

## Import Procedures

### Required Documents to collect Delivery Order ( D/O )

- 1- Original Bill Of Lading, duly signed and endorsed by authorized signatory of consignee
- 2- The person who collects the delivery order;  
  
If consignee's representative:
  - a. Authorization letter of the consignee on letterhead paper
  - b. List of authorized signatures of Company  
If customs broker:
  - a. Power of attorney of the consignee
  - b. List of authorized signatures of Company
- 3- If haulage is to be arranged by consignee, Letter of Undertaking for Temporary Customs on company letterhead paper must be submitted. Please contact us for competitive Haulage rates.
- 4- Local charges and depot fees must be done in cash
- 5- Stamp Tax must be paid per Bill Of Lading. It is necessary to submit Stamp Number or Payment Receipt from taxation office.
- 6- If imported cargo is Personal Goods, consignee's passport should be presented and a photocopy must be submitted.
- 7- Payments should be made with the currency on invoice
- 8- Arrival notices are kindly requested to be shared with customs broker offices for faster and more effective service.
- 9- Delivery order department working hours : Weekdays between **08:30 - 11:30 hrs and 13:00 - 16:30 hrs**.

### Delivery Order Presentation Procedure

"TO A NAMED CONSIGNEE": The Bill Of Lading must be endorsed by the named consignee. These BLs are not transferable.

"TO ORDER": Shipper's endorsement is necessary. If shipper's endorsement don't exist, Shipper Non Endorsed Bills form must be submitted.

"TO BANK": The Bill Of Lading must be endorsed by the Bank. If Bank's Branch is mentioned on Bill Of Lading, that branch's endorsement is necessary.

### Telex Release

Delivery Order will not be submitted unless proper telex release message received from the related CMA CGM agency. Any copy of the message presented by the receiver is not considered and the receiver should be in contact with the agency to check if the telex release message is well received.

### Waybill

If BL type is waybill, delivery order is submitted only to "Consignee" without presentation of original BL.

- Please contact our Import Customer Service dept [isb.impsupport@cma-cgm.com](mailto:isb.impsupport@cma-cgm.com) for any inquiry and assistance needed.