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24 May 2016

## Q&A for VGM

Dear Valued Customer,

As we communicated earlier, effective from 1 July 2016, a packed container will no longer be allowed to be loaded on board vessels unless the shipper named in the Bill of Lading, to the ocean carrier and/or the terminal representative, has provided its Verified Gross Mass (VGM).

During last month, Safmarine has been closely collaborating with government officer and assess impact of VGM regulations issued by governments. Our aim is to ensure an easy submission of VGM for our customers and easy information exchange with terminals. Hereunder we would like to share with you our latest progress.

**Q1: Is the effective date 1 July referred to ATD (actual time of departure), ETD (estimated time of departure) or ETA (estimated time of arrival)?**

A: In the coming advisory, Safmarine will further advise the first effective vessel for the implementation.

**Q2: How to set up VGM cut-off deadline?**

A: VGM cut-off deadline (\*) aligns with CY cut-off deadline.

\* VGM cut-off deadline for Yantian terminal is to be communicated separately.

**Q3: How should customers submit VGM to Safmarine?**

A: Either via e-channel (Safmarine website, EDI, or 3rd party sites such as INTTRA) or via email.

Submission via e-channel, VGM must be input in the specific field instead of a free text; while submission via email, "shipment number, container number, VGM value" are the minimum required information.

**Q4: Does VGM cut-off deadline mean differently to customer between submitting VGM via e-channel and via manual?**

A: Yes. E-channel submission is preferred since VGM will be instantly mapped into our system for us to submit the same to terminal. However, manual VGM submission requires 12 hours manual processing time in system.

**Q5: When customers can start submitting VGM via Safmarine.com?**

A: From 1 June, My Safmarine will be available for you to submit VGM. You can submit VGM via our website together with SI, or separately from SI. It's free of charge when submitting VGM through Safmarine website <http://my.safmarine.com/>.

**Q6: How many ways for customers to find out tare weight of Safmarine's container?**

A: Three.

- 1) From the container door
- 2) Average reference from our website
- 3) Developing My Safmarine to have a mouse-over function and per separate message to offer auto-calculation of VGM – these will become available in August (or earlier).



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**Q7: Where shall customers find terminal specific information globally, such as port specific cut-off for VGM procedures and weighting facilities per port?**

A: Safmarine is developing terminal specific information globally. They will be added to the country entry on <http://my.safmarine.com/>.

**Q8: How Safmarine control the "no VGM no load" policy?**

A: The container will not be included in the loading list to terminal operator without receiving of the VGM at submission deadline. It is similar to the current 24-hour rule and "no docs/no load" rules that carriers and terminals are already implementing.

**Q9: When barge is pre-carriage from inland ports, will containers be accepted on a barge without VGM?**

A: Yes. However, shipper is responsible to submit VGM as prescribed deadline before packed container on-board mother vessel. Risk and cost is on shipper's account for missing VGM submission.

**Q10: Will Safmarine require VGM submission when customer's consignment is empty container.**

A: No. Customer's empty containers are Shipper Own Empty Container and VGM is not required.

**Q11: Is it possible for customers to request VGM amendment? Will Safmarine charge amendment fee?**

A: VGM can be modified multiple times before cut-off deadline as per amendment received from shipper or through terminal. There is no amendment fee currently planned to charge for amending VGM (VGM will not be printed on bill of lading).

We thank you for your support for Safmarine. For any questions, please feel free to contact your local customer service or sales representatives. You will find contact details of our local office on [www.safmarine.com](http://www.safmarine.com).

Yours sincerely,  
Safmarine Greater China Cluster

This text has also been translated into Chinese. In the event of any conflict or discrepancy between the Chinese and English versions, the English version shall prevail.

