

Demurrage information pack for shipbrokers

Objective of this document

To provide brokers with a centralised document to access contact details of our BP demurrage teams in each region, as well as to detail what we need from brokers to allow smooth transactions on freight, claims and payments.

Edition 3

Issued: ... 11th January 2019

Introduction

Our global demurrage teams are an integral part of BP's Integrated Supply & Trading (IST) business and our wider operations team. Each global team has its own structure. Together, we have the experience, knowledge and expertise to support regions across the globe.

These global teams handle demurrage claims issued and received, including ship owners claims on our chartered vessels and contractual claims with third parties.

Each of our regions and teams are set up slightly differently and have different requirements. This will be explained in more detail later in this pack.

BP's core values are Safety, Respect, Excellence, Courage and One Team. These values are always at the forefront of what we do, and we expect to see the same from the shipbrokers we work with.

Our aims

BP's aim is to provide accurate, clear and concise communication between all parties that will result in the timely process of claims. Presenting you with this information pack, gives you easy access to:

- The correct contact information
- The contractually defined documentation required for claims
- Timelines & guidelines for claims processing
- Regional requirements

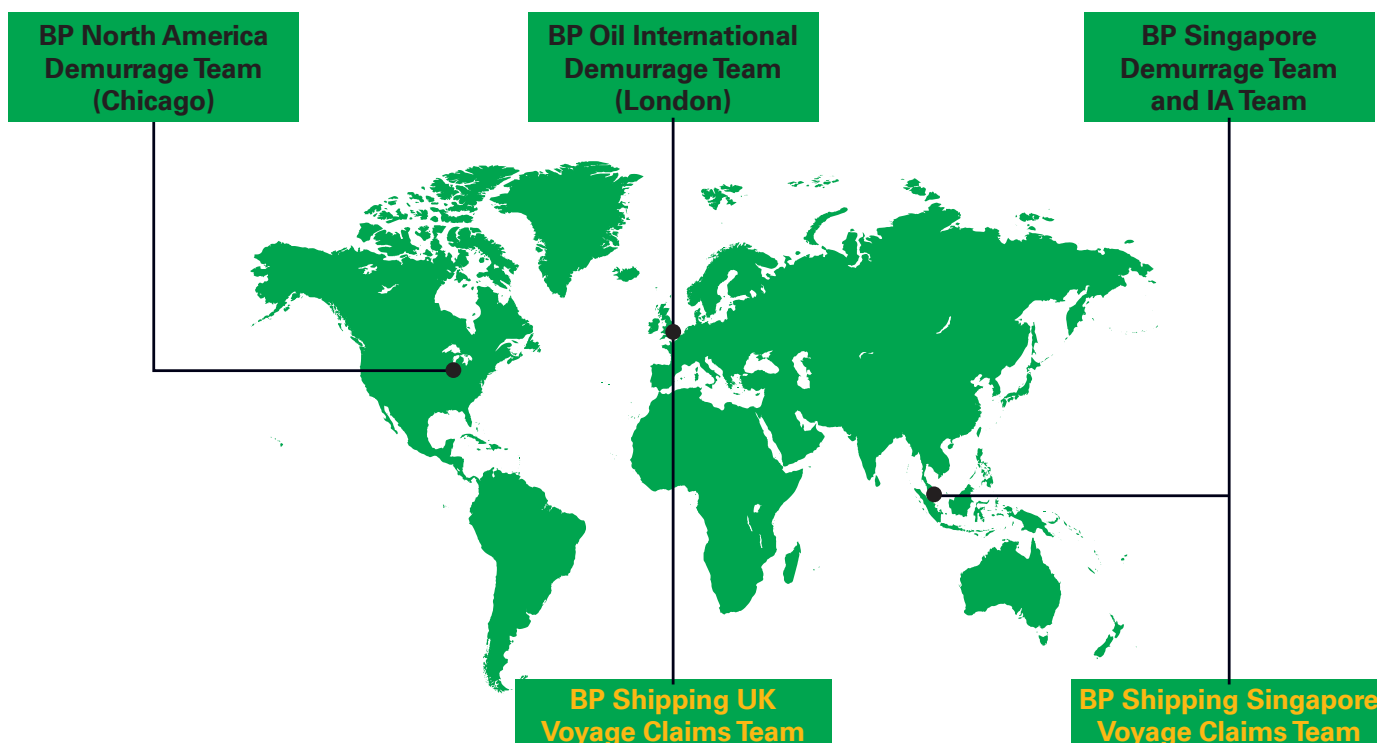
We believe this pack will facilitate and support you find the right team and help to streamline future business.

