

SAGT Customer Service Centre

With effect from Friday 22nd May 2020 the following will apply.

SAGT Customer Service operating hours.

	Monday to Friday	Saturday
e-DA issuing (electronic Delivery Advice) e-DA requests can be sent 24/7 to SAGT-CHABP@sagt.com.lk	8:00am – 7:00pm (e-DA applications submitted <u>after 7:00pm</u> will be processed <u>within 2.5 hours in the next working day</u>)	8:00am – 4:00pm (e-DA applications submitted <u>after 4:00pm</u> will be processed <u>within 2.5 hours in the next working day</u>)
SAGT Call Centre	08.00am – 7.00pm	08.00am – 4.00pm

For fast e-DA processing please follow the below process.

1. Email ALL clearance documents to SAGT-CHABP@sagt.com.lk
2. ALL documents to be attached as one “PDF” file in low file capacity.
3. All documents must be clearly readable to avoid processing delays

A. Email Subject:

Name of Shipping Line. First Container Number of Master D/O Consignee Name

Example: XYZ PQRU1234567 ABC Traders PVT Ltd

B. Email body to include:

- CHA name
- CHA registered ID number
- CHA company name
- CHA mobile number
- Alternate email address
- Pick-up date of container

C. Documents to be attached to email:

- Master Delivery Order (D/Os)
- Sub- D/Os (if applicable)
- Approved CUSDEC
- SLPA invoice and payment slip
- D/O extension letter (if applicable)
- SAGT demurrage charge payment slip
- CHA ID Card (badge)

To obtain SAGT demurrage charges;

Container Discharge Date	Action
Before 7 th May 2020	Call: SAGT Call Centre: 2541871-5
From 7 th May 2020 onwards	Check: www.sagt.com.lk

SAGT bank details;

Bank	Name	Branch	Account No
HNB	SAGT	City Office	002020476033
DFCC	SAGT	City Branch	007115004568

SAGT Customer Service: 2541871-5
(ONLY during business hours)