

SPECIAL CONDITIONS
OF FORWARDING SERVICES RENDERING WITH REGARDS TO PHOTOFIXATION OF
CARGO LOADING INTO CONTAINER RESULTS

1. The Customer's photofixation of the results of Cargo loading into a container (hereinafter referred to as photofixation) is one of the available means (in remote mode, for external examination, before sealing a container) of verifying the accuracy of the Customer's information about the description and properties of the Cargo (hereinafter referred to as the accuracy).

2. In accordance with the Law, the Customer shall provide reliable information, documents and data, and TransContainer shall verify their accuracy.

3. In case of the Customer's disagreement with TransContainer carrying out the accuracy verification by reviewing the results of photofixation (photo-materials), before issuing the Order the Customer shall agree with TransContainer on the place and time of the Cargo provision for review by means of examination of Cargo in container, with that all the costs related to the examination shall be borne by the Customer. When issuing the Order, the Customer shall provide Section "Note" with the date (time) and place of the examination of the Cargo in container which have been agreed on with TransContainer.

4. When the Parties has agreed on and approved that it is impossible to carry out photofixation and it is impossible/inappropriate to verify the accuracy by other means, such cases shall not be served as a refusal (disagreement) of the Customer from carrying out the accuracy verification by means of photofixation:

a) the Customer is a restricted access facility (military and dedicated facility, military units, enterprises, organizations, institutions, military education establishments or their separate branches where the work is carried out with the use of state secret information or which are subject to special safety measures). The decision whether it is possible to carry out photofixation shall be taken by TransContainer on the basis of the official application made by the Customer (enclosing the supporting documents) taking into account the results of the analysis of the documents submitted and verification of additional information.

b) the Customer is the manufacturer¹ of the outgoing homogeneous Cargo and it independently loads the Cargo from one point of departure where the technology of Cargo loading into a container does not allow to load any other Cargo than the indicated one. The decision not to carry out photofixation shall be agreed on the basis on the official application made by the Customer (enclosing the supporting documents) with subsequent examination of points of Cargo loading into a container and issuance of the corresponding Certificate which confirms the impossibility of loading the Cargo that differs from the Cargo indicated in the application made by the Customer;

c) the Customer sends household goods (the Cargo list shall be drawn up with the cargo examination by the acceptance/delivery agent). This subparagraph shall not apply in case when the transportation route agreed on in the Order does not contain the railway transportation haul.

d) forwarding/shipping arrangements shall not be carried out by TransContainer, the only service to be rendered is operator service on provision of wagons for transportation.

5. Photofixation shall be carried out by taking photos of the Cargo loaded into a container from three angles:

a) the first photo shall contain the Cargo and the number of the container that is placed inside on its right wall; sample is shown in Picture 1;

¹ This rule also applies to the Customer - forwarder that is exclusive, sole representative of the manufacturer



Picture 1

b) the second photo shall contain the Cargo from short distance; sample is shown in Picture 2;



Picture 2

c) the third photo shall contain the picture of the sidewall of the loaded container, with the right side door being closed, and the left one being opened; sample is shown in Picture 3.



Picture 3

6. In order to simplify the procedure of photofixation, it is possible to use the mobile application TC Manager. To install it, you should have a mobile device with the Android operating system. The application is available for free download in the mobile application Play Market.

The mobile app TC Manager has services of taking photos step-by-step and transferring photo materials to TransContainer. Instructions on the use of the mobile application TC Manager are available in the appendix to these Special Conditions.

7. Transferring photo materials to TransContainer can be carried out in one the following ways:

- a) by means of services of the mobile application TC Manager;
- b) by means of services of Web-site in section Photofixation of Cargo Loading Results;
- c) by personal delivery, the Customer gives the photo materials directly to the TransContainer's employee.

When transferring the photo materials, the Customer shall specify the following information: numbers of the Contract, agreed Order and container.

8. In case of provision of unreliable materials of photofixation by the Customer, it can be considered as willful misrepresentation, fraudulent activities.

Instructions on the use of the mobile application TC Manager for the photofixation of the Cargo loading into a container results

The mobile application TC Manager (hereinafter referred to as the Application) was designed by PJSC TransContainer to ensure the photofixation of the Cargo loading into a container results.

