

Dear Customers,

We are pleased to announce, the first phase of the implementation of My Portal. My Portal allows customers to be part of our digital community and engage with our self-service platform, where they will be able to generate Quotes, Make Online Payments, and Generate Invoices without any delay.

Registration

If you have not yet registered, please find attached a guide (MyPortal - How to create account) with all the necessary instructions for registration. The platform is already up and running and you can use it from this very moment.

Quotes

In this phase of MyPortal, the customer will only be able to issue quotes for FULL IMPORT shipments, which will be unpacked outside the terminal.

As of 15 September 2022, all quotes for FULL IMPORT shipments may only be generated in MyPortal.

Therefore, for this purpose only the information below is required:

- BOL No;
- Pick-up date of the container;
- Confirm the place where the empty is to be returned (indispensable information).

Online Payments

The quotations generated in My Portal by the customer can be paid via entity and reference, by any bank belonging to SIMO Network, with the exception of Millennium BIM.

To do this, simply access your internet banking system, or go to an ATM, and select the option Payment Services, and fill in the information below:

- Entity: 10955
- Reference: the number of the quotation generated in the portal

And finally, all you have to do is confirm the amount, and make the payment.

These quotations must be used for the purpose of requesting the issuance of the invoice.

NB: BOL with several containers, to pick up on different dates, you will have to be generated in different quotes, because the system so far only allows you to select for a single pick-up date, however, it will allow you to select containers that you want to pick up on the date you specify.

Therefore, all quotes that are not for Full Container Import lifting, should be requested on the Service Request Platform, as it has been doing.

<https://www.dpworld.com/en/maputo/service-request>

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We would like to extend our appreciation and gratitude for your cooperation, it is of high esteem to us. And we sincerely hope that you are satisfied with our services.

If you have any questions, please do not hesitate to contact us.

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Best Regards,

Maputo, August 30, 2022

Commercial Department