



**TRANSPOTRADE**  
AIR | LAND | SEA

**TRAINING GUIDE**  
**v1.2023**

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## ABOUT US

TranspoTrade International is a full-service transport and logistics company, founded in 1980. Our primary goal is to generate value for customers through detailed and custom approaches to each project, ultimately reducing both cost and transit time. We aim to provide the highest level of customer service in the industry and maintain a level of quality that ensures cargo is delivered safely and on time. Our extensive experience in air and ocean freight, combined with our global coverage, provides an excellent foundation for the development of our Supply Chain Management solutions.

TranspoTrade's specialty is the custom handling of ocean and air cargo shipments, both consolidated and loose. Our expert team tailors our services to meet any client requirements. Additionally, our facilities are equipped with several layers of security to ensure cargo is secure - including over-sized cargo, which is stored in a secured and locked area.

Ocean, Land, or Air - TranspoTrade will get it there.

### LOCATIONS

#### **HOUSTON, TX**

19051 Kenswick Dr #100  
Houston, TX 77338  
+1 281 449 5288

#### **SINGAPORE**

33 Ubi Ave 3 #04-09, Vertex Tower B  
Singapore 408868  
+65 6970 4578

#### **LOS ANGELES, CA**

777 S. Alameda St.  
Los Angeles, CA 90021

## DISTRIBUTION LISTS

|                            |  |   |
|----------------------------|--|---|
| TranspoTrade All Company   | <a href="mailto:allusers@transpotrade.com">allusers@transpotrade.com</a>           | Entire organization, Internal use only, No external messages      |
| TranspoTrade All SG office | <a href="mailto:all-sg@transpotrade.com">all-sg@transpotrade.com</a>               | Entire Singapore office, Internal use only, No external messages  |
| TranspoTrade All US office | <a href="mailto:all-us@transpotrade.com">all-us@transpotrade.com</a>               | Entire Houston office, Internal use only, No external messages    |
| TranspoTrade SG inquiries  | <a href="mailto:sg-inquiries@transpotrade.com">sg-inquiries@transpotrade.com</a>   | External use, forwards to Adeline                                 |
| TranspoTrade US inquiries  | <a href="mailto:us-inquiries@transpotrade.com">us-inquiries@transpotrade.com</a>   | External use, forwards to Shaun                                   |
| TranspoTrade US Operations | <a href="mailto:us-operations@transpotrade.com">us-operations@transpotrade.com</a> | Houston operations staff, internal use only, no external messages |

## SHARED MAILBOXES

|                             |  |  |
|-----------------------------|--|--|
| TranspoTrade HOU exports CS | <a href="mailto:hou-exports@transpotrade.com">hou-exports@transpotrade.com</a>       | Houston export customer service operations team  |
| TranspoTrade HOU imports CS | <a href="mailto:hou-imports@transpotrade.com">hou-imports@transpotrade.com</a>       | Houston imports customer service operations team |
| TranspoTrade HOU traffic    | <a href="mailto:hou-traffic@transpotrade.com">hou-traffic@transpotrade.com</a>       | Houston domestic / warehouse team                |
| TranspoTrade SG accounting  | <a href="mailto:sg-accounts@transpotrade.com">sg-accounts@transpotrade.com</a>       | Singapore accounting team                        |
| TranspoTrade SG operations  | <a href="mailto:sg-operations@transpotrade.com">sg-operations@transpotrade.com</a>   | Singapore operations team                        |
| TranspoTrade US accounting  | <a href="mailto:us-accounts@transpotrade.com">us-accounts@transpotrade.com</a>       | USA accounting team                              |
| TranspoTrade US pricing     | <a href="mailto:us-pricing@transpotrade.com">us-pricing@transpotrade.com</a>         | USA pricing team                                 |
| TranspoTrade LAX operations | <a href="mailto:lax-operations@transpotrade.com">lax-operations@transpotrade.com</a> | LAX operations team                              |

## INCO TERMS

Incoterms are widely used terms of sale. There are a set of 11 internationally recognized rules which define the responsibilities of sellers and buyers. Incoterms specify who is responsible for paying for and managing the shipment, insurance, documentation, customs clearance, and other logistical activities.

