



New booking rules: get priority for better planning

More input, better output

Hupac Intermodal is developing a new capacity planning process that allows to offer a better service level to our customers. The aim is to allocate your shipments to a specific train and to provide you with full and reliable information.

Your requirements, our solutions

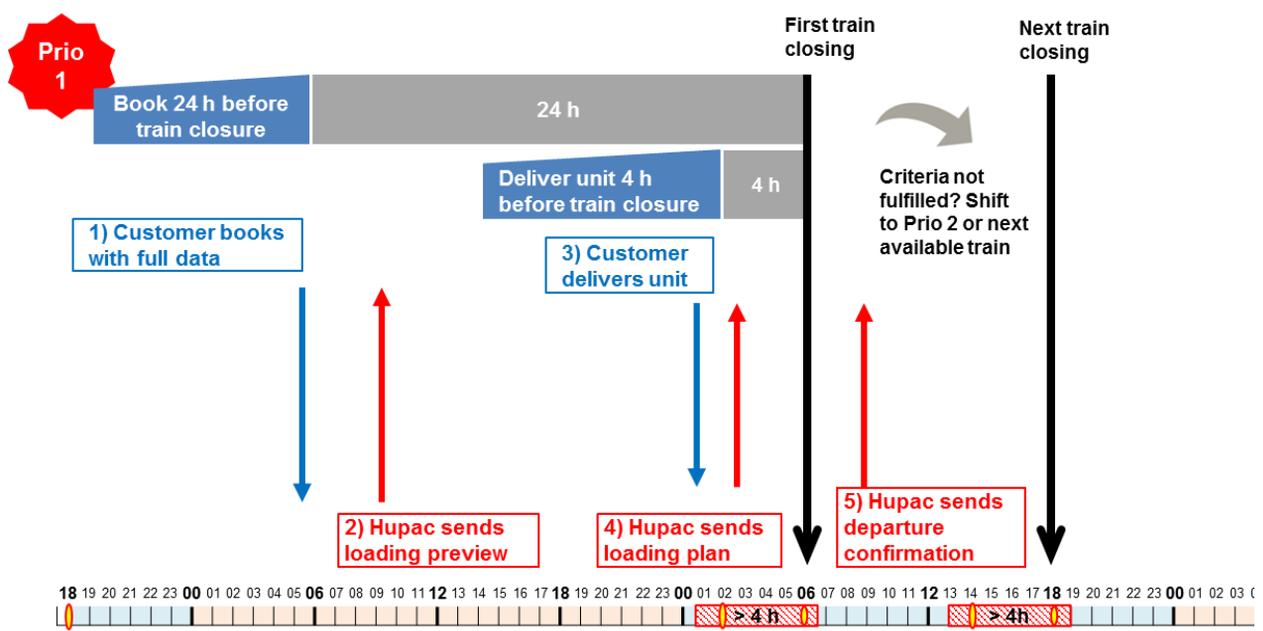
- 1st solution Book and deliver early >> Get first priority for loading
- 2nd solution Book later and deliver early >> Get second priority for loading
- 3rd solution Book and deliver last minute >> Loading after all priority units

Priority bookings require full information

- In order to assign your booking to a specific train, we need full information of the unit:
- > Departure and arrival terminal; requested departure date
 - > Unit type, length, weight +/- 10%
 - > **NEW** Estimated time of arrival at the departure terminal: morning (h 6-12), afternoon (h 12-18), evening (h 18-24) or night (h 0-6).
 - > Unit code (e.g. ILU or BIC code) needs to be provided **at least 8 h before train closure**.

