Company details

Customer Registration Form

1. Company Information

Registered Company Name

Type of Business

- ☐ Ship Chandler
- ☐ Shipping Agent
- ☐ Chandler & Agent

Other business type (please specify)

Business Registration Number

VAT Identification Number

TIN Identification Number

2. Operating & Registered Addresses

Registered Office Address

Operating / Warehouse Address

Office Telephone

General Corporate Email

Official Website

Licensing & key contacts

Customer Registration Form / Company & contacts

3. Licensing & Maritime Registrations

SLPA Ship Chandler License Number

License validity period

From

To

Sri Lanka Ship Suppliers Association Membership No

Authorized Ports of Operation (check all that apply)

- [ ] Colombo Port
- [ ] Galle Port
- [ ] Hambantota Port
- [ ] Trincomalee Port

Other

Key Personnel & Operational Contacts | 1. Executive Management

Name (MD / CEO / COO / GM)

Direct Telephone / Mobile

Direct Email

2. Finance Department Contacts

Head of Finance/Manager Name

Designation

Direct Telephone & Mobile

Direct Email

Alternative finance contact

Alternative Finance Contact Person Name (Accountant)

Accountant Telephone & Mobile

Email

Purchasing & operations

Customer Registration Form / Company & contacts

3. Procurement / Purchasing Contacts

Contact 01

Purchasing Contact Person 01 (Name & Designation)

Mobile number

Email

Contact 02

Purchasing Contact Person 02 (Name & Designation)

Mobile number

Email

4. Operations Personnel

Contact 01

Operations Contact Person 01 (Name & Designation)

Mobile

Email

Contact 02

Operations Contact Person 02 (Name & Designation)

Mobile

Email

Documents & Undertaking

Customer Registration Form / Documentation & legal undertaking

1. Required Attachments Checklist

Submission Instructions: Please check the boxes below to confirm that certified digital copies (PDF or high- resolution scans) of the following documents are attached and submitted alongside this completed registration form:

- ☐ Business Registration Certificate
- ☐ Valid Ship Chandler License issued by the Sri Lanka Ports Authority (SLPA)
- ☐ Valid Shipping Agent License (if applicable)
- ☐ Official VAT and TIN Registration Certificates
- ☐ Valid Membership Certificate from the Sri Lanka Ship Suppliers Association
- ☐ All banking details must be officially submitted on the company's letterhead, signed by an authorized signatory

2. Declaration and Undertaking

We hereby confirm, undertake, and agree to comply with the following terms and conditions governing our business relationship with Seaport Services (Pvt) Ltd:

2.1 Inventory Reservation Policy:

Stock items requested by the Customer will be provisionally reserved for a maximum period of two (2) calendar days from the date of the initial request. If a formal Purchase Order (PO) is not received and confirmed within this period, the reservation shall automatically lapse and the items will be released back into available inventory without further notice. All Purchase Orders must be submitted **via email only** to sales@seaport-serv.com. Orders or requests communicated through WhatsApp, telephone, or any other channel shall not constitute as a valid order and will not be processed.

2.2 Operational Cut-off Times:

To ensure same-day processing, Seaport Services (Pvt) Ltd must receive all completed forms and mandatory documents on or before 1:00 PM on a standard business day via email (sales@seaport-serv.com). Any documentation received after 1:00 PM will be processed on the following business day.

Bond Orders & Customs

Customer Registration Form / Documentation & legal undertaking

2.3 Mandatory Documentation for Bond Orders and System Verification:

Processing of any order is strictly contingent upon the timely submission of complete and valid documentation, and upon confirmation that the respective vessel and bond details are active and duly updated within all required operational and regulatory systems.

a) **Official Purchase Order**: A formal Purchase Order must be issued directly by the registered Ship Chandler or Shipping Agent addressing to Seaport Services Pvt Ltd.

b) A request letter must be submitted to the **Director of Customs, Industries & Services, Sri Lanka Customs, Head Office, Colombo 11**, confirming the order and explicitly identifying **Seaport Services (Pvt) Ltd** as the appointed bond supplier.

