

VGM - Questions and Answers Gothenburg 160901

Below summarizes the most common questions and answers regarding our weighing services.

Order weighing service

Q: How and when do I order the weighing service?

A: The shipper or appointed can only order and pay for the weighing service through our website: <http://www.weighingatapmterminals.se/>. It is not possible to order our weighing service by email. You need to have placed the order before the container arrives to our terminal. This is because we weigh the container upon arrival.

Q: How can I order the weighing service if the container is already delivered to the terminal?

A: Please contact our customer service by mail to order our weighing service for units already inside the terminal. The price for this service is higher due to the extra amount of time our operation needs to complete the weighing.

Q: Which date should I select in my order?

A: You should choose the expected arrival date in your order. In case if the date will change you do not need to inform our customer service if it is not more than +/- 2 days.

Q: What email address should I use in my order?

A: We suggest that you use a group email as all confirmations for login as we will send the weight confirmation by email. You can also choose a second email address for the invoices.

Q: Why do I receive the message Non Valid Person / Corporate number/ Check the number when I press the button Place Order?

A: In the last step you need to fill in the organization number and choose Billmate invoice. In case you have received this message the organization number is not filled in or it is not correct. If it is still not working please contact Billmate support <http://billmate.se/konsument/>

Q: I noticed that I placed wrong container number in the order, what should I do?

A: Please contact customer service directly so they can adjust the container number. It is really important that the container number is correct before the unit arrives as we otherwise cannot update the weight in our terminal system.

Q: The container will arrive by rail instead of truck how can I update my order?

A: Please contact our customer service so they can update the order for you so it is correct. It is important for our planning that the transport type is correct.

Q: When will I receive the confirmation with the verified weight?

A: For containers arriving by truck you will receive the verified weight within 2 hours after arrival to our terminal. For containers arriving by rail you will receive the weight within 9h. Delay can occur due to high volumes handled by us but also that the container number is wrong in the order.

Q: I have not received the weight confirmation within the above time frame what should I do?

A: Do not hesitate to contact customer service if you have not received the confirmation with weight. In case if the truck driver does not visit gate 3 we do not weigh the container. Weighing service for units that is already delivered need to be ordered by emailing customer service.

Create an account

Q: How do I create an account on the booking website?

A: When placing your first order you can choose the option to create an account when checking out, under billing details and then you also decide password.

Q: I forgot the password what should I do?

A: It is possible to receive a new password by following the instructions on website:

<http://www.weighingatapmterminals.se/my-account/lost-password/>

Payment of weighing service

Q: What is the payment option for the weighing service? How do I receive the invoice?

A: You can easily pay through the invoice service provided by Billmate. You will receive an invoice directly after placing an order by email. It is possible to add several container numbers on one order the decrease the amount of invoices. You add a new container in step 1. Add container.

Q: Can I have an own invoice reference?

A: Yes it is possible to have your own reference on the invoice.

Q: Is it possible to receive the invoice on another email address then the one I filled in on the website?

A: Yes, it is possible to have a second email address only for the invoices.

Q: I want to change the email address to another one, how do I arrange that?

A: If you login on the website and go to My Account you can change your email address there.

Q: If I have any questions concerning the invoice service who should I contact?

A: Please contact Billmate that is providing the invoice service. You find the contact details on their website: <http://billmate.se/konsument/>

Q: What is the price of our weighing service at APM Terminals Gothenburg?

A: The price is 450SEK per container weighing excluding VAT if the order is placed before arrival to the terminal. If the unit is already delivered to the terminal the price is 2000SEK per container weighing excluding VAT.

Q: How will I get invoiced for the weighing service I ordered for a container already delivered?

You will order this service by emailing customer service and you will receive an invoice by mail from Billmate. In case if you have not used booked our weighing service online before we would need the invoice details from you such as organization number, invoice address and emailaddress where we going to send the invoice to.

Q: How much is the invoice fee?

A: The invoice fee is 30sek per invoice and order. An invoice will be created directly after you have placed the order. You can combine several container numbers in one order to decrease the amount of invoices.

Q: Can I have a combined monthly invoice for all my orders?

A: It is today not possible to receive a monthly invoice but we are looking into improvements for the future.

Cancellation of Order

Q: Who should I contact if I want to cancel my order and receive credit of the invoice?

A: If you want to cancel your order and receive a credit of the invoice you can contact our customer service by email. The information that is needed is the container and order number. Please also state the reason why the order should be cancelled.

Q: How long will it take for me to receive a credit invoice after you have approved the cancellation?

A: After you have been informed from customer service that the credit has been arranged you will receive the credit invoice within a few hours. The new invoice will be sent through Billmate.

Information arrival terminal

Q: When does the container need to arrive to the terminal for the weighing service?

A: If the container arrives by truck it should be here 2 hours before document closing so we can make sure we deliver the weight to you on time.

Q: Does the hauler need to be informed if our weighing service is ordered?

A: The shipper needs to inform the hauler that their container should be weighed, as the driver is to inform this at arrival in gate 4 for further actions to be taken.

Q: Do I need to inform the rail operator if the unit should be weighed?

A: The rail operator does not need any specific instruction as we do handle the weighing service inside our terminal.

General questions VGM

Q: Will you allow a container to be gated in without Verified Gross Mass?

A: Yes, VGM can be provided through EDI from the shipping line after arrival. The shipping line cannot manually update weight or VGM when the unit is stacked in the terminal. For shipping lines not using EDI, APMT Gothenburg can update VGM for an additional cost of 100 SEK per unit. Contact customer service by email: customerservice.got@apmterminals.com.

Q: Will APMT Gothenburg accept receiving VGM from shippers via Vessel Operator or Line operator?

A: Yes, we don't have appropriate communication tools for receiving VGM from shippers directly.

Q: What happens if you try to update already existing Verified Gross Mass?

A: Update an existing VGM via web or EDI is not possible. Contact Customer Service at APMT Gothenburg for administrative service.

Q: Will APMT Gothenburg load a container without Verified Gross Mass?

A: No, we will not load a container without VGM. All containers not updated with VGM before Cargo Cut off Time will be excluded from stowage planning. Our planning department will use the VGM for the stowage planning.

If you have any further questions you are more than welcome to contact our Customer service:

Email: customerservice.got@apmterminals.com

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