



4th February, 2011

SURRENDER OF IMPORT DELIVERY ORDER FACILITY

Dear Valued Customer,

We are pleased to introduce a new service feature 'Surrender of Delivery Orders', which is aimed to reduce the import delivery wait time due to transportation of the document from APL counter to the CFS or Empty yard

With the introduction of this feature, you can now surrender the Delivery Order or the Empty offloading letter at our documentation counters and APL will ensure prompt update to the respective stakeholders (CFS or Empty yard) enabling your team to take the delivery of the cargo from the CFS or drop the empty containers at the empty yard, saving on your valuable time.

This service can be availed for the following type of documents released at the counter against payment of service charges of Rs.250 (plus service tax as applicable) per document:-

Type of Document Surrender	Concerned Stakeholders (To whom the messages will be send on surrender)
Examination DO.	CFS, CHA
Fact DO with stamp duty paid.	CFS, CHA & for info to Surveyor, Empty Yard
Dock DO with stamp duty paid.	CFS, CHA & for info to Surveyor
Extension letter Dock DO.	CFS, CHA & for info to Surveyor
Extension letter at Empty yard.	Empty yard, CHA
Extension letter to CFS, Surveyors and Empty yard for Fact DO.	CFS, CHA & for info to Surveyor, Empty Yard

Please feel free to contact our counter team or customer service desk for further assistance or clarification.

Thank you for your co-operation. For any further clarification, please call our CUSTOMER SERVICE TEAM on 39890275.

APL CUSTOMER SUPPORT

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