

24th April 2015

NORTHPORT (MALAYSIA) BHD
(146850-A)
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TO ALL OUR VALUED CUSTOMERS AND PORT USERS

RE : **NORTHPORT'S SYSTEMS MIGRATION (CONTRAK 2)** - **UPDATE NO. 3**

We wish to provide an update to our valued customers and port users of our system migration from CONTRAK to CONTRAK 2 as follows :

- As at 1400 hrs today, we experienced minor delays at our gates due to heavy traffic and have been able to smoothen the flow over a two hour period.
- EDI transactions volume have increased gradually since 23rd April to normal level of data exchange with our clients systems.
- We have setup a special Customs clearance station at our Customer Service Centre for urgent deliveries to clear the earlier backlog when Customs release information was delayed due to GCS system response time issues.
- Minor issues are still being identified and resolved as these issues arise.
- Consistent with our earlier advice on container arrivals and deliveries, we urge you to only plan your shipment for vessels calling Northport today (24th April 2015) and tomorrow (25th April 2015). This will ease our terminal operations and allow us to serve you better.

We wish to assure our valued customers and port users that we are continuously and closely monitoring the situation during this systems stabilization period.

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.

Yours sincerely,
NORTHPORT (MALAYSIA) BHD


SURESH KUMAR K. MADEVAN
Head, Commercial

