



01<sup>st</sup> June 2020  
NSICT (DPW-NSA-  
09-2020)

Dear Valued Customer ,

Further to our advisory NSICT-DPW-NSA-04-2020 Dated 29<sup>th</sup> of April and that dated 12<sup>th</sup> May 2020 , hyperlink(s) as provided below:

<http://dpworldmumbai.com/uploads/userfiles/WEB-NSICT-DPW-NSA-04-2020%20-%20GR%20AND%20MODE%20CHANGE.pdf>

<http://dpworldmumbai.com/uploads/userfiles/NSICT-DPW-NSA-05-2020-WEB-12MAY2020.pdf>

We are glad to advise you that any and all Credit notes, if eligible strictly as per above advisory, for Invoices raised by the Terminal dated up to 27<sup>th</sup> of May 2020, have been issued. The ledger balances have been updated accordingly. The Ledger balance is sent through auto email to the email id registered with the Terminal. All these auto emails will be triggered by end of day today

Should you have any queries pertaining to this update please reach the Accounts Receivables team using the following Escalation matrix:

Contact Point	Email Address	Role	Escalation level
Accounts Receivables Team	<a href="mailto:NS.AR@DPWORLD.COM">NS.AR@DPWORLD.COM</a>	Primary Contact	NA
Mr. Naresh Soni	<a href="mailto:Naresh.soni@dpworld.com">Naresh.soni@dpworld.com</a>	Manager Finance	1 <sup>st</sup> level
Mr. Rajesh Samdani	<a href="mailto:Rajesh.Samdani@dpworld.com">Rajesh.Samdani@dpworld.com</a>	CFO	2 <sup>nd</sup> Level

Wishing you and your families good health.

Warm Regards,

**Customer Service Desk**

NSICT, Operations Center, Container Gate, Sheva, Navi Mumbai - 400707  
Website: [www.dpworldmumbai.com](http://www.dpworldmumbai.com)

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