<https://www.youtube.com/watch?v=-U0mm7MljQA>

| Incoterms® 2020 Rules Responsibility Quick Reference Guide                                  |                                |                             |                                   |                             |                                |  |                                 |   |                                   |  |                                    |
|---|--------------------------------|-----------------------------|-----------------------------------|-----------------------------|--------------------------------|--|---------------------------------|---|-----------------------------------|--|------------------------------------|
| Inco Docs  |                                |                             |                                   |                             |                                |  |                                 |   |                                   |  |                                    |
| Freight Collect Terms   |                                |                             |                                   |                             |                                | Freight Prepaid Terms                  |                                 |   |                                   |  |                                    |
| Groups  | Any Mode or Modes of Transport |                             | Sea and Inland Waterway Transport |                             |                                |  | Any Mode or Modes of Transport  |   |                                   |  |                                    |
| Incoterm®   | EXW<br>Ex Works (Place)        | FCA<br>Free Carrier (Place) | FAS<br>Free Alongside Ship (Port) | FOB<br>Free On Board (Port) | CFR<br>Cost and Freight (Port) | CIF<br>Cost Insurance & Freight (Port) | CPT<br>Carriage Paid To (Place) | CIP<br>Carriage & Insurance Paid to (Place) | DAP<br>Delivered at Place (Place) | DPU<br>Delivered at Place Unloaded (Place) | DDP<br>Delivered Duty Paid (Place) |
| Transfer of Risk  | At Buyer's Disposal            | On Buyer's Transport        | Alongside Ship                    | On Board Vessel             | On Board Vessel                | On Board Vessel                        | At Carrier                      | At Carrier                                  | At Named Place                    | At Named Place Unloaded                    | At Named Place                     |
| Obligations & Charges:  |                                |                             |                                   |                             |                                |  |                                 |   |                                   |  |                                    |
| Export Packaging  | Seller                         | Seller                      | Seller                            | Seller                      | Seller                         | Seller                                 | Seller                          | Seller                                      | Seller                            | Seller                                     | Seller                             |
| Loading Charges   | Buyer                          | Seller                      | Seller                            | Seller                      | Seller                         | Seller                                 | Seller                          | Seller                                      | Seller                            | Seller                                     | Seller                             |
| Delivery to Port/Place  | Buyer                          | Seller                      | Seller                            | Seller                      | Seller                         | Seller                                 | Seller                          | Seller                                      | Seller                            | Seller                                     | Seller                             |
| Export Duty, Taxes & Customs Clearance  | Buyer                          | Seller                      | Seller                            | Seller                      | Seller                         | Seller                                 | Seller                          | Seller                                      | Seller                            | Seller                                     | Seller                             |
| Origin Terminal Charges   | Buyer                          | Buyer                       | Seller                            | Seller                      | Seller                         | Seller                                 | Seller                          | Seller                                      | Seller                            | Seller                                     | Seller                             |
| Loading on Carriage   | Buyer                          | Buyer                       | Buyer                             | Seller                      | Seller                         | Seller                                 | Seller                          | Seller                                      | Seller                            | Seller                                     | Seller                             |
| Carriage Charges  | Buyer                          | Buyer                       | Buyer                             | Buyer                       | Seller                         | Seller                                 | Seller                          | Seller                                      | Seller                            | Seller                                     | Seller                             |
| Insurance   | Negotiable                     | Negotiable                  | Negotiable                        | Negotiable                  | Negotiable                     | *Seller                                | Negotiable                      | **Seller                                    | Negotiable                        | Negotiable                                 | Negotiable                         |
| Destination Terminal Charges  | Buyer                          | Buyer                       | Buyer                             | Buyer                       | Buyer                          | Buyer                                  | Seller                          | Seller                                      | Seller                            | Seller                                     | Seller                             |
| Delivery to Destination   | Buyer                          | Buyer                       | Buyer                             | Buyer                       | Buyer                          | Buyer                                  | Buyer                           | Buyer                                       | Seller                            | Seller                                     | Seller                             |
| Unloading at Destination  | Buyer                          | Buyer                       | Buyer                             | Buyer                       | Buyer                          | Buyer                                  | Buyer                           | Buyer                                       | Buyer                             | Seller                                     | Buyer                              |
| Import Duty, Taxes & Customs Clearance  | Buyer                          | Buyer                       | Buyer                             | Buyer                       | Buyer                          | Buyer                                  | Buyer                           | Buyer                                       | Buyer                             | Buyer                                      | Seller                             |

\*CIF requires at least an insurance with the minimum cover of the Institute Cargo Clause (C) (Number of listed risks, subject to itemized exclusions)  
 \*\*CIP now requires at least an insurance with the minimum cover of the Institute Cargo Clause (A) (All risk, subject to itemized exclusions)  
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 This is general information for guidance purposes only. IncoSolutions Pty Ltd is not responsible for these contents nor do the contents listed above contain details. For a full and complete description, refer to the full version of Incoterms 2020 by the International Chamber of Commerce at the ICC website.

