



Guidance on Registration, Import and Export Formalities for new Customers at C. Steinweg Oman LLC

Dear Customer,

On behalf of everybody at C. Steinweg Oman LLC (CSO), we welcome you to our terminal. We look forward to be of assistance. Whether you and your good company are new to us, or you are known to CSO, it is important to know whom to contact and what steps to follow.

Our intention is to provide you with a satisfactory service. To familiarize you with our team, processes and contact information we herewith provide you with a guidance note as an introduction.

Our reception team can be contacted on tel. +968 26850 418 (419-420-421), extension 0 or 101.

If you know the extension of the colleague you wish to contact (further described here), you can dial this extension directly to connect. Should you wish for direction, our reception team will assist you.

General office hours at the CSO main office are from 07.15 hours to 17.00 hours from Sunday to Thursday. The office is in principle closed on Friday, Saturday, and during Public Holidays.

For terminal working hours, we refer to Annex 2.

You are also most welcome to comment on your communication experience with us. We appreciate your comments, questions, suggestions or complaints in this regard.

We hope this guidance note assists in familiarizing with us. We thank you for your business and look forward to serving you.

On behalf of the management,

Zainab Al-Ajmi
Communication Advisor
Z.AIAjmi@om.steinweg.com
+968 71755383 [ext. 188]



C. Steinweg Oman LLC

Office

P.O. Box 338, PC 325, Liwa
Sohar - Sultanate Of Oman
Phone: +968 - 2685 0418
E-mail: info@om.steinweg.com

Website: steinweg.com

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1. Customer Registration

As a new customer to CSO, you will have to register as a new client. For the purpose of registration, we require the following information:

For Individuals (non-companies):

Please add

- Nationality (after the full name)

For companies:

Please see requirements:

- Company name
- Address P.O Box
- Postal Code
- City
- Country
- E-mail address (CSO Informative circulars shall be shared to the given email address)
- Telephone number
- Company website (URL)
- CR / Trade License Number
- Date of Incorporation

VAT Registration Number (if no, please explain)

1.1. Please send your registration request to:

- a. CSO Customer Registration Customer Registration **+968 2685 0418 [EXT 225 ,147]** or email at customer.registration@om.steinweg.com

Customer registration team will inform you once your registration is completed.

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2. Commercial Enquiry

2.1. Introduction

As a new, existing or returning customer, the commercial department is the first point to approach for your service inquiry.

2.2. Related support

- Advise on logistical solutions
- Advise on the rate structure, applicability and validity. Published Tariffs can also be viewed and downloaded via our website ([Oman - Steinweg](http://Oman-Steinweg))
- Provide quotation, rate agreement or indication rate for your cargo.
- Coordination of the ongoing service process, with other departments, such as delivery, administration, security, stevedoring, shore handling, customs, port authority, and other departments.
- Client feedback (questions, complaints, suggestions)

2.3. Contact details

2.3.1. General inquiries

Reception	+968 26850 418	[EXT 170, 176, 211, 120]
For Shore Handling / Stevedoring Related activities		customerservice@om.steinweg.com
For Warehousing, CFS and Forwarding related activities:		WTCsales@om.steinweg.com
General enquiries		customerservice@om.steinweg.com

2.3.2. Projects, cooperation, joint ventures

For the projects, involving long term contract, investment, special approach or significant volume of a cargo, please contact directly Head of the Commercial Department. An appointment and visit can be arranged at your convenience.

For ongoing and significant business volumes you can approach our business development team. They will determine whether your enquiry requires special business considerations.

2.3.3. Contact list

Our business development focal points can be contacted as follows:

Name	Positions	E-mail	EXT & Mobile number
Martin Ouwerkerk	Head of Commercial Department	m.ouwerkerk@om.steinweg.com	+968 90110917 [ext. 204]
Boris Sviderskii	Sales Manager Dry Bulk / Metals	b.sviderskii@om.steinweg.com	+968 98076657 [ext. 450]
Sravan Ellendula	Account Manager Dry Bulk	s.ellendula@om.steinweg.com	+968 92803774 [ext. 171]
Sunil Mohan	Sales Manager Break Bulk/Ro-Ro/Project Cargo	sunil.mohan@om.steinweg.com	+968 92318064 [ext. 210]
Wasim Akhtar	Account Manager - Break Bulk/Ro-Ro/Project Cargo	wasim@om.steinweg.com	+968 93319769 [ext. 208]



3. Gate Passes

3.1. Arranging

In order to enter the Sohar Port premises, you will need a Gate Pass. A Gate Pass is a document approved and issued by Royal Oman Police. As part of services, CSO prepares Gate Passes for its customers, stakeholders and transporters.

If you visit from outside Oman / GCC, and you are not the resident or citizen, a Business Visa (photo of the stamp in passport) is required to obtain Gate Pass to access Sohar Port territory.

3.2. Contact details

To apply for a Gate Pass, please send an e-mail to CSO Gate Pass:

Name	Positions	E-mail	EXT & Mobile number
Gate Pass team	gatepass@om.steinweg.com		+968 93876908 [ext. 0]

3.3. Applying the first time

If you approach the Gate Pass team for the first time, please request an application template by e-mail. In this template, relevant information fields and guidance are displayed. Gate Passes, which are requested before noon, can be collected the next business day.

Our Gate Pass team will gladly assist you with your request and give you additional information.



4. Payments

3.4. General

Payments should be made by bank transfer (bank account details are displayed on our invoice), in favour of beneficiary 'C. Steinweg Oman LLC'. Please make sure that the transfer includes a clear payment description that includes the Company and invoice details. You are kindly requested to provide a payment advise and/or payment slip to the following e-mail address: debtcollector@om.steinweg.com.

4.1. Payment currencies

All charges raised are in OMR (Omani Riyals), the lawful currency of the Sultanate of Oman. Charges can be settled in other currencies on request (based on exchange rates and currency exchange margins). Acceptable currencies are USD, AED, and EUR (others on request). Payments are only considered received once money has arrived on our bank account.

4.2. Payments for CRO and CDO

CRO's (Cargo Release Order) and CDO's (Cargo Delivery Order) are released by CSO once a Delivery Order, customs declaration, and full payment are received on our bank account. C. Steinweg Oman LLC considers a payment received when the funds are available in CSO's bank account, generally 1-2 working days after the payment is transferred.

4.3. Contacts Financial Department

For more information on Payment policies, fund receipt statuses, and other financial questions, kindly submit your enquiry to:

Name	Positions	E-mail	EXT & Mobile number
Erick Bastmeijer	Finance manager	Erick.Bastmeijer@om.steinweg.com	+968 90647374 [ext. 301]
Viswanath	Accounts Executive	viswa@om.steinweg.com	+968 99873740 [ext. 223]



5. Terminal Visites and HSSE

5.1. Safety Induction

When you visit the terminal for the first time, CSO will provide you with a safety induction course. Without completing this induction successfully, terminal access is not possible. In general, safety induction courses are repeated every 6 months to maintain your safety awareness.

For more information on such courses, kindly contact our colleagues:

Name	Positions	E-mail	EXT & Mobile number
Jamie David Clarke	HSSE Manager	J.Clarke@om.steinweg.com	+968 91360145 [ext.250]
	HSSE Officers	hsse-officers@om.steinweg.com	+968 90690690 [ext.161-160]
	Security Supervisor	Security_Supervisor3@om.steinweg.com	+968 98516810 [ext.156]

5.2. Access permission

Depending on your visit's purpose, you must obtain permission from the department contacts (listed in Annex 1). After obtaining permission, you may proceed to our terminal office (HSSE department) to authorize your Gate Pass for terminal entry. Only after the Gate Pass is authorized (stamped), the security gates will allow you to enter the terminal.

Truck drivers can enter the terminal after obtaining a 'Gate In' ticket at the CRO/CDO counter in our pre-gate office before the terminal gates. CSO expects truck drivers to have received truck drivers' safety induction course and are familiarized with unloading processes and terminal rules and regulations.

The truck driver is required to present a validated CRO copy (for import shipments) or CDO copy (for export shipments), with a stamp from the consignee/consignor, and an authorized Gate Pass.

Note 1: As per our general company policy, please be informed that taking any pictures/video on CSO premises is not allowed.

Note 2: If you are delivering IMDG cargo, please take into consideration that drivers and trucks should be equipped with proper safety equipment in relation to dangerous goods transportation and handling. Drivers are expected to be instructed in the possession of a Material Safety Data Sheet (MSDS) and aware of the risks of the transported cargo. Trucks must show an UN number and IMO Class ID. All national and international rules and regulations have to be strictly adhered to.

Note 3: If you are only visiting the CSO main office, this is not considered a terminal visit: in this case a safety induction will not be required



6. Planning and documentation for Cargo collection from the terminal

6.1. Import Shipments Process Description

In order to collect your import cargo from our terminal, please take the following steps:

a. Customer registration (Step 1)

Please complete registration process of your company with us. The requirements are mentioned in Chapter 1.

b. Obtaining invoices (Step 2)

Please approach the customer service team to obtain an invoice pertaining to the services executed for your company. For this purpose, kindly specify the vessel name your goods arrived on with BL (bill of lading) copies.

c. Requesting / receiving a Gate Pass (Step 3)

A Gate Pass can be requested as described in chapter 3. With the Gate Pass you can enter our office allowing you to complete relevant formalities.

d. Paying an invoice (Step 4)

Invoices can be settled as described in chapter 4.

e. Obtaining a CRO (Cargo Removal Order) (Step 5a)

A CRO can be obtained during business hours, after the following documents:

- i. The Delivery Order (DO) provided by the vessel agent
- ii. The Customs Import Declaration copy ('Completed Bayan' copy)
- iii. Personal identification (resident card or passport These documents should be shared through email to our Customer Service Team, along with an invoice copy and proof of payment. Without payment confirmation from our Debt Collector CRO cannot be issued.

- a. Processing of a CRO takes about 5 minutes once payments have been made and confirmed.
- b. You may approach the customer service team for updates on CRO process, then customer service team will share the CRO once all the formalities are in place.
- c. Special exemptions have to be communicated with our Sales department.
- d. The CRO document will only be handed over once all cargo has been discharged from the incoming vessel. Cargo collection when vessel is still under cargo operation will be called direct delivery and requires a special request. Approval for direct delivery will be investigated and approved on a case by case situation. Direct delivery for all cargo others than IMDG or heavy lifts will require a letter of indemnity to waive all responsibilities from CSO on cargo shortlanding/ overlanding.
 - i. CSO may demand certain cargoes to be handled on a direct delivery basis (such as certain IMDG cargo) or with consignee's equipment in case the terminal equipment cannot handle such specific cargo (e.g. units with excessive weight or extreme measurements).

Note to Step 5: The person requesting a CRO should be a company representative matching the documentation. If this cannot be verified, or when your company appoints a service provider for the clearance, this nomination should be submitted as per CSO template (3rd party nomination/acceptance letters) through NOC letters.



f. Distributing a CRO (Step 6)

Once you have received a CRO, the document can be handed over to your transporter as follows:

- i. An original, with your company stamp added (in case of 1 truck load), or
- ii. Copies of the original, all with your company stamp added (copied stamps are not accepted) for multiple truck loads

Note to Step 6: a stamp is not required if you are an individual.

g. Intimation and planning of your cargo collection (Step 7)

You can plan your collection/delivery by submitting your cargo plan at least 1 business day, before noon (hour 12.00) prior to collection/delivery.

For weekend collection, we require you to plan your collection/delivery by submitting your filled out weekend collection/ delivery notification sheet at the latest on Thursday, before noon (hour 12.00) prior to collection.

