

Step	Description	Responsibility
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A. Initial inquiry from Potential Importer & Signing of Standardized TSA

1	On inquiry from any Marketing Company or importer the Standardized Terminal Services Agreement (TSA) is emailed by The Marketing Department to the potential new Customer.	Manager Customer Services, Marketing.
2	From regular customer who have imported before Terminal Services Agreements are maintained on file it is ensured that the TSA has not expired.	Manager Customer Services, Marketing.
3	Signing of Terminal Service Agreement (TSA) by the Potential customer.	Customer
4	Fill out the TSA Annexure form (this form contains the pricing, free storage period, volume to be imported and others additional terms and conditions.	Customer
5	Signing of TSA by SLL	CFO, SLL and MD, SLL

B. Request for Berthing of Ship and Booking of the Slot

6	On inquiry from any Marketing Company or importer the marketing Department in coordination with the Operations department provides tentative approval internally	DGM Operations & Manager Customer Services, Marketing
7	Annexure X is provided to the customer for provision of cargo details and ETA	Manager Customers Services, Marketing / Technical Consultant.
8	Provide ETA , cargo Documents and Q-88 of vessel	Customer
9	Confirm vessel and cargo acceptability	DGM (O)
10	Approval of TSA form	Marketing, DGM(O), CFO, MD

C. Request for Customs Approval and Issuance of Invoice for Terminal Services.

11	Obtain One Customs approval	DGM (F)
12	Serve Notice of readiness (NOR)	Customer, Shipping Agent
13	Send berthing of vessel to PQA.	DGM(O)
14	Filing of import General Manifest (IGM). <i>The vessels to be berthed on first –come-first basis (filing of IGM).</i>	Customer
15	Issue Proforma Invoice to customer	DGM(F)
16	Berthing of vessel	PQA
17	Vessel Offloading	DGM(O)
18	Prepare Joint Discharge Statement (JDS) / Certificate of Received Qty (CRQ)	DGM(O), Cust. Surveyor, SLL Surveyor,
19	Issuance of invoice based on (CRQ)	DGM(F)

D. Receipt of Fees for Terminal Services.

20	Receipt of terminal services via pay or online payment	Finance, Customer
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E. Delivery of LPG

21	Presentation of Delivery Order (DO) and Goods Declaration form declaring the product "Out of Charge "	Customer
22	Delivery of product to Customer by road browsers	DGM(O)