Who we are and where we are based

BP's global demurrage teams*: The teams are set up in 3 regional offices based in London, Singapore and Chicago, aligning with our trading business and liaising closely with traders, operations and shipping in all 3 regions.

BP Shipping's voyage claims teams*: As ship owners maintaining close contact with BP's trading arm and regional shipping markets, BP Shipping have offices in 2 locations, London and Singapore.

Each demurrage team has its own set up and structure, details of which are contained in this document.



NOTE

* **BP's global demurrage teams:** act as CHARTERERS * **BP Shipping's voyage claims teams:** act as SHIP OWNERS

Submitting a perfect claim

Brokers shall follow instructions specific to each region for sending claims to BP, depending on which entity charters the vessel. **List of documents stated here is for guidance purposes only.**

Email claim submission is sufficient, and unless stated otherwise, hard copies are not required. Claims should include vessel name, C/P date or B/L date and type of claim. Brokers to refer to each region's process to understand specific requirements and what to expect in terms of acknowledgement.

The full contact details and specific requirements can be found in this document. As a general guidance, below documents are required by BP as a minimum, to allow processing claims in a timely and efficient manner:

Vessel Freight Invoices shall include the following:

- Recap (Part I, covering freight rates and ranges)
- Addendums if applicable
- B/L(s)
- Worldscale flat-rate details (eg. WS website screenshot or PDF)
- ROB report

Demurrage Claims shall include the following:

- Laytime Statement
- All relevant SOFs at load and discharge ports
- NORs, LOPs, COCs
- Relevant documents from surveyors / inspectors

Expense Claims / Ancillaries shall include the following:

- Detailed calculations if applicable
- Masters calculations / SOF if applicable
- Supporting documents from agents
- Owner's proof of payment if applicable

Timelines:

In all 3 regions, our demurrage teams aim to review claims as promptly as possible, but work on following guidelines:

FREIGHT: We aim to process within 3 working days of discharge completed

DEMURRAGE & EXPENSES: 60- 90 days for first meaningful response or agreement.

All payments are subject to final approval from management.

Chasers:

Please keep chasers to a minimum if possible and summarise chasers from each shipowner wherever possible to the relevant team.

Nine points to a perfect invoice

Please ensure that invoices from shipowners comply with the below guidelines before sending invoices to BP. Non-compliance may result in delay in payment at any stage of processing.

1 Title

Shall be titled "INVOICE" and shall not state "proforma invoice"

2 Entity

Shall be correct as per Charter party- if in doubt ask the relevant team

3 Number

Shall have an invoice ref. number

4 Date

Shall be dated

5 Description

Shall describe fully the charge, including vessel name / B/L date

6 Payment Info

Shall have full payment details (and this shall match the charterparty)

7 IBAN

Shall have an IBAN number for all non-USD invoices

8 Beneficiary

Header or footer shall clearly identify the sender / beneficiary of the invoice

9 VAT

If Netherlands VAT is applied, include both senders NL VAT and BP's NL VAT no.

Additionally, invoices shall always be of NET VALUE clearly showing address commission deduction if applicable.

All email attachments should be in clear, legible PDF formats.



BP Oil International Ltd – Demurrage team (London)

Introduction

BP Oil International's London Demurrage Team is an integral part of IST's operations team based in London. As part of the wider operations team we strive to be "experts in oil movement" setting a high standard for BP and within the Oil industry.

Our main aim is to work closely with all stakeholders to ensure we settle claims fairly, accurately and in a timely manner.

We handle all claims where the charterer is: "**BP OIL INTERNATIONAL LTD**"

We also handle claims on behalf of other BP entities:

BP OIL UK LTD, BP OIL ESPANA, BP EXPLORATION, BP CASTELLON, BP PORTUGAL, ECT.



