



# وكالة مطرح للتجارة والملاحة ش.م.م. Mutrah Shipping & Trading Agency LLC

P.O. Box 1984, Ruwi 112, Sultanate of Oman  
Tel : +968 2447 7900 E-mail : muscat@mstaoman.com  
Fax : +968 2447 7991 Web : www.mstaoman.com

## New Operating Procedures – Starting April, 2020

Dear Valued Customers,

Date: 06 April 2020

As part of our efforts to curtail the spread of COVID-19 and in compliance with the decisions of the Supreme Committee on COVID-19, our Delivery Order counters will take precautionary measures for the safety of our customers and employees.

To further reduce the risk of spreading the virus, we will have part of our staff working from home while others will continue to work from our offices. Having said that, there is no change to our regular services, and we will continue to operate as usual. You can communicate with us as usual on telephone and email.

To ensure business continuity with the least amount of disruption, we have introduced the following procedure for issuance of Delivery Orders (D/O) **eff: April, 2020** at our D/O counter in Muscat and Sohar.

### **For Seaway Bill of Lading (SWB):**

Please arrange to scan the following documents in color and email them to us for processing:

1. Copy of the SWB with your endorsement on the **face** of the SWB
2. Payment confirmation (bank / remittance slip)
3. Contact person name / number and email ID to forward Electronic Delivery Order with cc to OICT
4. LOI on consignee letterhead in prescribed format





## وكالة مطرح للتجارة والملاحة ش.م.م. Mutrah Shipping & Trading Agency LLC

P.O. Box 1984, Ruwi 112, Sultanate of Oman  
Tel : +968 2447 7900 E-mail : muscat@mstaoman.com  
Fax : +968 2447 7991 Web : www.mstaoman.com

### For Original Bill of Lading (OBL)

Please arrange to scan the following documents and email them to us for processing:

1. Copy of OBL (both sides with endorsement)
2. Payment confirmation (bank /remittance slip)
3. Contact person name and email ID to forward Electronic Delivery Order with cc to OICT
4. Please arrange to drop off fully endorsed original B/L in the designated box kept at the D/O counter
5. If documents are in order and payment slip received, Electronic Delivery Order will be processed.
6. LOI on consignee letterhead in prescribed format

### Notes:

- You are kindly requested to make full payment to our bank accounts electronically or using the Bank's cash deposit machines.
- We will not be accepting cash or cheque at our offices and your D/O will only be processed once cleared funds have been received in our bank accounts.

Emails can be sent to:

- [esl.oman@mstaoman.com](mailto:esl.oman@mstaoman.com)

### For Original Export Bill of Lading Collection:

1. We will send you our invoice copy along with final draft B/L.
2. Forward scan copy of payment confirmation (bank remittance slip)
3. Contact person name / number / ID copy to call and inform when Original B/L is ready
4. Shipper approved representative to come and collect the OBL from our counter at mutually agreed date / time.





## وكالة مطرح للتجارة والملاحة ش.م.م. Mutrah Shipping & Trading Agency LLC

P.O. Box 1984, Ruwi 112, Sultanate of Oman  
Tel : +968 2447 7900 E-mail : muscat@mstaoman.com  
Fax : +968 2447 7991 Web : www.mstaoman.com

### For Export Bill of Lading – Seaway Bill

1. We will send you our invoice copy along with final draft B/L.
2. Forward scan copy of payment confirmation (bank remittance slip)
3. Complete LOI process for Seaway Bill
4. We will send you Seaway Bill confirmation after receiving payment confirmation and scan copy of LOI

### Our Bank Account Details

Beneficiary Name	Mutrah Shipping & Trading Agency LLC
Beneficiary Address	PO Box 1984, PC 112, Ruwi, Oman.
Beneficiary Bank	HSBC Bank Oman SAOG
Bank Branch	Bait Al Falaj Branch
Account No. (Omani Rial)	001-338234-002
SWIFT	BBMEOMRX

Please make sure that your remittances are free of bank charges.

**We do not change our bank account. If you receive an email regarding MSTA bank account changes, consider it fraud and report to authorities and MSTA.**

**Cheque issued must be from consignee and deposited in our bank account. Copy of cheque to be scanned with payment slip and forwarded to MSTA.**

**Validation of Electronic Delivery Order will be done after receiving the remittance slip.**







وكالة مطرح للتجارة والملاحة ش.م.م.  
Mutrah Shipping & Trading Agency LLC

P.O. Box 1984, Ruwi 112, Sultanate of Oman  
Tel : +968 2447 7900 E-mail : muscat@mstaoman.com  
Fax : +968 2447 7991 Web : www.mstaoman.com

Please bear with us during these difficult times as we continue to try to provide you with our best services while at the same time protect you, our staff and our Country.

Thank you for your support.

Best regards,  
For Mutrah Shipping & Trading Agency LLC  
As agents

The Management

