



IMPORTANT NOTICE

Over dimensional and Out of Gauge (OOG) Containerised Cargo (Flat Racks)

Dear Valued Customers.

Due to the number of increased Out of Gauge containers (OOG) being shipped with Neptune Pacific Agency, we remind customers of the legal requirements to be satisfied as to ensure containers are safe to handle and transport on our ships.

The aim of this notice is to describe the process involved in handling OOG containers to ensure that accurate information is provided to our staff and to external parties.

- When making a booking for cargo that is over dimensional, please advise at time of placing your booking with our customer services all dimensions and if the cargo will be over highest or over width (one side or both sides). It is imperative to advise if the ends will be up or down. This will help the planners to calculate how many displacements will be affected.
- If above details are not available at the time of the booking, please provide it once containers packed and BEFORE delivery to the terminal, so we can amend our records and advise our stevedores.
- Please make sure that cargo is PRA'd correctly showing as OOG with the correct dimensions. Any discrepancies could lead to rejecting the container at the terminal gate.
- When cargo delivered to the terminal, the terminal has the right to reject the container if it has different dimensions than what PRA'd.
- If accepted by the terminal, Neptune has the right to short ship the container if it has different OOG dimensions than what was advised to our customer service team and what it has been planned for.

Failure to follow the above may incur a short shipment for these containers and all additional charges due to the short shipment will be to the account of the shipper.

Please also note that OOG containers are usually stowed underdeck and in case of an On Deck Stow, careful consideration will be required. Our planner or agent may be requested for such approval prior to loading.

It is important to confirm that the OOG cargo itself is properly secured onto the Flat rack prior to loading on board.

If additional lashing or tightening of existing lashing is required, this must be done by terminal staff to the vessels satisfaction at the shippers cost.

If not, vessel operator shall be advised of situation and in any case such shipment posing serious danger to vessels safety shall not be accepted for carriage.

This is effective immediately and applicable to all current and forward bookings/shipments.

For further clarification please do not hesitate contacting Customer Service Australia on +612 9235 2999.

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