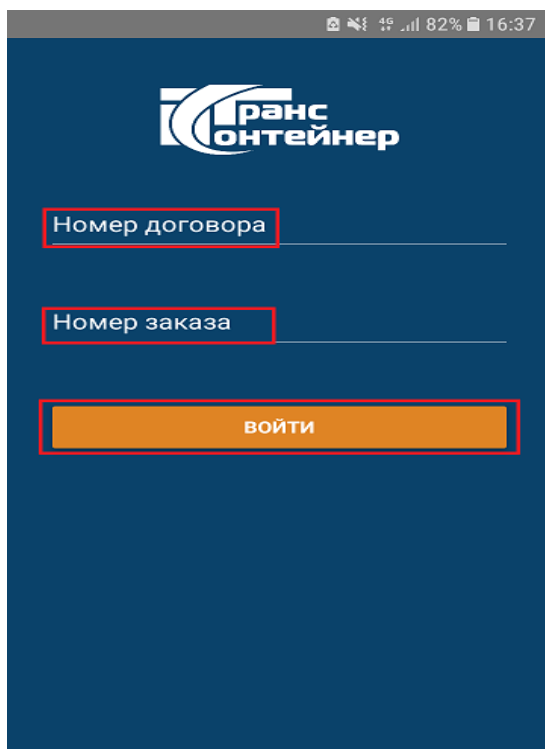
Download and install the Application

To install the Application, you should have a mobile device with the Android operating system. The application is available for free download in the mobile application Play Market.

Using the Application

To log in the Application you need to fill in the fields "Contract number" and "Order Number":

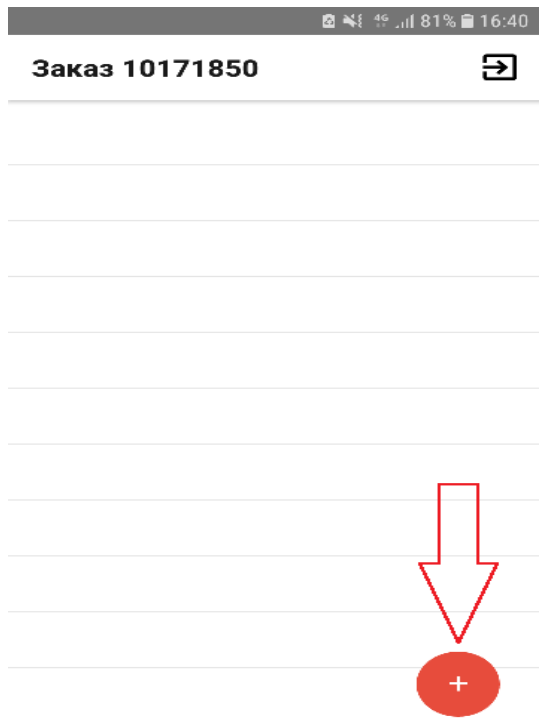
Stage No.1



- field "Contract number" shall contain the number of the forwarding contract concluded with PJSC TransContainer;
- field "Order Number" shall contain the number of the Order under which the photofixation is carried out;
- when issuing the Order using the iSales service, the fields "Contract number" and "Order Number" shall contain the number of the Order.

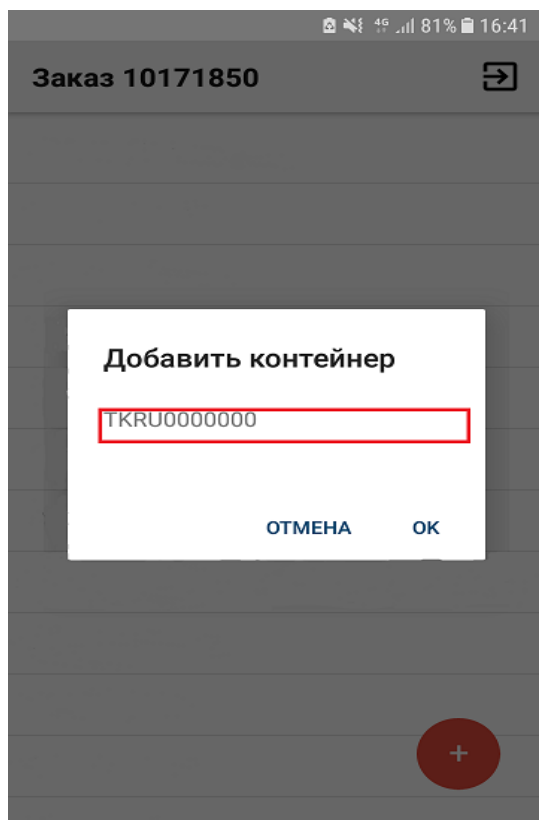
Click "Log in"

