as possible to berth You get timely information, enabling better planning
Arrival Clearance	<ul style="list-style-type: none"> We board vessel on arrival We ensure swift clearance of vessel We record and report arrival events 	<ul style="list-style-type: none"> Arrival report as e-mail within 2 hours of vessel arrival 	<ul style="list-style-type: none"> Your vessel operation can start as soon as possible You can do KPI measurement to identify areas for improvement You get good knowledge of vessel arrival and operation start
Clean Hold/Tank Survey Coordination	<ul style="list-style-type: none"> We contact surveyor and make sure survey is done on time We ensure surveyor is independent If multi-berth, we try to arrange for survey to take place earlier in the port rotation We advice results immediately 	<ul style="list-style-type: none"> Phone call, SMS or e-mail with survey results 	<ul style="list-style-type: none"> You will reduce delays in port due to waiting for surveyors You can trust that surveyor is competent and independent

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Cargo Survey Coordination	<ul style="list-style-type: none"> We contact surveyor and make sure survey is done on time We ensure surveyor is independent If multi-berth, we try to arrange for sampling to take place earlier in the port rotation. We forward survey report 	<ul style="list-style-type: none"> E-mail with cargo survey report 	<ul style="list-style-type: none"> You will reduce delays in port due to waiting for surveyors You can trust that surveyor is competent and independent
Cargo Supervision	<ul style="list-style-type: none"> We arrange a meeting with stakeholders to the port call and get every details planned We align operations with master We monitor and analyse the operations and initiate improvements when possible 	<ul style="list-style-type: none"> E-mail with information of any exceptions that needed attention and actions initiated. 	<ul style="list-style-type: none"> You get an efficient cargo operation, avoiding delays in port
Coordination of Booked Services	<ul style="list-style-type: none"> We coordinate and monitor the delivery of services to the vessel We update cost estimates 	<ul style="list-style-type: none"> E-mail with revised estimated DA 	<ul style="list-style-type: none"> You can trust that the booked services will be delivered in accordance with the plan and not to conflict with the vessel operation You will be informed of changes in cost estimates and will have no surprises when you get the final DA
Bunker Delivery Coordination	<ul style="list-style-type: none"> We coordinate timing with involved parties and plan bunkering not to conflict with vessel operation We confirm bunker stem, grades and delivery time with master We monitor delivery 	<ul style="list-style-type: none"> E-mail with details of arrangements and bookings made E-mail with surveyor's report and test results from bunker sampling 	<ul style="list-style-type: none"> You will have your bunkers delivered in a manner that avoids unnecessary delays in port
Cargo Damage Reporting	<ul style="list-style-type: none"> We prepare status report We take protective measures to safeguard the cargo We assist in appointing surveyor We assist in providing documentation to support claims 	<ul style="list-style-type: none"> E-mail or phone call about damaged cargo E-mail with status report and proposed actions Letter with supporting documentation 	<ul style="list-style-type: none"> You will have your cargo protected against further deterioration in case of damage You will have documentation to support claims
Cash To Master	<ul style="list-style-type: none"> We clarify needs and check required currency and denominations We arrange with cash and secure transportation 	<ul style="list-style-type: none"> E-mail with order confirmation E-mail with confirmation of receipt of funds E-mail with confirmation of delivery of cash to master 	<ul style="list-style-type: none"> Your cash will be delivered safely to the master, without any risk to you
Claims Handling	<ul style="list-style-type: none"> We inform you of claims received We clarify your requirements and procedures for claims handling We assist you in appointing surveyors and collecting documentation to support you case 	<ul style="list-style-type: none"> Immediate e-mail or phone call on (possible) claims E-mail with surveyor details and cost estimates E-mail with description of circumstances and supporting documents 	<ul style="list-style-type: none"> You will have your interest protected in case of claims
Crew Change Assistance	<ul style="list-style-type: none"> We arrange with travel and visa formalities We coordinate on/off signers movements and arrange with transportation, immigration and/or accommodation 	<ul style="list-style-type: none"> E-mails with update on ETA/ETD E-mail with information on bookings made E-mail with confirmation of crew change performed 	<ul style="list-style-type: none"> You get quick and safe handling of crew signing on or off the vessel, avoiding unnecessary delays
Crew Medical Assistance	<ul style="list-style-type: none"> We contact doctor, dentist or hospital and book medical services We arrange with transportation We ensure, if required, that the Medical Report is issued by the doctor as per insurance format 	<ul style="list-style-type: none"> E-mail with confirmation of execution of medical assistance and latest expense estimates 	<ul style="list-style-type: none"> Your crew will get the medical assistance needed, without any unnecessary delays
Launch Service	<ul style="list-style-type: none"> We coordinate with all parties and arrange the services as per vessel ETA We schedule timing for launch service and assign launch for job We inform master of arrangements made 	<ul style="list-style-type: none"> E-mail with report of services delivered 	<ul style="list-style-type: none"> You can have spares, stores, crew and services delivered to you vessel with out having to call a port, saving time and money
Luggage Handling	<ul style="list-style-type: none"> We arrange with transportation and handling of luggage We get the list of delivered luggage signed off by aircraft carrier or by the passengers themselves 	<ul style="list-style-type: none"> E-mail with booking confirmation and information on arrangements made 	<ul style="list-style-type: none"> You have more satisfied passengers, because it will be easier for them to travel to and from the ship
Meet and Greet	<ul style="list-style-type: none"> We meet visitor or arriving crew at the airport We arrange with transportation from the airport We assist in case of problems with immigration, lost luggage, etc. 	<ul style="list-style-type: none"> E-mail with order confirmation and information on arrangements made 	<ul style="list-style-type: none"> Your visitors or arriving crew will get from the airport safely and without unnecessary delays

