

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	1- Create Booking	Cargo Controller	bokbah@apmterminals.com	17-365575	Hawra.Adedali@apmterminals.com	17-365606 / 38885453	Bryan.Webster@apmterminals.com	17-365574 / 38885574
		2- Export Booking Amendment		Mail ID in CC	Second Phone	Mail ID in CC	Second Phone	Mail ID in CC	Second Phone
		3- Export Booking Information		cctbah@apmterminals.com	17-365554	Essam.Alsadah@apmterminals.com	17-365594 / 38885594	Santosh.Purushothaman@apmterminals.com	17-365601 / 38885831
		4- Export Booking Split		Mail ID in CC	Second Phone	Mail ID in CC	Second Phone	Mail ID in CC	Second Phone
2	Containers	1- Container Information	Cargo Controller	cctbah@apmterminals.com	17-365554	Hassan.Alhayki@apmterminals.com	17-365605 / 38885452	Bryan.Webster@apmterminals.com	17-365574 / 38885574
		2- Change Status		Mail ID in CC	Second Phone	Mail ID in CC	Second Phone	Mail ID in CC	Second Phone
		3- Container Movement		pinbah@apmterminals.com	17-365578	Essam.Alsadeh@apmterminals.com	17-365594 / 38885594	Santosh.Purushothaman@apmterminals.com	17-365601 / 38885831
		4- Container Damage Report		Mail ID in CC	Second Phone	Mail ID in CC	Second Phone	Mail ID in CC	Second Phone
		5- Hold/Release Container		cctbah@apmterminals.com	17-365554	Hawra.Adedali@apmterminals.com	17-365606 / 38885453	Bryan.Webster@apmterminals.com	17-365574 / 38885574
3	Reefer	1- Reefer Manifest	Cargo Controller	Mail ID in CC	Second Phone	Mail ID in CC	Second Phone	Mail ID in CC	Second Phone
		2- Reefer Pre-Cooling		Pinbah@apmterminals.com	17-365578	Essam.Alsadah@apmterminals.com	17-365594 / 38885594	Santosh.Purushothaman@apmterminals.com	17-365601 / 38885831
		3- Reefer PTI		rfrbah@apmterminals.com	38885839	Hawra.Abedali@apmterminals.com	17-365606	Bryan.Webster@apmterminals.com	17-365574 / 38885574
4	Reefer Malfunction	2- Reefer repair	TAM / Cargo Controller	Mail ID in CC	Second Phone	Mail ID in CC	Second Phone	Mail ID in CC	Second Phone
		1- Reefer malfunction		cctbah@apmterminals.com	38885839	Essam.Alsadeh@apmterminals.com	17-365594 / 38885594	Santosh.Purushothaman@apmterminals.com	17-365601 / 38885831
5	Discharge List	1- Discharge List	Cargo Controller	cctbah@apmterminals.com	17-365554	Hawra.Adedali@apmterminals.com	17-365606 / 38885453	Bryan.Webster@apmterminals.com	17-365574 / 38885574
		2- Transshipment List		Mail ID in CC	Second Phone	Mail ID in CC	Second Phone	Mail ID in CC	Second Phone
		3- Containers Special List		pinbah@apmterminals.com	17-365578	Essam.Alsadah@apmterminals.com	17-365594 / 38885594	Santosh.Purushothaman@apmterminals.com	17-365601 / 38885831
6	Discharge EDI	1- Discharge EDI	Vessel Planner	pinbah@apmterminals.com	17-365578	Essam.Alsadah@apmterminals.com	17-365594 / 38885594	Bryan.Webster@apmterminals.com	17-365574 / 38885574
		2- Discharge Bay Plan		Mail ID in CC	Second Phone	Mail ID in CC	Second Phone	Mail ID in CC	Second Phone
		3- Coprar		Hassan.Alhayki@apmterminals.com	17-365605 / 38885452			Santosh.Purushothaman@apmterminals.com	17-365601/38885831
