



# APMT Reefer Services Guide

# How to access the Reefer Services Webpage on the APM Terminals Bahrain Website

## [APMT Bahrain Ancillary Webpage](#)

**APM TERMINALS** Lifting Global Trade

cctbah@apmterminals.com +973 1736 55 00

### Ancillary Services

\* Username  
Type your Login ID here

\* Password  
Type your password here

**Additional Service Requests**  
Request for non-standard services (ASR) relating to special cargo and gate operations.

**Terminal Departure Report**  
Confirm acceptance or comment on the TDR used to capture all operational activities/services on container vessels.

**Empty Loading Recap**  
Submit an Empty Recap for outbound vessels and nominate specific containers for loading if required as part of the Empty Recap..

Submit →

Only registered liner agents can access & order reefer services restricted to their own inventory of reefer containers.

# Choose the Reefer Services option upon login



## Additional Service Request (ASR)

Request for non-standard services (ASR) relating to containers/general cargo/CFS/ and the gate operations.



## Terminal Departure Report (TDR)

Confirm acceptance or comment on the TDR used to capture all operational activities/services on container vessels.



## Empty Recap (Outbound)

Submit an Empty Recap for outbound vessels and nominate specific containers for loading if required as part of the Empty Recap.



## Reefer Services

Request for Reefer PTI/washing, Attendance for malfunctioning reefers & minor repairs.



## Initial Vessel Loadlist (Inbound)

View an loadlist for inbound vessels for initial and final confirmation



## Final Vessel Loadlist (Outbound)

View an loadlist for inbound vessels for initial and final confirmation

# View of the Reefer Services webpage

The screenshot shows a web form titled "Reefer Services" with the following fields and callouts:

- Customer e-Mail ID:** \* Customer e-Mail ID  
essam.alsadah@apmterminals.com  
Callout: Agent's / Line E-Mail will automatically appear based on login
- Reefer Services:** \* Reefer Services  
Select Reefer Services  
Callout: Select the type of reefer service
- Container No:** \* Container No  
Enter Container No  
Callout: Insert container number if request pertains to a specific reefer. Else insert 'NIL'
- Booking No:** Booking No  
Enter Booking No  
Callout: Insert booking number if applicable
- Line ID:** \* Line ID  
Select Line ID  
Callout: Insert container operator code
- Message:** Please enter your reefer details here if any  
Your message here...  
Callout: Other details if required for service being ordered

Submit →

\* Indicates mandatory field

# Reefer Services

Reefer  
Services

Select the service required from the dropdown list:

1. Reefer Interior and Condenser wash
2. Reefer Pre-Trip Inspection
3. Specific Reefer Container for Pre-Trip Inspection
4. Specific Reefer Container Interior and Condenser wash
5. Trouble shooting of Malfunctioning Reefers

**Reefer Services**

\* Customer e-Mail ID  
essam.alsadah@apmterminals.com

\* Reefer Services  
Select Reefer Services

\* Container No  
Enter Container No

Booking No  
Enter Booking No

\* Line ID  
Select Line ID

Please enter your reefer details here if any  
Your message here...

Submit →

\* Indicates mandatory field

# Reefer Interior and Condenser wash

**Reefer Services**

\* Customer e-Mail ID  
essam.alsadah@apmterminals.com

\* Reefer Services  
Reefer interior and condenser wash

\* Container No  
Nil

Booking No  
Nil

\* Line ID  
Select Line ID

Please enter your reefer details here if any  
Your message here...

Submit →

\* Indicates mandatory field

Option 1 – If the request is not related to a specific reefer container. Please use NIL for Container No. & Booking No. and fill in Line ID which is mandatory.

Option 2 – If the request is related to a specific reefer container. Please insert the Container No. & Booking No. if applicable and fill in Line ID which is mandatory.

**Reefer Services**

\* Customer e-Mail ID  
essam.alsadah@apmterminals.com

\* Reefer Services  
Specific Reefer Container interior and c...

\* Container No  
Enter Container No

Booking No  
Enter Booking No

\* Line ID  
Select Line ID

Please enter your reefer details here if any  
Your message here...

