

February 28, 2024

Dear valued Supplier -

We have been working to simplify and streamline our international booking process and have some process updates for you.

- We have revised the Cargo Booking Form to make it more simplistic and gather only the necessary data.
- We have a new booking portal so that we can reduce the time it takes to process import bookings.

The link to the new Cargo Booking Portal is found at:

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## **CARGO BOOKING PORTAL**

We have a new way for you interact with our team.

1. Visit  
[https://wurthnt.freshdesk.com/support/tickets/new?ticket\\_form=international\\_booking\\_form](https://wurthnt.freshdesk.com/support/tickets/new?ticket_form=international_booking_form)
2. Click on "Submit a Ticket" in the upper right corner.
3. Choose:
  - a) International Booking Form - to submit a booking request
  - b) Ask a question - to ask a question of our team
  - c) Report an issue - report an issue you have with a shipment
  - d) Enquire status - ask about the status of something you've submitted
4. Enter your email.
5. Enter your name.
6. Use the 'Special Instructions' section like an email body.
7. Choose the company buying the goods (you can submit for only one purchaser).
8. Confirm you're not a robot.
9. Attach any documents by clicking on 'Attachment' - for a new booking request, you will attach the Cargo Booking Form.
10. You'll get an email confirming that we received your booking and are working on it.