



1. DELIVERY

DOCUMENTS REQUIRED FOR DELIVERY ORDER

Delivery Order against ORIGINAL MASTER B/L or SEA WAY MASTER B/L or TELEX RELEASE:

- 1 (one) set of Original Master Bill of Lading (with complete endorsement i.e Consignee, Forwarder and Bank) or Copy of SEAWAY BILL or Copy of Telex Release
- If OBL is « TO ORDER » of a Bank/Shipper (Bank/Shipper must endorse/stamp)
- CMA CGM payment receipt of (Freight, Local charges, demurrages, and container deposit)
- Photocopy of BESC/ECTN for cargo destined to Cameroon or Copy of IM8 (Import customs declaration) for cargo in transit.
- « CONTRAT DE LOCATION » document duly filled by the Consignee or Forwarder or Cautionner (with stamp/Signature/Name of authorized signature/Official title to the company)
- Photocopy of NIC (National Identity Card) of clearing agent appointed by the Consignee or forwarder.
- Power of Attorney issued by Consignee



1.1 Release Desk/DO Counter Timings

Below timings will be observed throughout the year except for Bank/Public Holidays

Monday to Friday

- | | |
|-----------|---------------------|
| • Working | 7:30 am to 12:00 pm |
| • Lunch | 12:00pm to 1:00 pm |
| • Working | 1:00pm to 16:30 pm |

2. REFUNDS

2.0 Documents for Refund of Container Deposits

- Copy of « Contrat de location » document issued and signed by Agency management.
- Original payment receipt of all invoices (Container Deposit, local charges, demurrage)
- Copy of Delivery Order (Bon à Délivrer)
- Original EIRs (Interchange)
- Copy Valid Agency/Company ID

2.1 Refund Counter Timings

Below timings will be observed throughout the year except for Bank/Public Holidays

Monday to Friday

- | | |
|-----------|---------------------|
| • Working | 7:30 am to 12:00 pm |
| • Lunch | 12:00pm to 1:00 pm |
| • Working | 1:00pm to 16:30 pm |

2.2 Cashier Counter Timings

Below timings will be observed throughout the year except for Bank/Public Holidays

Monday to Friday

- | | |
|-----------|---------------------|
| • Working | 7:30 am to 12:00 pm |
| • Lunch | 12:00pm to 1:00 pm |
| • Working | 1:00pm to 16:00 pm |

Note:

**Refund money is payable only to the person on ID submitted
Cashier closes at 4:00 pm**