

11th January 2024

Customer Advisory: Important Update Regarding Form-11 Pre-Advice for Rail Mode Export Containers

Dear Valued Customer,

Warm greetings from APM Terminals Pipavav!

In our ongoing commitment to delivering exceptional services, we would like to inform you of a crucial update regarding the pre-advice process for export containers arriving at the terminal via rail mode.

As you are aware, the pre-advice for export containers arriving by rail at the terminal is facilitated through Form-11. To enhance data integrity and system efficiency, please be advised that any pre-advice updated using Form-11 will be automatically deleted if the container does not arrive within 30 days of the initial pre-advice update.

Subsequently, containers arriving after the pre-advice deletion (i.e., more than 30 days after the initial pre-advice) will be classified as a "no match container," potentially leading to relevant charges. It's important to note that revised pre-advice will not reset the days count; it will be considered from the initial pre-advice date.

To prevent containers from being flagged as "no match," we kindly urge you to proactively reach out to our Rail desk inppvrail@apmterminals.com before the 30th day. By doing so, you can request the deletion of the earlier pre-advice and re-update with fresh pre-advice, ensuring a smooth process and avoiding unnecessary charges.

Moreover, in the event of any changes in category, such as a shift from Storage to Export or vice versa, customers are requested to contact our Rail desk on inppvrail@apmterminals.com for the deletion of the previous pre-advice. Following this, customers need to re-upload with the revised pre-advice. An auto email will be sent as an acknowledgment of the pre-advice posting status (success or failed). We recommend verifying and confirming the pre-advice update status through access to N4 CAP.

Your cooperation is highly appreciated, and we extend our gratitude for your ongoing partnership with APM Terminals Pipavav.

For any inquiries or assistance, please feel free to reach out to our customer care/commercial team at service.pipavav@apmterminals.com.

Thank you for choosing APM Terminals Pipavav [GPPL].

Best regards,

APM Terminals Pipavav [GPPL]