

INFORMATION NOTICE TO CUSTOMERS

1. Customer Service Hours

Our Customer Service (Billing and Cashier) is open to all users of the Douala Port Authority : Mondays to Fridays from 8:00 a.m. to 5:00 p.m. and Saturdays from 9:00 a.m. to 1:00 p.m.

2. Required Documents for Invoicing

To issue an invoice for scanning fees, please provide:

- For imports: a clear photocopy of the Bill of Lading (BoL)
- For exports: a clear photocopy of the Export Declaration or a provisional Bill of Lading

Kindly request your invoice by sending us an email at facturation@transatlanticd.com

3. Transshipment Information (Imports)

If your container has been transhipped en route to Douala, kindly confirm this with the shipping line and present all documentation indicating the final vessel delivering the cargo to Douala.

4. Invoice Verification

Upon receipt of your invoice, please carefully verify:

- The Bill of Lading number
- The container number(s)
- The applicable tax regime (VAT applied or exempt, as relevant)

Once verified, please sign the copy presented to you.

5. Bank Transfer Payments

Payments made by bank transfer must be completed at least 48 hours before the scheduled date of your operation.

6. Cash Payments

For cash payments, please ensure you receive an official payment receipt or equivalent document from the cashier.

7. Proof of Bank Payment

In the case of bank payments, the original transfer slip or cash deposit slip must be submitted to the cashier as proof of payment.

8. Payments Sent by Email

If proof of payment is sent by email at facturation@transatlanticd.com, please clearly indicate the reference number(s) of the invoice(s) concerned.

9. Documentation for Transporters

A copy of the final invoice must be handed to the driver or transporter. Additionally, the truck used must have a minimum clearance of 30 cm between the driver's cabin and the container

10. Additional Information

For any further assistance, please contact our Customer Service (+237 6 50 16 45 38 / customer-care@transatlanticd.com) during business hours.

Important Notice

No oral information or handwritten notes on invoicing documents shall be considered valid.

**THE GENERAL MANAGEMENT
TRANSATLANTIC D S.A.**