c) **Customs Bond Application & Vessel Documentation**: The bond application must include the bond order, original signature of the **Vessel Master (Captain)** along with the official **Vessel Seal**. This must be accompanied by the updated official **Crew List**, signed by the Master, and must explicitly state the following:

- Next Port of Call
- Expected Time of Arrival (ETA)
- Expected Time of Sailing (ETS)
- IMO Number of the Vessel

d) **Order Form Endorsements**: The order form must carry the **"No Objection"** seal and authorized signature of both the appointed **Shipping Agent** and **Ship Chandler** in their respective designated sections. Incomplete endorsements will result in the order not being processed.

e) **Document Modification Restrictions:** Seaport Services (Pvt) Ltd operates under strict regulatory and operational compliance frameworks; therefore, we are strictly unable to edit, alter, or make any changes to documents once they have been submitted by the customer.

2.4 Customs System Update & Agent Acknowledgement (Applicable to Marine Division, OPL Orders and Other Ports)

a) The appointed Shipping Agent is responsible for ensuring that complete and accurate vessel and bond details are updated in the **Sri Lanka Customs ASYCUDA System** prior to order processing. Orders will not be processed in the event that a Customs Officer is unable to acknowledge the vessel due to a pending or incomplete system update by the agent.

Cancellation & Payment

Customer Registration Form / Documentation & legal undertaking

2.4 (cont) Customs System Update & Agent Acknowledgement

b) The Ship Chandler must submit bond order information to the relevant Marine Division through an official letter on company letterhead, clearly identifying **Seaport Services (Pvt) Ltd** as the appointed bondsman.

c) As all bond deliveries are conducted under the supervision of an accompanying Customs Officer, the Customer must provide accurate and timely delivery details, including service boat schedules and delivery coordinates, to facilitate seamless Customs supervision and avoid delays.

2.5 Order Cancellation Policy:

All cancellation requests must be submitted in writing on official company letterhead, addressed to **Seaport Services (Pvt) Ltd**, and sent via email to sales@seaport-serv.com. The following conditions apply:

a) **Cancellation Prior to Customs Entry Passing**: If a cancellation request is received before the order documentation has been submitted and processed at Customs entry level, no cancellation charges will be applied. Please note that unconfirmed reservations will automatically lapse after **two (2) calendar days** as outlined in Clause 1, and no formal cancellation is required in such cases.

b) **Cancellation After Customs Entry Passing** If the order documentation has been submitted and processed at Customs entry level, applicable cancellation charges will be applied and applicable charge will be communicated to the Customer by the Finance Department via email (accounts@seaport-serv.com). **Applicable cancellation charges are solely determined by the Sri Lanka Customs.** Settlement of any cancellation charge is required prior to processing any subsequent orders.

2.6 Payment & Credit Terms:

Upon successful review and approval of this Customer Registration, specific credit terms and payment structures may be negotiated and mutually agreed upon in writing between the Customer and Seaport Services (Pvt) Ltd.

In the absence of a credit agreement, all orders must be settled in full prior to order confirmation. No goods will be reserved, processed, or dispatched until payment has been received and confirmed. Any outstanding payments must be cleared in full before a new order can be accepted or processed.

All invoices will be issued by the Finance Department and emailed to Customer's registered email address from accounts@seaport-serv.com / accounts2@seaport-serv.com. All payments must be remitted exclusively in **USD (United States Dollars)**.

Authorization and Execution

Customer Registration Form / Documentation & legal undertaking

2.7 Liability for Delays:

Seaport Services (Pvt) Ltd shall not be held liable for operational delays resulting from incomplete, incorrect, or late submission of the aforementioned documentation and clear payments.

2.8 Compliance & Authorization:

By signing below, the authorized representative certifies that all information provided in this registration form is accurate, valid, and legally binding.

Authorized Signature:

Name & Designation:

Company / Vessel Seal:

Date: