

Customer Advisory - GT/26/015
Advisory to Clearing Agents, Freight Forwarders and Business Owners

Date: 6 March 2026

To support the efficient clearance and collection of cargo through Khorfakkan Container Terminal (KCT) and associated inland facilities, Gulftainer requests the cooperation of all Clearing Agents, Freight Forwarders, Cargo Owners, and Business Owners in ensuring the timely completion of customs and documentation formalities.

Customers are encouraged to complete all customs clearance requirements, delivery order formalities, and cargo collection arrangements at the earliest opportunity following vessel discharge.

To minimize congestion and support operational efficiency, customers are requested to:

- Ensure customs declarations and supporting documentation are submitted in a timely manner.
- Arrange prompt collection of cargo upon completion of customs clearance.
- Coordinate closely with transport providers and clearing agents to avoid unnecessary delays.
- Monitor cargo availability and vessel discharge status through the Gulftainer Customer Portal.
- Ensure all applicable terminal, customs, and related charges are settled prior to cargo collection.

Customers should note that delays in customs clearance or cargo collection may result in additional storage, transfer, transportation, or related charges in accordance with applicable tariffs and terminal conditions.

Gulftainer remains committed to maintaining safe, efficient, and reliable operations and appreciates the continued cooperation of our customers and stakeholders.

Should you require any clarification or further information, please contact us at customerservice@gulftainer.com.

Regards,
Gulftainer Company Limited
Sharjah UAE