



Customer Notice

EMAIL CONTACTS AT THE INLAND CONTAINER DEPOT

Further to our earlier notice on the above subject matter, below are enhanced contacts/email addresses available for quick response and service delivery. For us to manage the high inflow of emails, kindly use the correct email and avoid copying other email contacts that do not have direct input to your request.

1. OPERATIONS:

PHONE: 0722969648, 0722756124

E-Mails:

- Extension of pickup thro' date, SSRs, (One Stop Center): icdosckpa.co.ke
- E-DO, Manifest, Kwatos system issues: icdkwatossuperuserskpa.co.ke
- Documentation Exports and Empty issues: icdnexportandemptykpa.co.ke
- Other general operations queries: icdoperationskwatosuserskpa.co.ke or icdoperationsmanagementteamkpa.co.ke
- Expired Kwatos Acc, Biller-Direct password reset: nbiitservicedesk@kpa.co.ke
- Frequently Asked Questions - Visit Website: www.kwatos.kpa.co.ke

2. FINANCE

- Billing :icdnbilling@kpa.co.ke or icdnfinancemanagementstaff@kpa.co.ke
- Payment confirmation, account status, disputes icdncreditcontrol@kpa.co.ke

3. WAIVERS: waiversecretariat@kpa.co.ke

4. CUSTOMER CARE: icdcustomercarekpa.co.ke

5. SECURITY: icdsecuritystaff@kpa.co.ke

6. MEDICAL: icdnmedical@kpa.co.ke

7. HEALTH, SAFETY AND ENVIRONMENT: icdnhealthsafety@kpa.co.ke

8. HEAD OF INLAND CONTAINER DEPOTS:

Phone: 0721279931

E-Mail: pmasinde@kpa.co.ke

Peter Masinde
HEAD OF INLAND CONTAINER DEPOTS

21 Apr 2020

JICHUNGE NA UCHUNGE WENZAKO