

## 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 Kaunapou - [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).