

Notice of implementing Congestion surcharge (CGD)

1st April 2020

Dear Valued Customers,

Due to the outbreak of Novel Coronavirus and government imposed lockdowns, terminal operations and pick-up of inbound laden reefer containers has been slow in Chittagong (Bangladesh) & Manila (Philippines) and terminals in both ports are facing a serious shortage of available reefer plugs.

In view of these operational challenges and to facilitate for continued care for your precious perishable cargo, ONE may need to adjust the original transportation plan for reefer shipments to Chittagong and Manila. In such cases, this may result in arranging temporary storage arrangements for your cargo in transit or discharge of reefer containers at an alternative port without prior notice. Where operationally viable and to minimize loss and inconvenience, ONE shall endeavor to arrange onward transportation from the alternative discharge port to the originally intended destination subject to reefer plug availability. In an effort not to compound the operational constraints and to maintain the safest operation possible under these circumstances, ONE will encourage customers to consider a change of destination to other alternative ports, especially for time-sensitive cargoes such as fresh, chilled commodities.

At the same time, ONE has decided to apply a congestion surcharge (CGD) of USD 1,000 per container to cover additional costs related to the unexpected but necessary arrangement of shipments and associated plug-in charges, monitoring fees etc.

This measure is effective immediately for reefer cargo arriving into Chittagong and Manila from 3rd April 2020 onwards and for regulated trades the effective date will be 3rd May 2020 until further notice.

We are closely monitoring the situation and will keep you updated concerning any further developments. Our local office will reach out and advise details if your cargo is affected. On the other hand, if your containers already arrived in Chittagong and Manila container terminals, we strongly urge you to make immediate arrangement to pick them up to avoid any risk of cargo damage due to shortage of reefer plugs and accumulating demurrage fees in the terminals.

Thank you for your kind understanding and continued support.

For any further inquiries, please contact your account manager or customer service representative.

Sincerely,
Ocean Network Express Pte. Ltd.

