

PROCEDURE OF REGISTRATION OF IMPORT CONTAINER EXTRA MOVEMENT TO INSPECTION/ UNSTUFFING AREA

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Customers can register by using one of three following ways:

1. REGISTER AT FRONT OFFICE 1 (FO):

- Customers fill in the form: “Job service request” and then submit to FO (please see attached)

2. REGISTER THROUGH EMAIL:

- Customers send email to FO with the following addresses:

fosupervisor@vict-vn.com

frontoffice@vict-vn.com

Frontoffice4@vict-vn.com

- In the email, please provide us with your company name, address, person in charge, tel., list of containers, date/time to pick up cargo.
- Clarify your request: move container for CUSTOMS INSPECTION or UNSTUFFING.

3/ REGISTER THROUGH FAX:

- Customers fax D/O or B/L to FO at No.: **38724214**
- On the D/O or B/L: please provide your company name, address, person in charge, tel., list of container, date/time to pick up cargo.
- Clarify your request: move container for CUSTOMS INSPECTION or UNSTUFFING.

**** If customers register through email or fax, you should make a phone call at No.: 38729999 (ext. 499, 493, 494, 333) or call direct line 38725790 to check whether FO receive your fax or email.**

***** In case of need, customers can contact Front Office (FO) at direct line 38725790 or**

- **Front office: 38729999 - ext. 499, 493, 494, 333**
- **FO supervisor- Mr. Phúc: 38729999 - ext. 499, 38725790 or HP: 0908957557**
- **FO Manager – Mr. Hùng: 38729999- ext. 485, 38724232 or HP: 0913710929**

After receiving customers’ request, we will move container to inspection or unstuffing area. We commit the performance indicators as follows:

- For shipment of 1-2 container: within 2 hours
- For shipment of 3-5 container: within 4 hours
- For shipment of 6-10 container: within 8 hours
- For shipment over 10 container: within 12 hours

