



**User Guide Carrier Surface Mode Adhesion Contract
Platform (Road and Rail) – OGEFREM**

1. Before you start

This platform lets you apply online for your OGEFREM adhesion contract for road and rail transport, then follow it until it is validated. Everything is done at **www.contrat-adhesion.ogefrem-services.cd**, with no need to travel.

Gather the following before you begin:

- **Your company details:** name, address, phone number, email, RCCM number (or other registration number), Tax Identification Number (NIF), country of registration.
- **A contact person:** name, phone number, email.
- **Your representative in the DRC:** name, phone number, email, address.
- **An Excel file** (.xlsx or .xls, 10 MB maximum) listing your vehicles. See section 3.
- **A PDF file** (30 MB maximum) with your official documents. See section 4.

Important: the carrier's email will be your login. Use an address you check regularly: this is where you will receive your password and your contract.

The application takes three screens: **Step 1** (information), **Step 2** (files), then **Confirmation**. A progress bar at the top of the page shows where you are.

About the labels: the application forms are bilingual (French / English). Some screens of the carrier area are in French; this guide gives the French label followed by its English meaning, for example **Mes Contrats** (My Contracts). The language menu at the top right lets you change the interface language.

2. Step 1 – Your information (Carrier section)

On this first page you fill in 14 fields, all mandatory (marked with an asterisk *). Each field shows its English label under the French one.

DEMANDE DE CONTRAT D'ADHESION MODE DE SURFACE (Routier et Ferroviaire)
APPLICATION FOR ADHESION CONTRACT SURFACE MODE (Road and Rail)

SECTION DU TITULAIRE DE COMPTE / CARRIER SECTION

Nom du transporteur * Carrier's Name*	Email du transporteur * Carrier's email*	Nom du représentant en RDC * DRC Representative's name*
Numéro d'enregistrement RCCM ou autre * Registration number or other*	Adresse du transporteur * Carrier's address*	Téléphone du représentant RDC * DRC Representative's phone number*
Numéro d'identification fiscale * Tax Identification Number*	Personne à contacter * Contact person*	Email du représentant RDC * DRC Representative's email*
Pays d'enregistrement * Country of registration*	Téléphone de la personne à contacter * Contact person's phone number*	Adresse du représentant RDC * DRC Representative's address*
Téléphone du transporteur * Carrier's phone number*	Email de la personne à contacter * Contact person's email*	

Continuer / Next

1. Open **www.contrat-adhesion.ogefrem-services.cd** in your browser.
2. Fill in the **left column**, about your company:
 - o **Carrier's Name**: the official name of the company.
 - o **Registration number or other**: your trade register (RCCM) number.
 - o **Tax Identification Number**: your NIF.
 - o **Country of registration**: pick the country from the drop-down list.
 - o **Carrier's phone number**.
3. Fill in the **middle column**, about contact details:
 - o **Carrier's email**: this will be your login. It must not already be used by another account.
 - o **Carrier's address**.
 - o **Contact person**: their name, phone number and email.
4. Fill in the **right column**, about your representative in the DRC: name, phone number, email and address.
5. Click **Continuer / Next** at the bottom right.

If a field is empty or incorrect (an email without @, for example), it is flagged and you cannot go to the next step. Correct it and click **Next** again.

3. Step 2 – Your fleet list (Excel file)

You declare your vehicles by uploading an Excel file. The easiest way is to start from the example provided by the platform.

DEMANDE DE CONTRAT D'ADHESION MODE DE SURFACE
APPLICATION FOR ADHESION CONTRACT SURFACE MODE (Road and Rail)

SECTION DU CHARROI / FLEET SECTION

Instruction : Veuillez télécharger un fichier Excel contenant les colonnes suivantes :

- **TypeVehicule** — (Camion-citerne, Camion conteneur, Camion frigorifique, Autre)
- **Fabricant** — Marque du véhicule
- **NumeroChassis** — Numéro de châssis du tracteur
- **Immatriculation** — Plaque d'immatriculation
- **PoidsMinimumChassis** (optionnel)
- **PoidsMaximumChassis** (optionnel)

CHÂSSIS PORTE-CONTENEURS :

Les châssis porte-conteneurs sont désormais gérés **indépendamment des véhicules**.

