

# FACE

Freight and Container Equipment

As part of a \$186 million investment  
to better serve you,  
Young Brothers will implement  
a new state-of-the-art freight processing and  
shipment tracking system called

**FACE**

**Freight And Container Equipment**

# What are the benefits of FACE?

## ■ New Booking System

- ✓ A Single Shipment # replaces your booking #, your bill of lading #, and your invoice #.

## ■ New Billing System

- ✓ Timely e-mail invoicing from Young Brothers will allow you to invoice your own customers appropriately.

## ■ E-mail Notification upon discharge

- ✓ Allows you to better utilize your personnel for pickups and timely deliveries to your customers.

## ■ Elimination of multi-page bill of lading

- ✓ Reduce the clutter of paperwork and contribute to Young Brothers' effort to “go green” and become a more environmentally sensitive and sustainable corporate citizen.

# Paperwork Process

## Current versus FACE

	CURRENT	FACE
YB Container	Bill of Lading required	<b>NO BILL OF LADING</b>
Shippers Own Container	Bill of Lading required	<b>NO BILL OF LADING</b>
LCL Shipments	Bill of Lading required	Bill of Lading required
Auto Shipments	Bill of Lading required	Bill of Lading required
Roll On Roll Off Shipments	Bill of Lading required	Bill of Lading required

# Cargo Shipment Process

## Current versus FACE

### Current

- Make a booking for a container shipments.
- All necessary info is written on a BL that is tendered to the Container Station.
- Consignee is notified of cargo availability through a manual process.
- No real “Tracking” system

### FACE

- Necessary info is gathered at time of booking.
- Shipment # is provided at the Container Station, no BL is required for container shipments.
- Consignee is automatically notified as the container is discharged from the barge.
- Young Brothers ability to track from In-Gate all the way through Pick-up.

# Cargo processing steps for FACE

1. Make a reservation for your container shipment
2. Pick up an empty container
3. Drop off your full container
4. Customer notified upon arrival
5. Pick up container upon discharge
6. Invoicing

# Make a reservation for your container shipment with the below information:

Shipper Name/Address/Contact	Requested Sail Date
Consignee Name/Address/Contact	Loading/Unloading Port
E-Mail address for notification/Phone Number	Hazardous Shipment
Container Equipment Type	Reefer Setting
Commodity/Description of Cargo	Who's responsible for the bill

- ✓ **Reservations are required for only container shipments, autos, roll on roll off equipment. (No reservations needed for LCL)**
- ✓ **Information on our present Bill of Lading will now be required at time of booking.**
- ✓ **Information must be accurate at time of reservations.**

- ✓ **Modifications to your original reservations must be made prior to 24 hours of the delivery of your container either by e-mailing or faxing the reservation department.**

**ie: increasing/decreasing  
quantity**

**party responsible for the bill**

- ✓ **Modifications to the original reservation on the day of the sailing must be called directly into the reservation department.**

- ✓ Reservations are required for empty shippers own containers.
- ✓ No bill of lading required for container shipments.
- ✓ Our reservation department will provide you with a “Shipment Number”.

<b>Port</b>	<b>Phone #/Fax #</b>	<b>E-mail Address</b>
Hilo	935-8903 / 935-8761	HiloM@htbyb.com
Kahului	877-6511 / 877-7155	MauiM@htbyb.com
Kawaihae	882-7244 / 882-7610	Kawmail@htbyb.com
Lanai	565-6626 / 565-6811	Lanai@htbyb.com
Molokai	553-5431 / 553-3618	MolokaiM@htbyb.com
Nawiliwili	245-4051 / 246-1021	KauaiM@htbyb.com
Oahu	543-9311 / 543-9461	bookings@htbyb.com

## Booking Change Form

**Shipper:** \_\_\_\_\_  
**Shipment #** \_\_\_\_\_  
**Destination** \_\_\_\_\_

### Changes

<b>New Quantity</b>	_____
<b>New Size</b>	_____
<b>New Equip Type</b>	_____

**Other:** \_\_\_\_\_

**Request By:** \_\_\_\_\_ **Date:** \_\_\_\_\_  
**Company** \_\_\_\_\_  
**Name** \_\_\_\_\_  
**Phone #** \_\_\_\_\_  
**Email Address** \_\_\_\_\_  
**Fax #** \_\_\_\_\_

	Port:	Fax#	Email
<b>YB USE ONLY</b>	Honolulu:	543-8461	<a href="mailto:bookings@htbyb.com">bookings@htbyb.com</a>
Approved: _____	Kahului:	871-7155	<a href="mailto:MauiM@htbyb.com">MauiM@htbyb.com</a>
Change Completed	Hilo:	935-8781	<a href="mailto:HiloM@htbyb.com">HiloM@htbyb.com</a>
By/Date: _____	Nawiliwili:	246-1021	<a href="mailto:KauaiM@htbyb.com">KauaiM@htbyb.com</a>
	Kawaihae:	882-7610	<a href="mailto:Kawmail@htbyb.com">Kawmail@htbyb.com</a>

