

# Service at many levels





In addition to rail transport, CargoNet offers distribution, customs clearance and a host of other services.

Via Online Services and our Customer Centre, CargoNet can provide a full overview (including service and follow-up) of all shipments in Norway and Sweden. We provide our customers with a service that is unique within our industry. As well as rail transport, we offer full electronic services, distribution, customs clearance and a variety of terminal services.

#### **Complete Electronic Solutions<sup>\*)</sup>**

CargoNet offers complete electronic solutions across the entire value chain. In order to keep the client's transaction costs at a minimum when booking and tracking shipments, CargoNet has developed electronic services to serve the client through every phase of their transaction, from initial booking all the way up to and including billing. Here's what we can do for you:

#### **Easy and Reliable Booking Services**

Direct booking via the Customer Portal means faster confirmation. This improves the quality of your booking and minimizes errors. You can also attach relevant documents to your booking at the same time. Furthermore, the Customer Portal gives an overview of available capacity on our trains.

#### **Track and Trace**

From booking to actual delivery, a tracking service is available to the customer. Our tracking service reports traffic problems and can be accessed from your mobile phone. Records of the number of units in depot, cancellations and statistical information about units in transit are available to you via this service.

#### **Billing and Invoicing has Never Been Easier**

The customer can choose to be invoiced either by e-mail (PDF and Excel) or with an E-bill (e2b-standard, with Excel file by e-mail if desired).

For further information about booking arrangements, please contact our Customer Centre.

#### **CargoNet Customer Centre offers you:**

A one-stop-shop for the handling of all cargo containers built for Intermodal transport. All stages of the transaction (loading, collection, rail transportation, delivery, unloading, return transport by rail and delivery after arrival) can be arranged with a single order on our website or through our Customer Centre. Our Customer Center can assist with all types of customs clearance, using the NCTS and TVINN systems operated by our Customs Unit.

The customer can also arrange terminal services through our Customer Centre. Such services include, for example, storage and monitoring of thermo units, electrical connections and diesel refueling, minor repairs and simple maintenance, emergency coding, handling, transfer, cargo container security, and retrieving approval and codification of units destined for rail transport.

In the event that there is no room on one of our trains, we can also arrange alternative road transportation.

\*) Information available over the internet at our Customer Portal ("My CargoNet") can also be sent from machine to machine (M2M).