Notes to Step 7:

- i. The collection/delivery notification sheet can be found on our website via the following link: (<https://oman.steinweg.com/en/customer-guidance/>)
- ii. Weekday collection/delivery sheet can be found in the first Excel tab
- iii. Weekend collection/delivery sheet can be found in the second Excel tab
- iv. Trucks should be clearly identifiable with signs mentioning IMDG classes and UN number
- v. Packaging should be clearly identifiable with labels/stickers mentioning IMDG classes and UN number
- vi. Documentation should be clearly mentioning Dangerous goods classes and UN numbers

Our Delivery team will return by e-mail whether your plan can be executed or provide you with an alternative collection time slot before hour 15:00 (3 PM). It goes without saying that we will do our utmost to facilitate your planning.

Due to the equipment requirements applicable for heavy lifts and cargoes with extreme measurements, planning collection of such items - with a minimal 24 hour notice period - is a firm requirement.

By scheduling your request for collection/delivery we can serve you faster and reduce waiting times. We will do our utmost to serve you without such planning, however waiting times and prioritisation of scheduled deliveries/collection may occur. Clients who submit their planning too late or come unannounced run the risk of being served on overtime basis or not being served at all.

h. Obtaining a "Gate In" ticket and collecting your cargo (Step 8)

Once your transporter arrives at our terminal he presents himself at the CRO/CDO counter in our Gate office. After handing over the stamped CRO/CDO (copy or original) and a validated Gate Pass, our colleagues will generate a 'Gate In' ticket. The truck driver can pass the security gates after presenting the 'Gate In' ticket



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Website: steinweg.com

to our security gate and will be registered in our systems. Our 'Gate In' personnel will advise the route the truck driver has to follow and the location where the cargo is positioned at the terminal.

Cargo can now physically be collected.

No-shows without prior cancellation may be subject to a cancellation fee per truck, at CSO's discretion.

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7. Planning and documentation for cargo delivery to the terminal

3.5. Export Shipments process description

a. Customer registration (Step 1)

Please register your company with us. The requirements are mentioned in chapter 1.

b. Export order / booking (Step 2)

An export order/booking with a shipping line has to be shared to our Vessel Documentation team (vessel.docs@om.steinweg.com) and in cc: Customer Service team (customerservice@om.steinweg.com)

c. Completing formalities and scheduling a delivery plan (Step 3)

In addition to step 2, the following documents are required to allow for receipt of cargo at the terminal:

- i. A Customs Export Declaration (complete Bayan Copy, incomplete Bayan Copy or other acceptable Customs form)

Note: providing a Customs Export Declaration can be combined with step 2

Please submit a copy to vessel.docs@om.steinweg.com and customerservice@om.steinweg.com

d. Obtaining invoices (Step 4)

After step 2, the Customer Service Team will provide you with a pro forma invoice for settlement which is to be settled prior to the commencement of cargo delivery.

Please provide us, together with your order, with the following information:

- i. Vessel name (or 'to be nominated' if not finalized)
- ii. Vessel's estimated time of arrival (ETA)
- iii. Vessel agent (if known at the time of booking)
- iv. Consignor's (shipper) full company name
- v. Summarized cargo description
- vi. Cargo marks on cargo
- vii. A packing list mentioning
 - 1) Cargo type
 - 2) Cargo quantities per type
 - 3) Dimensions of the cargo (length / width / height) in centimetres basis extreme measurements
 - 4) Unit weights (in kilograms) of the cargo
- viii. An indication of desired commencement cargo delivery date (this is not yet for actual planning)
With this information, our Documentation team can upload the data in our terminal operating system, and our a pro forma invoice for your settlement.

Additional note for IMDG Cargo: Delivery of IMDG cargo is subject to acceptance. We require a maximum of 3 working days to determine whether we will be able to handle your cargo. In case your IMDG cargo is accepted, please take the following requirements into consideration:

- a. Delivery notice to be sent to daily planning at least 24 hrs before delivery
- b. Notice to be received before 10 AM
- c. Notice to be sent should include MSDS sheets



- d. Acceptance of delivery will be communicated by CSO the same day before 12 PM
- e. Delivery of goods max. 10 days before ETA of vessel. This may deviate when the situation and product require as such. Discharge of trucks only on normal working days during daytime 07:30 AM – 16:30 (4.30 PM). No exceptions will be permitted outside this period unless specifically approved by the Operations Manager.

e. Paying an invoice (Step 6)

Invoices can be settled as described before.

