




DIOR Frequently Asked Questions



Q1. What is the difference between transhipped and non-transhipped cargo?

A1. PBC's data systems class transhipped cargo as cargo originally loaded outside Brisbane, and transferred from ship-to-ship in Brisbane. The cargo may be unloaded onto a wharf before being loaded onto another ship, or be transferred directly from ship-to-ship. Non-transhipped cargo either starts or finishes its ocean journey in Brisbane.

Q2. What is Invoice Date? What is Arrival Date?

A2. When data for a cargo exchange is entered into PBC's data systems, it is assigned various dates. The Invoice Date is the date when the data input process is finalised. This will usually be within two weeks after the cargo exchange, but can often be longer. As a result, data for an exchange can appear in an invoice month after the date of the exchange.

Arrival dated data is based on when the ship arrived at the port. Due to the delays in imputing data, it can take up to two months for arrival date data to accurately reflect activity in a given period. For example, cargo unloaded on 30 January will probably appear as occurring in February according to invoice dates. It will appear as January by arrival date, but may not be visible until late February or March.

Q3. Why is there a difference between DIOR's data on our business's activity and the internal data of our shipping company?

A3. The primary cause of these discrepancies is due to the use of Invoice Dates instead of Arrival Dates, or delays between cargo exchanges occurring and their being reflected in DIOR (see Q2). Minor discrepancies can usually be explained by input errors either on the part of PBC or the shipping agent providing manifests.

Q4. Why can't I download my data in excel format?

A4. This problem is usually caused by security setting on the part of the user. The user should contact their IT department for help in altering security/firewall setting to allow download of excel files from the DIOR server.

Q5. Who do I contact when I encounter problems with DIOR?

A5. For problems with connecting, logging on, or other problems of this nature, the best place to start is with your internal IT department.



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They will be able to identify if the problem is with their systems or with DIOR itself. For problems relating to the content or reports, or with specific reports themselves, please contact PBC on the contact avenues given below.

Q6. Can other DIOR users see my company's private information? Can I see theirs?

A6. The DIOR reports are constructed with security as a top consideration. Apart from your own company's information, all data is provided at an aggregated level.

Q7. Why can't I access a higher degree of detail on specific trades?

A7. In order to prevent users accessing specific data on a competitor's activities, a degree of aggregation is applied. For example, providing data on the movements of a specific, low volume commodity to a specific port could possibly reveal a shipping line's customers. (See *Q6 for more information*).