What our role covers

Reviewing, negotiating and settling:

- Ship owners' freights
- Ship owners' demurrage claims
- Ship owners' expenses
- Issuing and receiving contractual demurrage on oil sales and purchase contracts
- Shipping related expenses on oil sales and purchase contracts



Where to send claims

All freight invoices shall be sent to: freight@uk.bp.com

All demurrage claims and ancillary (expense) claims shall be sent to: newclaims@bp.com

All claims to be submitted by email, we do not require or process fax / hard copies.

Claims are to be submitted as per charter party/contract to the above address, and fully documented as per guidance provided in this document. You will receive an acknowledgement for your claim within 2 working days. If you do not receive an acknowledgement within 2 working days then your claim has not been received by BP. A read or delivery receipt shall not constitute proof of BP having received your claim. For more information about submitting claims by email please contact the above email address.

For queries or questions, contact the demurrage advice line on +44 207 948 4567 or email us at demurrageadvice@bp.com

For subsequent correspondence on individual claims, please refer to the acknowledgement email.

Payment value date chasers should be sent to: GISTFINCSANCILLARYSETTLEMENTS@UK.BPCOM





BP North America – Demurrage team / Operations team (Chicago)

Introduction

BP Products North America Inc. Demurrage Team is based in Chicago. We handle all claims chartered by **BP PRODUCTS NORTH AMERICA INC.**



What our role covers

Reviewing, negotiating and settling:

- Owners' demurrage claims
- Issuing and receiving contractual demurrage on oil sales & purchase contracts



Please note: all "freights" and "owners ancillary / expenses claims" are handled by our Operations Team.

Where to send claims

All freight and ancillary invoices shall be sent to: goancillary@bp.com

All demurrage claims shall be sent to: G1STDemurrage1@bp.com

All claims to be submitted by email, we do not require or process fax / hard copies.



Claims are to be submitted as per charter party / contract to the above email address, and fully documented as per guidance provided in this document. If you send a claim to the relevant email address above, you will receive an acknowledgement for your claim within 2 working days. If you do not receive an acknowledgement within 2 working days then your claim has not been received by BP. For more information about submitting claims by email please contact the relevant email address above.

Payment value date chasers should be sent to: G1STFINCSANCILLARYSETTLEMENTS@UK.BP.COM



BP Singapore – Demurrage team / Inventory & Ancillary (IA) team

Introduction

BP Singapore's claims are handled by two different teams – **Demurrage Team and IA Team**. Both teams are an integral part of IST based in Singapore and is a fundamental part of the wider Operations team.

Both teams main aim is to work closely with all stakeholders to ensure that demurrage / ancillary claims are settled in an accurate and timely manner.

The Demurrage Team handle all demurrage claims where the charterer is: **BP SINGAPORE PTE LIMITED** and on behalf of **BP AUSTRALIA PTY LTD**

The Inventory & Ancillary (IA) Team handle all shipping ancillary claims where the charterer is: **BP SINGAPORE PTE LIMITED** and on behalf of **BP AUSTRALIA PTY LTD**



What our role covers

Demurrage team review, negotiate and agree:

- Owners' demurrage claims
- Contractual demurrage on oil sales and purchase contracts

IA team review, negotiate and agree:

- Owners' freight
- Owners' shipping ancillary expenses (excluding demurrage)
- Shipping ancillary expenses on oil sales and purchase contracts



Where to send claims

All demurrage claims for BP SINGAPORE PTE LIMITED shall be sent to: GSinOpsDem@bp.com

All demurrage claims for BP AUSTRALIA PTY LTD shall be sent to: GSinDemurrageANZ@bp.com

All freight and shipping ancillary claims for BP SINGAPORE PTE LIMITED shall be sent to GSinOpsIA@bp.com and the following respective Trading Operations Bench:



Trading Operations Bench	Group E-Mail	Products (Examples)
Crude	SinOps-CrudeOil@se1.bp.com	Crude/Condensate
Fuel Oil	GSinOpsFue@se1.bp.com	Fuel Oil/LSWR/DCO
Middle Distillates	GSinOpsMid@se1.bp.com and GDubaiOps@se1.bp.com	Gasoil/ULSD/Jet
Light Distillates	GSinOpsLig@se1.bp.com	Gasoline/Reformate
LPG	GSinLPGOps@se1.bp.com	LPG
Chemicals	G1STSinChemicalOps@se1.bp.com	Methanol
Naphtha	GTOKNapOPs@bp.com	Open-Spec Naphtha

