



Ref: ADT – COM/033/2011

Date: 13.02.2011

**To: All Customers**

**Subject: Import Full EIR Collection at security gate instead of Token**

Dear All,

I would like to take this opportunity to thank you all for your support during 2010. As we, Abu Dhabi Terminals continuously seek ways in improving the standard of service towards you - our customers' we would like to advise you of an important process change in EIR issuance.

With immediate effect (20th February 2011), we request our customers to follow the following procedure for taking **import full container delivery**.

- The EIR will now contain the full token details and we will discontinue issuing separate token documents
- EIR can now be collected at the documentation office located at the main security gate and no longer be issued at the container terminal.
- After obtaining the EIR proceed as normal to the CT gate to collect your entry/exit receipt for container loading
- The entry/exit receipt will provide you with the grid lane / number information to receive your container
- Upon receiving your import full container the entry / exit receipt must be returned to the CT gate

The new procedure will greatly assist you in many areas and we trust that you will provide us with your valuable feedback in order to evaluate the improvement.

For further details you may approach customer service at any time.

**Customer service:** [CustomerService@adterminals.ae](mailto:CustomerService@adterminals.ae)

or

**Container Terminal Operations:** [ctsupt@adterminals.ae](mailto:ctsupt@adterminals.ae)

**For Abu Dhabi Terminals**

**Julian Skyrme**

**Chief Commercial Officer**