

SERIAL	ACTIVITY	DESCRIPTIONS	RESPONSIBLE OFFICE (MAILS TO BE SENT TO THE MENTIONED DESK)	DIRECT MAIL ID (LEVEL 1)	TELEPHONE NO. (LEVEL 1)	DIRECT MAIL ID (LEVEL 2)	TELEPHONE NO. (LEVEL 2)	DIRECT MAIL ID (LEVEL 3)	TELEPHONE NO. (LEVEL 3)
1	Booking	01- Create Empty Release Booking 02- Export Booking Amendment 03- Export Booking Inquiry 04- Split Export Booking	Operations Support	cctbah@apmterminals.com	00973 17365554	Hassan.Alhayki@apmterminals.com	00973 17365605 00973 38885452	Essam.Alsadah@apmterminals.com	00973 17365594 00973 38885594
				Mail ID in CC	Phone	Mail ID in CC	Phone	Mail ID in CC	Phone
				plnbah@apmterminals.com	00973 17365578			Santosh.Purushothaman@apmterminals.com	00973 17365601 00973 38885831
2	Containers	01- Container Inquiry 02- Container Status 03- Container Movement 04- Container Damage Report 05- Container Hold/Release	Operations Support	cctbah@apmterminals.com	00973 17365554	Hassan.Alhayki@apmterminals.com	00973 17365605 00973 38885452	Essam.Alsadah@apmterminals.com	00973 17365594 00973 38885594
				Mail ID in CC	Phone	Mail ID in CC	Phone	Mail ID in CC	Phone
				plnbah@apmterminals.com	00973 17365578			Santosh.Purushothaman@apmterminals.com	00973 17365601 00973 38885831
3	Reefer	01- Reefer Manifest 02- Reefer Pre-Cooling	Operations Support	cctbah@apmterminals.com	00973 17365554	Hassan.Alhayki@apmterminals.com	00973 17365605 00973 38885452	Essam.Alsadah@apmterminals.com	00973 17365594 00973 38885594
				Mail ID in CC	Phone	Mail ID in CC	Phone	Mail ID in CC	Phone
				plnbah@apmterminals.com	00973 17365578			Santosh.Purushothaman@apmterminals.com	00973 17365601 00973 38885831
4	Discharge List, CSV, COPRAR	01- Discharge List 02- Transhipment List 03- Container Special List 04- COPRAR EDI 05- CSV List	Operations Support	cctbah@apmterminals.com	00973 17365554	Hassan.Alhayki@apmterminals.com	00973 17365605 00973 38885452	Essam.Alsadah@apmterminals.com	00973 17365594 00973 38885594
				Mail ID in CC	Phone	Mail ID in CC	Phone	Mail ID in CC	Phone
				plnbah@apmterminals.com	00973 17365578			Santosh.Purushothaman@apmterminals.com	00973 17365601 00973 38885831
5	Load List	01- Load List 02- Transhipment List 03- Container Special List 04- Container Late Gate-In	Operations Support	cctbah@apmterminals.com	00973 17365554	Hassan.Alhayki@apmterminals.com	00973 17365605 00973 38885452	Essam.Alsadah@apmterminals.com	00973 17365594 00973 38885594
				Mail ID in CC	Phone	Mail ID in CC	Phone	Mail ID in CC	Phone
				plnbah@apmterminals.com	00973 17365578			Santosh.Purushothaman@apmterminals.com	00973 17365601 00973 38885831
6	Discharge EDI, Inbound Baplie	01- Inbound Baplie 02- Inbound COPRAR 03- Discharge Scan Plan 04- Discharge Bay Plan	Planning	plnbah@apmterminals.com	00973 17365575 00973 38885627	Hassan.Alhayki@apmterminals.com	00973 17365605 00973 38885452	Essam.Alsadah@apmterminals.com	00973 17365594 00973 38885594
				Mail ID in CC	Phone	Mail ID in CC	Phone	Mail ID in CC	Phone
								Santosh.Purushothaman@apmterminals.com	00973 17365601 00973 38885831
