



Customer Notice

REVIEWED WAIVER APPLICATIONS PROCEDURE

As one of our initiatives to improve service delivery and also support the common goal of mitigating the spread of Covid 19, we wish to advise our customers that all application letters for waiver of storage charges shall, with immediate effect be scanned and channeled online through the following email address: commercialteam@kpa.co.ke

The applications must comply with the guidelines stated below:

1. Identification and traceability of the applicant:
 - a. Registered company. The application letter shall be on official company letterhead that indicates the official contact email address, telephone and physical location. Furthermore, the request MUST be sent via a company domain email address and signed by their Managing Director. The consignee should also indicate the name of the appointed clearing and forwarding agent dealing with their cargo.
 - b. Individual importers / exporters. The applicant MUST sign the letter and indicate the identification or passport number, contact email address, telephone and physical location.
2. All applications must be supported with relevant documentation, which will include scanned copies of the following:
 - a. Bill of Lading
 - b. Customs Entry that has already been passed
 - c. Delivery Orders from shipping line
 - d. Relevant KPA invoice
 - e. Other documentary evidence that explains reasons for the delay.
3. Once delivered, the Authority will acknowledge receipt of the application within 24 hours and proceed to evaluate the request. The final outcome will be communicated by mail within 5 working days.

4. Once waiver has been granted, the consignee is expected to evacuate their cargo within seven (7) days from the date of issue. Under very special circumstances, extension can be granted for additional period, but this shall be done only once within one month from the date of the first issue.
5. Applications presented through any other channel shall not be processed.

**Patrick Nyoike
General Manager Finance
For: MANAGING DIRECTOR**

31st March 2020