



# "K" LINE AMERICA, INC.

October 2007

## **CARGO RECEIVING GUIDELINES FOR US EAST COAST AND GULF RO-RO PORTS**

Dear Customers,

In order to provide more efficient service, effective immediately "K" Line America is implementing additional items for the cargo receipt process at US and Gulf Ro-Ro ports. Please read the below as these new items can effect cargo delivery.

### **Timing of Cargo Delivery**

Cargo should be delivered by the cutoff indicated on your booking confirmation, *and no earlier than:*

- 15 days prior to arrival of the booked vessel at Baltimore, Galveston, Jacksonville, Newark and Port Canaveral
- 10 days prior to arrival of the booked vessel at Charleston

Cargo will not be received earlier than above.

### **Additional Check Points at Cargo Receipt**

Any cargo delivered must match what was booked. Specifically the following has to match:

- Booking number
- Vessel and voyage number
- Commodity
- Make and model

Cargo will not be received unless there is a match between the cargo being delivered and the booked details. At the time you book your cargo, please make sure your booking confirmation matches the cargo you intended to book.

### **VINs, Serial and Hull Numbers**

Although not required, it is requested that you provide us your cargo's unique identifier (i.e. VIN, serial or hull number) prior to cargo delivery. This will expedite the cargo receipt process. If the unique identifier is known at time of booking, our customer service group will record it then. Otherwise you may call back to add it later.

If you have any questions, please feel free to contact our customer service group at 1-866-233-6875 (option 1) or by e-mail at [ricbcarcus@us.kline.com](mailto:ricbcarcus@us.kline.com).