7	Load List	1- Load List	Cargo Controller	cctbah@apmterminals.com	17-365575	Hawra.Adedali@apmterminals.com	17-365606 / 38885453	Bryan.Webster@apmterminals.com	17-365574 / 38885574
		2- Transshipment List		Mail ID in CC	Second Phone	Mail ID in CC	Second Phone	Mail ID in CC	Second Phone
		3- Containers Special List		pinbah@apmterminals.com	17-365578	Essam.Alsadah@apmterminals.com	17-365594 / 38885594	Santosh.Purushothaman@apmterminals.com	17-365601 / 38885831
		4- Container Late Gate-In		Mail ID in CC	Second Phone	Mail ID in CC	Second Phone	Mail ID in CC	Second Phone
8	Load EDI	1- Load Projection	Vessel Planner	pinbah@apmterminals.com	17-365578	Essam.Alsadah@apmterminals.com	17-365594 / 38885594	Bryan.Webster@apmterminals.com	17-365574 / 38885574
		2- Load Bay Plan		Mail ID in CC	Second Phone	Mail ID in CC	Second Phone	Mail ID in CC	Second Phone
		3- COPRAR		Hassan.Alhayki@apmterminals.com	17-365605 / 38885452			Santosh.Purushothaman@apmterminals.com	17-365601 / 38885831
		4- Loading Approval		Mail ID in CC	Second Phone	Mail ID in CC	Second Phone	Mail ID in CC	Second Phone
		5- Final Load Documents		pinbah@apmterminals.com	17-365578	Essam.Alsadah@apmterminals.com	17-365594 / 38885594	Bryan.Webster@apmterminals.com	17-365574 / 38885574
9	Empty Nomination	1- Empty Recap	Yard Planner	Mail ID in CC	Second Phone	Mail ID in CC	Second Phone	Mail ID in CC	Second Phone
		2- Back Loading Container		Hassan.Alhayki@apmterminals.com	17-365605 / 38885452			Santosh.Purushothaman@apmterminals.com	17-365601 / 38885831
		3- Container Nomination		pinbah@apmterminals.com	17-365578	Essam.Alsadah@apmterminals.com	17-365594 / 38885594	Bryan.Webster@apmterminals.com	17-365574 / 38885574
10	Vessel live operations monitoring	1- Vessel live update	Planning Superintendents	pinbah@apmterminals.com	17-365548	Essam.Alsadah@apmterminals.com	17-365594 / 38885594	Bryan.Webster@apmterminals.com	17-365574 / 38885574
		2- Vessel Delays		Mail ID in CC	Second Phone	Mail ID in CC	Second Phone	Mail ID in CC	Second Phone
		3- Load plan Approval		Hassan.Alhayki@apmterminals.com	17-365605 / 38885452	Mohammed.sharif@apmterminals.com	38885515	Santosh.Purushothaman@apmterminals.com	17-365601 / 38885831
		4- Wrong Declaration		Mail ID in CC	Second Phone	Mail ID in CC	Second Phone	Mail ID in CC	Second Phone
		5- Vessel Issues		pinbah@apmterminals.com	17-365578	Essam.Alsadah@apmterminals.com	17-365594 / 38885594	Bryan.Webster@apmterminals.com	17-365574 / 38885574
		6- Wrong Information		Mail ID in CC	Second Phone	Mail ID in CC	Second Phone	Mail ID in CC	Second Phone
		7- Vessel Stability		Hassan.Alhayki@apmterminals.com	17-365605 / 38885452	Mohammed.sharif@apmterminals.com	38885515	Santosh.Purushothaman@apmterminals.com	17-365601 / 38885831

11	Other Vessel Inquiry	1- Vessel Information	Berth Coordinators	bcobah@apmterminals.com	17-365570	Zaheda.Ashoory@apmterminals.com	17-365570	Bryan.Webster@apmterminals.com	17-365574 / 38885574		
		2- Vessel Particular									
