## Sultrade - Operations Dept

**De:**
**Enviado em:** quarta-feira, 8 de julho de 2026 14:09
**Para:** operations@sultradeagency.com
**Cc:** Italmarhorizon Operations
**Assunto:** AGENCY APPOINTMENT// MV PRESTIGE / SANTOS/ ETA 11-07-2026/ REF:27557
**Anexos:** SERVICE REPORT - CSM & HORIZON.docx

Good day,

Dear Agency Operations Personnel,

For and on behalf of owners, as agents only , we are pleased to appoint you as our Local-Agent for **PRESTIGE** forthcoming call to **SANTOS, BRAZIL** - **ETA 11/07/2026**

**We request that once the call of the ship has been completed, the attached template with all the services performed be returned to us duly signed and stamped by Master. Please kindly note that services not included in this template will not be accepted in the FDA.**

**OWNER MATTERS:**
YOU ARE NOT ALLOWED TO DISCLOSE OWNERS SERVICES/MATTERS (SUCH AS PROVISIONS, BUNKERING, STORES SUPPLY, INSPECTIONS, SURVEYS, ETC…) TO THIRD PARTIES (SUCH AS CHARTERER'S,…).
*FOR EXAMPLE: IF YOU HAVE ANY BUNKER SUPPLY DURING THE PORT STAY, YOU SHALL NEVER MENTION THAT OPERATION ON YOUR DAILY UPDATED MESSAGES TO EVERYBODY.*
IF YOU HAVE ANY ISSUE FROM THIRD PARTIES ABOUT OWNER'S MATTERS, PLEASE ASK US BEFORE, BEFORE RELEASE ANY RELEVANT INFORMATION.
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**INSTRUCTIONS FOR ALL AGENCYS DEALING WITH CREW CHANGES AND PERMISSION TO BOARD FOR TECHNICIANS AND INSPECTORS**

Please note the below instructions which can be adapted based on local regulations and exceptional circumstances that may occur in the different ports:

1) All movements of joiners and off signers to be coordinated in the best possible way ref below:
   a) Arrivals of crew, inspectors, technicians in airport, train station, ferry terminal followed transfer to hotel (only if required) then to vessel.
   b) Transfers to Harbor master office for joining formalities.
   c) Off signing movements via port authorities followed by transfer to airport/train station/ferry terminal.
2) Visa formalities to be organized in accordance with local immigration rules on time with minimum of delays.

3) Concerning restaurant chains /hotel groups, all eventual meals and accommodation bookings can be made through your local organization according to following standard rates:
   - Hotel budget: minimum cost in euros per night – maximum cost in euros per night.

- Restaurant budget: minimum cost in euros per night – maximum cost in euros per night.

Please request from nominated hotels and restaurants used by agency's the following information on invoice.

COMPANY CREW/TECHNICIANS/INSPECTORS /SHIP'S NAME

For vetting inspectors if special arrangements are requested will be communicated from Columbia Ship Management

4) All movements by taxi (NCC) or launch service must be organized if possible, in a smooth and efficient way to avoid unnecessary costs and overlap of services.
5) In order to avoid delays all documentation for joining and disembarkation formalities must be requested in due time to crewing dept Columbia Ship Management.

All exceptional and situations we trust, will be dealt with to obtain the best reduction in costs and efficiency for the owners.
As has always been the case we request your maximum collaboration and experience and that this communication be accepted in the spirit in which it was sent, all your suggestions will be accepted, please do not hesitate to contact us for any clarification on the above instructions.

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**FINANCIAL INSTRUCTIONS:**

**OUR D/A REFERENCE NUMBER FOR THIS CALL IS: 27557**

**IMPORTANT NOTE:** PLEASE MENTION OUR D/A CALL REFERENCE NUMBER ON YOUR PROFORMA D/A AND FINAL D/A INVOICE(S).

PLEASE SEND US YOUR BEST PROFORMA D/A FOR OUR PRIOR APPROVAL.

FINANCIAL ISSUES MUST BE DEALING ONLY WITH US (_____) AND NOT OTHER PARTY.

**D/A PROCEDURE**: IN ORDER TO ARRANGE PREFUNDING PLEASE SEND US:
1. YOUR FULL-STYLE WITH YOUR VAT NUMBER.
2. YOUR BANKING DETAILS WITH THE BANK ACCOUNT CERTIFICATE

FOR FINAL D/A SETTLEMENT:

- WE NEED TO RECEIVE BY EMAIL THE FINAL D/A **WITHIN 15 DAYS UPON VESSEL'S DEPARTURE.** THE FINAL D/A MUST BE SENT BY E-MAIL TO THE FOLLOWING E-MAIL ADDRESS: accounts@italmarhorizon.pa IN CLEAR COLOURED SCANNED INVOICES AND VOUCHERS.
- NO HARD COPIES OF THE FINAL D/A REQUIERED, UNLESS REQUESTED.
- ALL THE SERVICES VOUCHERS MUST BE DULLY SIGNED AND STAMPED FROM THE MASTER, OTHERWISE THE RELEVANT INVOICES WILL NOT BE ACCEPTABLE.
- NO VESSEL'S CUSTOMS CHARGES WILL BE ACCEPTABLE UNLESS THEY PROCEED FROM OFFICIAL STATE CUSTOMS OFFICE.
- THE SETTLEMENT OF THE FINAL D/A WILL BE BASED ON THE AGREED TERMS AND CONDITIONS.

PLEASE NOTE THE INVOICING INSTRUCTIONS FOR OWNER'S EXPENSES AND AGENCY FEE ARE HEADED TO:

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IF ANY PROBLEM FORESEEN OR IF SOMETHING UNCLEAR, DO NOT FAIL TO CONTACT US IMMEDIATELY.

PLEASE KINDLY ACKNOWLEDGE RECEIPT OF PRESENT MESSAGE, ACCEPTANCE OF THE APPOINTMENT AND CONFIRM INSTRUCTIONS.

PLEASE ALWAYS REPLY TO: _____

THANKS FOR YOUR ATTENTION AND COOPERATION.

Best regards,

**Operations Department**

ITALMAR HORIZON
SHIPPING SERVICES

**General email:** _____ **Accounting email:** _____

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