

## **PEEL PORTS LONDON MEDWAY**

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# **NOTICE TO AGENTS, SHIP AND BERTH OPERATORS**

**NASBO No: 12 of 2019**

**Date of issue: 29<sup>th</sup> July 2019**

### **Re. Portlinks – Online Booking Portal**

Peel Ports Group have recently been experiencing issues relating to missing customer / payer information within bookings entered onto the Portlinks OBP system. The omitted details lead to processing delays in invoicing and accounting. All agents and administrators using the OBP are required to action the following guidance:

**When using the ports Online Booking Portal (OBP) you are required to select a customer & a payer for each leg of the booking. Both fields are required to ensure correct invoicing is undertaken, therefore, they are not to be left blank during the booking process.**

**If you are unable to select your preferred option from the drop-down list for each of these fields then please inform the SFS Team at Peel Ports who will map the accounts to your OBP log in. Alternatively, you can provide a full list of the customers and payers associated with your account which can be mapped in the system ready for you to select your preferred option. This information is to be sent directly to [sfs.data@peelports.com](mailto:sfs.data@peelports.com)**

**Thank you for your co-operation to ensure smooth, accurate and timely invoicing.**

**Marine Operations Department  
Peel Ports London Medway**

**29<sup>th</sup> July 2019**