		3- Vessel Schedule									
		4- Berth Prospects									
		5- New Vessel Calling									
		6- Vessel documents (Bay Plan, Scan plan)									
		7- Vessel .NSD File (Vessel Drawing)									
		8- Berth Plan									
		9- Berth Management									
12	Containers Terminals TDR	1- TDR	CT Billing	cctbah@apmterminals.com	17-365554	Essam.Alsadah@apmterminals.com	17-365594 / 38885594	Bryan.Webster@apmterminals.com	17-365574 / 38885574		
		2- TDR Disputes		Mail ID in CC	Second Phone	Mail ID in CC	Second Phone	Mail ID in CC	Second Phone		
				Hawra.Adedali@apmterminals.com	17-365606 / 38885453			Santosh.Purushothaman@apmterminals.com	17-365601 / 38885831		
13	Containers & Vessel Claims	1- Reefer Repair	Claim Coordinator	Vinsu.Varughese@apmterminals.com	17-365526	Yatin.Desai@apmterminals.com	17-365516 / 38885516	Bryan.Webster@apmterminals.com	17-365574 / 38885574		
		2- Vessel Damage		Mail ID in CC	Second Phone	Mail ID in CC	Second Phone	Mail ID in CC	Second Phone		
		3- Cargo & Container Damage				Essam.Alsadah@apmterminals.com	17-365594 / 38885594	Santosh.Purushothaman@apmterminals.com	17-365601 / 38885831		
14	Claims	1- Vessel Damage Claim	Claim Coordinator	Vinsu.Varughese@apmterminals.com	17-365526	Mohammed.sharif@apmterminals.com	17-365537 / 38885515	Bryan.Webster@apmterminals.com	17-365574 / 38885574		
		2- Container Damage Claim		Mail ID in CC	Second Phone	Mail ID in CC	Second Phone	Mail ID in CC	Second Phone		
				excbah@apmterminals.com		Essam.Alsadah@apmterminals.com	17-365594 / 38885594	Santosh.Purushothaman@apmterminals.com	17-365601 / 38885831		
15	OOG/Break-bulk Handling	1- OOG Handling Container Vessel Acceptance	Shift Manager	excbah@apmterminals.com	17-365501 / 38885501	Mohammed.sharif@apmterminals.com	17-365537 / 38885515	Bryan.Webster@apmterminals.com	17-365574 / 38885574		
16	Appointment	1- Break-Bulk Handling Container Vessel Acceptance	Appointment Clerk	gctbah@apmterminals.com		Michael.Claudius@apmterminals.com	17-365598/38885598	Santosh.Purushothaman@apmterminals.com	17-365601 / 38885831		
		2- CFS Activity Appointment		Mail ID in CC	Second Phone	Mail ID in CC	Second Phone			Mail ID in CC	Second Phone
		3- Availability		plnbah@apmterminals.com	17-365578	Essam.Alsadah@apmterminals.com	17-365594 / 38885594			Santosh.Purushothaman@apmterminals.com	17-365601 / 38885831
17	Aluminum	4- Gate/CFS Charges (Storage / Handling)	Warehouse Controller - Aluminum	appbah@apmterminals.com	17-365524	Santosh.Purushothaman@apmterminals.com	17-365601 / 38885831	Mahesh.Manikoth@apmterminals.com	17-365591 / 38885591		
		1- ALM Advise Order		Mail ID in CC	Second Phone	Mail ID in CC	Second Phone	Mail ID in CC	Second Phone		
		2- Advise Status		Nader.Alqassab@apmterminals.com	38885508 / 17-365523						
18	LCL	3- LCL Cargo Charges	Warehouse Controller - LCL	almbah@apmterminals.com	17-365571/38411323	Mohammed.Syadi@apmterminals.com	17-365592 / 38885597	Bryan.Webster@apmterminals.com	17-365574 / 38885574		