## PRICING / QUOTES

Whether by ocean, land, air or a combination of import/export routes, TranspoTrade is committed to providing highly detailed and tailor-made solutions for our customers. As new inquiries arise, our dedicated pricing team will work with potential customers to understand their specific shipping needs and provide quotes to match those needs.



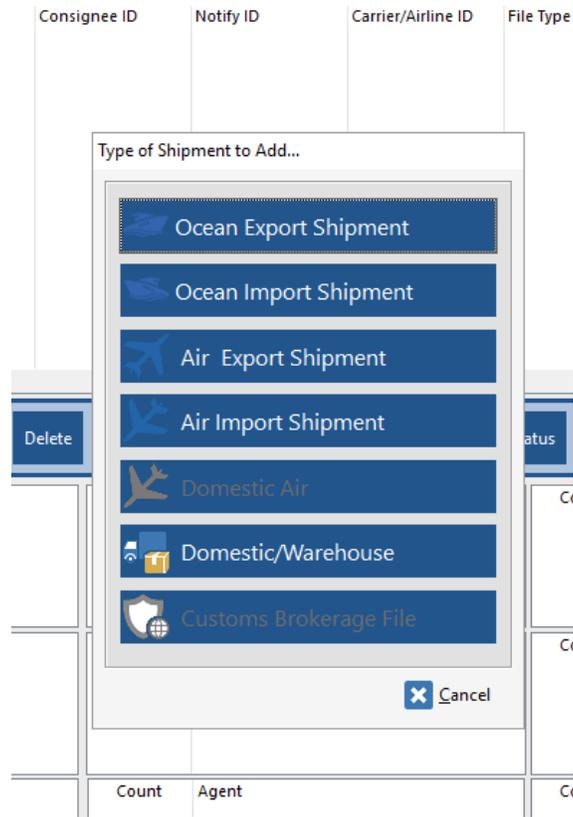
Once TranspoTrade receives a customer inquiry, the pricing team will provide the customer with an official quote to match that customer's needs. If the quote is accepted by the customer, the project will then be assigned to the import or export team who will manage the shipping logistics from there. Note, if the quote is not accepted right away, it is important to always follow up with the customer to see if they intend to move forward.

## IMPORTS

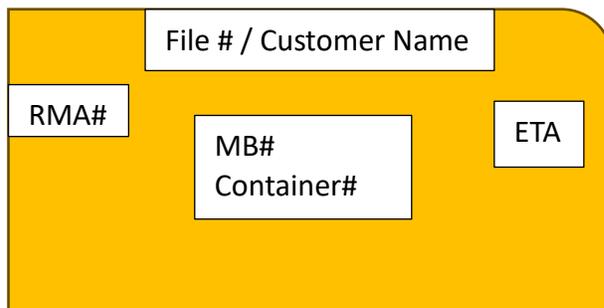
Once a customer accepts an import quote, the project will be passed from the pricing team to the relevant imports team. Below are steps to help guide you through the imports process. However, it is important to note that each shipment is unique and may require additional or alternative steps. Because we provide our customers with highly customizable shipping options, there are nuances to each project. If you are unsure of something, it is always best to ask as the start to finish for each shipment is rarely one size fits all.

STEP 1: Receive won business from the TranspoTrade pricing team

- a. Note: Power of attorney form required for any customer we are doing customs clearance for. Check to ensure this is secured prior to moving forward.
2. Create a new file in Descartes. File number will populate. Select either Ocean or Air Import.



- a. Note: Always include file # in subject line of emails for easy searching
- b. Note: Adding new customers - +Insert, enter name and client ID will populate, enter address and contact (For exports only, EIN number is also required to ensure AES filing).
3. Create paper file (yellow: air/ocean import, blue: ocean export, red: air export, green: misc/trucking)
  - a. Tab: TranspoTrade file # & customer name
  - b. Left: customer reference # (RMA)
  - c. Middle: MB #, container #
  - d. Right: ETA (Check and update these multiple times a week.)



4. ISF worksheets are required for any shipment coming out of a foreign port 72 hours before leaving (except if coming through Canada).

