

23<sup>rd</sup> April 2015

**NORTHPORT (MALAYSIA) BHD**

(146850-A)

Jalan Pelabuhan, Pelabuhan Utara, 42000 Port Klang  
( P. O. Box 234, 42009 Port Klang )  
Selangor Darul Ehsan, Malaysia

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Fax: 603-3169 8811/8088 ( Customer Service )



**NORTHPORT**

**TO ALL OUR VALUED CUSTOMERS AND PORT USERS**

**RE : NORTHPORT'S SYSTEMS MIGRATION (CONTRAK 2)  
- UPDATES NO. 2**

With reference to our notifications dated 10<sup>th</sup> April and 22<sup>nd</sup> April 2015 on the above subject matter, we wish to update our valued customers and port users of our system migration from CONTRAK to CONTRAK 2 which has been fully implemented since yesterday 22<sup>nd</sup> April 2015.

As at 12:00 noon today, no delays/queues were experienced at our gates. However, our systems and gate operations staff are continuously and closely monitoring the container receipt and delivery process at the gates.

There was an issue with auto Gate Control System (GCS) clearance that had impaired the customs clearance of import and export containers late yesterday. This issue however, had been resolved as of 10:15am today.

Consistent with our earlier advice on container arrivals and deliveries, we urge you to only plan your shipment for vessels calling Northport today (23<sup>rd</sup> April 2015) and tomorrow (24<sup>th</sup> April 2015). This will ease our terminal operations during this systems stabilisation period and allow us to serve you better.

For further clarification and enquiries, please contact the following numbers:

- 1) **Northport's Customer Service Centre** at 03-3169 8000
- 2) **Information Services Division** at 03-3169 8104 / 8168 / 8684 (Mr. Selva / Mr. Khoo / En. Azmee)
- 3) **Container Operations Helpdesk** at 03-3169 8605 / 8767

We thank you for your kind understanding and cooperation.

Thank you.

Yours sincerely,

**NORTHPORT (MALAYSIA) BHD**

**SURESH KUMAR K. MADEVAN**  
Head, Commercial



Certificate No. 404097