Your Prio 1 booking: unit is planned and managed with first priority

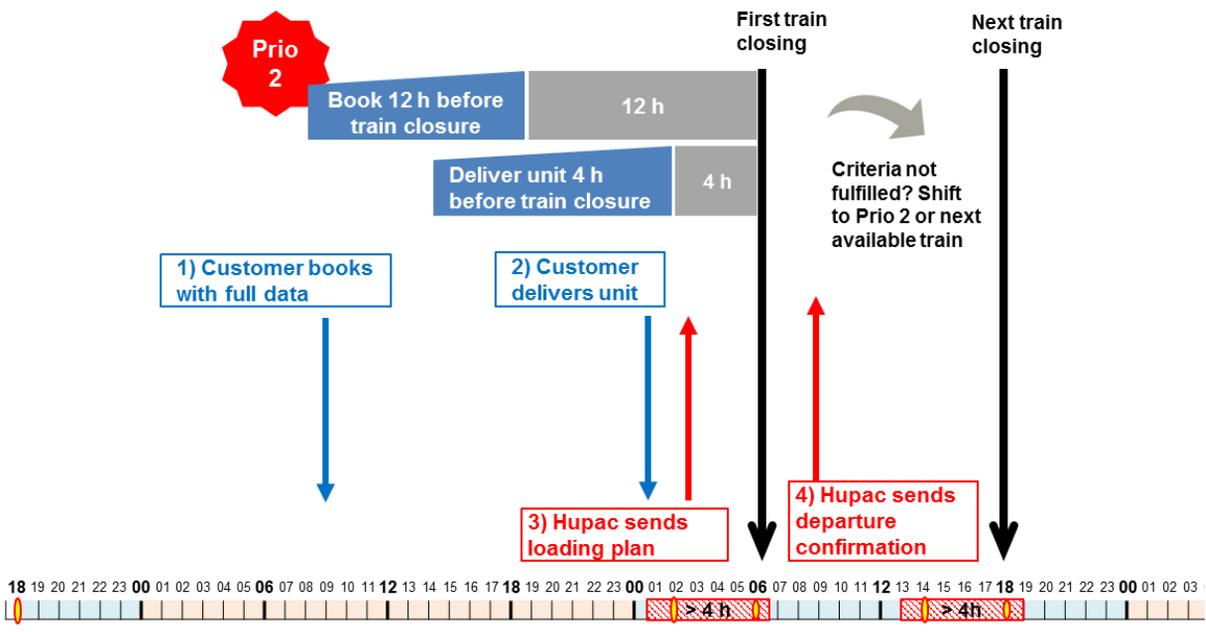
- 1) You **book at least 24 hours before train closure** with full data. The unit code needs to be transmitted no later than 8 hours before train closure.
- 2) Hupac **sends you a booking receipt and a loading preview** as soon as possible after the booking and at least **approx. 18 hours** before train closure. Your loading preview will always be kept up-to-date and reflect changes due to external reasons such as delayed trains, irregularities, etc.
- 3) You **deliver the unit no later than 4 hours** before train closure.
- 4) Hupac sends you a loading plan 4 hours before train closure.
- 5) When the train loading is completed, Hupac will send a loading confirmation.





Your Prio 2 booking: unit is planned and managed with second priority

- 1) You **book at least 12 hours before train closure** with full data. The unit code is required no later than 8 hours before train departure.
- 2) You **deliver the unit no later than 4 hours before train closure**.
- 3) Hupac sends you a loading plan 4 hours before train closure.
- 4) When the train is fully loaded, Hupac will send a loading confirmation.



Last minute bookings

If you book later than 12 hours or deliver less than 4 hours before train departure, we will manage your booking after having handled the priorities: it will be shipped on the first available train.

Slot solutions

If there is an agreed commitment of fixed loading capacity on a specific train or connection, the management of the bookings will be handled with different rules. In any case you need to book with full data as mentioned above, and with the timing of Prio 2: bookings at least 12 hours before train closure; delivery of the unit at least 4 hours before train departure.

Cancellations and no-shows

- > If you re-book a unit (different destination, different unit type etc.), the above priority rules apply.
- > If a booked unit is not delivered, the booking is kept until the following day at 12.00 or until the next train departure. After that date, the booking is considered as no-show.
- > Cancellations less than 4 hours before first train closure are considered as no-shows.
- > For no-shows a malus will be applied.

Two-step introduction

- > The new booking rules will be introduced starting from **September 2019**.
- > No-show fees will be introduced starting from **January 2020**.