



# C. Steinweg Oman LLC

## Office

P.O. Box 338, PC 325, Liwa  
Sohar - Sultanate Of Oman  
Phone: +968 - 2685 0419  
Fax: +968 - 2685 0426  
E-mail: [info@om.steinweg.com](mailto:info@om.steinweg.com)

Website: [oman.steinweg.com](http://oman.steinweg.com)

**Dated:** Wednesday 25/03/2020  
**Subject:** Closure of CSO front office – Issuance of CROs and CDOs  
**Purpose:** To inform all CSO relations on the electronic processing of documents  
**To:** All Consignors/Consignees

Dear sir(s)/madam(s),

With great sadness does C. Steinweg Oman LLC (CSO) witness the current development of the Covid-19 virus, and the impact on the world and specifically on the Sultanate of Oman. The outbreak of the virus has put us all in a challenging situation. Since the 25<sup>th</sup> of March the local authorities have closed the CSO front office in Falaj.

As known to all Agents and relations, our front office was used to receive CSO relations in order to:

- A. Issue Gate passes
- B. Receive payments
- C. Issue Cargo Delivery Orders (CDO) and Cargo Release Orders (CRO), based on presentation of the right documents and identification by the collecting individual
- D. Provide general customer service
- E. Have business meetings

Although the front office needs to be closed in order to prevent physical contact between our employees and CSO relations, we are dedicated to provide the same support and services so that business can continue in a safe and responsible manner.

This will result in the following temporary solution, applicable as per the 26<sup>th</sup> of March 2020:

- A. Gate passes will be issued electronically. Requests can be send via email, with a clear description of:
  - a. Purpose of the visit.
  - b. Contact person within C. Steinweg Oman.
  - c. Requested duration of the gate pass.
- B. Only online payments are accepted for the time being. Proof of payment can be send via email to the Finance team. Payments at the counter or via a cheque are unfortunately not possible until further notice.
- C. Issuance of CDOs and CROs will be executed online according to below process. Please read this carefully.
- D. Customer service will be provided via email and telephone only.
- E. Face-to-face business meetings are suspended until further notice.



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### Topic C. Online issuance of CROs and CDOs

As physical contact is not allowed anymore, CSO can no longer receive and assess original Delivery Orders. In order for CSO to issue *electronic CRO's (eCRO) and electronic CDOs (eCDO)* from now onwards, CSO needs to do an assessment to verify the authenticity of the *electronic Delivery Order (eDO)* presented to us; and to make sure that hacking to acquire this eDO is prevented as much as possible.

#### Issuance of electronic Cargo Release Order (eCRO)

We ask all Consignees to work according to the following process:

**Step 1:** Please send the required documents to issue a CRO to the following email address [electronicdocuments@om.steinweg.com](mailto:electronicdocuments@om.steinweg.com). This means:

- Electronic Delivery Order (eDO) – with stamp, signature and issuance date of Agent
- The needed Customs documents
- A copy of your Identification Document (ID)

**Step 2:** Please pay the invoice(s) issued by CSO Customer Service. Payment can only be done online; and to our bank account:

Oman Arab Bank S.A.O.C.  
Falaj Al Qabail Branch,  
Account# 3130-679161-500  
Swift Code: OMABOMRUXXX

Please mention the Customer number and the invoice number when making the bank transfer.

**Step 3:** Please provide proof of payment to our Finance department via:

[Debt\\_Collector@om.steinweg.com](mailto:Debt_Collector@om.steinweg.com) and [customerservicesales@om.steinweg.com](mailto:customerservicesales@om.steinweg.com)

After step 1, 2 and 3 are taken, Customer Service will send the Consignee an electronic Cargo Release Order (eCRO) via [customerservicesales@om.steinweg.com](mailto:customerservicesales@om.steinweg.com).



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### Issuance of electronic Cargo Delivery Orders (eCDO)

We ask all Consignors to work according to the following process:

**Step 1:** Please send the required documents to issue an eCDO to the following email address [electronicdocuments@om.steinweg.com](mailto:electronicdocuments@om.steinweg.com). This means:

- Cargo acceptance letter from shipping Agent (booking confirmation)
- The needed Customs documents
- A copy of your Identification Document (ID)

**Step 2:** Please pay the invoice(s) issued by CSO Customer Service. Payment can only be done online; and to our bank account:

Oman Arab Bank S.A.O.C.  
Falaj Al Qabail Branch,  
Account# 3130-679161-500  
Swift Code: OMABOMRUXXX

Please mention the Customer number and the invoice number when making the bank transfer.

**Step 3:** Please provide proof of payment to our Finance department via:  
[Debt\\_Collector@om.steinweg.com](mailto:Debt_Collector@om.steinweg.com) and [customerservicesales@om.steinweg.com](mailto:customerservicesales@om.steinweg.com)

After step 1, 2 and 3 are taken, Customer Service will send the Consignor an electronic Cargo Delivery Order (eCDO) via [customerservicesales@om.steinweg.com](mailto:customerservicesales@om.steinweg.com).



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To summarize the contact details that can be used for online contact with CSO:

Topic	Telephone	Email address
Gate passes	+968 9387 6908 +968 9951 0966	<a href="mailto:gatepass@om.steinweg.com">gatepass@om.steinweg.com</a>
Customer Service	+968 26850 418 Extension: 211/120/176	<a href="mailto:customerservicesales@om.steinweg.com">customerservicesales@om.steinweg.com</a>
Verification eDO, and needed documentation to provide eCRO/eCDO	+968 26850 418 Extension: 207/602/268	<a href="mailto:electronicdocuments@om.steinweg.com">electronicdocuments@om.steinweg.com</a>
Finance	+968 26850 418 Extension: 225/150	<a href="mailto:Debt_Collector@om.steinweg.com">Debt_Collector@om.steinweg.com</a>
Sales / Account management	+968 26850 418	Email contact via your regular sales & account managers

For questions, please contact Customer Service.

C. Steinweg Oman LLC wishes all relations health, patience and strength during these difficult times. We apologize for the inconvenience, but trust that we will keep serving you in a professional and satisfying manner.

Kind regards,

o.b.o.

  
Hendrik van Mierop Schenkenberg

Chief Executive Officer  
C. Steinweg Oman LLC