

# COD procedure

How to handle a COD request:

- ❖ Only the holder of the full set of the OB/L can request a COD.
- ❖ Shipper contacts CNC local / booking agent for requesting a COD.
- ❖ **COD can't be requested less than 3 working days prior vessel arrival at POD.**
- ❖ The subject and the body of the COD request has to contain below information for optimum handling:

Subject:       **COD request – vessel XXX – voyage XXX**

Body:

- Vessel/voyage number
- Container number
- B/L or booking number
- POL
- Original POD or FPD
- New POD or FPD requested
- DG/Reefer/AWK if applicable

- ❖ Provided COD requested is feasible, customer will be provided COD charges (restow cost or renomination cost, additional freight and handling charges + COD fees) by the Agent.
- ❖ When the COD has been approved by all parties and customer agrees with the COD, then CNC agent informs CNC HO Operation Dept to carry out the COD request.
- ❖ If the container has been discharged at POD then local agent will ensure that local re-export formalities have been duly completed before container can be loaded to the new destination.
- ❖ Customer has to provide CNC agent all relevant information in order to get documentation updated with the new POD and consignee / notify contact details.