Stage No.2



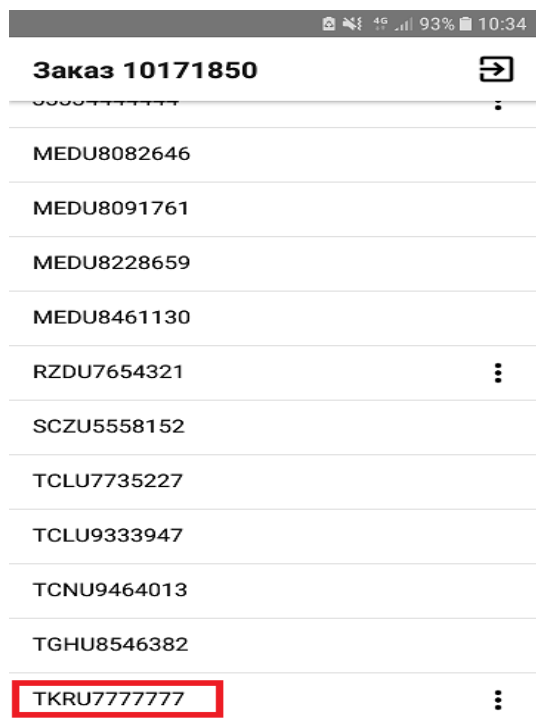
Open the window "Add Container" by clicking the sign (+).

Stage No.3



Fill in the four-digit prefix and the seven-digit number of the container. Confirm by clicking the sign (OK).

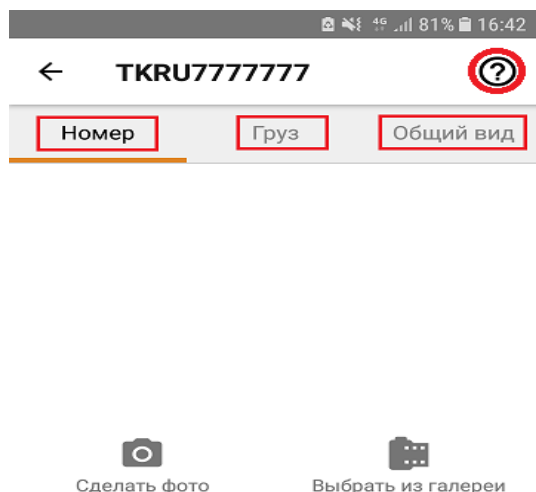
Stage No.4



The window with the number/numbers of the container/containers transported under the Order will be displayed.

Choose the container for the photofixation using the prefix and the number.

Stage No.5

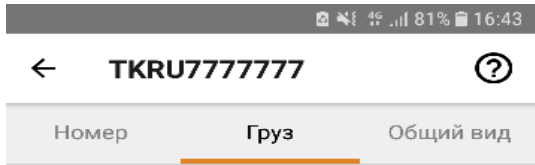


The container card will open.

Add a photo to each of the three sections - "Number", "Cargo", "General View".

When you use the application for the first time, each section will show you the instruction with the examples of taking photos which later will be available when you click the sign "?".

Stage No.6



Section "Number" shall contain photo of the process of cargo loading into the container. The photo shall contain the Cargo and the number of the container placed inside on its right wall.

Section "Cargo" shall contain photo of the Cargo from short distance.

Section "General View" shall contain photo of the finished loading of the cargo into the container. The photo shall contain the picture of the sidewall of the loaded container, with the right side door being closed, and the left one being opened.



Each of the mentioned sections allows to take a new photo or add the previously taken photo from the memory of the device on which the application is used.

In case of any questions about the operation of the mobile application, please, do not hesitate to contact the employees of PJSC TransContainer