Vous pouvez déclarer vos châssis porte-conteneurs dans les colonnes supplémentaires du fichier Excel :

- **Châssis porte-conteneur 1** — N° du 1er châssis
- **Châssis porte-conteneur 2** — N° du 2ème châssis
- **Châssis porte-conteneur 3** — N° du 3ème châssis
- ... et ainsi de suite, autant que nécessaire

Les châssis porte-conteneurs sont **liés au transporteur**, pas à un véhicule spécifique.

Chaque numéro de châssis porte-conteneur doit être unique. Vous pouvez ajouter autant de colonnes que nécessaire.

Le fichier doit être au format **.xlsx** ou **.xls**.

[Télécharger un exemple](#)

Instruction : Please upload an Excel file containing the following columns:

- **TypeVehicle** — (Tank truck, Container truck, Refrigerator truck, Other)
- **Fabricant** — Vehicle brand
- **NumeroChassis** — Tractor chassis number
- **Immatriculation** — License plate
- **PoidsMinimumChassis** (optional)
- **PoidsMaximumChassis** (optional)

CONTAINER TRAILERS :

Container trailers are now managed **independently of vehicles**.

You can declare your container trailers in additional columns of the Excel file:

- **Container Trailer 1** — 1st trailer number
- **Container Trailer 2** — 2nd trailer number
- **Container Trailer 3** — 3rd trailer number
- ... and so on, as many as needed

Container trailers are **linked to the carrier**, not to a specific vehicle.

Each container trailer number must be unique. You can add as many columns as needed.

The file must be in **.xlsx** or **.xls** format.

[Download an example](#)

Fichier Excel (.xlsx, .xls) *

Choisir un fichier Aucun fichier n'a été sélectionné

1. Click **Download an example**. A template Excel file is saved on your computer.
2. Open it and fill in **one row per vehicle**, keeping the column names exactly as they are:

Column	What to enter	Required
TypeVehicule	Camion-citerne (tank truck), Camion conteneur (container truck), Camion frigorifique (refrigerator truck) or Autre (other)	Yes
Fabriquant	The brand (e.g. Volvo, Mercedes-Benz, Iveco)	Yes
NumeroChassis	The tractor's chassis number	Yes
Immatriculation	The license plate	Yes
PoidsMinimumChassis	Minimum weight, in tonnes	No
PoidsMaximumChassis	Maximum weight, in tonnes	No

3. **If you have container trailers**, add them in extra columns on the right: *Container Trailer 1, Container Trailer 2, Container Trailer 3*, and so on (the French template names them *Châssis porte-conteneur 1, 2, 3...*). These trailers are linked to your company, not to a specific vehicle. Each number must be unique.
4. Save the file as **.xlsx** or **.xls** (10 MB maximum).
5. In the **Fichier Excel** (Excel file) field, click **Choisir un fichier** (Choose a file) and select your file.

Tip: check chassis numbers and plates before uploading. This information will appear on your contract.

4. Step 2 (continued) – Your official documents (PDF file)

Further down the same page, you upload a single PDF file containing your official documents. The documents required depend on your company:

Your company	Documents to include in the PDF
Company under Congolese law	A copy of the international transport license
Foreign company	Proof of approval by the country of origin (international transport license) and the notarized act of appointment of the representative in the DRC

Instruction : Veuillez télécharger un fichier PDF contenant les informations suivantes : Pour les sociétés de droit congolais :

- La copie de la licence de transport international

Pour les sociétés étrangères :

- La preuve de leur agrément par le pays d'origine (licence de transport international)
- L'acte de désignation de leur représentant en RDC, dûment notarié

Le fichier doit être au format **.pdf** la taille maximale est de 30 MB.

Instruction: Please upload a PDF file containing the following information: For companies under Congolese law:

- A copy of the international transport license

For foreign companies:

- Proof of approval by the country of origin (International transport license)
- The notarized act of appointment of their representative in the DRC

The file must be in **.pdf** format and the maximum size is 30 MB.

Fichier PDF *

Choisir un fichier

Aucun fichier n'a été sélectionné

0%

← Précédent / Previous

Envoyer / Send →

1. If you have several documents, merge them into a **single PDF file** (30 MB maximum).
2. In the **Fichier PDF** (PDF file) field, click **Choisir un fichier** (Choose a file) and select your PDF.
3. Review your information. To go back to Step 1, click ← **Précédent / Previous**.
4. Click **Envoyer / Send** →. A progress bar shows the upload from 0% to 100%. Do not close the page during the upload.

5. Confirmation – Your application is registered

When the upload succeeds, the message **DEMANDE ENREGISTRÉE** (Application registered) appears. OGEFREM has received your application and a contract number has been assigned to it (for example *CTR-STEP-000109*).