After completing Step 6 and payment verification, our team will provide you with a Cargo delivery order (CDO) by e-mail. Note that the trucks delivering cargo require to present this delivery order for the 'Gate In' process

f. Requesting / receiving a Gate Pass (Step 7)

A Gate Pass can be requested as described before.

It is now time to plan your delivery.

Once the above processes are executed you should plan your delivery by submitting a filled-out collection/delivery notification sheet to delivery@om.steinweg.com at least 1 business day, before 12:00 noon prior to delivery.

For weekend deliveries, we require you to plan your collection by submitting your filled out weekend collection / delivery notification sheet the latest on Thursday, before 12:00 noon prior to delivery.

The collection / delivery notification sheet can be found on our website via the following link:
([Oman - Steinweg](#))

Notes:

Due to the equipment requirements applicable for heavy lifts and cargoes with extreme measurements, planning collection of such items with a minimal 24-hour notice period is a firm requirement.

By scheduling (or advising an alternative for handling your product) your request for collection/delivery, we can serve you faster and reduce waiting times. We will do our utmost to serve you without such planning; however, waiting times and prioritisation of scheduled deliveries/collection will occur. Clients who submit their planning too late or come unannounced run the risk of being served on an overtime basis or not being served at all.

We stress the importance of planning your delivery, as our prioritized scheduled customers will be handled first.

g. Distributing delivery order (Step 8)

Once you have received the CDO, this can be handed over to your transporter as follows:

- i. An original, with your company stamp added (1 truck load)
- ii. Copies of the original, **all with your company stamp added** (stamp not copied) for multiple truck loads
- iii. A stamp is not required if you are an individual.



If stamping is not practical for your exports for justified reasons, an alternative mean of written and signed authorized confirmation can be requested to the management of the Tally department.

Note to Step 8: If you are delivering IMDG cargo, please take the following requirements into consideration:

- i. Trucks should be clearly identifiable with signs mentioning IMDG classes and UN number
- ii. Packaging should be clearly identifiable with labels/stickers mentioning IMDG classes and UN number according to IMO standards
- iii. Documentation should be clearly mentioning Dangerous goods classes and UN numbers

h. Gating in and delivering of your cargo (Step 9)

The transporter may approach the gate in counter with the following information:

- i. A cargo delivery order (CDO)
- ii. A truck manifest (cargo list) of the cargo it carries

The information will be processed at our CDO/CRO counter in the Gate office and a 'Gate In' ticket will be issued accordingly.

Our Gate In personnel will advise the truck driver on the designated routing and the specific location where the cargo must be delivered within the terminal.

Cargo can now be physically delivered.

Note to Step 9: If you are delivering IMDG cargo, please take into consideration that all trucks/ drivers/ packaging and documentation will get a pre-gate inspection of the above mentioned before acceptance of trucks on terminal and will receive a Gate-In only after approval by C. Steinweg Oman Staff.

8. Terminal Location

There are three main locations

1. CSO Main office
2. CSO Gate office
3. Terminal

Directions to our can be found on our website (Oman - Steinweg)

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Annex 1) Operational, Tally and Administrative contacts:

For your guidance, please find shared operational contact details:



C. Steinweg Oman LLC

Office

P.O. Box 338, PC 325, Liwa
Sohar - Sultanate Of Oman
Phone: +968 - 2685 0418
E-mail: info@om.steinweg.com

Website: steinweg.com

Name	Positions	E-mail	EXT & Mobile number
Bjorn Goethals	Operation Manager	bjorn.goethals@om.steinweg.com	+968 93319873 [ext. 406]
General Supervisor Team		general.sv@om.steinweg.com	[Ext. 401-402]

For (pre)operational meetings and operational enquiries:

Should you need to get in touch with one of the supervisors, please check with our Delivery team **[+968 91372280]** first. They can advise you which supervisor is on duty.

