



Prepared Gunnar Hammervik		No. DHL-2008-70086	
Approved Nils Ruud	Checked	Date 19.01.2009	Rev Reference 10

1 Introduction

1.1 Scope

This SOP outlines the agreed inbound procedure for repair and complaint consignment for Teeness ASA, Trondheim, Norway

1.2 SOP Revision and Maintenance

It is the responsibility of DGF Norway to ensure that the SOP is reviewed and revised as appropriate.

1.3 Revision Record

Date of Revision	Brief Description of Revision
Jul 2006	New contact persons at Exel
SEP 2006	New Adresses etc
JAN 2008	New contacts and addresses
JAN 2009	General update

1.4 SOP Distribution List

Nils Aksel Ruud	Teeness ASA – Trondheim, Norway
Emil Holthe	Teeness ASA – Trondheim, Norway
Karina Roland Johansen	DHL Global Forwarding-Oslo, Norway
Tom Erik Ringes	DHL Global Forwarding-Oslo, Norway
Anne Mette Svendsen	DHL Global Forwarding-Oslo, Norway
Gunnar Hammervik	DHL Global Forwarding – Trondheim, Norway



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2 DHL Global Forwarding , Norway Profile

OSLO STATION – AIRFREIGHT SHIPMENTS

ADDRESS

Oslo Station:

DHL Global Forwarding (Norway) ASA
Henrik Ibsens veg
P.O.Box C
2061 Gardermoen Norway
Tel: +47 64 82 15 50
Fax: +47 64 82 15 65

Operation Hours:

Monday – Friday 08:00 – 16:00
Saturday Closed
Sunday Closed
Evening and weekend on request

OSLO STATION – COURIER SHIPMENTS

ADDRESS

Oslo Station

DHL Global Forwarding
C/o Gardemofrakt
Ulvenveien 89a
0580 OSLO

Tel: +47 23067040
Fax: +47 23067031

Operation Hours

Monday – Friday 08.00 – 16.00
Monday – Friday 08.00 – 16.00
Saturday closed
Sunday closed
Evening and weekend on request

3 Teeness Service Team

Air Freight Team Import Oslo Station					
Name	Direct line	Fax	Mobile	E-mail	Responsibility
Tom Erik Ringes	+47 64821564	+47 64821565	+ 47 40649256	tom Erik.ringnes@dhl.com	Airfreight Import
Anne Mette Svendsen	64821582	64821575	48168582	anne.mette.svendsen@dhl.com	Airfreight import
BUSINESS Development / Management					
Gunnar Hammervik	+47 73875752	+47 73875701	+ 47 48168530	Gunnar.Hammervik@dhl.com	Branch Manager



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4 Contact Persons at Teeness ASA

Teeness ASA, Trondheim					
Name	Direct line	Fax	Mobile	E-mail	Responsibility
Emil Holthe	+47 73539621	+47 73539696		emil.holthe@teeness.com	Operations
Roar Johnsen	+47 73539630	+47 73539696		Roar.johnsen@teeness.com	Terminal
Business Development / Management all units Sweden					
Name	Direct Line	Fax	Mobile	E-mail	Responsibility
Nils Aksel Ruud	+47 73539662	+47 73539696	+47 93058782	nils.a.ruud@sandvik.com	Marketing Manager

5 STANDARD Operating Procedure for inbound shipments

This SOP is created to make sure TEENESS ASA have full control over all import shipments.

Import of repair and complaint orders sendt with UPS/DHL/TNT etc

- **Repair and Complaint orders, freight always payable at shipper**

Teeness clients shall for all repair and complaint orders ship parcels to following address:

TEENESS AS
c/o Dhl Global Forwarding
Gardemofrakt
Ulvenveien 89a
0581 Oslo
Norway

Shipment charges is payable at shipper.

Full pre-alert, Freight document and customs invoice, shall be sent via mail to:



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Thomas.martinsen@dhl.com , anne.mettesvendsen@dhl.com with a copy to Teeness:
cmdhl@teeness.com, nils.a.ruud@sandvik.com

Shipment will be sent to Trondheim under one (1) inland freight document

When/if complaint is acknowledged by Teeness, they will pay back freight charges to their client separately.

If repair order is of such a size that ordinary courier service is uneconomical; Please contact Gunnar Hammervik or Anne Mette Svendsen at DHL Global Forwarding. They will then arrange airfreight via their agent network. DHL Global Forwarding will then arrange pick-up of shipment and have it sent to Teeness ASA.

All import custom clearances shall be done by DHL Global Forwarding.