Espace transporteur

Étape 1

Étape 2

Confirmation

✓ DEMANDE ENREGISTRÉE

Votre demande a bien été réceptionnée.

🕒 Vous disposez de 24h pour modifier votre contrat

Connectez-vous à votre espace transporteur pour apporter des modifications avant la validation administrative.

Délai de traitement : 48 heures

Vous recevrez vos identifiants de connexion par email.

➡ Accéder à mon espace

Nouvelle demande

Remember three things:

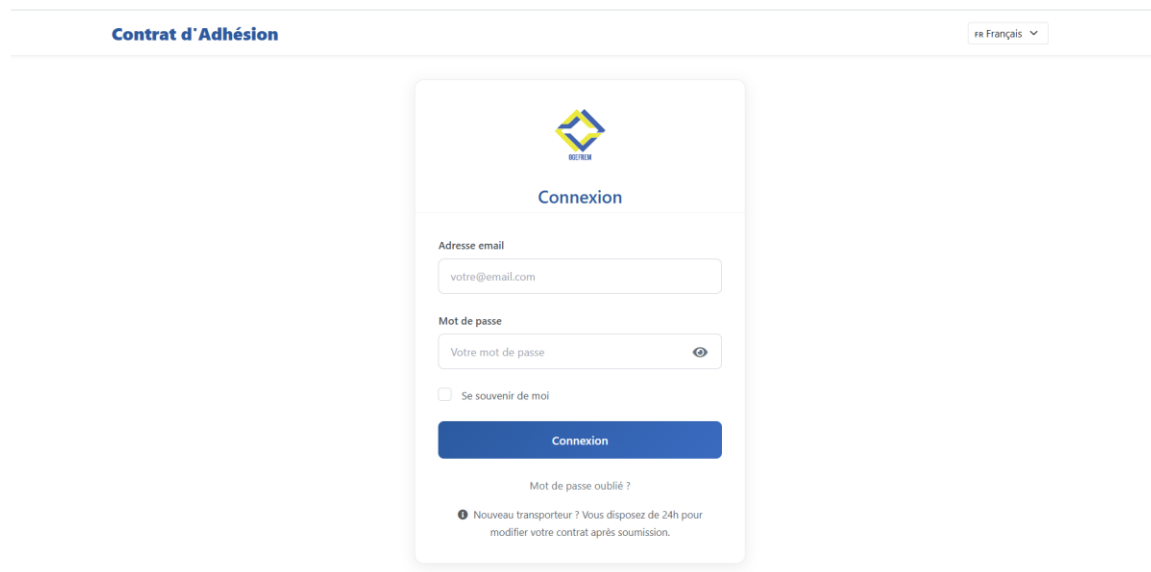
- **You have 24 hours to edit your application.** After that, it is locked until the administration makes its decision.

- **Processing takes about 48 hours.** The administration reviews your file, then validates it or asks you for a correction.
- **Your login details arrive by email.** You receive a message with your password at the carrier's email address. Check your spam folder too.

From this screen, **Accéder à mon espace** (Go to my area) opens the sign-in page. **Nouvelle demande** (New application) starts a blank form, for another company for example.

6. Signing in to the carrier area

Your carrier area lets you follow your contract. To enter it, click **Espace transporteur** (Carrier area) at the top right of the home page, or **Accéder à mon espace** after the confirmation.



1. In **Adresse email** (Email address), type the carrier's email entered in Step 1.
2. In **Mot de passe** (Password), type the password received by email. The eye icon shows what you type so you can check it.
3. Tick **Se souvenir de moi** (Remember me) if you are on your own computer.
4. Click **Connexion** (Sign in).