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On/Off Hire Survey Coordination	<ul style="list-style-type: none"> • If requested, we arrange with surveyor • We coordinate survey and arrange Certificate of Delivery/Redelivery • We send you copy of survey report and other relevant documentation 	<ul style="list-style-type: none"> • E-mail or mail with survey report and other relevant documentation 	<ul style="list-style-type: none"> • You can trust that survey is performed timely and as per instructions, avoiding delays • You can trust that surveyor is competent and independent
Rejected Cargo Follow-up	<ul style="list-style-type: none"> • We inform you of cargoes being out of specifications • We team up, if necessary, with P&I surveyor and assist in providing documentation • We assist you in finding solutions 	<ul style="list-style-type: none"> • Phone call or e-mail about (possible) cargo rejection • Phone call or e-mail with analysis results as soon as possible 	<ul style="list-style-type: none"> • You will have your interest protected in case of cargo rejections • You will avoid unnecessary long delays caused by cargo not being discharged
Spare Parts Coordination	<ul style="list-style-type: none"> • We contact carrier and follow-up on shipment • We arrange with customs clearance, storage and delivery 	<ul style="list-style-type: none"> • E-mail with confirmation that we will handle the delivery of the spares • E-mail confirming that spares are delivered 	<ul style="list-style-type: none"> • You will get your spare parts onboard the vessel without causing any unnecessary delays
Monitoring of Vessel Operations	<ul style="list-style-type: none"> • We monitor and record progress of cargo operation • We prepare a daily report • We liaise with master, terminal and principal to establish ETD 	<ul style="list-style-type: none"> • E-mails with daily reports 	<ul style="list-style-type: none"> • You can trust that there is focus on an efficient cargo operation • You are informed of progress, enabling you to plan ahead • You can do KPI measurement to identify areas for improvement
Vessel Boarding	<ul style="list-style-type: none"> • We visit the vessel twice a day (can be adjusted to master's requests) • We follow-up on requests and ensure close working relations between the vessel and the port operations 	<ul style="list-style-type: none"> • E-mail with information of any exceptions that needed attention and actions initiated • E-mail with list of any services booked at master's request 	<ul style="list-style-type: none"> • You can trust that any challenges arising during the port call are discovered early and acted proactively upon, securing an efficient operation
Tally Supervision	<ul style="list-style-type: none"> • We advise conditions applying to port tallies and check requirements • If required, we employ tally clerk • We oversee tally • We forward tally report 	<ul style="list-style-type: none"> • E-mail with tally report, recording quantity of cargo loaded or discharges and any details on damaged or badly marked cargo 	<ul style="list-style-type: none"> • You can trust that you have the correct data on quantity and quality of cargo loaded • You can trust that possible cargo damages, claims or shortages are identified
Draft Survey Coordination	<ul style="list-style-type: none"> • We contact surveyor and make sure survey is done on time • We ensure surveyor is independent • If required, we can employ additional surveyor to protect your interests • We forward survey report 	<ul style="list-style-type: none"> • E-mail with draft survey report 	<ul style="list-style-type: none"> • You will reduce delays in port due to waiting for surveyors • You can trust that surveyor is competent and independent
Bill of Lading Arrangement	<ul style="list-style-type: none"> • We clarify your needs • We maintain contact with releasing authority and advise progress and any problems • We send B/L and manifest to all parties as instructed by you 	<ul style="list-style-type: none"> • E-mail with draft B/L for approval • E-mails with progress updates • E-mail confirming distribution of B/L and manifest 	<ul style="list-style-type: none"> • You will get a B/L that is in line with details in the Letter of Credit, ensuring smooth trade settlement
Departure Arrangements	<ul style="list-style-type: none"> • We book and secure necessary departure services • We verify all documentation and record departure events • We oversee clearance of vessel • We prepare a departure report and Statement of Facts 	<ul style="list-style-type: none"> • E-mail with departure report within 3 hours after the vessel has sailed • Mail with Statement of Facts and other relevant documentation 	<ul style="list-style-type: none"> • Your ship will sail as quickly as possible • You can do KPI measurement to identify areas for improvement • You get timely information, enabling better planning
Bill of Lading Checking	<ul style="list-style-type: none"> • We revise B/L together with master prior to signing, and scrutinise in particular details on cargo volume, cargo condition and "On board date" 	<ul style="list-style-type: none"> • E-mail confirming that B/L has been checked 	<ul style="list-style-type: none"> • You can trust that the B/L details are correct, protecting you from claims
Statement of Facts Checking	<ul style="list-style-type: none"> • We revise SOF together with master prior to signing, and scrutinise in particular delays in cargo handling and reasons for these • We assist in collecting evidence to support claims 	<ul style="list-style-type: none"> • E-mail with confirmation that SOF has been revised 	<ul style="list-style-type: none"> • You can trust that the SOF is in your interest, ensuring correct dispatch or demurrage
Operator's Expenses Follow-up	<ul style="list-style-type: none"> • We review the DA from charterer's agent and check that the right charges have been applied and that no charterer's expenses have been charged to operator's account • If requested, we pay charterer's agent 	<ul style="list-style-type: none"> • Letter with DA and our comment 	<ul style="list-style-type: none"> • You will be charged the right amount for the port call
Disbursement Accounts	<ul style="list-style-type: none"> • We update cost estimates • We receive, register and process invoices from suppliers • We compile and forward disbursement accounts • We settle balances 	<ul style="list-style-type: none"> • On request, e-mail with revised estimated DA 48 hours after vessel have sailed • Final DA together with supporting vouchers and invoice 	<ul style="list-style-type: none"> • You can trust that you pay the right price for the services delivered during the port call