

Subject: New Payment Method Instructions

Dear Customer,

DP World Maputo kindly advises you that the payment method commencing from 2025 will be as per below:

- All payment via BCI and Millenium BIM must be exclusively done through DP World Maputo “**Entity Reference**” and no bank transfer will be accepted for these two banks. This mode of payment does not require any manual payment approval and is approved automatically.
- In case the customer does the payment via bank transfer from BCI or Millenium Bim, the amount will be refunded back to the customer and on top of that a penalty equivalent to USD 50 will be applied.
- Payment via bank transfer will be accepted only for the following banks: NED BANK; STANDARD BANK & ABSA. These banks are not yet connected with DP World Maputo Entity Reference, therefore the payment from these banks should be exclusively done through bank transfer only.
- SOCIETE GENERALE bank account is discontinued, therefore should not be used from 2025.
- All customers are informed earlier, and it is reemphasized that “**one invoice should be paid by single payment**”, no partial payment/consolidated will be allowed/accepted. All customers that perform partial payments instead of single, will be penalized by USD 50 when refunding the partial payment, therefore this scenario must discourage to avoided extra cost to the customer.
- If the payment has been made based on quotation, ensure that the payment proof is submitted on the same date of the quotation within the established working hours so that the payment approval can be done well on time to avoid additional storage charges.

When the process is completed (=submission of docs + payment proof, with the respective approval withing the timeline), and the customer fail to pick up his container on the planned day, the customer will need to perform a new quotation related only to additional day and no need to redo the whole quotation and pays on for the additional day as per the second quotation.



**DP WORLD**

**dpworld.com**

We thank you for your understanding and support in this change. We look forward to continuing to serve you with the same professionalism and dedication that we have always shown.

Should you have any questions or require assistance, please feel free to contact us at:

+ (258) 840111

+ (258) 840959500

+ (258) 843319147

[maputo.satellite@dpworld.com](mailto:maputo.satellite@dpworld.com)

Best Regards,  
**Commercial Department**