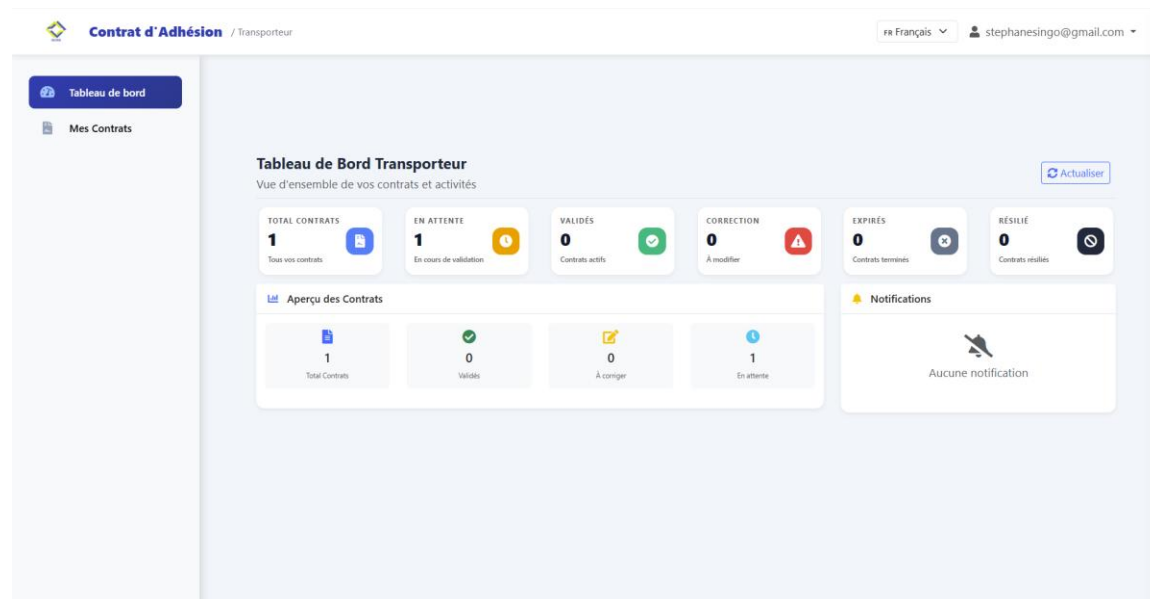
Forgot your password? Click **Mot de passe oublié ?** under the button, enter your email and follow the instructions sent to you.

Language: the menu at the top right (*FR Français*) changes the interface language.

Security: after 5 sign-in attempts within 5 minutes, the platform temporarily blocks further attempts. Wait a few minutes before trying again. Your session closes automatically after 2 hours of inactivity.

7. The carrier dashboard

After signing in, you land on the **Tableau de bord** (Dashboard). It shows at a glance where your contracts stand.



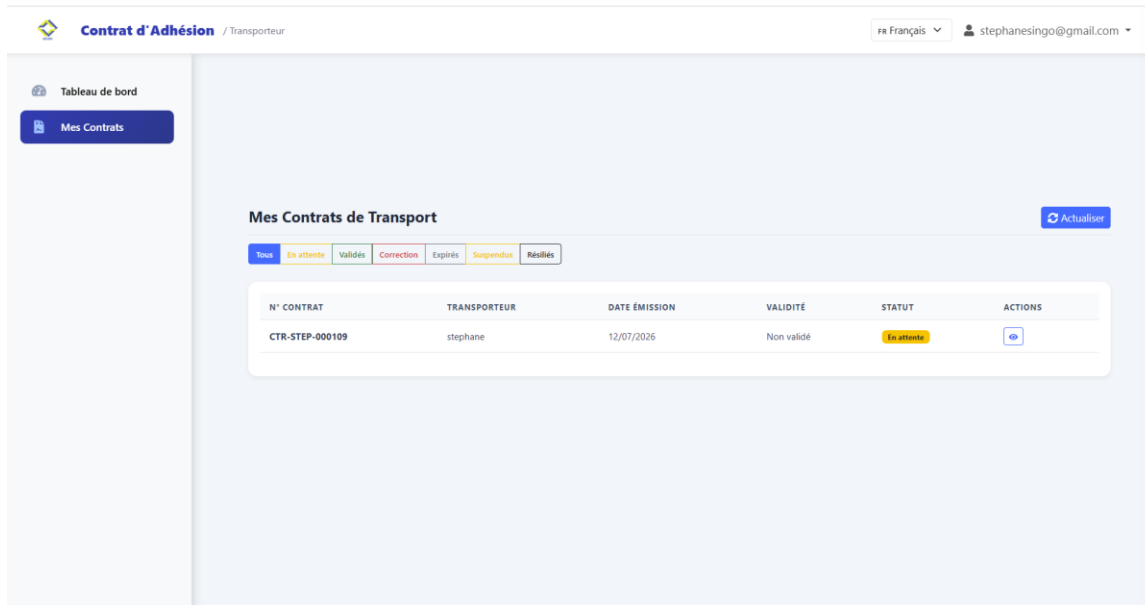
Card (French label)	What it counts
Total contrats (Total contracts)	All your contracts
En attente (Pending)	Contracts being reviewed by OGEFREM
Validés (Validated)	Active contracts
Correction	Contracts the administration asks you to correct
Expirés (Expired)	Contracts whose end date has passed
Résilié (Terminated)	Contracts you have terminated

The **Notifications** panel on the right shows important messages, such as a correction request. Click **Actualiser** (Refresh) to update the figures.

