



## Shipping from North European\* countries? Remember to complete your bookings

Dear Mathieu,

It is no secret that the shipping industry has faced challenges in the past years. With space restrictions in many routes, shippers have resorted to securing space onboard vessels by generating multiple bookings. However, this practice can result in incomplete bookings with confirmed space on board.

If you are shipping from countries located in North Europe\*, we would like to remind you about the booking process for all services departing from this geographical scope. As we shared in our communication in June 2022, we are proactively contacting our customers whose bookings have not been completed with a Container Pick Up Notification reminder mail. The bookings without a prompt reply to this mail (4 working hours from mail receipt) or a registered empty pickup will regretfully be cancelled.

Remember that you can manage your bookings from our Online Business Suite available [here](#). If you should require additional information, please contact our customer service team at your [location](#), who will guide you based on your individual situation.

\*Our geographical scope for North Europe includes Great Britain, Ireland, Belgium, Luxembourg, Netherlands, France, Austria, Germany, Switzerland, Czech Republic, Slovakia, Hungary, Belarus, Estonia, Latvia, Lithuania, Denmark, Finland, Iceland, Norway, Poland, Sweden.

Best regards,



**Maria-Fernanda**

from our Customer Communications  
team



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