

# Detailed Procedure Delivery Order Collection

**Dear Valued Customers,**

Please refer to the detailed procedure to collect your delivery order through MCL Shipping LLC;

## 01 Customers with Original Bill of lading / bank guarantees:

Present your original Bill of Lading duly endorsed by the consignee/ notify or bank guarantee to obtain the delivery order / NOC / exchange letter by visiting MCL office in #3005-3006 Iris Bay Tower, Business Bay, Dubai. (Visit us only for document drop).

## 02 eDelivery eOrder / NOC

Customers with Original / Seaway / Surrender / Telex Bill of Ladings, can now obtain eDO through Dubai Trade portal. For more details on this process, refer to (MCL eDO Circular.pdf).

## 03 Payments Modes:

Payments will be accepted only via Online Transfer, Cash & Cheque Deposit at ADCB CDM's countrywide. Cheques should be in favour of "MCL Shipping LLC". (Payment cut-off time is 12:00NN. Payment received before cut-off time will be prioritized for the day and any payment done after the cut-off time will be processed the next day morning)

## 04 Original Stamp:

Original stamp on eDO is not required for customs submission.

## 05 Delivery order Timing:

MON-THU (8.30 AM - 1.00 PM, 2:00 PM - 5.30 PM), FRI (8.30 AM - 12.30 PM, 2:30 PM - 5.30 PM) on SAT (8.30 AM to 1.30 PM).

## 06 Cargo Collection Timing:

MON-THU (8.30 AM - 1.00 PM, 2:00 PM - 5.00 PM), FRI (8.30 AM - 12.30 PM, 2:30 PM - 5.00 PM) on SAT (8.30 AM to 1.00 PM). The last truck will gate in our CFS ( @ 4.30 PM on MON to FRI ) and ( @ 12.30 PM on SAT ).

## 07 Warehouse Storage & Conditions;

- No FREE TIME for IMCO/ HAZ, CHEMICAL, MEDICINE & FOOD STUFF consignments. Storage applicable @ AED 75 x per CBM x per day from the date of vessel arrival.
- 5 Days FREE TIME for General Cargo from date of vessel arrival. Failing to collect cargo within the free time will incur storage at MCL standard CFS tariff that is provided on request.
- Collect your safety instructions manual along with Delivery Order, prior to visiting our CFS as failing to comply will result in non - delivery of your consignment.

## 08 Obligation of notifying;

Carrier not responsible for failure to notify.

**We thank you for using our services and look forward to serving you again.**

Best Regards,

**MCL - Operations**