Dear Customer,

Please find attached our latest Newsletter related to shipments under Transit for Westbound and Eastbound movements.

Please find below important general remarks to avoid unnecessary delay in receiving replies or delay in releases:

To know whether your driver is allowed on terminal for collection or drop off **please check** the mobile webpage first: https://m.cweb.lu/mclient_pin/cobgroup/search.jsp

In order to streamline communication and to avoid your request will be handled double or not at all, we kindly ask you in first instance, to not include other departments or other individual persons when sending e-mails. This could result in slowing down the process and therefore please send your request **only** to:

Zeebrugge –UK :   zeebookings@cldn.com
UK –Zeebrugge: ukbookings@cldn.com
Rotterdam- UK services: freight.uk@cldn.com

In case you use **Portbase** for our Rotterdam – UK services, to communicate MRN's, please upload this MRN in **one** system only, so **either** in Portbase **or** in C-Web. In case a MRN is uploaded in both Portbase and C-Web an error message for duplicate documents will occur, causing a hold on a unit.

Please ensure for collections in the UK your driver obtains the mandatory **PIN code**, which is mentioned in the shipping confirmation, or can be obtained via C-Web (tab shipping details, press PIN button).

We have noticed that in some cases **fake** or **incorrect** EORI numbers are used in bookings. Your booking will be accepted in this case, but will result in a customs hold because ENS entry fails, ending up in further delay releasing your unit. In case an EORI number is mandatory or you chose to use EORI numbers, please make sure they are valid.

Please be aware that when units are dropped just within the closing time, it will take some time before customs releases the unit for loading. Legally customs has two hours to asses' risks and to respond, even though in practice it will only take a few minutes.

Do not hesitate to contact us in case of any further questions.

Thank you.

Kind regards,

CLdN ro-ro S.A.