Please send crude freight and shipping ancillary claims for BP AUSTRALIA PTY LTD to GSinOpsIA@bp.com and SinOps-CrudeOil@se1.bp.com

Please send non-crude freight and shipping ancillary claims for BP AUSTRALIA PTY LTD to SupplyFreight@se1.bp.com

Queries on payment status for all agreed claims to BP SINGAPORE PTE LIMITED: GISTFINCSGOEHAncillarySettlements@bp.com

Queries on payment status for all agreed claims to BP AUSTRALIA PTY LTD: GBSANZCorporateAP@se1.bp.com



BP Shipping (Voyage claims teams)

Introduction

The Voyage claims team is global in nature and has a strong presence in both Singapore and the UK. The team is BP Shipping's centre of expertise for post fixture claims and liaise closely with key stakeholders within BP Shipping to optimise voyage earnings. We strive to get claims settled as soon as possible and have a 'target zero' policy – aiming to have no claims outstanding by over 150 days.



What our role covers

The Voyage claims team manages all financial aspects of a voyage for BP's Owned and Time Charter fleet. The main activities are detailed below:

- Calculation and issue of invoices for freight, hire, demurrage, deviation and other claims
- Negotiation of claims issued and rigorous credit control
- Managing hire payments, off-hire, profit share calculations and vessel performance claims
- Payment of invoices for voyage related costs (primarily bunker and broker commission invoices).



Where to send broker commission invoices

All commission invoices should be sent to: APINV_EN_GB@SAPPRC.BP.COM

- Attach your invoice to your email in PDF format. All other file extensions will be rejected.
- Do not encrypt your attachment.
- Include only one invoice in your attachment and only one attachment in your email (one invoice per email).
- Attach the single invoice and all supporting documents for that invoice in the same file, as each email attachment will be processed as an individual invoice.



For Broker Commissions due from
BP Shipping Ltd these should be addressed to:-

BP Shipping Ltd
Building G, Chertsey Road
Sunbury on Thames
TW16 7LN

Please include the reference
"VID#VINVOICEUK"

For Broker Commissions due from
BP Singapore Pte (Shipping Trading book)
these should continue to be addressed to:-

BP Singapore Pte. Limited
7 Straits View
#26-01 Marine One East Tower
Singapore 018936

Please include the reference
"VID#VINVSING"

Timelines

We have a guide for issuing claims in a timely manner. Please see below:

Freights: we aim to send all freight invoices well in advance of discharge, and expect these to be paid within 3 working days of completion of discharge

Expenses: we aim to send all claims within 30 days of completion of discharge

Demurrage: we aim to send all claims within 30 days of completion of discharge

We would also expect shipbrokers to advise us of upcoming timebars. These can be sent to:

BPOSS-Commercial@uk.bp.com

We would expect brokers to sense check claims and advise of any discrepancies such as the address used on the invoice, as this can often lead to delays in payment.



Chasers

Our focus on reducing outstanding debt means that we will regularly chase for responses from 3rd Parties. These chasers will escalate in severity, and ultimately can lead to the involvement of our legal department, however we generally try and avoid this final step.

We have built up a database of contacts in various 3rd Parties and will sometimes liaise directly with them to accelerate the resolution of disputes. We will keep the shipbroker informed of any progress.

Although we follow a clear process for chasing debt, we would still expect our shipbroker to chase on our behalf, and to advise of expected response times from 3rd Parties.



Other BP offices handling demurrage

Other than above, there are also a small number of regional teams that handle freight, demurrages and shipping ancillary claims related to their country locally. Please always refer to the chartering entity on the charterparty before sending claims.

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Document Owner:	BP Oil International Ltd – Demurrage Team (London)
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This document shall be read alongside "Working with Shipbrokers" issued by BP Shipping in August 2018. If you do not have a copy of said document, please contact BP Shipping.

