



TRANSPOTRADE
AIR | LAND | SEA

TRAINING GUIDE
v1.2023

TABLE OF CONTENTS

Table of Contents

ABOUT US.....	1
DISTRIBUTION LISTS	2
SHARED MAILBOXES	2
INCO TERMS	3
PRICING / QUOTES	4
IMPORTS	4
EXPORTS.....	7

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	allusers@transpotrade.com	Entire organization, Internal use only, No external messages
TranspoTrade All SG office	all-sg@transpotrade.com	Entire Singapore office, Internal use only, No external messages
TranspoTrade All US office	all-us@transpotrade.com	Entire Houston office, Internal use only, No external messages
TranspoTrade SG inquiries	sg-inquiries@transpotrade.com	External use, forwards to Adeline
TranspoTrade US inquiries	us-inquiries@transpotrade.com	External use, forwards to Shaun
TranspoTrade US Operations	us-operations@transpotrade.com	Houston operations staff, internal use only, no external messages

SHARED MAILBOXES

TranspoTrade HOU exports CS	hou-exports@transpotrade.com	Houston export customer service operations team
TranspoTrade HOU imports CS	hou-imports@transpotrade.com	Houston imports customer service operations team
TranspoTrade HOU traffic	hou-traffic@transpotrade.com	Houston domestic / warehouse team
TranspoTrade SG accounting	sg-accounts@transpotrade.com	Singapore accounting team
TranspoTrade SG operations	sg-operations@transpotrade.com	Singapore operations team
TranspoTrade US accounting	us-accounts@transpotrade.com	USA accounting team
TranspoTrade US pricing	us-pricing@transpotrade.com	USA pricing team
TranspoTrade LAX operations	lax-operations@transpotrade.com	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 Ex Works (Place)	FCA Free Carrier (Place)	FAS Free Alongside Ship (Port)	FOB Free On Board (Port)	CFR Cost and Freight (Port)	CIF Cost Insurance & Freight (Port)	CPT Carriage Paid To (Place)	CIP Carriage & Insurance Paid to (Place)	DAP Delivered at Place (Place)	DPU Delivered at Place Unloaded (Place)	DDP 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

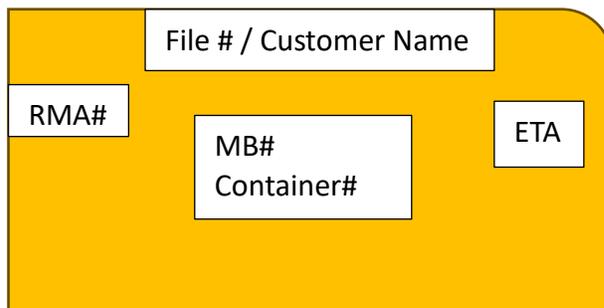
Once a customer accepts an import quote, the project will be passed from the pricing team to the relevant imports team. Below are steps to help guide you through the imports process. However, it is important to note that each shipment is unique and may require additional or alternative steps. Because 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