

# 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](mailto:fosupervisor@vict-vn.com)

[frontoffice@vict-vn.com](mailto:frontoffice@vict-vn.com)

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