- a. Send ISF information, commercial invoice, BOL and pack list (if available) to Paragon. They will file the ISF.
  - b. Include file number in subject line and "NEW FILE" in the body of the email.
  - c. NOTE: Try to ensure TranspoTrade as Notify contact on BOL.
5. Once the ISF comes back from Paragon and matches, send back to the customer.
6. Track shipment frequently to monitor arrival date (airline sites or port website). Once it arrives, you will need an arrival notice. This will have charges that must be paid before the shipment will be released. Send Sarah a copy of the payment confirmation receipt with file number and document referencing what the payment is for.
  - a. Note: Airlines usually give you 24 hours to pick up before you incur storage fees.
7. Once released, print the following for file: release notice, delivery order with name of trucking company, terminal fee payment confirmation.
8. Email trucking company with freight release notice, customs release, delivery order with name of trucking company included, terminal fee payment confirmation, dimensions and last free day if applicable.
  - a. Note: Some airlines will require a release form for the driver
9. Once the shipment arrives at the destination you can bill the customer. Don't close out the file and bill under shipment it delivered. Be sure to send the customer POD (proof of delivery).
10. Archive to the appropriate 4 digit email file.
11. NOTE: TIB = Temporary Import Bond (Applies for items that will be tested only; no modifications)

#### IMPORTS BILLING

- For new clients, we require an AHC to cover duties and taxes. If the client does not have an AHC we will bill 5% of the duties and taxes total.
  - o Note: Cannot markup duties and taxes
- Fill out billing sheet with all applicable charges and payments
  - o Once complete enter into the system.
- Include the following for billing and email to accounting:
  - o Customs release
  - o Duties sheet
  - o Terminal charges receipt (Pay Cargo (less fees), Cargo Print etc.)
  - o Arrival notice (unless consigned to us)
  - o BOL
  - o Commercial Invoice
  - o Billing sheet
- Note: HS Code lookup online (for each type of material)
- Note: 7501 form comes from customs
- Note: Double check for any additional taxes (ex. China imports)
- Truckers – 20% markup; depends

## EXPORTS

- AES filing
  - o AES (Automated Export System): This filing goes to the government.
  - o Exports under \$2,500 do not require AES.
  - o Reference the SLI (Shipper's Letter of Instruction) when creating the AES.
- Documents that go with the shipment:
  - o Commercial Invoice x 2
  - o AWB or BOL
  - o Packing list x 2
  - o Certificate of Origin x 2
    - NOTE: Notarize the Commercial Invoice; Notarize and sign the Certificate of Origin.
    - **Is there a document that says known or unknown shipper?**
    - NOTE: You will also need CI, COO and PL for the prealert
- AWB (6 pages)
  - o Sign
  - o Add costs (and some for agents)
  - o Pages 2 & 3 go in the file
  - o Page 6 prealert
  - o Page 4 is stapled to the envelope for the driver
  - o Page 5 in envelope for driver
  - o Page 1 goes to accounting
- Write AWB # on envelope for driver
- Shipping labels: 2 per pallet and 1 on the driver's envelope
- Markings: 2 pages per piece
- Give to warehouse
- NOTE: vehicles require a validated title before shipping

## EXPORTS BILLING

- Check system and emails for quote
- Print for file and add to system under billing
  - o Ignore Fuel & Security
- C=Collect; P=Payable; These should match
- 30% trucking markup usually

## QUOTES

- Once customer approves a quote, the business goes to the imports or exports folder and someone from the team will handle from there.
- Approximately 10-15% mark up
- NOTE: Look out for MSDS or dangerous goods. You will have to reach out to airlines directly for rates for those shipments.

- Always include the correct “subject to” terms; Also include the quote # in the subject line.
- After the quote, be sure to follow up to see if the customer wants to move forward.
- Only share city, state, zip when reaching out for quotes. We don’t want to give away who the customer is until the business is secured.
- AOD=departure airport
- AOA=arrival airport
- NOTE: Sterling is big in LA and goes LA-HOU-MIAMI
- Boxes under 30” can usually go by courier.
- Email airline directly if you need a “spot rate.”
- If courier handling falls under \$100, charge \$100
- Break bulk – 1% markup
- 18,000 lbs max per container
- 38,000 lbs max per truck to be a legal load
- Handling: \$100 for air, \$150 for ocean
- Transfer fee for shipments that come to our warehouse