**Booking Request-FACE**

**Booking@htbyb.com Fax: 543-9461**

**Shipper**

<b>Origin:</b>
<b>Name</b>
<b>Address Line 1</b>
<b>Address Line 2</b>
<b>Contact Person:</b>
<b>Tel. #(808) , Fax #(808)</b>
<b>Email:</b>
<b>Trucking Co:</b>
<b>Reference:</b>

**Consignee**

<b>Destination:</b>
<b>Name</b>
<b>Address Line 1</b>
<b>Address Line 2</b>
<b>Contact Person:</b>
<b>Tel. #(808) , Fax #(808)</b>
<b>Email:</b>
<b>Trucking Co:</b>
<b>Reference:</b>

Port	Sail Date	Payment - Shipper or Consignee	Quantity	Cargo Description or Container #	L x W x H OR CNTR size	Bonded	HAZ	FOR BOOKING OFFICE	
								Check in day	Shipment Number

\*\*Booking Number must be noted in the box located in the top right-hand corner of the Bill of Lading.  
 Confirm quantity of containers to be shipped (and container no.) versus quantity booked by by email or fax no later than 11am day before sailing.  
 For the Kawaihae Thursday sailing, please send confirmation by 1:00 Wednesday.  
 For the Sunday sailings, please send confirmation by 3:00 Thursday.

# Pick up an empty container

- ✓ Trucker must present the “Shipment Number” that was provided at time of reservation prior to exiting our gate when picking up an empty container.
- ✓ Trucker needs to verify out gate of container receipt.

**YB SHIPMENT INFORMATION FOR TRUCKER USE**

Container Number: \_\_\_\_\_

Shipment Number: \_\_\_\_\_

Destination Port: \_\_\_\_\_

Consignee Name: \_\_\_\_\_

Weight: \_\_\_\_\_

Set Temp: \_\_\_\_\_

Seal Number: \_\_\_\_\_

Hazardous: \_\_\_\_\_

**YB SHIPMENT INFORMATION FOR TRUCKER USE**

Container Number: \_\_\_\_\_

Shipment Number: \_\_\_\_\_

Destination Port: \_\_\_\_\_

Consignee Name: \_\_\_\_\_

Weight: \_\_\_\_\_

Set Temp: \_\_\_\_\_

Seal Number: \_\_\_\_\_

Hazardous: \_\_\_\_\_

**Gate In Container Full**

Location: Honolulu

Date: 9/25/2008 1:26:01 PM  
Clerk: 72831

Shipment #: 00005222  
 Shipper: FACE Shipping Co.  
 Reference #:  
 Consignee: The FACE Store  
 PO:  
 Trucker: A's Trucking

Origin: Honolulu  
 Destination: Kawaihae  
 Sail Date: 10-02-2008

Equipment #	Equipment Type	Damage
INGATE REEFER	2DRF	NONE

Weight: 50000.00 L  
 Length: 20FT 0IN  
 Width: 8FT 0IN  
 Height: 8FT 6IN  
 Oversize: N  
 Insurance:  
 Seals: 386762  
 Hazardous: N  
 Island Prod: Y  
 AG/LV Cert: N  
 In Bond: N  
 Last Load: N  
 Must Go: N  
 Space A: N  
 Book Temp: 35.00 F  
 Set Temp: 35.0 F  
 Remarks:

Driver:

**Gate Out Container En**

Location: Honolulu

Date: 9/25/2

Shipment #: 00005221  
 Shipper: FACE Central  
 Reference #:  
 Consignee: FACE Supply Co.  
 PO:  
 Trucker: A's Trucking

Origin: Kahului  
 Destination: Honolulu  
 Sail Date: 10-03-2008

Equipment #	Equipment Type
OUTGATE EMPTY	20DC

Weight: 15000.00 L  
 Length: 20FT 0IN  
 Width: 8FT 0IN  
 Height: 8FT 6IN  
 Oversize: N  
 Insurance:  
 Seals: 37590  
 Hazardous: N  
 Island Prod: N  
 AG/LV Cert: N  
 In Bond: N  
 Last Load: N  
 Must Go: N  
 Space A: N  
 Book Temp:  
 Set Temp:  
 Remarks:

Driver:

# Drop of your full container

- ✓ No Bill of Lading is required to drop off your container shipment. (Bill of Ladings required for autos, roll on roll off equipment, and LCL)

- ✓ Before the delivery of your container, verify your “Shipment Number” matches your original reservation.
- ✓ Reminder: changes to your “Shipment Number” can be made by e-mailing or by faxing 24 hours prior to sailing. Changes on the day of the sailing must be called directly into the reservation department.

- ✓ Delivery personnel must present your “Shipment Number” as they enter our gate. Young Brothers personnel will verify information based on reservation.
- ✓ To prevent any delays, it is crucial that cargo tendered=cargo booked.
- ✓ Verify and retain the in gate container receipt.

