

17 September 2016

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DP World Australia Limited  
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## Hanjin container handling arrangements

The following process will apply from 22:00, 18 September 2016

### Import full containers

#### Payment Instructions

Please deposit a total payment of \$440.00 (GST inclusive) per container into DP World Australia's bank account (details below). Ensure that a receipt is retained as proof of remittance.

##### Payment for single container

Direct Debit payment details:  
BSB 062000  
Account No: 10444971  
Account Name: DP World Australia  
Reference: Container Number

##### Payment for multiple containers

Bank details as per above. Please include company name as reference and provide a list of container numbers along with your receipt to the email address provided in step 2 below.

#### Invoice prior to payment

Where customers require invoices prior to payment. Please send the following details to the DP World Australia Customer Centre (CCT) email CCT.HSC@dpworld.com.au. Invoices will be issued between 9am-5pm weekdays.

- a. Container Information
  - i. Container Number (or numbers)
  - ii. Australian Port of Discharge (DP World Australia terminal where the container is to be collected)
  - iii. Vessel Voyage number
- b. Customer Information
  - iv. Company Name
  - v. ABN
  - vi. Billing Address
  - vii. Email Address
  - viii. Contact Phone Number

## **Release of containers**

Once payment has been made, please send a copy of your receipt and the following details to the CCT email [CCT.HSC@dpworld.com.au](mailto:CCT.HSC@dpworld.com.au).

- b. Container Information
  - i. Container Number (or numbers)
  - ii. Australian Port of Discharge (DP World Australia terminal where the container is to be collected)
  - iii. Vessel Voyage number
- c. Customer Information
  - i. Company Name
  - ii. ABN
  - iii. Billing Address
  - iv. Email Address
  - v. Contact Phone Number

Please note that all requests will be processed by the CCT between the following times

Weekdays: 8am-10pm

Weekends: 12pm-10pm

Once the CCT has processed your request for container release a notification email will be sent to the customer email address provided.

If an invoice has not been requested prior to payment, an invoice will be issued by the DP World Australia billing team.

## **Export full containers**

DP World Australia has been instructed by all shipping lines to not load Hanjin units on their vessels. DP World Australia is no longer accepting the receipt of any Hanjin export full units.

The following treatment will apply to export full units that have already been received and are currently on DP World Australia terminals.

### **Request for a container**

Any request for the release of export full containers must be processed through Hanjin Shipping. A notice of this request must be provided by the customer to the DP World CCT email [CCT.HSC@dpworld.com.au](mailto:CCT.HSC@dpworld.com.au). Once confirmation has been received from Hanjin Shipping to process a Dray-in/Dray-out and matched with the request received directly from the customer, DP World Australia will calculate the storage cost and issue an invoice to the customer.

Once payment has been received for the storage, the container will be released for collection.

### **Customer Queries**

If you have any questions or would like more information please send through your requests to the DP World Customer Centre team email [CCT.HSC@dpworld.com.au](mailto:CCT.HSC@dpworld.com.au). Alternatively, please call our Customer Centre between 9am and 5pm weekdays on 02 9394 0137.