

# **CAR SHIPPING CONTAINER PROJECT**

## **Client Summary & Business Domain**



### **TEAM4**

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## **Introduction**

The company provides transportation services for shipping all kinds of vehicles including exotic and vintage cars, vans, and SUVs in specialized containers.

These containers are designed to protect the vehicles during shipping and are typically large enough to hold one or more vehicles.

The company provides a range of services, including pick-up and delivery of vehicles and containers, and vehicles loading.

It also offers services such as tracking and tracing of shipments, and insurance for the vehicles being transported. We also operate on a global scale, shipping cars from Canada to various countries around the world such as Australia, the UK, the USA, Hong Kong, Dubai, Malaysia, and South Africa.

The company serve a variety of clients, including individuals, auto dealerships, and manufacturers.

## **How do the company ship vehicles?**

Full Container Load (FCL) shipping is the safest way to transport cars.

The company also uses a special shipping technique to load as many as four cars inside a 40-foot container instead of the standard two, which saves both money and time.

The company takes care of all other requirements associated with international car shipping, including loading and unloading.

## **Information & Documents Needed for International Car Shipping**

The company prepare the following documents that are needed:

- B-13 Canadian Export Document
- Bill of lading
- Express Release

However, the client needs to provide the following information:

- Copies of car insurance and registration
- Names of owner and receiver

## **Shipping Insurance**

One of the main objectives is to provide the safety of clients' vehicles, so the company strongly recommends global shipping insurance (either marine or cargo insurance) to all customers.

The company is authorized by Lloyd's of London to provide global shipping insurance on cargo and shipping methods.

So the company can also prepare cargo marine insurance certificates that are specifically designed to ensure the clients' vehicles.

Cargo insurance provides cargo insurance for the shipments, in case of damage or loss in transit.

It covers the shipment from the time it is packed to the time it is delivered to the destination.

Shipping insurance includes the following:

- Comprehensive coverage at competitive rates
- Efficient claims processing
- Complete peace of mind
- Coverage against theft, loss, delay, and damage

## **Shipping Quote**

If a customer wants the company to provide us free shipping quote to ship his/her car internationally from Canada to any country, he/she can call or send an email containing the details as follows:

1. Shipment moving to which Country with full address
2. Vehicle Type
3. Expected Shipping Date

The validity of the quote is guaranteed for 60 days.

## **How to book**

Once the client is ready to book his vehicle for shipment, he only has to send previously emailed quotations or call the company if he prefers.

As soon as a company receives a client order, the company will then email the client an invoice, in which he is required to pay 50% of the shipment fees upfront.

## **Arranging Shipment**

As soon as the first payment is settled, the company will then confirm the customer booking by email, with the booking reference number and the intended vessel.

As part of our dedicated first-class service, the client can choose the departure time and terminal drop-off that suits him. For an even easier shipping experience, the company can arrange for the pickup and delivery of the vehicle directly from his door.

If the client is delivering his vehicle to the company's reception center, the company's agent will advise him when the car needs to be sent to the company. If someone from the company is collecting the customer's vehicle, then the company's agent will call the client to ensure that the company have all the car's details and that someone will be present to meet the company's representative.

## **Vehicle Reception**

Once Company received the customer's vehicle on company premises, the team will prepare a Vehicle Condition Report which will be emailed to the customer with photographs of the vehicle prior to its safe loading into the container.

The client has to ensure that the vehicle is cleared of any mud or dirt both inside and outside and that the fuel gauge registers are empty to make sure that any quarantine rules are met.

The client has to send us also a copy of the registration document together with a copy of the photo page of his passport and any copies of permits or letters of authority received from the application to import.

## **After Shipment**

Once the vehicle is shipped, the company will arrange for the Bill of Lading to be sent to the client which will enable the release of the vehicle at its destination.

The company is going to keep in contact with the customer prior to the arrival of the vessel and the company will take care of all necessary customs and quarantine formalities. Prior to the collection of the vehicle, the remaining 50% of the invoice has to be paid.

Payment will be automatically requested 5 days prior to the arrival of the vessel and a reminder will be sent upon arrival.

The balance needs to be paid without delay so that the vehicle can be cleared through customs, otherwise, storage charges will be incurred.