7	Load EDI, Outbound EDI	01- Load Projection 02- Outbound Baplie 03- Final Load List 04- Loading Scan Plan 05- Loading Plan Approval	Planning	plnbah@apmterminals.com	00973 17365575 00973 38885627	Hassan.Alhayki@apmterminals.com	00973 17365605 00973 38885452	Essam.Alsadah@apmterminals.com	00973 17365594 00973 38885594
				Mail ID in CC	Phone	Mail ID in CC	Phone	Mail ID in CC	Phone
								Santosh.Purushothaman@apmterminals.com	00973 17365601 00973 38885831
8	Empty Nomination	01- Empty Recap 02- Container Back Load 03- Container Nomination 04- Dwell time	Planning	plnbah@apmterminals.com	00973 17365578	Hassan.Alhayki@apmterminals.com	00973 17365605 00973 38885452	Essam.Alsadah@apmterminals.com	00973 17365594 00973 38885594
				Mail ID in CC	Phone	Mail ID in CC	Phone	Mail ID in CC	Phone
								Santosh.Purushothaman@apmterminals.com	00973 17365601 00973 38885831
9	Vessel live Operations Monitoring	01- Vessel Live Update 02- Vessel Delays 03- Wrong Declaration 04- Vessel Issue 05- Vessel Stability / GM	Planning Superintendents	plnbah@apmterminals.com	00973 17365548 00973 38885548	Hassan.Alhayki@apmterminals.com	00973 17365605 00973 38885452	Essam.Alsadah@apmterminals.com	00973 17365594 00973 38885594
				Mail ID in CC	Second Phone	Mail ID in CC	Second Phone	Mail ID in CC	Phone
								Santosh.Purushothaman@apmterminals.com	00973 17365601 00973 38885831
10	Vessel Data	01- Vessel Information 02- Vessel Particular 03- Vessel Documents (Bay & Scan Plan) 04- Vessel Drawing .NSD & .NST file 05- Vessel ETA Declare 06- New Vessel Call & Acceptance	Berth Coordinators	bcobah@apmterminals.com	00973 17365570	Zaheda.Ashoory@apmterminals.com	00973 17365570	Essam.Alsadah@apmterminals.com	00973 17365594 00973 38885594
				Mail ID in CC	Second Phone	Mail ID in CC	Second Phone	Mail ID in CC	Second Phone
				plnbah@apmterminals.com	00973 17365575 00973 38885627			Santosh.Purushothaman@apmterminals.com	00973 17365601 00973 38885831
11	Berth Plan	01- Vessel Schedule 02- Berth Prospects 03- Berth Plan 04- Berth Information	Berth Coordinators	bcobah@apmterminals.com	00973 17365570	Zaheda.Ashoory@apmterminals.com	00973 17365570	Essam.Alsadah@apmterminals.com	00973 17365594 00973 38885594
				Mail ID in CC	Second Phone	Mail ID in CC	Second Phone	Mail ID in CC	Second Phone
				plnbah@apmterminals.com	00973 17365575 00973 38885627			Santosh.Purushothaman@apmterminals.com	00973 17365601 00973 38885831

Remarks

SERIAL	ACTIVITY	DESCRIPTIONS	RESPONSIBLE OFFICE (MAILS TO BE SENT TO THE MENTIONED DESK)	DIRECT MAIL ID (LEVEL 1)	TELEPHONE NO. (LEVEL 1)	DIRECT MAIL ID (LEVEL 2)	TELEPHONE NO. (LEVEL 2)	DIRECT MAIL ID (LEVEL 3)	TELEPHONE NO. (LEVEL 3)
12	Containers Terminals TDR	01- TDR 02- TDR Disputes	CT Billing	cctbah@apmterminals.com	00973 17365558	Hassan.Alhayki@apmterminals.com	00973 17365605 00973 38885452	Essam.Alsadah@apmterminals.com	00973 17365594 00973 38885594
				Mail ID in CC	Phone	Mail ID in CC	Phone	Mail ID in CC	Phone
								Santosh.Purushothaman@apmterminals.com	00973 17365601 00973 38885831
