

NOTICE OF REEFER STUFFING & UNSTUFFING SERVICES AT YARD

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To improve our reefer stuffing – unstuffing services at yard, shorten document and empty container preparation time for the purpose of better care for customer, helping customer to deal with difficulties during stuffing – unstuffing reefer container at VICT, we have some following changes:

1. Person-in-charge of reefer container stuffing – unstuffing services at yard:

- Mr. Đỗ Đình Cường

- Hand phone: 0913742438
- Office phone: (08) 38729999 ext 477.
- Office fax: (08) 38724227

2. Telephone or fax notification of reefer container stuffing – unstuffing services:

- Notification of reefer container stuffing – unstuffing services at yard by telephone or fax is encouraged (but not mandatory) as it shorten your time for container preparation.
- Should you notify container stuffing – unstuffing services at yard by telephone or fax, we will deliver you with sound container as soon as we receive Stuffing Equipment Interchange Receipt (S-EIR)

3. Customer reception:

- You are welcome and served at our Container Freight Station (CFS) office by our experienced and enthusiastic reefer container service team headed by Mr. Đỗ Đình Cường.
- Should the reefer container service team is not vacant by the time you come, any among our staff from other teams will receive your request and preliminarily handle the service.

4. Our performance indicators of reefer container stuffing – unstuffing service:

We commit the performance indicators:

- Reefer empty container delivery time: within 02 hours after we receive your S-EIR at our CFS office if you do not notify of the service by telephone or fax in advance.
- Reefer container stuffing completion time if your frozen cargo is available:
 - Frozen seafood 20 feet container: 45 minutes.
 - Frozen seafood 40 feet container: 75 minutes.

5. Customer service:

During your time with our VICT terminal, should you have any difficulty or need helps for procedures or policy of terminal or shipping lines, please contact Mr. Đỗ Đình Cường as above mentioned; besides, you can contact following others:

- Mr. Vũ Kỳ at phone numbers: (08) 38724216 or 0903916822
- Mr. Vũ Đức Liêm at phone number 0903942084.

We do hope to receive your criticism, idea, suggestion and support so that we more and more specialize our services.

Thank you and best regards,

