

FREQUENTLY ASKED QUESTIONS ON THE TRANSITION BY KPA FROM CREDIT TO CASH TERMS OF PAYMENT

The Kenya Ports Authority has with effect 1st July 2023, ceased to render port services to customers on credit terms, halting the six-day credit period arrangement that had traditionally been extended to Ledger Customers. To ensure that this new dispensation is clearly understood by key stakeholders in the industry, we have consulted widely and generated Frequently Asked Questions (FAQs) with relevant answers as summarized below.

1. What is a “cash account”?

This is a KPA customer account whose terms of payment are immediate on presentment of an invoice for services rendered at port and other KPA facilities. Payment is made through banks; Electronic Funds Transfer (EFT), Real Time Gross Settlement (RTGS), Bankers Cheques and Mobile Banking (MPESA).

2. What happens to the previously executed bank guarantees?

Bank guarantees will no longer be used to secure unsettled payments as all port charges shall be settled immediately upon presentment of invoices. Customers are required to settle all invoices with due dates indicated as 30th June 2023 or earlier. If the outstanding invoices are not settled by 31st July 2023, the respective Bank Guarantee shall be recalled.

3. In the new dispensation can customers still access their port accounts?

Yes. Customers will continue to access their existing port accounts through the Biller Direct portal to monitor transactions.

4. What happens regarding payments when invoices are raised during weekends and public holidays?

KPA has automated its services and enabled round-the-clock (24/7) online documentation.



Customers can also utilize the various payment options at their disposal including online and mobile banking.

Additionally, customers anticipating to lodge their documents on weekends or public holidays, have the option of making advance deposits to their accounts.

5. Is there a dispute resolution mechanism to address any emerging challenges?

A dispute management section is in place to expeditiously resolve any challenges and customer concerns over billing during and after the transition. For long outstanding disputes, Management has formed a Disputes Resolution Committee to resolve all disputes.

6. How will KPA resolve disputed invoices?

Customers are required to lodge their disputes online through Biller Direct, after which the Dispute Management Team shall assess and timely process refunds where applicable.

7. Will a customer be notified prior to suspension or blocking of the account?

Non-compliant customers will receive Email Notifications on their registered email addresses prior to suspension or blocking of their accounts.

Customers should therefore ensure that their email addresses are valid and updated on KPA systems.

