

20 August 2010

CUSTOMER NOTICE

MAERSK PIN FOR IMPORT CONTAINERS

For security reasons, Maersk NZ has requested Lyttelton Port of Christchurch (LPC) to introduce a compulsory PIN system for the release of all Maersk controlled import containers. A six digit PIN will be required for the release of all import containers

The below information provides clarity on how this system will operate. At this stage the PIN system will only apply to Maersk controlled imports however we do expect other shipping lines to implement a similar process in the near future.

This system will come into effect for all Maersk import cargo being picked up on or after the 6th September.


PIN Number Security

The PIN will only be released by Maersk, to parties named as the consignee for the container in question. The PIN will not be known to LPC staff and therefore cannot be divulged. From the effective date mentioned above there is a no leniency approach taken in requiring transport operators to produce a valid PIN before they can collect an import container.

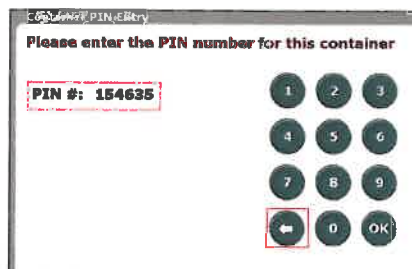
Retrieval by Road

A PIN is required for all import containers retrieved by road. When a Maersk import is requested, the driver will be prompted for a PIN.

At LPC road reception, if a Transport Operator fails to produce a valid PIN, they will be refused collection of the import and advised to contact their dispatcher / customer to obtain a valid PIN.

At the KIOSK, if a valid PIN is not supplied, collection of the import will be denied and the transaction will not continue. The driver will need to supply a correct PIN or cancel the current request. The graphic below is indicative of the KIOSK display screen where a PIN is required. The driver will use the keypad to provide the correct PIN, use the **Backspace**  to correct a keying error or **START**

AGAIN  to exit the transaction completely.



Delivery by Rail

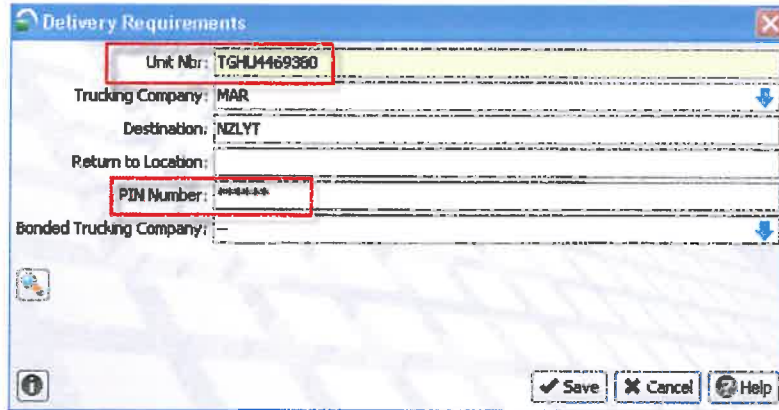
Customers requiring import containers to move via rail will need to supply a valid PIN. This will need to be supplied to LPC via email well in advance of the container loading to rail. Emails are to be directed to rail@lpc.co.nz. If a correct PIN has not been received by the time of loading the container will not be released to rail.

PIN Numbers

Transport operators can see if a PIN has been assigned to a container using SPARCS N4:

Select **Units>Update Delivery Requirements**.

In the **Delivery Requirements** screen, placeholders (*****) indicate that a PIN is assigned.



The screenshot shows a software window titled "Delivery Requirements". It contains the following fields and values:

- Unit Nbr: TGHU4469360
- Trucking Company: MAR
- Destination: NZLYT
- Return to Location: (empty)
- PIN Number: *****
- Bonded Trucking Company: (empty)

At the bottom right, there are three buttons: "Save", "Cancel", and "Help".

Regulatory / Shipper Holds

Regulatory and Shipper Holds will still need to be granted prior to the collection of import cargo and are required in conjunction with the PIN. As is currently the case container holds can be viewed online to ensure all holds have been released.

Empty Containers

Empty containers will be exempt from the PIN system and current procedures will continue.

LPC Indemnity

LPC will not be held liable for demurrage or futile trips associated with the failure to provide a correct PIN. This is consistent with our stance currently around Regulatory / Shipper Holds and the PIN is viewed by LPC as an extension of these holds.

If you have any questions around the introduction of the PIN system please do not hesitate to contact me on 03 328 7891 or 027 555 0179. Alternatively please do not hesitate to contact Maersk at 0800 623 775 for further information.

Yours sincerely



SIMON MUNT
Customer Relationship Manager