

Dear customer,

The corona virus is an extraordinary situation, where we want to make sure that all shipments are carried out and negative impact on business is reduced to a lowest minimum as possible.

Our check-in procedure rely on manuals and routines, however to minimize physical contact for a current period we will adapt our check-in and gate-in procedure to the current situation. The below mentioned procedure will be implemented immediately (red. 17.03.2020)

Therefore we kindly ask you to provide following information prior delivery/ arrival of your units to the port on the routes:

Kiel – Klaipeda v.v.

Klaipėda – Karlshamn v.v.

Klaipėda – Fredericia – Copenhagen v.v.

Trailer

- Trailer Number
- Loaded or Empty
- Cargo Description
- Cargo Gross Weight
- Length
- HAZ Yes/ No
- Temperature Controlled Yes/ No
- Agreement
- Booking Reference

Trailer delivery

Please note and inform the driver, who deliver an unaccompanied trailer to the port:

- The driver shall leave all documents with the trailer.
 - If the trailer does not have a document box, please proceed as normal. A document box will be available, although the physical contact will minimize to greatest extent possible..
- The driver shall proceed directly to the gate and leave the trailer at the designated trailer area.

Trailer Release (in Kiel)

- Please inform by email at least 3 hours in advance which truck will pick up the trailer. However, information needs to be received within our opening hours as per below:
 - Mon - Saturday 08:00 - 16:30, Sun 13:00 - 19:00
 - Email: Cargo.kiel@dfds.com

Accompanied Units

- Trailer Number
- Truck Number
- Loaded or Empty
- Cargo Description
- Cargo Gross Weight
- Length
- HAZ Yes/ No
- Temperature Controlled Yes/ No

- Noof Drivers
- Agreement
- Livestock Yes/ No
- Booking Reference
- Driver details (First and last name, passport ID no., Expiry date of doc, nationality, date of birth)

If Temperature Controlled Unit:

- Plug-In or Diesel
- Temperature Setpoint (Set point/Min/Max)
- Continue Regime or Start/ Stop

If HAZ Goods:

- UN-Number
- Class
- Net Weight
- Gross Weight
- Packing Group
- Stowage Category
- Package Type
- Noof Packages
- Limited Quantity Yes/ No
- Marine Pollutant Yes/ No
- NEQ

Machinery, Container, general cargo and unaccompanied units:

Please inform by email until 20:00 – one day in advance, which truck will pick up or deliver the cargo. Please include information about below:

- Cargo Description
- Cargo Gross Weight
- Dimensions or unit type
- Number of collies
- Booking Reference
- Release number

Please send the information to one of below email addresses, depending on where you deliver or pick up:

- Kiel: Cargo.kiel@dfds.com
- Karlshamn: sales.kan@dfds.com
- Klaipeda: cargo.klaipeda@dfds.com

We apologize for any inconvenience caused and thank you for your understanding and assistance by following the above mentioned procedure.

If you should have any questions, please don't hesitate to contact your local DFDS office