The left menu has two entries: **Tableau de bord** (Dashboard) and **Mes Contrats** (My Contracts). To sign out or change your password, click your email at the top right.

8. My contracts: view, download, edit

The **Mes Contrats** (My Contracts) page lists all your contracts with their number, issue date, validity and status.

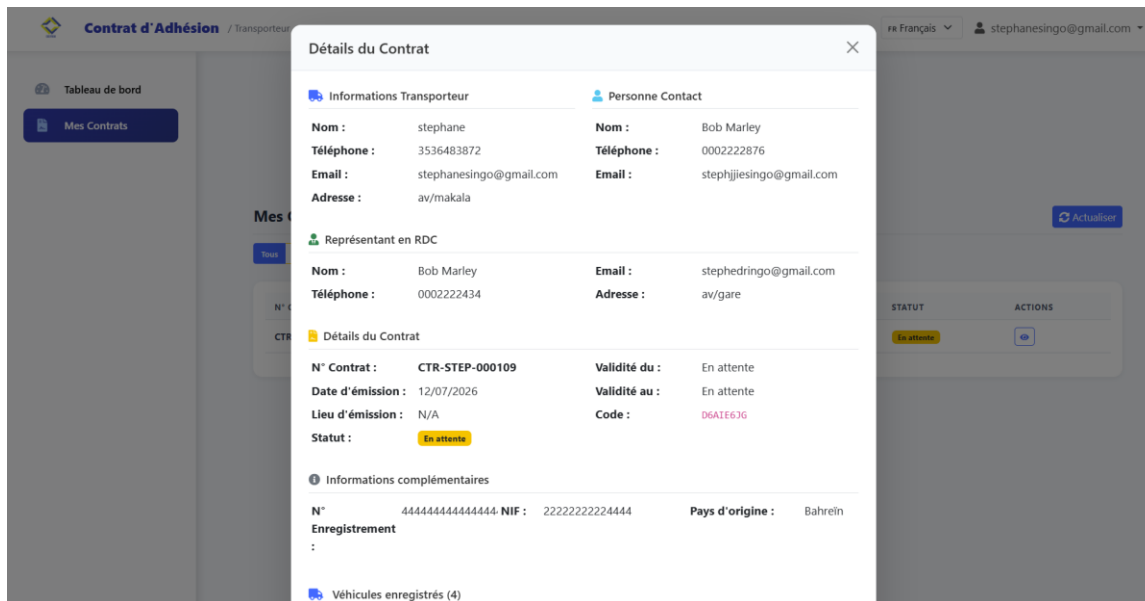


Filter the list

The tabs above the table show only the contracts with the chosen status: **Tous** (All), **En attente** (Pending), **Validés** (Validated), **Correction**, **Expirés** (Expired), **Suspendus** (Suspended), **Résiliés** (Terminated).

View a contract's details

1. In the **Actions** column, click the eye icon.
2. The **Détails du Contrat** (Contract details) window opens. It shows your information, the contact person and the representative, the contract number, the validity dates and your contract code.



3. Scroll down to see your **Véhicules enregistrés** (Registered vehicles) and the **Documents PDF** section.

Contrat d'Adhésion / Transporteur

Statut : **En attente**

Informations complémentaires

N° : 4444444444444444 NIF : 22222222224444 Pays d'origine : Bahrein

Véhicules enregistrés (4)

Type	Fabricant	N° Châssis	Immatriculation	Poids Min (T)	Poids Max (T)
Camion-citerne	Iveco	W4T96UV7E	3594BN06	0	0
Camion conteneur	Mercedes-Benz	YE6D9NV83R	3598AB06	0	0
Camion frigorifique	Volvo Trucks	2HGS9G3VD6	3492GN06	0	0
Autre	Renault	6FHW50VCD	8707SW06	0	0

Documents PDF

Contrat PDF
Généré le : 12/07/2026 20:05:46
Fichier : Contrat_Adhesion_D6AIE6JG.pdf
[Télécharger](#)

Document uploadé
Uploadé le : 12/07/2026 20:05:43
Fichier : monoProjet.pdf
Taille : 1022.82 KB
[Télécharger](#)

[Fermer](#) [Historique des modifications](#)

Download your documents

In **Documents PDF**, two cards offer a **Télécharger** (Download) button:

- **Contrat PDF** (Contract PDF): your contract. Once validated, this is the official contract, with a QR Code that lets anyone check it is authentic.
- **Document uploadé** (Uploaded document): the PDF you sent in Step 2.