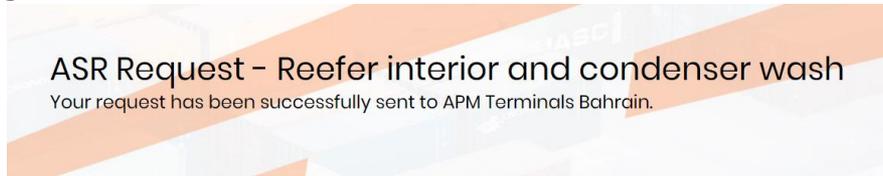
Submit →

\* Indicates mandatory field

# Reefer Interior and Condenser wash..contd

Upon completing the service details click submit to proceed with your request

Once the request has been submitted a confirmation message that appears on the screen will be sent to the registered user's e-mail address



ASR Request for Reefer interior and condenser wash



essam.alsadah@apmterminals.com

To: Essam Alsadeh

Retention Policy: RP Email 3 Year - Default Maersk Policy (3 years)

Expires: 8/8/2024

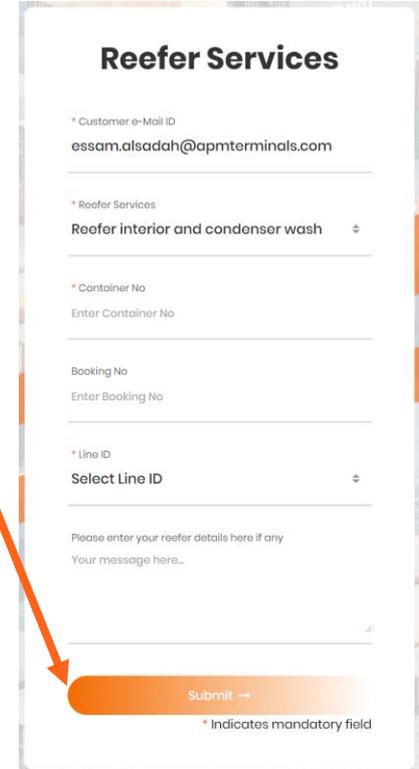
Reply Reply All Forward ...

Sun 8/8/2021 10:44 PM

ADDITIONAL SERVICE REQUEST ( ASR )

Reefer interior and condenser wash

ASR\_PTI\_REEFER\_INTERIOR\_AND\_CONDENSER\_WASH



**Reefer Services**

\* Customer e-Mail ID  
essam.alsadah@apmterminals.com

\* Reefer Services  
Reefer interior and condenser wash

\* Container No.  
Enter Container No

Booking No  
Enter Booking No

\* Line ID  
Select Line ID

Please enter your reefer details here if any  
Your message here...

Submit

\* Indicates mandatory field

# Reefer Interior and Condenser wash..contd

Once the request is processed by the APMT Reefer team, the line will receive an E-Mail request to confirm the ASR that has been populated with activity and resource details.

From ASR Approval status Select the ASR number

Check ASR status

\* ASR Number  
10673

Submit -->

\* Indicates mandatory field

ASR Approval webpage will appear

Approve the request or reject it & click submit

ASR - 10673

\* Customer ID  
ENA013

\* Container No  
MNBU3959796

Booking No  
Line ID

\* Approve/Reject ASR  
Choose Option

Choose Option

Approved

Rejected

Submit -->

\* Indicates mandatory field

# Reefer Pre-Trip Inspection

**Reefer Services**

\* Customer e-Mail ID  
Essam.Alsadah@apmterminals.com

\* Reefer Services  
Reefer Pre-Trip Inspection (PTI) ▾

\* Set Temperature  \* Humidity  \* Ventilation

\* Container No  
Enter Container No

Booking No  
Enter Booking No

\* Line ID  
Select Line ID ▾

Please enter your reefer details here if any  
Your message here...

Submit →

\* Indicates mandatory field

Option 1 – If the request is not related to a specific reefer container. Please use NIL for Container No. & Booking No. and fill in Line ID which is mandatory.

Option 2 – If the request is related to a specific reefer container. Please insert the Container No. & Booking No. if applicable and fill in Line ID which is mandatory.

**Reefer Services**

\* Customer e-Mail ID  
Essam.Alsadah@apmterminals.com

\* Reefer Services  
Specific Reefer Container for Pre-Trip In... ▾

\* Set Temperature  \* Humidity  \* Ventilation

\* Container No  
Enter Container No

Booking No  
Enter Booking No

\* Line ID  
Select Line ID ▾

Please enter your reefer details here if any  
Your message here...

