

02 September 2026

CUSTOMER ADVISORY: Delivery Orders, Payment Clearance and Dispute Timeframe

Dear Valued Customer,

To ensure consistent and efficient processing of cargo releases, we will introduce enhanced Delivery Order (DO) release and invoice dispute procedures, **effective 1 October 2026**.

Following 1 October 2026, all Delivery Orders will remain 'pending payment' until all **freight and applicable surcharges**, as stated on the Bill of Lading, have been received **in full, unless approved credit terms apply**.

These changes are intended to improve payment transparency, support timely cargo release, and provide a more efficient dispute resolution process.

Delivery Order release and payment requirements

- Freight and surcharge amounts must be paid in full before the DO can be released.
- The payment requirement applies to the total amount payable as per the Bill of Lading.

Approved payment terms

Customers with approved credit facilities will continue to receive their agreed credit terms. However, Delivery Orders may not be released where approved credit limits have been exceeded, accounts are overdue, or credit facilities have otherwise been suspended.

Seven-business day dispute timeframe

To support efficient financial management for all parties and ensure the new system operates effectively, we are implementing a seven-business day dispute timeframe, **also effective from 1 October 2026**.

- Any dispute relating to freight, surcharges or other charges shown on an invoice must be submitted in writing within seven (7) business days of the invoice date.
- Lodging a dispute does not automatically suspend payment obligations. Amounts not subject to dispute remain payable in accordance with agreed payment terms and DO release requirements.
- Customers are encouraged to raise any questions or disputes as early as possible so they can be reviewed and resolved promptly.

NEW ZEALAND

82 Richard Pearce Drive
Mangere
Auckland 2022

PO Box 53141
Auckland Airport
Auckland 2150
P +64 9 255 2500

sales@pacificforumline.com info@pflsamoa.com

SAMOA

Beach Road
Matautu-tai
Apia

PO Box 655
Apia
Samoa
P +685 20345

info@pflsamoa.com

TONGA

Unit 2, Dateline House
Bypass Road
Nuku'alofa

PO Box 817
Nuku'alofa
Tonga
P +676 23012/24341

info@pflsamoa.com

FIJI

NPT Agency
80-82 Harris Road
Suva

PO Box 36
Suva
Fiji
P +679 330 4528

info@pflsamoa.com

PAPUA NEW GUINEA

Containerwise Logistics
Top Floor
Int'l Freight Hub
Milfordhaven Rd
Lae

P +675 7147 7366

AUSTRALIA

Quay Shipping Australia
Unit 13/35 Paringa Road
Murarrie
QLD 4172

P +61 7 3908 1600

sales@quay-shipping.com

Who to contact

For resolution and support, all disputes and supporting documentation can be sent to:

Invoicedisputes@pacificforumline.com

PFL reserves the right to review, reject or request further supporting documentation for any dispute raised.

To avoid delays in cargo release, please ensure payments are made in full and any invoice disputes are submitted together with supporting documentation within seven (7) business days of the invoice date.

We appreciate your continued support, cooperation, and understanding as we work through the implementation of this policy.

Kind Regards,

PFL

www.pacificforumline.com

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