

Date: Friday, 12 July 2019

CargoWise Update

Dear Valued Customers,

Further to our trade notice of 4th April 2019, Pacific Forum Line (PFL) wanted to take this opportunity and advise the migration to CargoWise is on plan with a “Go Live” date planned for the month of July 2019.

As part of our CargoWise implementation, you will receive your unique and confidential Organisational Code. Your Organizational Code contains your account information (rates, credit terms, special requests, call logs), and its use will improve your Customer Experience from booking to final invoice. Please distribute the code to all your teams who deal with us and ask them to quote it in any interactions.

In due course our sales team will be contacting you to provide your “Organisational Code” whilst confirming the first nominated vessel it will be required upon.

Please rest assured that during this period of transition, it is acknowledged for a number of reasons the “organisational code” may not be initially available at the booking stage hence, our Customer Service team will still take your booking and a separate follow up will take place with your company to clarify and reconfirm the “Organisation code” for future bookings.

As CargoWise is rolled out, It is also envisaged that further “Voice of the Customer” benefits will be linked – but not limited to - the following;

- ✓ Faster and accurate booking process.
- ✓ Increased accuracy of rates and invoices.
- ✓ Enhanced documentation turn times.
- ✓ Cargo and container track and trace improvements.
- ✓ Notifications of milestones through the supply chain process.
- ✓ On line; bookings, rate and tender management along with schedule tracking.

It’s an exciting time (!) and as always PFL thank you in advance for your patience, continued support and should you have any further points of clarity or indeed feedback then please do not hesitate to contact our wonderful Customer Service or Sales team.

Yours Sincerely

Pacific Forum Line www.pacificforumline.com