



Appendix 2

Gulf Oil Marine Lubricants Customer Claim Form (MCC)

Log No _____

TS&S No _____

SUPPLY DETAILS

Vessel: _____

Customer: _____

Port: _____

Delivery Date: _____

Gulf Oil Marine Order No: _____

DELIVERY DETAILS

Type of delivery True Bulk

Bulk ex-drum

or ex-tote tank

Method of delivery Truck

Road Tanker

Barge _____

DETAILS OF DISPUTE - Marine Customer's representative

ALLEGED SHORTAGE - According to Customer's representative

Grade	Quantity Ordered (Litres)	Bulk / BxD / BxTote Tank	Supplier's Figures (Litres)	Vessel's Figures (Litres)	Alleged Shortage (Litres)

DETAILS OF DISPUTE – Gulf Oil Marine's representative

DELIVERY PROCESS CHECKLIST

(1) BULK BY BARGE

Please Circle

- 1.1 Was the Marine Customer's representative invited to witness open/close meter readings?
- 1.2 Did the Marine Customer's representative accept this invitation?
- 1.3 Did the Marine Customer's representative witness the opening meter readings?
- 1.4 Did the Marine Customer's representative witness the closing meter readings?

YES	NO
YES	NO
YES	NO
YES	NO

TRUE BULK DELIVERY MEASUREMENTS - Meter Serial No/Calibration Tables certificate date _____

Tank Number	Grade	Meter Reading Before Pumping	Meter Pumping After Pumping	Product Temperature (°C)	Quantity Supplied (Litres)

(2) EX-DRUMS / EX-TOTE TANK / ROAD TANKER

Please Circle

- 2.1 Was the Marine Customer's representative invited to witness integrity of all Gulf Oil Marine security seals and caplets before delivery?
- 2.2 Did the Marine Customer's representative accept this invitation?
- 2.3 Did the Marine Customer's representative accept that all security seals are intact?
- 2.4 Was the Marine Customer's representative invited to inspect empty containers/compartments after pumping?
- 2.5 Did the Marine Customer's representative accept his invitation?
- 2.6 Did the Marine Customer's representative accept that all containers/compartments were empty?

YES	NO
YES	NO
YES	NO
YES	NO
YES	NO
YES	NO

** Please record batch number/s printed on Gulf Oil Marine label for **Ex-drum / Ex-Tote Tank** Tandelivery _____

Marine Customer
Customer's Representative _____
 (printed) (signature) (Vessel stamp)

Gulf Oil Marine's Representative

 (printed) (signature) (Barge stamp)