

■ Vietnam – Collection of Empty Containers

September 7, 2011

Dear Customer,

Hapag-Lloyd Vietnam is pleased to announce an improved container release process which will enable you to collect empty containers for your export shipments more efficiently.

Effective **September 19, 2011** booking confirmations will include details of the “export positioning depot” where empty containers can be collected.

You are then able to progress directly to the “export positioning depot” to collect your empty containers, container seals and packing lists for your shipment. It will **not be necessary** to visit the Hapag-Lloyd office at the Cat Lai Terminal prior to the empty container pick up, unless specifically mentioned on your booking confirmation.

Please note the following :

- The booking confirmation presented to the “export positioning depot” must be clear with no alterations. Any doubtful booking confirmation maybe rejected by the depot.
- Trucking companies must present the original letter of recommendation, their truck registration and identification card (picker) to the “export positioning depot”.
- Requests for a specific “export positioning depot” must be made at time of booking. For electronic submitted bookings please contact our customer service team in case a specific “export positioning depot” is required.
- Specifically agreed “export positioning depots” confirmed on the booking confirmation cannot be changed without consulting Hapag-Lloyd Vietnam

If further information or clarity is required please contact our customer service team.

Kind Regards,

Hapag-Lloyd (Vietnam) Ltd.
as agent of Hapag-Lloyd AG