

LETTER OF ACKNOWLEDGEMENT
FOR USING ELECTRONIC DELIVERY ORDER PROCESSED THROUGH MSC E-PORTAL

We, the undersigned <Company name in English> hereby confirm as receiver/consignee on MSC's Bill of Lading or Sea Waybill and confirm our registration detail for MSC E-Portal <https://e-portal.msca.com.vn> as below:

Company detail	
Legal English Name	NGOC THOM TRADING AND SERVICE COMPANY LIMITED
Legal Vietnamese Name	CÔNG TY TNHH MỘT THÀNH VIÊN THƯƠNG MẠI VÀ DỊCH VỤ NGOC THOM
Legal Address (Vietnamese)	12/14/18 Đường 49, Khu phố 69, Phường Hiệp Bình, Thành phố Hồ Chí Minh, Việt Nam
Tax ID	0309391503
Email*	DANGXUANNGOC@ngocthom.com.vn
Mobile Phone*	0963467239
Company Bank Account Detail (for container deposit/temporary collection refund request purpose)	
Beneficiary Name	CÔNG TY TNHH MỘT THÀNH VIÊN THƯƠNG MẠI VÀ DỊCH VỤ NGOC THOM
Bank Name	Vietcombank - Chi nhánh Kỳ Đồng
Account number (VND)	072-1-00-510442-0
SWIFT Code	BFTVVNVX

**Email and mobile phone should be fixed for access verification purposes.*

We hereby confirm our acceptance of the terms and conditions of the MSC Mediterranean Shipping Company S.A. bill of lading / Sea Waybill, Geneva, as well as the terms and conditions of MSC Vietnam, as found at www.msc.com. This acceptance applies to all shipments carried by MSC for our benefit, whether as shipper, consignee, or end receiver of the goods, and will remain in effect until formal notice of termination is addressed to you at the following email address (due receipt by you forming evidence of the termination) : vn339.import.hochiminh@msc.com, being agreed that the effect of such notice of termination shall only and exclusively apply to shipments booked after it has been received by you.

We consider ourselves bound by and party to the contract of carriage laid down in the Bill of Lading or Sea Waybill mentioned above, as a condition for the release or delivery of the goods described therein, in particular:

1. No release of cargo/ container(s) will be authorized until the MSC Original Bill of Lading has been duly accomplished / fully executed by presentation and endorsement.
2. The Merchant always has and is solely responsible to check container(s) availability in respect of release and/or transportability with the Terminal Interchange before taking delivery to avoid failure trucking and waiting time. MSC and MSC Vietnam shall not entertain any claim for waiting time or fault-freight if this obligation is neglected.
3. In case of on-carriage, the Merchant's delivery instruction must reach MSC Vietnam at least four working days prior estimated time of arrival (ETA) at discharge port in order to arrange the positioning. MSC and MSC Vietnam shall not be held liable for delay and additional costs generated due to a disrespect of this obligation.
4. The empty container has to be returned to the container depot designated by MSC in a clean, undamaged condition and completely free of cargo residues, with all chemicals, dangerous goods (in accordance with applicable regulations), and fumigation labels removed. Failure to comply with this requirement may result in additional costs for account of the cargo.

Sensitivity: Internal

5. Invoices must be paid in VND (Vietnamese Dongs) without deduction or set-off prior the release of cargo.

6. Delivery:

- i. The Merchant shall take delivery of the Goods within the time provided in the Carrier's applicable tariff referred to in Clause 3 of the MSC Bill of Lading and Sea Waybill Terms and Conditions.
- ii. Shall the Merchant fail to take delivery of the Goods within ten (10) days of the delivery becoming due under i) above, such delay shall be considered as unreasonable in the meaning of the clause 20 of the MSC Bill of Lading and Sea Waybill Terms and Conditions and the Carrier shall not thereafter have any further responsibilities or liability in respect of these goods.
- iii. Notwithstanding the above, the Carrier shall be entitled, without notice, to unpack the Goods and/or to store the Goods ashore, afloat, in the open or under cover, at the sole and entire risk of the Merchant and such storage shall constitute due delivery and the costs of such storage (if paid or payable by the Carrier or any agent or sub-contractor of the Carrier) shall forthwith upon demand be paid by the Merchant to the Carrier.
- iv. If, whether by act or omission, the Merchant directly or indirectly prevents, delay or hinder the discharge or the delivery of the Goods, any costs, expenses or liability so resulting shall be for its full and sole account.

