

27th April 2015

NORTHPORT (MALAYSIA) BHD
(146850-A)
Jalan Pelabuhan, Pelabuhan Utara, 42000 Port Klang
Selangor Darul Ehsan, Malaysia
Tel : +603 3169 8888
Fax : +603 3169 8080 (Customer Service)



NORTHPORT

TO ALL OUR VALUED CUSTOMERS AND PORT USERS

RE : NORTHPORT'S CONTRAK 2 UPDATE FOR SHIPPING LINES

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

Since the new system went live on 22nd 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 26th April, the operational focus has been directed towards improving the yard accuracy and ensuring all stack positions are reconciled against the system. This is to address the yard inaccuracy that occurred as a result of system issues which surfaced at the initial stage of the implementation which led to untraced units. These untraced units created a backlog to our container operations and resulted in significant boxes being shut out and further delaying our vessel operations. We are currently mobilising all resources available to resolve the backlog issue and are expecting the matter to be fully resolved by Thursday, 30th 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, 30th 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 port 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

