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DNVPS Customer Feedback
To give feedback about your level of satisfaction with DNVPS services, please contact us immediately at:
customerfeedback@dnvps.com

DNVPS LAUNCHES CONTROL TOWER INTEGRATED SYSTEM

DNV Petroleum Services is pleased to announce the launch of our Control Tower Integrated System (CTIS), which will go "live" on 2 July 2012.

The CTIS is an on-line shipping tool designed to facilitate fast, reliable and efficient delivery of bunker fuel samples to any of the five DNVPS laboratories. It provides clients with a single point of contact to schedule collection and track the status of their bunker fuel samples conveniently.

With the CTIS, clients can schedule a pickup of bunker fuel samples 24 hours a day, seven days a week. All sample collection requests will be transmitted electronically to a DNVPS-appointed courier service provider so that there is no longer a need to call the courier service providers to arrange collection.

Using the unique tracking number assigned by the CTIS, clients can monitor and track the status of their bunker fuel samples. To make shipping easy, CTIS also generates the shipping documentation needed to accompany the bunker fuel samples.

To access this new online shipping tool, please go to <http://services.dnvps.com/ctis/>. A PDF copy of the CTIS flyer is also attached for your reference.

For assistance, please email ctis_admin@dnvps.com.

Thank you very much for your attention and support.

Best regards
Eirik Andreassen
Managing Director



Control Tower Integrated System

What is the Control Tower Integrated System (CTIS)?

The Control Tower Integrated System (CTIS) is a new supply chain initiative provided free of charge by DNV Petroleum Services. It offers both online booking of bunker fuel sample collection and tracking service to allow visibility to all activities involved in the transportation of bunker fuel samples, from collection to delivery to the nearest DNVPS laboratories.

The CTIS is seamlessly integrated with the booking and tracking systems of the global market leaders in international express delivery services. Information on the location of the bunker fuel sample and notification alerts about potential issues that could result in delivery delays (for example, delays caused by shipper's failure to arrange collection of fuel samples and missing shipping document) enable DNVPS to manage the shipping process efficiently.

Features of the CTIS

Automated booking of fuel sample collection

With the CTIS, there is no longer a need to call the courier service providers (eg. DHL and TNT) to arrange sample collection. Collection requests can be made online and sent electronically to the courier service providers, thereby reducing manual processing time and costs.

Automated generation of shipping documentation

Manual completion of shipping forms such as Airway Bills and Pro Forma Invoices is time-consuming. The CTIS caters for auto-generation of these documents, which saves time and reduces probability of errors.

Provides real-time information on the status of fuel sample

The booking transaction number and the Airway Bill number generated by the CTIS serve as references for tracking the status of shipment pick-up.

Automated alerts enable closer monitoring of fuel sample transportation

To ensure fuel samples are transported without delay, the alert mechanism in the CTIS automatically notifies DNV Petroleum Services whenever a delay is detected, so that proactive actions can be taken.

Expected Benefits

The CTIS utilises cutting edge technology in a secure, on-line environment to realise efficiencies and reduce costs for both our customers and shipping partners. The benefits include:

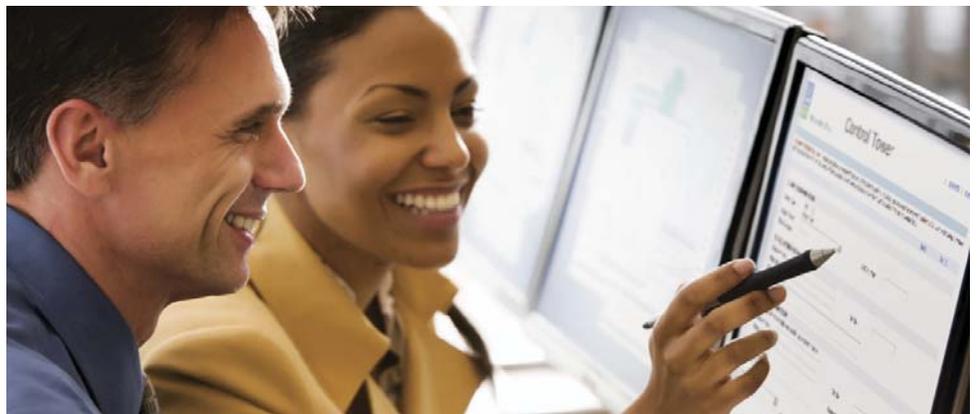
- ▶ **Easy access**
Provides a single point of contact where collection of bunker fuel samples can be arranged either manually or electronically at any time, 24/7
- ▶ **Shipment visibility**
Tracking function lets you to stay updated on the status of your sample shipment
- ▶ **Reduced effort in managing freight operations**
CTIS helps streamline and eliminate manual processes in the current fuel sample transportation operations
- ▶ **Improved transit time**
Milestone Tracking and alerts will notify the parties concerned when a delay has occurred

Getting Started with the CTIS

To make an online booking, visit our website at <http://services.dnvps.com/ctis/>. Click on the Sample Booking icon and complete all the fields in the booking page. Select "Send" to submit collection request. Upon successful submission of the sample pickup request, a unique DNV Order Number and Airway Bill Number will be assigned.

Use the Track and Trace icon to track your sample by entering the DNV Order Number or Airway Bill Number.

Clicking on the "CTIS User Guide" link on the CTIS home page will provide you with instructions on how to submit a sample collection request and track the status of the sample.



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