

## **NEW terminal layout and set-up at Karlshamn go-live!**

Dear Partner,

we are pleased to announce the launch of the reconstructed terminal at Karlshamn **November 19<sup>th</sup> 2018!**

The terminal has been fully fenced and entrances gated to elevate the security for all units inside. We also believe our customers should benefit by a leaner process checking in and passing boarding which no longer requires anyone to leave their vehicles.

In connection to the above, we would like to highlight that since automated electronic gates (Terminal Management System) are now installed at Karlshamn we must kindly ask You to follow the check-in procedures as described below.

### **Access to Karlshamn**

#### **For accompanied units (gate 2 and 3):**

To pass gate you will need to:

1. Have a complete booking for a departure prior to unit is crossing the gate, but no later than 2hrs before scheduled departure
2. Enter release-/booking number into the self-service kiosk at the check-in gate.

#### **For unaccompanied units (gate 1)**

To pass gate you will need to:

1. Have a complete booking for a departure prior to unit is crossing the gate, but no later than 2hrs before scheduled departure
2. Enter release number into the self-service kiosk at the check-in gate.
3. For pick up of Import units, enter release number as above.

Tickets for all kinds of units will be printed by the self-service kiosks.

#### **Handling of documents for unaccompanied units:**

Cargo documents handling and location remain unchanged at Karlshamn!

#### **Claim settlement procedure (Karlshamn - Klaipeda route):**

The photographic equipment is installed at the entry gates. Photographs will be taken only for unaccompanied vehicles at photo gate as from November 19th Claim settlement will be based on photographs taken at the ports of loading/unloading and/or other documents, showing that the damage occurred during the shipment.

Please note that claims will be accepted for handling where:

1. A claimant provides documents showing that the damage/loss occurred while the cargo was in custody of DFDS, unless the damage is clearly seen on photos taken by a carrier/terminal operator;
2. Release No.;
3. Invoice or estimation of repair.

If you have any questions, please do not hesitate contacting your local DFDS office or the Customer Service Department in Karlshamn.

Best regards,  
DFDS, Shipping Division Karlshamn

**NB!** To pass the gates a valid and correct release number **must** be entered!

DFDS office opening hours for personal assistance remain:

Mon-Fri 07.00 - 19.00

Sat-Sun 09.00 - 19.00

## Information Port of Karlshamn

