

Export Email Templates – Corporate/Corporate Competitive

Client Confirmation Email

Hello,

My Name is **(Insert Sender Name)**, and I will be coordinating your move. The confirmed dates we have, for you pack & uplift is as follows:

Packing/Wrapping: **(Insert Pack Date(s))**
Uplift: **(Insert Uplift Date(s))**

Our Operations team will contact you the day prior to your relocation, to establish an estimated time of arrival for our Crews. We recommend that you are present for the duration of your move, but should you need to leave the residence please inform our Crews prior to doing so.

Please see the attached and below, forms that need to be completed and sent through to myself, as soon as possible:

- Client Contact Information Sheet
- Dangerous Goods Listing
- Alcohol Declaration
- Photocopy of passport photo page
- **(Insert any additional customs documents here)**

Should you have any queries regarding your relocation, please do not hesitate to contact me.

(Insert Sender Signature)

Agent Booking Introduction

Hello,

Per your Quote #**(Insert Agent Quote Number)**, we are pleased to consign the below shipment to your care.

(Insert Client Full Name) is relocating to **(Insert Destination City) (Insert Destination Country)**, from Australia.

Please note the following details about this relocation:

1. The consignment is travelling via **(Insert Method)** in a **(Insert container size)** container
2. The client is arriving in **(Insert Destination Country)** on **(Insert Arrival Date)**
3. Uplift/pack of this consignment is booked for **(Insert Pack Date, (Insert Uplift Date)**, after which point I will be able to provide you with an inventory
4. **(Insert specific relocation details here)** e.g. consignment includes a vehicle, etc.

Could you please advise what documentation is required for the smooth import of this consignment? Please also let me know if there are any particular import/customs clearance processes that the client should be aware of.

Thank you, and I look forward to liaising with you/your office.

(Insert Sender Signature)

Uplift Reminder

Hello **(Insert Client Name)**,

This is just a friendly follow up to remind you uplift will be taking place in 5 days, as per the booked dates below:

Uplift: **(Insert Uplift Date(s))**

Pack: **(Insert Pack Date(s))**

Also, if you do have any outstanding customs documents, please also send this through at your earliest convenience.

Thank you in advance for your cooperation.

Should you have any queries regarding the relocation, please do not hesitate to contact me.

(Insert Sender Signature)

Document Reminder

Hello **(Insert Client Name)**,

This is just a friendly follow up to remind that the following documents are still required before uplift:

- **(Insert outstanding documents here)**

Please forward these documents to me as soon as possible to ensure your move runs smoothly. These documents are required for your goods to depart to Australia

Thank you in advance for your prompt response.

Should you have any queries regarding the relocation, please do not hesitate to contact me.

(Insert Sender Signature)

Greenlight Request (to Agent)

Hello,

Please see the attached, customs document for this relocation.

Could you please advise if there are any issues with the documentation?

Alternatively, please grant greenlight and provide your consignment details, as soon as possible.

This shipment is booked to travel as follows:

Expected Departure Date:

Vessel:

Expected Arrival Date:

Port of Arrival:

Thank you in advance for your prompt response.

Should you have any queries regarding the relocation, please do not hesitate to contact me.

(Insert Sender Signature)

Booking Confirmation

Hello,

We are pleased to announce that your shipment booking has been confirmed and sailing details of your belongings are attached below.

Expected Departure Date:
Vessel:
Expected Arrival Date:
Port of Arrival:
Container Number:

Destination Agent:
Telephone:
Contact:
Email:

Our above agent will provide you with further instructions upon arrival.

IMPORTANT NOTE: The proposed '*Estimated Arrival Date*' is when the Container will arrive into port. Upon arrival Customs clearance will commence and it is estimated that it will take approximately **1-2 weeks** to receive delivery after this.

Should you have any questions, please do not hesitate to contact me.

(Insert Sender Signature)

Booking Confirmation (Air)

Hello,

We are pleased to announce that your freight booking has been confirmed and flight details of your belongings are attached below.

Flight:
Departure Date:
Estimated Arrival Date:

Destination Agent:
Telephone:
Contact:
Email:

Our above agent will provide you with further instructions upon arrival.

IMPORTANT NOTE: The proposed '*Estimated Arrival Date*' is when your freight will arrive at the airport. Upon arrival Customs clearance will commence and it is estimated that it will take approximately **1-2 weeks** to receive delivery after this.

Should you have any questions, please do not hesitate to contact me.

(Insert Sender Signature)

Tracking Details

Hello,

I'm pleased to confirm that your shipment has now departed. You can track your shipment at the below website, using the following container details.

Container Number:

Tracking Website:

Should you have any questions, please do not hesitate to contact me.

(Insert Sender Signature)

Delay update (sea)

Hello,

We hope you are settling in well. This is just a quick note to advise you that we have received confirmation of a shipping delay with your shipment as per the new details below.

Departure Date:

Vessel:

Estimated Arrival Date:

Container Number:

Tacking Website:

We are very sorry for the inconvenience.

Should you have any questions, please do not hesitate to contact me.

Delay update (Air)

Hello,

We hope you are settling in well. This is just a quick note to advise you that we have received confirmation of a delay with your freight as per the new details below.

Flight:

Departure Date:

Estimated Arrival Date:

We are very sorry for the inconvenience.

Should you have any questions, please do not hesitate to contact me.

(Insert Sender Signature)