For Vessel Related enquiries:

Name	Positions	E-mail	EXT & Mobile number
Berth planning		general.sv@om.steinweg.com	[Ext. 401-402]
Vessel Tally		Tally@om.steinweg.com	+968 91372280
Kamaldeen		K.Amzath@om.steinweg.com	+968 90921055 [ext. 409]

For Cargo documentation enquiries and explanation on requirements

Name	Positions	E-mail	EXT & Mobile number
Documentation team		vessel.docs@om.steinweg.com	[Ext. 172-196-231]
Mohammed Al Abd		m.abd@om.steinweg.com	+968 91402684 [ext. 169]

Our documentation team processes all relevant submitted data for cargo delivered by vessel (import shipments) and designated for loading on a vessel (export shipments).

Warehousing, Transport, CFS, Forwarding, Customs, etc. (WTC)

Our WTC team can be contacted for coordination of matters related to port logistics (CFS, Warehousing, Transport Custom Clearance and associated services).

Enquiries may be submitted to:

Name	Positions	E-mail	EXT & Mobile number
WTC team		wtcsales@om.steinweg.com	[Ext 136-174-254]
Hamed Ali Al-Isaee		H.Al-Isaee@om.steinweg.com	+968 93378795 [ext. 145]

Our Warehousing and Transport team will be the focal point to plan, coordinate and facilitate your logistic requirements. Please do not hesitate to contact us for further explanation on how we can serve your business.

For regular and ongoing business requirements, please do not hesitate to involve our business development colleagues, whose contact details are listed in chapter 2.

Terminal Tally enquiries (reporting, certificates)

Tally department

tally@om.steinweg.com



Planning and coordination on deliveries to / collection from the Terminal, please contact our Delivery team

More information/procedures on the planning and coordination of deliveries/collections from the Terminal is described in chapter 6 and 7 of this guidance note.

By scheduling a time for (or advising an alternative for the handling of your product) your request for collection/delivery we can serve you faster and reduce waiting times. You will be served without such planning, however waiting times and prioritisation of scheduled deliveries/collection will occur. We thank you in advance for your efforts to share your plans with us.

Delivery team delivery@om.steinweg.com

For overtime requests please contact our and Delivery team.

Overtime requests sent after cut-off time (12.00 AM hours on a business day) will in principle not be accepted. Exemptions will be considered at the discretion of CSO, for not less than 15 truckloads.

3rd parties providing services to CSO

Your account manager will provide you with operational contact details.

3rd parties providing services to customers, such as cargo surveyors, insurance companies

Please contact the following persons for an appointment i.e. terminal entry acceptance:

tally@om.steinweg.com

general.sv@om.steinweg.com

Suppliers providing bunkers to vessels

Vessel related supplies are to be coordinated by the respective vessel agents. Please liaise with the vessel agent for coordination with the Terminal. Should you have any questions, please contact our HSSE manager (see chapter 5).

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Annex 2) Working Hours



General Note;

Stated working hours and contact information may change from time to time. Please update yourself through the Operator's website to find the latest working hours and contact details. In case you require to find the right contact, please do not hesitate to contact the sales department or reception desk to get further directed.

Terminal Working Hours

General administration hours on the Terminal as well as administration hours in the administration office are

- i. Sunday to Thursday from 08.00 AM Hours to 17.00 PM Hours.
- ii. Office remains closed on Fridays, Saturdays and Holidays (exceptions applicable).
- iii. from Sunday to Thursday. Office will remain closed on Friday, Saturday and during Public Holidays.

Departments/functions which are open 24 hours per day:

- i. Gate office: Pre-Gate Registration
- ii. Gates and weighbridge
- iii. Security

Office Working/Opening Hours Sunday to Thursday 08.00 AM Hours to 17:00 PM Hours;

- i. Break Time 12.00 AM Hours to 13.00 PM Hours
- ii. Office will remain closed on Fridays, Saturday and holidays

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