7. Electronic Release:

Starting 1 May 2020, the Deliver Order is replaced by Electronic Delivery Order (EDO) and cargo release will be processed through MSC E-Portal. Upon fulfillment of the conditions defined in clauses 1 and 5 and requesting delivery of the cargo on MSC E-Portal, the EDO will be generated with QR Code when all BL related containers reached intended destination.

The Consignee must access MSC E-Portal to View / Print EDO with QR Code to present at Terminal for Cargo Release. By signing off the Terms & Conditions when activating the account and processing the delivery of cargo through the MSC E-Portal, consignee expressly agrees that:

- i. The issuance of the EDO will constitute the delivery of the cargo as defined in the front-page clause at the bottom of the MSC Bill of Lading and/or Sea Waybill;
- ii. MSC E-Portal will transmit the EDO data and generate random security code to Terminals that have separate online release system on consignee's behalf.
- iii. Consignee undertakes to keep strictly confidential access detail, EDO's security details (QR code, security code...) to the sole persons and companies entitled to organize and perform delivery of the cargo, to request and receive refund of container deposit and/or temporary collection of the shipment on their behalf. Any breach of this confidentiality obligation will be at sole responsibility of the Consignee.

We take note that for easy reference these terms and conditions are always available in MSC Internet site <https://www.msc.com/en/carrier-terms>

We furthermore confirm that we shall hold the above-mentioned Carrier under the Bill of Lading or Sea Waybill harmless and indemnified in respect of liability incurred by the Carrier or any loss or damage that the Carrier may suffer, as the case may be, caused by or as a result of release and delivery of the goods described in the Bill of Lading or Sea Waybill stated above to the undersigned.

Place: Ho Chi Minh City

Date: 28/09/2026

Signed and stamped:

Nguyễn Bảo Chạch

Đăng ký Thông tin nhận hóa đơn điện tử
(dành cho Khách hàng chưa có tài khoản hóa đơn điện tử)

THÔNG TIN XUẤT HÓA ĐƠN (INVOICE TO ADDRESS)

*Tên tiếng Anh đầy đủ (English long name/ Legal tax name):	NGOC THOM TRADING AND SERVICE COMPANY LIMITED	
*Tên tiếng Việt đầy đủ (Vietnamese long name/ Legal tax name)	CÔNG TY TNHH MỘT THÀNH VIÊN THƯƠNG MẠI VÀ DỊCH VỤ NGỌC THƠM	
* Tên viết tắt (Short name)	NGOC THOM TRADING AND SERVICE COMPANY LIMITED	
* Số đăng ký thuế (Tax registered No.)	0309391503	
* Địa chỉ để xuất hóa đơn (Address No.)	12/14/18 Đường 49, Khu phố 69, Phường Hiệp Bình, Thành phố Hồ Chí Minh, Việt Nam	
* Số điện thoại (Telephone number)	0963467239	
*Tối đa 10 địa chỉ email người nhận hóa đơn điện tử Maximum 10 valid emails address of PIC who receive the eInvoice from MSC	1	DANGXUANNGOC@ngocthom.com.vn
	2	anhphathc2@gmail.com
	3	ketoanngocthom2@gmail.com
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	10	
*Dung lượng tối đa nhận email từ bên ngoài (Maximum size of each incoming email)		

* là trường bắt buộc/ * for mandatory fields