



WESTGATE NEWS

DATE October 2009 ISSUE 08

To All Our Valued Clients

Please note the following information and updates

SPECIAL RATE AVAILABLE FOR FAK UNPACKS

During the months of November and December we are offering exceptional rates for all new FAK unpack business.

To take advantage of these incredible deals, book on line now and contact us for further information.

WESTGATE PORTS ONLINE BOOKING GATEWAY

We would like to remind all our clients that we can provide UNLIMITED FREE TRAINING on the use of our Gateway. Should you have new staff, wish to access information online which you have not previously used, such as reports, or simply need a refresher, we are available at all times to assist you either at your office or ours.

A couple of quick notes:

- Timeslot Notification emails act as a reminder to check that required delivery date is not affected by any vessel arrival/availability changes. Please ensure that the delivery date you have requested reflects vessel availability.
- Delivery Orders are required to be uploaded to the website no later than 4pm for timeslots booked for that night's run. This is because both wharf terminals require us to have electronic information for paperless night runs to them by 4:30pm
- To ensure the most current information is to hand, please add all new remarks above any previous comments, prefacing each with the current date.
- Export FCL – notification of when a container will be packed and ready for collection from the client for delivery to the wharf can be done via the Collection Advice found under Inquiry on your home page.

Simply email our Customer Service Team to make an appointment or contact us for further information.



DELIVERY CAPACITY

Due to popular demand with the onset of the Christmas peak, our delivery capacity has been increased to accommodate all required delivery dates and times.

As always, please contact our “Customer Service Team” either by

Email operations@westgateports.com.au

Or

Phone 8327 8309

Kind Regards
The Team at Westgate Ports

www.westgateports.com.au