



Here's your weekly overview of Services, Operations, Rates & Surcharges

Dear Customer,

Thank you for reading our latest news. This week, we're sharing with you the latest news posted on our CustomerNEWS covering rates, surcharges, services and operations. We aim at compiling the most relevant news for you. Remember to bookmark our [CustomerNEWS](#) and [Operational Updates](#) where we regularly publish new information.

Here's a recap of the recent updates that you might have missed:

[Here's an update on delays due to bad weather in the region of Valencia, Spain](#)



The severe flooding in Valencia (ES) has caused significant disruptions across our operations. All depots in the area are temporarily closed due to electricity outages and accessibility challenges. Our teams are on-site and working hard to restore full operations as soon as conditions permit. Please refer to the information below for more details.

[Learn more](#)

[Shipping with our SWX or IOS services? Here are Service Updates](#)

[Here's an update on our SWX service](#)



If you're shipping with our South America Westcoast (SWX) service, linking North Europe and Latin America West Coast and Caribbean, here's an update that might impact your cargo planning.

[SWX Service Update](#)

[Here's an update on our IOS service](#)



If you are shipping with our Indian Ocean Service (IOS), here's the latest update for your cargo planning. From mid-November this service will temporarily call at Wilhelmshaven (DE) instead of Hamburg (DE) to avoid the current congestion at Hamburg Container Terminal Altenwerder (CTA).

[IOS Service Update](#)

[Shipping from Indian Subcontinent & Middle East to North America? Here are GRI/GRA Updates](#)

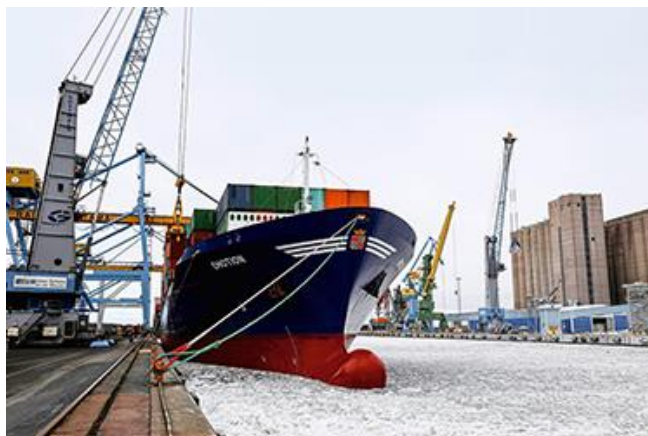


From November 20, 2024, a General Rate Increase (GRI)/ General Rate Adjustment (GRA) from Indian Subcontinent & Middle East to North America for cargo transported in 20' and 40' Dry, Reefer and Special containers, including High Cube equipment is coming up.

From December 1, 2024, a General Rate Increase (GRI)/ General Rate Adjustment (GRA) from Indian Subcontinent & Middle East to North America for cargo transported in 20' and 40' Dry, Reefer and Special containers, including High Cube equipment is coming up.

[GRI & GRA Update](#)

[GRI & GRA Update](#)



[Shipping between Far East and Europe? A price announcement is available](#)

Our ocean tariff rates for Freight of All Kinds (FAK) between Far East and Europe will increase.

[Rates Update](#)

[Shipping from Latin America to Europe? A Peak Season Surcharge \(PSS\) is coming up](#)

A Peak Season Surcharge (PSS) will be implemented from the West Coast of Latin America to North Europe and the Mediterranean.



[PSS Update](#)



[Here's an update on our TEX and AL7 services](#)

Shipping between Türkiye or Italy and the U.S. East Coast? Here's an update for our Turkey East Coast Express (TEX) and Atlantic Loop 7 (AL7) services.

[TEX AL7 Update](#)

If you have questions concerning the above changes, please contact our teams at your preferred [location](#), who will be happy to guide you based on your individual situation.

Best regards,



Maria-Fernanda

from our Customer Communications Team