



Here's an update about the revised documentation cutoffs for US ports of loading

Dear Mathieu,

Starting September 18, 2023, we're streamlining our documentation cutoffs for US Ports of Loading. You asked, we listened and are excited to introduce a more streamlined approach based on your feedback.

Here are the key changes:

- **Revised Timeline:** You will now have a convenient 24-hour window before the FCL cutoff to submit your complete and accurate Shipping Instructions. This change aims to reduce the need for dummy details or corrections after the cutoff.
- **Avoidance of charges:** By submitting your documentation within the new timeframe, you can avoid incurring pre- and post-sailing amendment charges. This adjustment is designed to help you save on additional costs.
- **Phased Approach:** This transition will occur in a phased approach. Not all services will be adjusted on September 18; instead, the changes will take place in waves. This approach provides you with ample time to adapt to the new procedures gradually.

Our goal is simple: minimize corrections, reduce effort, prevent unnecessary costs, and maintain the high service quality you expect. Please follow the new documentation timeline for each vessel, reflected on your booking confirmations, to ensure timely and accurate submissions, preventing potential disruptions.

Should you have any questions or require assistance with upcoming shipments, our dedicated customer support team at your [location](#), is ready to assist through every phase of this process.

Best regards,



Maria-Fernanda

from our Customer Communications
Team



Niklas Jan

from our Customer Communications
Team

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