View the history

At the bottom of the window, **Historique des modifications** (Change history) lists each change made to the contract, with its date. **Fermer** (Close) closes the window.

Edit your contract

What you can do depends on the status. The buttons in the **Actions** column adapt automatically.

Situation	What you can do
Application sent less than 24 h ago	Edit your information freely
Application sent more than 24 h ago	Nothing: it is locked until the administration decides
Contract sent back for correction	Correct freely, then resubmit
Validated contract	Make an amendment : add or remove vehicles or trailers, change information. The amendment goes back for validation.

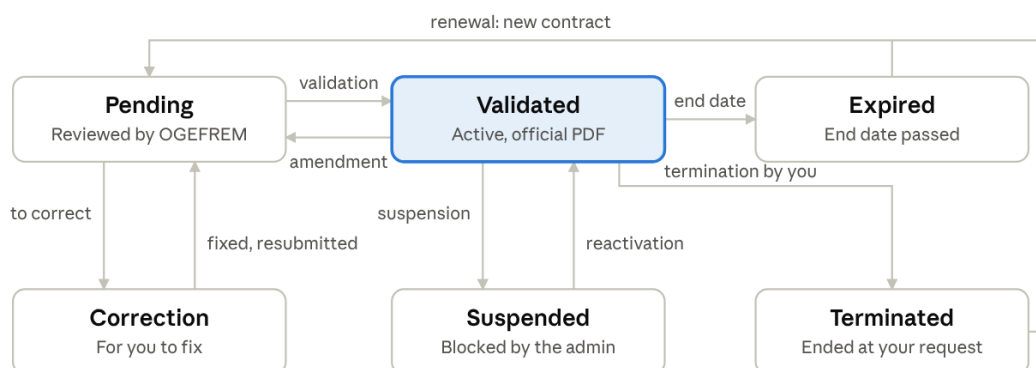
Situation	What you can do
	You can also terminate the contract.
Expired or terminated contract	Renew it: a new contract is created from the old one, with your vehicles, then sent for validation

Before each important action (termination, renewal), the platform asks you to confirm.

9. Understanding your contract's status

The status, shown as a coloured badge in your lists, tells you where your contract stands and what you can do.

A contract is only active once OGEFREM validates it



Contract statuses and how a contract moves between them

Status (French label)	What it means	What you do
Pending (En attente)	OGEFREM is reviewing your file (about 48 h)	Edit within 24 h of submission, then wait
Correction	The administration asks for corrections (message sent by email)	Correct and resubmit
Validated (Validé)	Your contract is active; the official PDF with QR Code is available	Download the PDF; amend or terminate if needed
Suspended (Suspendu)	The administration has temporarily blocked the contract	Contact OGEFREM to find out why
Expired (Expiré)	The validity end date has passed	Renew

Status (French label)	What it means	What you do
Terminated (Résilié)	You have ended the contract	Renew if you resume activity

10. Frequently asked questions

I did not receive my password by email. Check your spam folder. Also check that the carrier's email entered in Step 1 is correct. If nothing arrives, contact OGEFREM.

The platform rejects my email. This email is already used by another account. Each carrier must have a unique email. Sign in with this email if the account is yours, or use a different one.

My Excel file is rejected. Check that it is in .xlsx or .xls format, under 10 MB, and that the column names match the example. If in doubt, download the example and copy your data into it.

My PDF file is rejected. It must be a .pdf file under 30 MB. A very high-resolution scan can exceed this size: lower the resolution before uploading.

I can no longer edit my application. The 24-hour period after submission has passed. Your application is waiting for the administration's decision. If it is sent back for correction, you will be able to edit it again.

My contract is in “Correction”. The administration has sent you an email explaining what to correct. Sign in, open the contract, make the corrections and resubmit it.

How can I prove my contract is authentic? The validated contract PDF carries a QR Code. By scanning it with a phone, anyone can check on the OGEFREM website that the contract exists, its status and its validity dates.

My contract is about to expire. The platform sends you an alert email about one month before the end date. Once the contract has expired, use **renewal** from My Contracts.