



## **Procedures for Requesting Services (Quotations/Invoicing and Other Services)**

### **Objective:**

Keeping our valued customers informed about current procedures and making service more flexible.

### **General Procedures:**

1. The Client should access our platform through the website below:  
<https://www.dpworld.com/en/maputo/service-request>
2. Select the form, according to the service you want to request, and fill it in, attaching all the required information and documents.
3. Once filled in, the client must submit the request.
  - a) It is the client's responsibility to ensure that the filling out is correct and all documentation requested.
  - b) If the customer does not enter the information correctly, the attendant will get back to the customer, informing them that the order will not be processed due to insufficient information, and they must resubmit with the complete requirements.
  - c) The client must ensure that the attached documentation is in PDF format and not in photos.
4. All requests requested and correctly filled, will be processed, and sent on the respective day respecting the established schedule:
  - a) **Monday to Friday** from 8:00 am to 3:00 pm and **Saturdays** from 7:30 am. to 11:30 am.
  - b) The requests/orders sent after the above hours will be answered the next day except on **Sundays** or **Holidays**.

### **Observations:**

- Dear customer, the email: Maputo.Satellite@dpworld.com should only be used for inquiries, complaints, etc...
- Whenever you request a service you must ensure that you have selected the correct form. We urge you to read the description carefully to avoid mistakes.
- The customer must ensure that the proof of payment is referenced to and corresponds to the quote that was sent to him, visible, and in PDF format and not a photo.
- We advise you to make bank transfers account by account and not interbank to avoid having to wait until it reflects on the DP World account.
- DP World bank details are available on the Website.

**Note:** We do not accept payments based on estimates. Each receipt or PDP must correspond to a single quote/invoice. *The system does not allow the use of remainders.* Before submitting the form, service request, make sure that the fields filled in and the documents entered are correct.

If you have any doubt or need any clarification, you can contact us through the number: (+258) 84 331 9147