

Sultrade - Operations Dept

De: Wilhelmsen - Latin America Husbandry <wps.latam.husbandry@wilhelmsen.com>
Enviado em: quarta-feira, 7 de janeiro de 2026 19:08
Para: Sultrade - Operations Dept
Cc: operations@sultradeagency.com; atendimentojrpenha@outlook.com; jrpenha@terra.com.br
Assunto: MATER @ RIO GRANDE - ETA 12/01 - HUSBANDRY SERVICES
Anexos: FDA COVER SHEET (revised).xlsx; Instruções de Faturamento WPS 1.pdf; CO - Kyaw Zin Tun - Passport.pdf; CO - Kyaw Zin Tun - SID.pdf

Dears, good day!

We are pleased to appoint you for subject vessel's upcoming call.

IMPORTANT: INVOICES FOR THIS CALL MUST BE BILLED AGAINST OUR NEW LEGAL ENTITY - WPS - AS PER ATTACHED INSTRUCTIONS

Services to be performed:

- CREW CHANGE 1x1

Ainda sem doc para os onsigners

Please note the following instructions, and revert with confirmation of attendance & compliance to below requirements:

A. GENERAL INSTRUCTIONS

[1.1] Send All Messages ONLY AND ALWAYS to our GROUP EMAIL ADDRESS copied in this message;

[1.2] Please keep vessel's name + port name + JOB ID number in the subject field of all e-mail communications;

[1.3] Should Master contact you directly with other parties on the e-mail, we kindly instruct you to forward messages to us, so we can reply / instruct master accordingly;

[1.4] In case you need to contact Master (if not urgent requests), please forward your request to us and we will notify the vessel;

[1.5] For urgent requests/ communication with master, please send only to master CC to us, and ensure to copy us on reply if master answers directly to you only;

[1.6] Should master request any service from you, whether in writing or verbally, please direct him to seek us or proactively inform us so we can get necessary approval beforehand - we cannot and will not provide payment for services not authorized by us / principals prior execution.

B. REPORTING INSTRUCTIONS

1. Prior to Arrival

[1.1] Berthing Prospects (daily);

[1.2] Schedule of services requested / arranged with status of each service (daily);

2. During Port Call

[2.1] Service Delivery report sent within 1 hour of service executed. In the case that actual times & details are not yet available, estimated times can be used;

[2.1.1] If report cannot be sent within the expected time limit for some unexpected reason, same to be informed by telephone (call or SMS text) to the undersigned;

[2.1.2] For all reports outside office working hours, a phone call should follow to inform us of the availability of report into our e-mail, so customer can be timely reported;

[2.2] Daily updates should be sent daily (preferably during the morning period) and reflect the most current update of scheduled and completed services;

[2.3] Confirm schedule and/or completion of ALL Husbandry Service provided in detail:

[2.3.1] all vessel movement times should be reported in real time (or as close as possible): arrival, berthing, departure;

[2.3.2] service type: if assistance to crew, superintendent, technician or passenger = inform rank (or title) + name + schedule/ itinerary (with flight number, when applicable);

[2.3.3] service type: if spare part or courier received/ shipped = inform AWB number and expected arrival/ clearance/ delivery or collection on board;

[2.3.4] date & time of each service requested/ scheduled/ executed;

[2.3.5] additional remarks/information: if/when applicable;

3. After Port Call

[3.1] The Vessel Services List must be updated and completed prior departure and the same to be sent to us, upon vessel's departure;

[3.2] Vessel departure report sent within 2 hours of unberthing / drop off pilot (If applicable). In the case that actual departure details are not available, estimated times can be used;

C. ADDITIONAL INSTRUCTIONS

[1.1] Advise any out of ordinary events to WPS immediately and if any extra costs are involved / incurred, please request our approval in writing in order to proceed;

[1.2] During After Office Hours or attending to an urgent matter / unexpected / any deviation to original notified plans, please contact the undersigned over phone to communicate the matter immediately and take approval (24/7 basis);

[1.3] Each Transportation service needs to have a transport slip/voucher with vessel name, port of call, crew members name with ranks clearly listed, pick up & drop off location, pick up & drop off date/time, any waiting time, with one of the crew member's signature;

[1.4] There may be approval required from our customers, unless specifically requested in advance to arrange for accommodation for on/off-signers, which will be decided based on flight schedules.

Please advise in daily Pre-Arrival information to us of such services / requirements. In case of any urgent need of accommodation / last minute changes, WPS should be informed immediately and an approval must be taken from us prior accommodating any personnel;

[1.5] Any special request received from Vessel Master to board the vessel apart from standard / normal boarding requirements must be informed to us immediately for approval.

The Master must also sign and stamp a document (provided by you, in clear statement of the service as BOARDING OF VESSEL) supporting the special boarding request with the reason mentioned.

This is applicable in cases where such attendance is required by law or local authorities, which must be informed/clarified accordingly;

D. DISBURSEMENT INSTRUCTIONS

[1.1] RDA must be updated and sent to us within 48 hours of vessel's departure;

[1.2] Final D/A with supporting invoices/ vouchers must be submitted to us electronically within '15 straight days' of vessel's sailing (SHInc);

[1.3] Important: Separate D/As are required for (1) Crewing matters, (2) Cash To Master, and (3) Technical matters (Courier, Spare Parts, Superintendents, Technicians/Surveyors, etc). None of the 3 categories should ever be combined in a single DA.

[1.4] Wilhelmsen FDA cover page, as attached for your convenience;

Do not hesitate to contact should you need any further information.

Kind Regards

Ms.STEPHANIE ARAUJO
Husbandry Agent

Direct Line: +1 281-845-3445

NAM AOH (24/7) line: +1 (281) 842-3866

Email: wps.latam.husbandry@wilhelmsen.com

Wilhelmsen Port Services
wilhelmsen.com

Follow the Wilhelmsen group on [Twitter](#) | [Facebook](#) | [LinkedIn](#) | [Instagram](#)
Port Services on [LinkedIn](#)

Unless otherwise agreed in writing, all business is conducted in accordance with Wilhelmsen Ships Service [Standard Terms and Conditions](#)