13	Containers & Container Vessel Claims	01- Reefer Claim 02- Container Vessel Damage Claim 03- Container Damage Claim 04- Container Cargo Damage Claim	CT Claim Coordinator	clpbah@apmterminals.com	00973 17365548 00973 38885548	Vinsu.Varughese@apmterminals.com	00973 17365526	bharat.mehta@apmterminals.com	00973 17365516 00973 38885830
				Mail ID in CC	Phone	Mail ID in CC	Phone	Mail ID in CC	Phone
				Hassan.Alhayki@apmterminals.com	00973 17365605 00973 38885452	Essam.Alsadah@apmterminals.com	00973 17365594 00973 38885594	Santosh.Purushothaman@apmterminals.com	00973 17365601 00973 38885831
14	General Cargo & General Cargo Vessel Claim	Any claims related to GC	General Cargo Claim Coordinator	gcbah@apmterminals.com	00973 17365590 00973 38885958	Vinsu.Varughese@apmterminals.com	00973 17365526	bharat.mehta@apmterminals.com	00973 17365516 00973 38885830
				Mail ID in CC	Phone	Mail ID in CC	Phone	Mail ID in CC	Phone

				hamad.omran@apmterminals.com	00973 17365593 00973 38885593	Michael.Claudius@apmterminals.com	00973 17365598 00973 38885598	Santosh.Purushothaman@apmterminals.com	00973 17365601 00973 38885831
15	OOG/Break-Bulk Handling	01- OOG Handling on Container Vessel Acceptance 02- Break-Bulk Handling on Container Vessel Acceptance	Port Shift Manager	excbah@apmterminals.com	00973 17365501 00973 38885501	Mohammed.sharif@apmterminals.com Michael.Claudius@apmterminals.com	00973 38885515 00973 38885598	Santosh.Purushothaman@apmterminals.com	00973 17365601 00973 38885831
				Mall ID in CC	Phone	Mall ID in CC	Phone	Mall ID in CC	Phone
				plnbah@apmterminals.com	00973 17365548 00973 38885548	Essam.Alsadah@apmterminals.com	00973 17365594 00973 38885594		
16	Aluminum	01- ALM Advise Order 02- Advise Status 03- Stuffing Advise Form Line	Warehouse Controller - Aluminum	almbah@apmterminals.com	00973 17365571 00973 38411323	Michael.Claudius@apmterminals.com	00973 17365598 00973 38885598	Santosh.Purushothaman@apmterminals.com	00973 17365601 00973 38885831
				Mall ID in CC	Phone	Mall ID in CC	Phone	Mall ID in CC	Phone
				Wael.Naseef@apmterminals.com	00973 17365623 00973 38885506				
17	LCL	01- LCL Containers Movement 02- LCL Storage Charges 03- LCL Cargo Charges 04- Cargo Handling Charges 05- Cargo delivery	Warehouse Controller - LCL	lclbah@apmterminals.com	00973 17365624	Michael.Claudius@apmterminals.com	00973 17365598 00973 38885598	Santosh.Purushothaman@apmterminals.com	00973 17365601 00973 38885831
				Mall ID in CC	Phone	Mall ID in CC	Phone	Mall ID in CC	Phone
				rajesh.Mukkadekattu@apmterminals.com abdulla.alqadeeri@apmterminals.com	00973 38885592 00973 38885549				
18	GC Vessel & General Cargo Yard	01- RORO/ General Cargo Handling Charges 02- RORO/ General Cargo Delivery 03- RORO/ General Cargo Gangs Booking 04- Any RORO/ General Cargo inquiries	General Cargo	gctbah@apmterminals.com	00973 17365619 00973 17365634	Michael.Claudius@apmterminals.com	00973 17365598 00973 38885598	Santosh.Purushothaman@apmterminals.com	00973 17365601 00973 38885831
				Mall ID in CC	Phone	Mall ID in CC	Phone	Mall ID in CC	Phone
