

# Customer Services boundaries

Customer contacts the Terminal to say that they have a great opportunity for a deal to make big money. A prerequisite for the deal is that the Product is of Norwegian origin. The physical Product they want to sell is on board the vessel and has a Malaysian origin. In tank they have the same Product with Norwegian origin, so the idea is to berth on the jetty at the terminal and then administratively transfer the origins. So the Product on board gets the Norwegian origin and the Product in tank gets the Malaysian origin for the same quantity.

What would be your thoughts and considerations on facilitating this? You only came across this information because you happened to be at the Terminal overhearing this discussion. Would that call for any action from your side and, if so, what could those actions be?

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