



EagleLink

Quick Answers to Common Questions

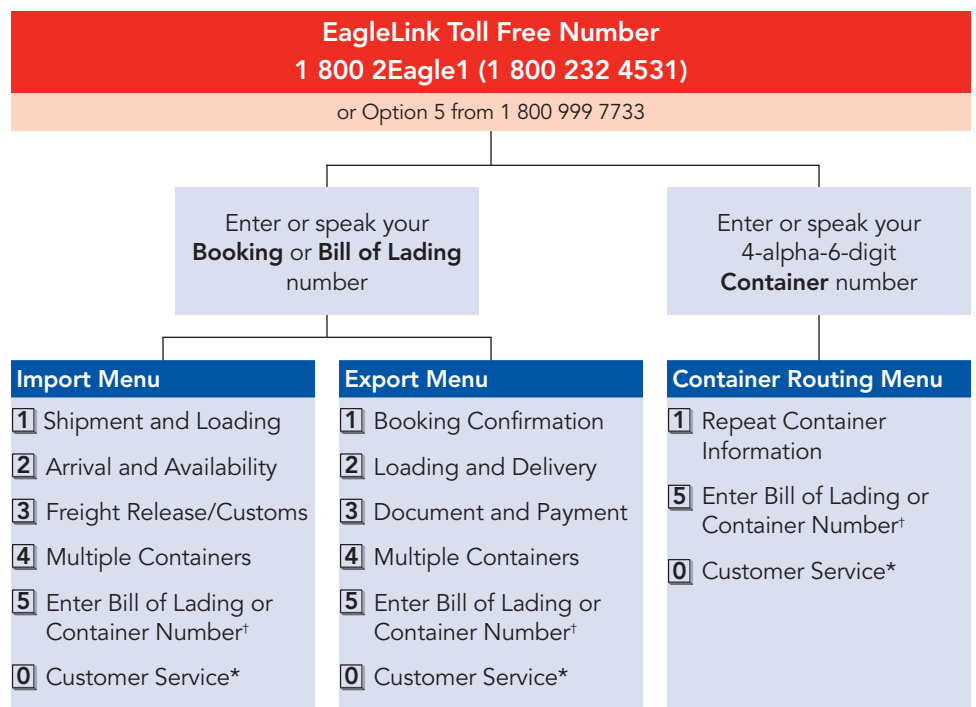
APL is pleased to announce some enhancements to EagleLink in our North America Customer Support Center. EagleLink is APL's "Interactive Voice Response" (IVR) system, a tool to help you keep on top of your shipments with APL. EagleLink provides you with another option to obtain information from APL any time of the day or night. Simply dial the number and follow the prompts to obtain key shipment information via the phone. All you need is your Bill of Lading or container number to obtain the following:



- Shipment Status – Import or Export
- Track & Trace Information
- Customs Release Status
- Cargo Release Status

Using EagleLink

The diagram below outlines the functions of EagleLink.



[†]To expedite response, after entering Bill of Lading or Container Number, simply press the # key.

Eagle Link access is also available from the main Customer Service phone queue by simply pressing 5 after the prompt.

*Please note that live Customer Service access via 800.999.7733 or via "0" option is currently restricted to current Customer Support hours of operation.