				gcbah@apmterminals.com	00973 17365590 00973 38885958				
19	CFS	01- Import De-Stuffing 02- Export Stuffing 03- Cross Stuffing 04- GLP	Warehouse Controller - CFS	fcfbah@apmterminals.com	00973 17365633	Michael.Claudius@apmterminals.com	00973 17365598 00973 38885598	Santosh.Purushothaman@apmterminals.com	00973 17365601 00973 38885831
				Mall ID in CC	Phone	Mall ID in CC	Phone	Mall ID in CC	Phone
				rajesh.Mukkadekattu@apmterminals.com abdulla.alqadeeri@apmterminals.com	00973 38885592 00973 38885549				
20	General Cargo TDR	01- General Cargo Vessel TDR 02- General Cargo TDR Disputee	GC Billing	cctbah@apmterminals.com	00973 17365632	Hassan.Ahlyki@apmterminals.com	00973 17365605 00973 38885452	Essam.Alsadah@apmterminals.com	00973 17365594 00973 38885594
				Mall ID in CC	Phone	Mall ID in CC	Phone	Mall ID in CC	Phone
				gctbah@apmterminals.com	00973 17365619 00973 17365634	gcbah@apmterminals.com	00973 17365590 00973 38885958	Santosh.Purushothaman@apmterminals.com	00973 17365601 00973 38885831
21	IMDG	01- IMDG Discharge/loading Approval 02- Method of clearing the shipment 03- Handling charges	Emergency Response Superintendent / Planning Department	Essam.Alsadah@apmterminals.com	00973 17365594 00973 38885594	plnbah@apmterminals.com	00973 17365548 00973 38885548	Santosh.Purushothaman@apmterminals.com	00973 17365601 00973 38885831
				Mall ID in CC	Phone	Mall ID in CC	Phone	Mall ID in CC	Phone
22	Gate	01- Gate Activities 02- VGM & VGM Slip Gate Operations Delays	Gate Operations	gatbah@apmterminals.com	00973 17365502	excbah@apmterminals.com	00973 17365501 00973 38885501	Santosh.Purushothaman@apmterminals.com	00973 17365601 00973 38885831
				Mall ID in CC	Phone	Mall ID in CC	Phone	Mall ID in CC	Phone
				Mohammed.Hrimech@apmterminals.com	00973 38885834	Mohammed.sharif@apmterminals.com	00973 17365537 00973 38885515		
23	On-Line System	01- ASR (Additional Service Request) 02- Termview	Operations Support	cctbah@apmterminals.com	00973 17365554	Essam.Alsadah@apmterminals.com	00973 17365594 00973 38885594	Santosh.Purushothaman@apmterminals.com	00973 17365601 00973 38885831
				Mall ID in CC	Phone	Mall ID in CC	Phone	Mall ID in CC	Phone
				Hassan.Ahlyki@apmterminals.com	00973 17365605 00973 38885452				

01- Gate Activities 02- Gate Operations Delays

SERIAL	ACTIVITY	DESCRIPTIONS	RESPONSIBLE OFFICE (MAILS TO BE SENT TO THE MENTIONED DESK)	DIRECT MAIL ID (LEVEL 1)	TELEPHONE NO. (LEVEL 1)	DIRECT MAIL ID (LEVEL 2)	TELEPHONE NO. (LEVEL 2)	DIRECT MAIL ID (LEVEL 3)	TELEPHONE NO. (LEVEL 3)
24	Electronic Data	01- Electronic Report 02- EDI inquiry (All EDI Type) 03- EDI Issue (All EDI Type)	IT/OPS Team	Hassan.Ahlyki@apmterminals.com	00973 17365605 00973 38885452	Essam.Alsadah@apmterminals.com	00973 17365594 00973 38885594	Santosh.Purushothaman@apmterminals.com	00973 17365601 00973 38885831
				Mall ID in CC	Phone	Mall ID in CC	Phone	Mall ID in CC	Phone
25	Reefer Malfunction	01- Reefer Malfunction 02- Reefer Repair	Reefer Technician	rfrbah@apmterminals.com	00973 38885839	Yunes Mahdi	00973 17365668 00973 38885630	Santosh.Purushothaman@apmterminals.com	00973 17365601 00973 38885831