		4- Cargo Handling Charges		Mail ID in CC	Second Phone	Mail ID in CC	Second Phone	Mail ID in CC	Second Phone		
		5- Cargo delivery		Hafedh.Hasan@apmterminals.com	17-365623 - 38885506			Santosh.Purushothaman@apmterminals.com	17-365601 / 38885831		
19	GC Vessel / Yard OPS	1- RORO/ General Cargo Vessel Acceptance	General Cargo	lclbah@apmterminals.com	17365624	Mohammed.Syadi@apmterminals.com	17-365592 / 38885597	Bryan.Webster@apmterminals.com	17-365574 / 38885574		
		2- RORO/ General Cargo Handling Charges		Mail ID in CC	Second Phone	Mail ID in CC	Second Phone	Mail ID in CC	Second Phone		
		3-RORO/ General Cargo Delivery									
		4- RORO/ General Cargo Gangs Booking		gctbah@apmterminals.com	17-365619 / 17-365573	hamad.omran@apmterminals.com	17-365593 / 38885593	Bryan.Webster@apmterminals.com	17-365574 / 38885574		
		5- Any RORO/ General Cargo Inquiries		Mail ID in CC	Second Phone	Mail ID in CC	Second Phone	Mail ID in CC	Second Phone		
		6- Naval Vessel Request									
		7. Cruise Vessel Requests		Sathis.kumar.Samy@apmterminals.com	17-365609	michael.claudius@apmterminals.com	17-365598 / 38885598	Santosh.Purushothaman@apmterminals.com	17-365601 / 38885831		
20	CFS	1- Cross Stuffing	Warehouse Controller - CFS	fclbah@apmterminals.com	17-365633	Mohammed.Syadi@apmterminals.com	17-365592 / 38885597	Bryan.Webster@apmterminals.com	17-365574 / 38885574		
		2- Export Stuffing		Mail ID in CC	Second Phone	Mail ID in CC	Second Phone	Mail ID in CC	Second Phone		
		3- Import de-Stuffing									
		4- GLP		Khalid.Amin@apmterminals.com				Santosh.Purushothaman@apmterminals.com	17-365601 / 38885831		

21	General Cargo TDR	1- TDR		gcbah@apmterminals.com	17-365632 / 17-365634	hamad.omran@apmterminals.com	17-365593 / 38885501	Bryan.Webster@apmterminals.com	17-365574 / 38885574
			GC Billing	Mail ID in CC	Second Phone	Mail ID in CC	Second Phone	Mail ID in CC	Second Phone
		2- TDR Disputes		sathis.kumar.samy@apmterminals.com	17-365609 / 38885606	michael.claudius@apmterminals.com	17-365598 / 38885598	Santosh.Purushothaman@apmterminals.com	17-365574 / 38885574
22	GC Claims	Any claims related to GC	Claim Coordinator	Vinsu.Varughese@apmterminals.com	17-365526	Yatin.Desai@apmterminals.com	17-365516 / 38885516	Bryan.Webster@apmterminals.com	17-365574 / 38885574
				Mail ID in CC	Second Phone	Mail ID in CC	Second Phone	Mail ID in CC	Second Phone
				Michael.Claudius@apmterminals.com		Santosh.Purushothaman@apmterminals.com	17-365601 / 38885831		
23	IMDG	1- IMDG Discharge/loading Approval	HSSE Manager - Sameer	syed.sameer@apmterminals.com	17-365549 / 38885531	excbah@apmterminals.com		Isa.Al-Qetami@apmterminals.com	17-365544/38885547
		2- Method of clearing the shipment		Mail ID in CC	Second Phone	Mail ID in CC	Second Phone	Mail ID in CC	Second Phone
		3- Handling charges				plnbah@apmterminals.com	17365578	Santosh.Purushothaman@apmterminals.com	17-365601 / 38885831
24	APM Terminals Charges	1- APM Terminals Bahrain Tariff and relevant enquiries	Commercial Department	combah@apmterminals.com	17-365601	Yusuf.Mohamed@apmterminals.com	17-365553 / 38885541	Mahesh.Manikoth@apmterminals.com	17-365591 / 38885591
