

February 13th, 2024

Shutdown of ATLAS-system due to maintenance work

Dear valued customer,

on **Saturday, February 24th, 2024, from 12:00hrs to 24:00hrs** the German customs system ATLAS will be shut down for maintenance work. This will affect the ports of Hamburg, Bremerhaven and Wilhelmshaven.

As the Atlas system is the tool for customs declarations and communicates with the port systems, this will have following operational impact:

Import

All units discharged within the time frame of the announced system downtime cannot be picked up at the terminal prior to completion of system restart.

All units discharged prior to system downtime can be picked up prior to the system downtime only, if customs release at the terminal is available prior to downtime of the system.

The clearance of T1 procedures, as well as the pick-up of the corresponding containers is not possible during the maintenance work.

As terminal does not take custody of containers discharged during maintenance work until maintenance work has been completed, these containers can also only be loaded on connecting vessel (T/S) or picked up (import) after maintenance work has been completed.

Export

All units delivered to terminal within the time frame of 3 hours prior to system downtime until restart of the system after completion of the maintenance work will not receive a customs release and therefore cannot be loaded onboard during that time.

All units delivered at least 3 hours prior to system downtime can be loaded onboard during the period of system downtime only if customs released in relevant systems (incl. Atlas) prior to downtime of the system.

Export containers not subject to customs clearance can be delivered to terminal.

For all items mentioned we kindly ask you to consider buffer times as EDI between Atlas and port community systems or terminals' systems might be delayed. We recommend that deliveries to the terminal as well as all customs procedures are completed as early as possible for those vessels which are or might be affected. All costs occurring from possible delays, e.g. Demurrage, will be for account of the cargo.

In case of any further questions please do not hesitate to contact our Customer Service and Sales colleagues.

Sincerely yours,
OOCL Ltd. ZN Deutschland

Orient Overseas Container Line Ltd. Zweigniederlassung Deutschland

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