



## **Qatar – New Counter Process for Import Delivery Orders**

**Dear ,**

As part of our efforts to support the Qatar government initiative to control the COVID-19 situation, we will endeavor to minimize physical interfaces as much as possible. Hence we are introducing few changes in our counter processes effective immediately and until further notice. With these changes, our intention is to comply with government guidelines and to ensure business continuity for our valued customers.

We are seeking your support to comply to these guidelines in order to assist us to serve you safely.

### **1. For SeaWay Bill of Lading (SWB) based Delivery Order**

- Please arrange to send following documents on below given email addresses

Documents List:

1. Hapag-Lloyd LOI on consignee letter head duly stamped and signed
2. Copy of the SWB
3. Online Payment Confirmation from your Bank

### **2. For Original BL based Delivery Order**

- Please arrange to drop fully endorsed OBL at the counter drop box along with LOI and payment confirmation document.

For both above cases, we will arrange to send your delivery order via email within 2-3 working hours.

### **3. Payments**

- Online payments to our below bank accounts is the preferred mode

OPTION A	OPTION B
Bank Name: Qatar National Bank Address: Corporate Branch, Corniche Road Doha, Qatar	Bank Name: Citibank Address: Qatar Financial Centre Tower 1 9th Floor, P.O. Box 20672, West Bay, Doha, Qatar
QAR account: 0220 0156 2805 6 IBAN No.: QA30 QNBA 0000 0000 0220 0156 2805 6 USD account: 0220 0156 2805 5 IBAN No.: QA57 QNBA 0000 0000 0220 0156 2805 5	QAR Account: 0200109007 IBAN No.: QA27 CITI 0000 0000 0000 2001 0900 7 USD Account: 0200109023 IBAN No.: QA80 CITI 0000 0000 0000 2001 0902 3

- If Cheques are used to pay, Document Issuance will be after money is credited to our bank account
- We will NOT accept cash payment with immediate effect

**4. E mail addresses to be used to communicate relating to Electronic DO issuance**

[a.salari@milaha.com](mailto:a.salari@milaha.com); [hk.m@milaha.com](mailto:hk.m@milaha.com); [shaine.asokan@hlag.com](mailto:shaine.asokan@hlag.com);  
[fatema.firoozi@hlag.com](mailto:fatema.firoozi@hlag.com)

If you have any questions or comments, please contact your local [Hapag-Lloyd office](#) or send me an [email](#).

Best regards,



**Christian**

from our Customer Communication  
team

**Keep in touch**



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