

MEMO

To: Esteemed Agents,

Subject: **Required Document Submission for Debit Notes and TDO Processing**

Date: **12th March 2025**

We would like to take this opportunity to remind all agents of the **required document submission** for the collection of **debit notes**, the issuance of **Terminal Delivery Orders (TDO)**, and the delivery process. In accordance with our policy, the following documents must be provided for processing:

Required Documents for Compliance:

1. **Approved Agency Authorization Letter**
 2. **Proof of Agent Identity:** A valid government-issued ID (e.g., National ID, Passport, or Driver's License) **and** a company ID card.
 3. **Bill of Lading Allocation:** A letter from the importer or consignee officially allocating the bill of lading to your agency, or a Endorsement of agent on the BOL by consignee.
 4. **Agency Documentation Verification:** Ensure that your **Agency Authorization Letter** is up to date for the current year. **Documents from 2024 will not be accepted after the deadline.**
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Important Compliance Deadline:

To facilitate the timely processing of your requests, we are providing an additional **seven-week grace period** for the submission or update of the required documents. The final deadline is **30th April 2025**. Please be advised that **any procedures not in compliance after this deadline will not be processed.**

Additional Compliance Notes:

- **Agency Consistency:** The agent responsible for collecting the terminal debit note must be accurately reflected in the customs system (capturing). Furthermore, the same agent details must appear on the shipping line **Delivery Order (DO)**.
 - **Discrepancies:** Should any discrepancies arise between the submitted information and the details recorded in the system, **TDOs will not be issued** after the stated deadline of **30th April 2025**, unless supplementary documents are provided by the consignee, or two different agency representatives present themselves to acknowledge the TDO.
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We strongly encourage all agents to adhere to the outlined compliance requirements and submit the necessary documents within the given deadline to avoid any delays in the processing of documents and issuance of TDOs.

Thank you for your attention and cooperation.

Thank you.

Management