



## Service agreement for Husbandry Agency



## 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

### Husbandry services we can deliver upon request

- Bunker delivery coordination
- Cash to master
- Crew change assistance
- Meet and greet
- Crew medical assistance
- Launch coordination service
- Spare parts coordination

### Reports that will always be sent, as PDF

- Daily activity reports
- Proforma disbursement accounts
- Final disbursement accounts

### For periodic business reviews we will measure

- 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 as husbandry agents, we have made a service proposal that, if approved by you, will form the basics of our Service Agreement delivery every time we handle your port calls.
- Further 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 husbandry agent for 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		
	ETD		
Arrival	EOSP	Departure	COSP
	ETD		