



Service agreement for Chemical Tankers



Simplify your port calls

Many of your port calls have the same basic requirements, reflecting your specific operational needs. By telling us how you would like us to manage your port calls, we commit to deliver accordingly, in any port, at any time.

Your pre-defined minimum requirements become an integrated part of our operational system and business processes, so you do not have to worry about the basics the next time you use a Wilhelmsen Ships Service agent.

A service agreement will help you save time and resources.



Experience a globally consistent service, tuned to your needs

Services we will always perform

- Appointment acknowledgement
- Port call pre-planning
- Vessel service pre-planning
- Cargo pre-planning
- Port rotation planning
- Cargo release against Bill of Lading
- Arrival arrangements
- Arrival clearance
- Clean tank survey coordination
- Cargo survey coordination
- Coordination of booked services
- Monitoring of vessel operations
- Vessel boarding
- Bill of Lading arrangement
- Departure arrangements
- Disbursement accounts

Reports that will always be sent, as PDF

- Pre-arrival report
- Arrival report
- Departure report
- Daily activity reports
- Cargo completion report
- Statement of facts
- Proforma disbursement accounts
- Final disbursement accounts

For periodic business reviews we will measure

- Efficiency of the cargo operations, per port and cargo type
- Development of turn-around time, per port and type of call
- Variance between proforma and final disbursement accounts, per port

Instructions and files

We can upload your instructions and files to our operational system, making them easily available for all Wilhelmsen Ships Service agents worldwide.

Integrating your repetitive operational requirements

- Based on our experience in the handling of chemical tankers, we have made a suggestion that, if approved by you, will form the basics of our Service Agreement delivery every time we handle your port calls.
- Further services and requirements can still be added on a case-by-case basis according to the specific needs of each port call.
- The service specification will apply when Wilhelmsen Ships Service acts as full agent for cargo calls in any port where we operate, at a predictable and agreed price.
- We are happy to tune the service specification to your individual requirements.

Time objects we will always register:

Pre-arrival	ETA	Port operations	Tanks passed inspection
	ETD		Commenced loading/discharging
Arrival	EOSP	Departure	Completed loading/discharging
	NOR tendered		Pilot on board
	Pilot on board		Last line off
	All fast		COSP
	Cleared in		Cleared out
	ETD		