  
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## 有关 VGM 常见问题解答

尊敬的客户:

如我们在 2 月和 4 月发布的客户通知所述, 自 2016 年 7 月 1 日起, 除非提单上的托运人向海运承运人且/或码头代表提供载货集装箱验证的重量 (VGM), 集装箱不再允许装载。

在过去一个月的准备工作当中, 萨非航运紧密结合政府相关部门并评估政府颁布的规定造成的影响, 力求确保客户的 VGM 信息提交手续和码头信息交换流程简易便捷。就最新进展, 更新如下。

**问题一: 2016 年 7 月 1 日实施生效时间是指集装箱装载时间、预计到港时间, 还是预计开船时间?**

解答一: 在接下来的客户通知中, 萨非航运会进一步提供具体的信息关于实施生效的船名 / 航次。

**问题二: 提交给萨非航运的 VGM 信息截止时限是什么时候?**

解答二: 提交给萨非航运的 VGM 信息截止时限(\*)和码头截止重箱进场时限一致。

(\*) 华南地区盐田港码头截止时限待定, 详情将另行通知。

**问题三: 客户如何提交 VGM 信息给萨非航运?**

解答三: 客户可以通过电子渠道, 包括官网、EDI 及第三方平台如 Intra 等, 或通过邮件提交 VGM 信息。

通过电子渠道提交, VGM 必须填在指定的数据项中而不是文本备注中。通过邮件提交, 邮件信息中必须包含订舱号, 集装箱号以及 VGM 信息。

**问题四: 不同的渠道提交 VGM 信息给萨非航运会影响 VGM 信息截止时限吗?**

解答四: 是的。萨非航运鼓励客户通过电子渠道提交 VGM 信息。通过电子渠道提交 VGM 信息给萨非航运, VGM 会及时传输给码头。而通过邮件提交 VGM 信息, 客户应该考虑 12 小时的手动更新系统后 VGM 才传输给码头。

**问题五: 客户什么时候可以在萨非航运网站上提交 VGM?**

解答五: 自 6 月 1 日起, 客户可以通过网站提交 VGM 信息 <http://my.safmarine.com/>, 客户可以选择单独提交 VGM 或者随船运指示一起提交 VGM, 并且是免费的。

**问题六: 客户有几种方法获得萨非航运集装箱的皮重?**

解答六: 3 种。第 1 种是通过箱门, 在每一个集装箱的箱门上都标有皮重。第 2 种是参考萨非航运网站提供的普遍重量。第 3 种是萨非航运自助服务功能会提供箱子皮重信息, 鼠标点触会自动算出载货集装箱的 VGM。此功能预计在 8 月份或更早实行。

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**问题七：客户如何获得萨非航运全球港口的 VGM 实施流程及其信息？比如各港口的 VGM 截止时间，港口称重设备等。**

解答七：萨非航运致力收集各港口相关信息，并将信息上传到萨非航运各国家分页面，以供客户参考。

**问题八：萨非航运如何执行“无 VGM 信息-不装船”？**

解答八：如果萨非航运在 VGM 截止时间仍未收到客户提交 VGM 信息，码头则不得安排无 VGM 信息的载货集装箱装船。我们和码头之间的配合操作类似目前的“24 小时提前预报舱单”原则一样“无文件-不装船”。

**问题九：在某些内陆港口驳船是第一程船的时候，驳船是否可以接收没有 VGM 的载货集装箱？**

解答九：是的。客户有责任按 VGM 截止时间在载货集装箱装上远洋船舶前向萨非航运提供 VGM 信息，并承担在相应港口未能及时提交 VGM 信息导致的后果与责任。

**问题十：客户运自有空箱是否要萨非航运提交 VGM？**

解答十：不需要。客户运自有空箱无需向萨非航运提交 VGM 信息。

**问题十一：客户可以向萨非航运提出修改 VGM 申请吗？是否需要收费？**

解答十一：VGM 截止时间前，发货人可以向船公司提出多次修改 VGM 信息的申请或者提供相关修改信息给码头操作人。VGM 信息不会显示在海运提货单上，对客户提出修改 VGM 信息的申请，萨非航运没有计划收费。

感谢您一直以来对于萨非航运的支持。如您对上述内容有任何疑问或希望了解更多信息，敬请联系您当地的萨非航运客服或销售代表。获取我们本地办公室的联系方式请登陆 [www.safmarine.com](http://www.safmarine.com) 获取。

顺颂商祺！

萨非航运大中华区  
2016 年 5 月 24 日

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