

2011 年 9 月 21 日

## 致西非航线客户信

### 经西地中海转运的货物积压已清

尊敬的客户：

由于西地中海转运港口的拥挤情况，部分驶向西非的货物遇到了一定程度的延误。七月份的时候，我们向您介绍了这些问题的背景情况，我们已尽快处理，以期将对您的影响降至最低。

我们特此致信给您，告诉您从本周末(第 38 周)起在西地中海港口内积压的货物将得到清空，这意味着所有交付至西非港口但目前长期滞留在这些港口的货物都将在第 38 周内装载。从下周开始，途径西地中海转运港驶向西非的货物将恢复通常的高质量交付标准。

我们即将恢复马士基航运的常规标准，我们理解并承认这需要很大的责任来维护这些标准持续推行，我们有决心做到这点。

总体来讲，马士基航运把可靠视为全球首要重点，并希望能够按承诺的船期准时交付，近年来在全球范围内努力改善船运期可靠性。西非也不例外，我们已将可靠性作为西非战略的重点。这已经通过我们在西非设立全新标准这一明确目标而实现，与诸如远东至欧洲等东/西航线相比，在西非提供船运期可靠性历来是一项挑战。

我们诚挚感谢您的耐心，以及您在此期间对马士基航运航线所保持的信任。我们很高兴能够再次为您提供最好的服务。

如有任何疑问，欢迎联系您的本地销售或客服代表。我们本地办公室的联系方式请登陆 [maerskline.com.cn](http://maerskline.com.cn) 获取。

敬祝商祺！

马士基航运华南区

21 September 2011

## **Update on the West Africa Trade**

### **Backlogs cleared in West Mediterranean transshipment ports**

Dear Valued Customer,

We understand that you may have experienced some delays with your cargo bound for West Africa (WAF) due to congestions in West Mediterranean transshipment ports. In July we have communicated the background of those challenges and also what we are doing to resolve it as quickly as possible and with the least impact to you.

We are writing to you now with the positive news that we will be clearing the backlog of cargo in the West Mediterranean ports at the end of this week (week 38), which means all cargo for delivery to West African ports that have been longstanding in these ports will be loaded out during week 38. It also means that we are returning to the usual high delivery standards for cargo in to West Africa via the West Mediterranean transshipment ports with effect from next week.

It is with a large degree of humbleness we are advising that we are back to our usual Maersk Line standards, and we understand and acknowledge that this comes with a great responsibility to maintain these standards going forward, which we are determined to do.

On a general note, Maersk Line has made it a global priority to be reliable and 'deliver what we sell' in terms of transit time and we have worked hard during recent years to improve our schedule reliability worldwide. West Africa is no exception to this and we have made reliability our key focus item in our West Africa strategy. This has been done with the clear aim of setting new standards in West Africa, where providing schedule reliability traditionally has been a major challenge compared to the East/West trades like the Far East to Europe.

We sincerely appreciate your patience and the trust you have maintained in Maersk Line services during this period and we are delighted to now again be able to provide you with the service levels that you deserve.

Should you have further questions, please contact your local sales or customer service representative. You will find contact details for our local offices on [maerskline.com.cn](http://maerskline.com.cn).

Yours sincerely,  
Maersk Line South China