



March 7, 2016

Dear Valued Customer:

RE: Automated Cargo Arrival Notice and Other Service Improvements

During the month of March 2016, Young Brothers will be launching an automated notification method for those of our customers expecting the arrival of containers, automobiles, or roll-on/roll-off cargo. This feature is part of Young Brothers' enhancement of its Freight and Container Equipment system (FACE) to provide more timely information about cargo movement through Young Brothers' transport system. Shippers of containers, automobiles, or roll-on/roll-off cargo will have the option of automated notification by e-mail, facsimile, or telephone that their shipments are available for pick-up at the port of discharge.

Please update your contact information on file with Young Brothers by completing and returning the attached **Young Brothers Automated Cargo Arrival Notice Update** form. Also attached is a sample of the Automated Cargo Arrival Notice E-mail/Fax as well as a Q&A sheet about our new automated arrival notice feature.

To provide more efficient service, Young Brothers is making additional improvements to customer service. First, we will be increasing the number of employees in various areas of our operation to improve customer service at our Honolulu facility. Secondly, Young Brothers is increasing its inventory levels of 40-foot dry containers and 40-foot chassis to meet customer needs better. Our chassis inventory increased 5.5 percent in February, and our 40-foot dry container inventory will increase 12 percent by the end of March. We are considering and planning additional improvements and will be informing you as these improvements come on line.

Thank you for continuing to use Young Brothers as your inter-island carrier.

Sincerely,

/s/ Dean A. Kapoi  
Dean A. Kapoi  
VP Terminal Operations

## Young Brothers Automated Cargo Arrival Notice Update

Please send a completed copy of this form to [info@htbyb.com](mailto:info@htbyb.com) or 808 543-9403.

Company Name: \_\_\_\_\_

Preferred Method to be notified about Cargo Arrival: (please select **ONE** only)

**Automated Cargo Arrival Notice via E-mail\*    (Highly Recommended)**

Name: \_\_\_\_\_ Phone No. \_\_\_\_\_

E-mail Address: \_\_\_\_\_

Name: \_\_\_\_\_ Phone No. \_\_\_\_\_

E-mail Address: \_\_\_\_\_

\* If you require notification to be sent to more than two (2) e-mail addresses, we recommend creating a group e-mail address as a contact.

**Automated Cargo Arrival Notice via Facsimile at this No.** \_\_\_\_\_

**Automated Cargo Arrival Message at this Telephone No.** \_\_\_\_\_

## **Sample Automated Cargo Arrival Email/Fax Notification**

Dear Valued Customer of Young Brothers, Limited:

**\*\*PLEASE DO NOT REPLY TO THIS MESSAGE. MESSAGES SENT DIRECTLY TO THIS ADDRESS WILL NOT BE READ. SEE BELOW FOR PORT CONTACT INFORMATION\*\***

Your Container is ready for pick-up at our Honolulu facility. You can find more details below:

Shipment: 02242733

Item Description: G686 (GVAN)

Reference Nbr: Booking Permutations - M

Last day for pickup is 02/26/2016

If you have any questions regarding your shipment, please contact us at:

Oahu - Port of Honolulu - [incoming@htbyb.com](mailto:incoming@htbyb.com) or (808) 543-9311

Maui- Port of Kahului - [maui@htbyb.com](mailto:maui@htbyb.com) or (808) 877-6511

East Hawaii- Port of Hilo - [hilo@htbyb.com](mailto:hilo@htbyb.com) or (808) 935-8903

West Hawaii- Port of Kawaihae - [kawaihae@htbyb.com](mailto:kawaihae@htbyb.com) or (808) 822-7244

Kauai - Port of Nawiliwili - [kauai@htbyb.com](mailto:kauai@htbyb.com) or (808) 245-4051

Molokai - Port of Kaunakakai - [molokai@htbyb.com](mailto:molokai@htbyb.com) or (808) 553-5431

Lanai- Port of Kaunapali - [lanai@htbyb.com](mailto:lanai@htbyb.com) or (808) 565-6626

## **Questions and Answers on Young Brothers Automated Cargo Arrival Notice**

### **How do I get an automated cargo arrival notice by e-mail or by facsimile?**

Customers can be added to the e-mail or facsimile distribution by using the attached form and e-mailing the required information to [info@htbyb.com](mailto:info@htbyb.com). In addition, at the time of booking, our customer agent will be asking for your e-mail address or facsimile number to notify you if the information is not currently on file.

### **For what types of cargo will Young Brothers be providing automated cargo arrival notices?**

At the present time, automated cargo arrival notices will be sent for containers, automobiles, and roll-on/roll-off cargo.

### **When would I receive the automated cargo arrival notice?**

Once your cargo becomes available, an automated e-mail, facsimile, or telephone notice will be sent using the contact information on file or obtained at the time of booking. The notice will advise you that your cargo is available for pick-up.

### **How would I be notified if I am shipping other than a container, automobile, or roll-on/roll-off cargo?**

Notices of arrival of less-than-container-load, or LCL, cargo will continue to occur by telephone or manually by facsimile or e-mail.

### **What happens if I have multiple people within my company that need the automated cargo arrival notice by e-mail?**

It would be best to create an internal group e-mail address comprising all employees who need to be notified of the cargo's arrival and to relay this e-mail address by filling out the **Automated Cargo Arrival Notice Update form** and e-mailing it to [info@htbyb.com](mailto:info@htbyb.com).

### **I ship multiple containers on a single sailing. Will I get a single automated cargo arrival notice once all containers are ready for pick up?**

You will receive an automated cargo arrival notice for *each* container, once each container becomes available for pick-up.

### **Is e-mail notice the only method by which I can get notified of my cargo's availability?**

Customers have the option of choosing one type of automated notification: either by e-mail, facsimile, or via telephone message. E-mail notification is highly recommended to receive timely information of your cargo's availability.

### **How do I update contact information regarding receipt of automated cargo arrival notices?**

Please fill out the **Automated Cargo Arrival Notice Update form** and send to [info@htbyb.com](mailto:info@htbyb.com).