

AGENCY PROCEDURES FOR CYPRUS PORTS

BEFORE YOUR VESSELS CALL

Before the agency appointment

Free consultation is provided before your choice for an Agent to Cyprus Ports
Information may include information about our agency services / about the port / berth / cargo situation and a competitive proforma d/a, which you will promptly receive.

Appointment acknowledgement

When we receive your agency appointment, we will supply you without any delay with general information about:

- the port and the berth (restrictions, security standards etc.)
- loading / discharging operations
- prospects, B/L status etc.
- further information worth knowing (bunkers, sludge / garbage / slop disposal, freshwater etc.)
- answers to any of your specific questions / requirements
- contact information.

YOUR BENEFIT:

- **Information on approximate Port call cost, any tariff reductions / savings you will be notified.**

Port call preparation

The following actions will be carried out:

- We will send pre-arrival information and documents to the vessel / master, including berth restrictions, loading / discharging prospects, security issues, authority requirements etc.
- We will keep you and the vessel / master informed on daily basis about berthing / loading / discharging prospects etc.
- We will announce your vessel and its conditions to all relevant authorities and will keep the terminal and other involved parties - of course always according to your instructions - informed about vessels ETA on daily basis.
- We are checking / confirming B/L status on permanent basis in order to avoid any delays in cargo operations due to lack of documents.
- We coordinate / arrange all services / deliveries / requirements (crew, technical, bunkers etc.) for your vessel and keep all parties involved always updated about vessels ETA.

YOUR BENEFIT:

- **We will keep you posted in all procedures around the clock.**
- **No delays or extra charges will occur, as all procedures are pre-arranged and coordinated.**

DURING YOUR VESSEL'S CALL

Alongside

- Upon vessel's arrival at berth we will board the vessel in order to supply the master with the latest information about the port call / cargo operations, assist him with the authorities clearances (customs / immigration) and collect the arrival details.
- During the port stay we will visit your vessel on a regular basis - or according to your / masters request - or be present at all times depending on the type of operation. We will keep you posted with updates about your vessel's operations.
- Any delay in cargo operations and / or other reason off schedule will be communicated without delay. We will take care that all advanced planned services / deliveries for the vessel will be carried out as scheduled during the port stay.

YOUR BENEFIT:

- **Due to prompt clearance your vessels operations can start as soon as possible.**
- **All important information will be notified with to you in due time, so you can act accordingly.**
- **The vessel will receive all services / supplies during port stay, if timely possible, without disturbance of cargo operations and without time loss .**

Departure

Thanks to close communication with the vessel / terminal / we will make sure that the vessel can sail the port as soon as possible after completion of operations. Before departure we will visit the vessel to collect all related information / documents, to support the master / vessel with any kind of late request (landing of spare parts etc.) and to make sure everything planned was carried out accordingly.

YOUR BENEFIT:

- **No delay for awaiting pilots, tugs, boatmen, authorities etc. for departure.**
- **Contemporary receipt of all cargo relevant information (times, documents) for your further processing.**
- **All scheduled operations / services / deliveries will be completed before departure.**

AFTER YOUR VESSELS CALL

Ship / Cargo related:

After vessel's departure we will make sure that all cargo related documents are complete - including all required signatures – and forward the full set (originals wherever available) to you by mail, unless instructed otherwise.

In case any spare parts will arrive after the vessel sailed for any reason, we make sure that such consignment will reach the vessel most cost effective at the next convenient port / possibility.

Invoicing:

We will collect all invoices for your vessels call, check them carefully and – if correct - settle them immediately. We will forward a final disbursements account to you – resp. as per your instructions – latest 2 weeks after vessels departure, if we have all invoices at hands by then. We will take care that all available rebates / savings will be realized.

YOUR BENEFIT:

- **If required you can obtain from us an almost accurate overview of costs shortly after vessels sailing**
- **Within 2 weeks you will know the actual costs for your vessels port call, which you can settle with one payment only.**
- **You will pay the most cost effective fees, as we are checking every invoice carefully and make sure that you will eventually get the best possible rates available**

GENERAL:

Besides the agency standards as described above, you can expect from us the following services for you and your vessels, if required:

- When your vessel will call the port for other purpose than cargo operations (yard, repair, supply etc.) we will take care of your / your vessels interests as agents in the same accurate manner as described above.
- In case you are forced to appoint any other agent, which you feel is not representing your interests 100%, we can always assist as your nominated protective agent.
- If you are interested in long term service contracts with tugs, boatmen etc., we are pleased to assist in negotiating the best possible conditions for you.
- We will assist to connect you with any kind of qualified local service company, ship chandler, supplier etc. and to negotiate the best prices / rebates for you.
- We will arrange storage / transportation / delivery of all kinds / sizes / weights of spare parts for your vessel.
- We will take care of all required crew matters, like crew change (visa assistance, transportation, accommodation), medical care or documentary issues at the consulate etc.
- If any of your companies representative or vetting inspectors will attend the vessel we will arrange for appropriate transportation / accommodation.
- We will arrange for you cash to master payments, including secure transportation.
- We will assist you with any kind of documentary issue (B/L, Manifest etc.)
- We will arrange on-hire, off-hire or any other kind of bunker survey.
- We will regularly inform you about any changes of port tariffs.
- We will regularly update you with port / berth descriptions or changes in the port regulations.
- We always offer a 24 hours per day – 7 days a week - 365 days a year service.

YOUR BENEFIT:

- **Whichever challenge you will rise to us, we will take it and work out for you the most satisfying solution resp. solve it in the most cost and time effective manner.**
- **Your ship will be attended by our motivated and highly qualified agency staff, to avoid any kind of ignorance for the required service.**
- **You will benefit from our local knowledge and well maintained network to all kinds of marine related services and suppliers.**
- **You will always have a reliable partner taking care of your / your vessels interests.**