# Customer Notification Upon Arrival

- ✓ Customer will be notified based on the e-mail address provided at the time of reservation as well as what is currently on their customer profile.
- ✓ Automatic e-mail notification applies only to straight load containers, flatracks, platforms, and Gvans.

- ✓ A single notification will be provided for each “Shipment Number”.
- ✓ LCL cargo will not have automatic notification, cargo tracking, and will not require bookings.

# Automatic Notification Sample

Subject: Young Brothers Customer Notification

The following Units have been discharged. Pickup time is listed for each Unit.

Shipment #: 00001092

Shipper: Generic Company Ltd

Consignee: Hawaii Corp

POL: Honolulu

POD: Hilo

Sail Date: 11/21/2008 12:00:00 AM

Unit #: YR40010003

Commodity: YB4R

Unit Type: 40RF

Discharge Date: 11/25/2008 2:02:00 PM

Available Date: 11/25/2008 3:17:00 PM

Freetime Ends: 11/27/2008 3:30:00 PM

Holds:

# Pick up container upon discharge

- ✓ Trucker must have container number, shipper, consignee, and “Shipment Number” prior to entering our facility.
- ✓ Trucker Proceeds directly to the container for loading and provides the “Shipment Number” when exiting our facility.
- ✓ Verify and retain out gate receipt.

# Invoicing

- ✓ Debtor of the bill will be e-mailed an invoice the following morning after sailing of the barge.

# Sample Invoice



P.O. Box 3288 Honolulu, Hawaii 96801  
 Honolulu Pier #6: 808.543.9311  
 Hilo: 808.935.9903 Kailua: 808.977.6511  
 Kaunakakai: 808.553.5431 Kawahoe: 808.882.7244  
 Nawiliwili: 808.245.4051 Lanai: 808.565.6626

## BILL OF LADING / FREIGHT BILL

**Freight Bill : 00002460**

**Payment Due Upon Receipt**

**Bill To:**  
 Mr. Aloha  
 1338  
 N Nimitz Hwy  
 Honolulu, HI 96818 543-9311

Bill Date: 7/23/2008  
 Vessel: Kamaluhia  
 Sailing Date: 7/23/2008  
 Load Port: Honolulu  
 Destination Port: Hilo  
 Shipper's Reference:  
 P.O. Number:

SHIPPER: Mr. Aloha, 1338, N Nimitz Hwy, Honolulu, HI 96818 543-9311  
 CONSIGNEE: Mrs. Aloha, 1338, N Nimitz Hwy, Hilo, HI 96818

Qty	Commodity Description	Comm. Code	UOM	Measure	Rate	Charges
1	CARRIER FURNISHED EQUIPMENT YB Furnished Equipment: 20' Container	YBCN	Each	1.00	402.48	\$402.48
	Fuel Surcharge	XFUE	Each	1.00	0.04	\$17.64

Freight \$420.12  
 Insurance \$15.64  
 Wharfage \$52.40  
 Excise Tax \$14.46

**Total \$502.62**

**Total Due \$502.62**

Total Weight	Total Cube	Declared Value	Tariff
38000.00	0	\$0.00	Local Freight Tariff

Unit Number	Seal	Receipt Date
CONT 1234		Jul 23 2008 3:32PM

Comments  
 X

( detach along line )

**Freight Bill : 00002460**

Please return this portion with your remittance

**Payer:**  
 Mr. Aloha  
 1338  
 N Nimitz Hwy

**Payment Due Upon Receipt**

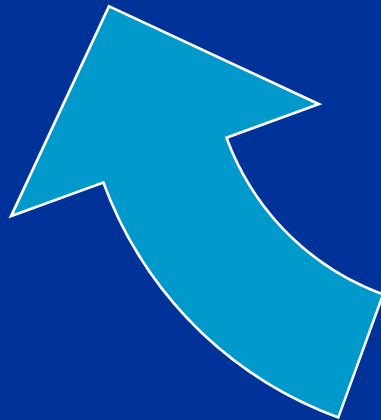
**Total Due : \$502.62**

**Remit To:**  
 Young Brothers, Ltd.  
 P.O. Box 3288  
 Honolulu, HI 96801-3288

Reservation is  
made with  
Booking  
Department



Cargo  
tendered  
equals Cargo  
Booked



Cargo ships  
and Arrives on  
Time



# Timeline for FACE

- This new system will be rolled out in Phases:
- **Phase 1 – October 13<sup>th</sup>.**
  - Booking and invoicing through FACE
- **Phase 1 – November 3<sup>rd</sup>.**
  - Gating : Containers, Flatracks, Platforms and Gvans  
(No BL's needed for container shipments)
- **Phase 2 – (to be determined)**
  - Gating Automobiles and RoRo shipments

# Stay Tuned

Leading up to the roll out of FACE,  
Young Brothers will be sending out  
regular updates via e-mail called

**FACE FACTS**

# Freight and Container Equipment