						Santosh.Purushothaman@apmterminals.com	17-365601 / 38885831		
25	Other support	1- Gate related enquiries	Business Support	Husain.Alhayki@apmterminals.com	17-365605/28885452	Mohammed.Hrimech@apmterminals.com	38885834	Bryan.Webster@apmterminals.com	17-365574 / 38885574
		2- Operation related enquiries		Mail ID in CC	Second Phone	Mail ID in CC	Second Phone	Mail ID in CC	Second Phone
		3- Custom related enquiries		Sadiq.Ebrahim@apmterminals.com	17-365613 / 38885635	Mohammed.Sharif@apmterminals.com	38885515	Santosh.Purushothaman@apmterminals.com	17-365601 / 38885831
26	Electronic Data	1- Generated report	IT team	itsbah@apmterminals.com		Devadas.Varapasatham@apmterminals.com	17365569/38885565	Vijaya.Palani@apmterminals.com	17-365561 / 38885561
				Mail ID in CC	Second Phone	Mail ID in CC	Second Phone	Mail ID in CC	Second Phone
		2- EDI		rawan.aljabur@apmterminals.com	17-365567	Madushanka.Liyana@apmterminals.com	17-365564 / 38885564	Santosh.Purushothaman@apmterminals.com	17-365601 / 38885831
		3- Term view							
27	General	1- New Agency Appointment	Customer Service	Amna.Buzaid@apmterminals.com	17-365500	Santosh.Purushothaman@apmterminals.com	17-365601 / 38885831	Yusuf.Mohamed@apmterminals.com	17-365553 / 38885541
		2- New Line Appointment		Mail ID in CC	Second Phone	Mail ID in CC	Second Phone	Mail ID in CC	Second Phone
		3- Change Line agency							
		4- FIFO violation							
		5- General Enquiries						Mahesh.Manikoth@apmterminals.com	17-365591 / 38885591
		6- Line/Owner Update							

28	Finance	1- Invoice related query	Receivable	recbah@apmterminals.com	17-365514 /17365536	Jameel.Ali@apmterminals.com	17-365517 / 38885517	Sameer.kazi@apmterminals.com	17-365511 / 38885513
		2- Payment related query	Payable	paybah@apmterminals.com	17-365552/17365518	Sharib.ahmed@apmterminals.com	17-365513 / 38885520	Santosh.Purushothaman@apmterminals.com	17-365601 / 38885831
29	Gate Passes	Issuance of temporary/visitor Port pass	Security Team	Securitygatepass@apmterminals.com	17-365547	Abdulaziz.AI-Sendi@apmterminals.com	17-365557	Isa.AI-Qetami@apmterminals.com	17-365544 / 38885547
				Mail ID in CC	Second Phone	Mail ID in CC	Second Phone	Mail ID in CC	Second Phone
				Sara.Abdulla@apmterminals.com			17-365546	Santosh.Purushothaman@apmterminals.com	17-365601 / 38885831
30	Marine	1- Pre Arrival Notification	Marine Team	Marine.Bahrain@apmterminals.com	17-365529	Rabab.Hasan@apmterminals.com	17-365604	Adel.Almaskati@apmterminals.com	17-365534 / 3885521
		2- Additional Service Request		Mail ID in CC	Second Phone	Mail ID in CC	Second Phone	Mail ID in CC	Second Phone
		3- Provision of Marine Services (Pilotage - Towage - Mooring)							
		4- Request for Hot work permission							
		5- Diving requests							
		6- Approval Certificates (Hot work & Diving requests)						Santosh.Purushothaman@apmterminals.com	17-365601 / 38885831
		7- Berth Occupation letters							
		8- Bunkering							