

27<sup>th</sup> April 2015

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**NORTHPORT**

## TO ALL OUR VALUED CUSTOMERS AND PORT USERS

### RE : NORTHPORT'S CONTRAK 2 UPDATE FOR LOGISTICS CUSTOMERS

We wish to provide a progress update of our new terminal operating system, CONTRAK 2.

Since the new system went live on 22<sup>nd</sup> April 2015, CONTRAK 2 has shown significant performance improvement. I'm pleased to announce that most of the issues highlighted earlier have been resolved. However, new minor issues still persist and our IT Team is closely monitoring the situation and addressing the issues as and when the new issue arises.

With the stabilisation of CONTRAK 2 and no major issue reported since 26<sup>th</sup> April, the operational focus has been directed towards improving the logistics operations including packing and unpacking at our depot. This is to address the issues which surfaced at the initial stage of the implementation which led to a backlog and further delaying our depot operations. We are currently mobilising all resources available to resolve the backlog issue and are expecting the matter to be fully resolved by Thursday, 30<sup>th</sup> April 2015.

We sincerely appreciate our valued customers kind understanding and cooperation during this period and we are very optimistic that CONTRAK 2 will be fully stabilised by this Thursday, 30<sup>th</sup> April 2015.

We wish to take this opportunity to sincerely apologise to our valued customers for the inconvenience caused and I am pleased to announce that all Northport related storage and SSR charges will be waived during this stabilisation period.

Thank you.

Yours sincerely,  
**NORTHPORT (MALAYSIA) BHD**

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



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