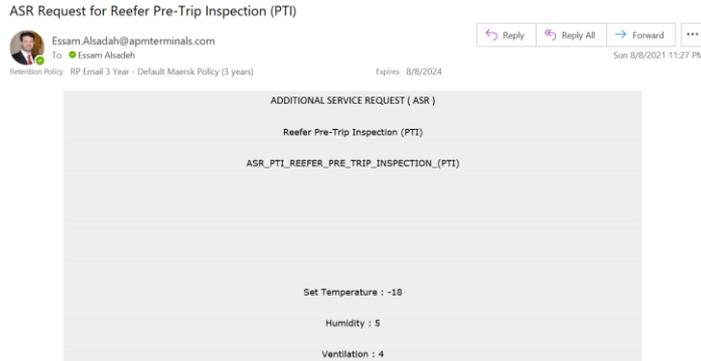
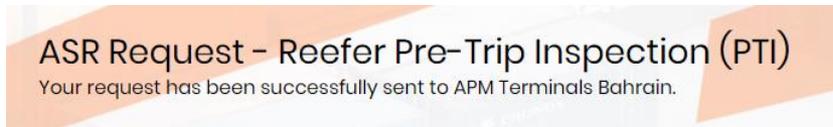
Submit →

\* Indicates mandatory field

# Reefer Pre-Trip Inspection..contd

Upon completing the service details click submit to proceed with your request

Once the request has been submitted a confirmation message that appears on the screen will be sent to the registered user's e-mail address



**Reefer Services**

\* Customer e-Mail ID  
Essam.Alsadah@apmterminals.com

\* Reefer Services  
Reefer Pre-Trip Inspection (PTI)

\* Set Temperature **-18** \* Humidity **5** \* Ventilation **4**

\* Container No  
NIL

Booking No  
NIL

\* Line ID  
Select Line ID

Please enter your reefer details here if any  
Your message here...

**Submit**

\* Indicates mandatory field

# Reefer Pre-Trip Inspection..contd

Once the request is processed by the APMT Reefer team, the line will receive an E-Mail request to confirm the ASR that has been populated with activity and resource details.

From ASR Approval status Select the ASR number

Check ASR status

\* ASR Number  
10676

Submit

\* Indicates mandatory field

ASR Approval webpage will appear

Approve the request or reject it & click submit

ASR - 10676

\* Customer ID  
ENA013

\* Container No  
TGHU2577534

Booking No  
Line ID

\* Approve/Reject ASR  
Choose Option

Please enter your comments if any  
Nil

Submit

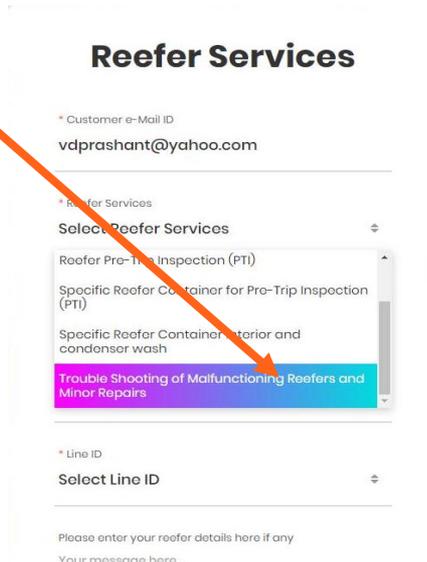
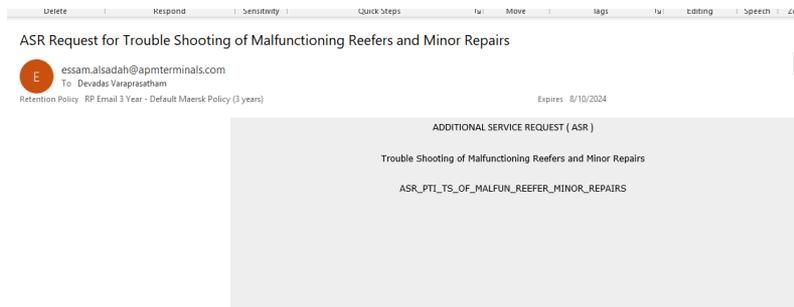
\* Indicates mandatory field

## Trouble shooting of Malfunctioning Reefers & Minor Repairs

Trouble shooting of malfunctioning reefers & minor repairs can be initiated either by the line, by using the option available on the webpage

or

By APMT's reefer team through an e-mail notification to the line & a telephone call to the contact number provided by the line/agent.



In case refrigerant gas or spare parts are required for minor repairs, the line/agent will receive a notification requesting pre-approval. Once an approval is received, APMT's reefer team will execute request & report outcome to the line/agent.



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