



# Cleve Bulletin

February 2007

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## Deliveries to our CFS

Our warehouse management, inform us that lately the operational warehouse staff notices a change in packaging material used and markings, which is causing them some concern.

In general our CFS reports, that the packaging material is made of products of lesser quality. As a result, already the normal handling will cause damages, which were previously not noticed.

Full wooden crates are becoming scarce. Instead frames are used only. This is causing the contents being exposed to the weather and normal handling.

Most likely, due to fumigation rules, pallets of a lesser quality are used. These pallets do not stand multiple handling and break after several moves.

Markings often do not reveal the so-called "Port Mark" and no weight is put on the outside packaging.

Above are observations made by our CFS. Based on their responsibility and our obligation to safeguard the proper and undamaged arrival of your cargo. Our e-mail system will automatically report to you all our findings upon delivery of your cargo at our warehouse.

Additionally, we would like to ask you to pay attention to our closing dates and times, as late deliveries are causing big problems at our CFS as well as at our Planning department.

Please make sure your goods are properly packed and delivered in time to avoid damages and delays.

## Automatic information

We would like to remind you about our advanced computerized information-system, which may be beneficial for your company as well.

### Import shipments

We have developed this system whereby you, as receiver of the cargo, are automatically receiving a pre-advise, as soon as we have received cargo details from our overseas agents. Additionally, immediately after stripping the import-boxes, our system will send you the actual notice of arrival.

This informs you about the shipping date and time, pick-up location, charges due and the date, from which storage-charges build up. To enjoy these automatic advices, you must make sure that your e-mail address is mentioned on the HBL, issued at port of loading, in the notify box. Please inform your shippers or load port agents accordingly.

### Export shipments

Our customers by now are used to our very clear and computerized confirmations:

- a. Booking confirmation (immediately after taking in your booking) or modification.
- b. Warehouse confirmation (immediately upon arrival of your shipment at our cfs)
- c. Shipment confirmation (immediately after departure of the vessel)

This last one tells you the container number, the Cleve export reference, as well as the agent handling our consol-box at destination. This agent automatically receives a copy of this message, so he is fully aware of your cargo being shipped on exactly the same moment.

In case you want your customer (consignee or notify) to have the same information at the same moment, just let us know by indicating his e-mail address on your B/L instruction in the notify- and/or consignee box.

Our system helps you to keep your customers informed at all times! It will save you time and energy. Allow our system to communicate for you!

[WWW.CLEVE.NL](http://WWW.CLEVE.NL) / [WWW.CLEVE.BE](http://WWW.CLEVE.BE)





## Rotterdam office

Cleve & Zonen BV  
Van Weerden Poelmanweg 14  
3088 EB ROTTERDAM  
P.O. Box 5428  
3008 AK ROTTERDAM  
Phone +31 (0)10 428 46 00  
Fax +31 (0)10 429 83 42

## Antwerp office

Cleve & Zonen BVBA  
Transcontinentaalweg 2  
2030 ANTWERP  
Phone +32 3 541 74 34  
Fax +32 3 542 20 44

## Warehouses

### - ROTTERDAM LCR

c/o Cleve & Zonen  
A. Plesmanweg 151, Portno. 2360  
Rotterdam-Waalhaven ZZ  
Open from 07.30 till 09.00, from  
09.15 till 11.45 and from 12.30 till  
15.00 hrs.

### CFS Hollands Veem

c/o Cleve & Zonen  
Boyneweg 1, Portno. 5084  
3197 LK Rotterdam - Botlek  
Open from 07.30 till 15.45 hrs.  
Delivery till 15.00 hrs !

### CFS Estron

c/o Cleve & Zonen  
Shannonweg 84, Portno. 5064  
3197 LH Rotterdam - Botlek  
Open from 07:30 till 15:30 hrs.

### - ANTWERP

#### Conquest

Kruisweg 11  
Haven 650  
2040 Antwerp  
Belgium  
Open from 8.00 till 15.45 hrs.

## Services

For bookings:  
Customer Service Dept.  
booking@cleve.nl

General information:  
Customer Service Dept.  
cs@cleve.nl

For tariffs:  
Sales & Development Dept.  
sales@cleve.nl

## Cleve.nl - a Clever Tool

We keep expanding our online services and we would like to inform you about the current possibilities of our website in a short recap:

### Status information

In case you are looking for the status of an export- or import shipment, you can do so without login in to our system. Please choose "status information" from the left navigation menu and fill in the you bill of lading details as requested. In case your details match, the current status will be returned.

### Tracking & Tracing

In case you are looking for status informations and / or shipment details without entering your bill of lading details, you can use our Tracking & Tracing system. Please apply for a username and password in order to use our system. Please choose "login" from the navigation menu on the left and follow the instructions.

### Sailing schedule

Please note that you are able to browse our sailing schedule online. Please choose "sailing schedule" and pick the destination of your choice to see the upcoming sailings. Tip: enter the first letter of the destination to directly move to all destinations beginning with this letter.

### Actual surcharges

Surcharges are changing constantly. To be sure you are using the correct one, please check our list of surcharges online. You can choose "surcharges" from the menu on the left. The same surcharges are being sent through e-mail on a fortnightly bases. You will find them on the second page of our sailing schedule.

### Rate request

Did you know that you can also use our website to request for a rate? Please choose "rate request" and enter the required information. Your request will be forwarded to our Customer Service department and they will try their best to send you a quotation as soon as possible.

### Online booking

You can even submit your bookings through our website. Please choose "bookings" from the menu and fill in the booking form. You will receive a booking confirmation, once your booking has been accepted.

We are planning to expand our online services and we will keep you informed. We hope these tools assist you in your daily work.



## Airfreight Promo

We have selected Beirut as our special airfreight destination for the month of February 2007.

Please contact Ms. Minouche Ros in order to get a special promo rate for your shipment (> 300 kgs).

Mail: m.ros@cleve.nl / Tel: +31-(0)10-4284781



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