				Mall ID in CC	Phone	Mall ID in CC	Phone	Mall ID in CC	Phone
26	Appointment	01- Gate Appointment 02- CFS Appointment 03- Appointment Slot Availability 04- Gate/CFS Handling & Storage Charges	Appointment Clerk		00973 17365524	hussain.jaffar@apmterminals.com	00973 17365550 00973 36884870	Santosh.Purushothaman@apmterminals.com	00973 17365601 00973 38885831
				Mall ID in CC	Phone	Mall ID in CC	Phone	Mall ID in CC	Phone
				service.bahrain@apmterminals.com	00973 17365550 00973 17365524	Amna.Buzaid@apmterminals.com	00973 17365574 00973 38885574		
27	APM Terminals Tariff	01- APM Terminals Bahrain Tariff 02- Tariff Relevant enquiries	Commercial Department	Amna.Buzaid@apmterminals.com	00973 17365574 00973 38885574	Santosh.Purushothaman@apmterminals.com	00973 17365601 00973 38885831	Mahesh.Manikoth@apmterminals.com	00973 17365591 00973 38885591
				Mall ID in CC	Phone	Mall ID in CC	Phone	Mall ID in CC	Phone
				service.bahrain@apmterminals.com					
28	Finance	01- Invoice related query	Receivable	recbah@apmterminals.com	00973 17365514 00973 17365536	Muhammad Bilal Pasha	00973 17365536	Jameel.Ali@apmterminals.com	00973 17365517 00973 38885517
				Mall ID in CC	Phone	Mall ID in CC	Phone	Mall ID in CC	Phone
								Santosh.Purushothaman@apmterminals.com	00973 17365601 00973 38885831
				majed.almadani@apmterminals.com	00973 17365518	Alya.Alijishi@apmterminals.com	00973 17365514		

29	Finance	01- Payment related query	Payable	Mail ID in CC	Phone	Mail ID in CC	Phone	Mail ID in CC	Phone
				paybah@apmterminals.com				Santosh.Purushothaman@apmterminals.com	00973 17365601 00973 38885831
30	Gate Passes	01- Issuance of temporary 02- visitor Port pass	Security Team	Securitygatepass@apmterminals.com	00973 17365547	Sara.Ashoor@apmterminals.com ; Marwa.Al-Isa@apmterminals.com	00973 17365638 00973 17365639	Isa.Al-Qetami@apmterminals.com	00973 17365544 00973 38885547
				Mail ID in CC	Phone	Mail ID in CC	Phone	Mail ID in CC	Phone
						Sara.Abdulla@apmterminals.com	00973 17365546	Santosh.Purushothaman@apmterminals.com	00973 17365601 00973 38885831
31	Marine	01- Provision of Marine Services (Pilotage - Towage - Mooring) 02- Request for Hot work permission 03- Approval Certificates (Hot work & Diving requests)	Marine Team	Marine.Bahrain@apmterminals.com	00973 17365529 00973 17365625	Rabab.Hasan@apmterminals.com	00973 17365604 00973 38885529	Adel.Almaskati@apmterminals.com	00973 17365534 00973 38885521
				Mail ID in CC	Phone	Mail ID in CC		Mail ID in CC	Phone
								Santosh.Purushothaman@apmterminals.com	00973 17365601 00973 38885831
32	General	01- New Agency Appointment 02- New Line Appointment 03- Change Line agency 04- FIFO violation 05- Line/Owner Update 06- General Enquiries	Customer Service	Amna.Buzaid@apmterminals.com	00973 17365602	Santosh.Purushothaman@apmterminals.com	00973 17365601 00973 38885831		
				Mail ID in CC	Phone	Mail ID in CC	Phone	Mail ID in CC	Phone
				service.bahrain@apmterminals.com					