# **First‑Leg (Origin) Logistics Service Handbook**

*(From China / Vietnam / Indonesia, etc. → USA, Mexico, Canada)*

## Quick‑Read Guide

* **Intended for:** First‑time shippers with little or no logistics experience.
* **Why read:** Shows you exactly what to do, step by step, from “collect cargo details” to “final delivery”.
* **In a rush?** Complete Steps 1‑4 to secure a quote; read the remaining steps before the cargo departs.

## End‑to‑End Snapshot

|  |  |  |  |
| --- | --- | --- | --- |
| Phase | Your Task | Our Support | Typical Lead Time\* |
| 1 Prepare Data | Fill in packing list | Template + video guide | 0.5‑1 day |
| 2 Request Quote | Email docs & needs | PDF quote ≤ 24 h | 1 day |
| 3 Confirm Plan | Choose FCL / LCL / IPI | Explain options | 1 day |
| 4 Book Space | Sign booking sheet | Lock vessel/flight | 1 day |
| 5 Pre‑Port Ops | Finish packing, truck‑in | Arrange drayage | 1‑3 days |
| 6 Export Customs | Provide invoice, etc. | File & clear | 0.5‑1 day |
| 7 Sea/Air Transit | — | Live tracking | 10‑35 days |
| 8 Import Customs | Send extra docs | Clear & duty pay | 1‑3 days |
| 9 Pickup & Delivery | Confirm address | Pick up + final mile | 1‑2 days |
| 10 Close & Reconcile | Check invoice | Archive docs | 1 day |

\*Average working‑day estimates; holidays, peak seasons and special cargo add extra time.

## Detailed Steps

### Step 1. Prepare the Packing List

**Goal:** Describe “what / how many / size & weight / packaging” on one sheet.

1. Download our **Packing‑List.xlsx** template.
2. Fill in:
   * **Description:** e.g. “Cotton Fabric”.
   * **Quantity:** rolls / cartons / pallets.
   * **Gross & Net Weight (kg)**.
   * **Volume (CBM):** L × W × H (cm) ÷ 1,000,000.
   * **Packaging:** cartons / woven bags / pallets.
3. One line per SKU.
4. Email back for a free format check.

### Step 2. Request a Quote

1. Bundle these drafts: packing list, (if ready) commercial invoice & carton list.
2. Email or chat—subject line example: **[Quote] ABC Co. → LAX 3×40HQ (≈ 80 CBM)**.
3. Tell us:
   * **Mode:** FCL / LCL / Air / IPI (rail to inland US).
   * **Speed:** standard / fast / “arrive before Black Friday”.
   * **Extras:** insurance, re‑packing, temperature control, DG handling.
4. Receive a formal PDF quotation within 24 h, including fee breakdown.

### Step 3. Confirm Your Customized Plan

1. Check currency, charges, free‑time (demurrage & detention).
2. Email “Quote confirmed” or sign/ stamp the quote page.
3. Pay booking deposit if required.
4. We issue a **Booking Confirmation** and key cutoff dates.

### Step 4. Submit Final Documents

|  |  |  |
| --- | --- | --- |
| Document | Purpose | Prepared by |
| Commercial Invoice | Duty base | You |
| Packing List | Weight/volume proof | You |
| Certificate of Origin (if needed) | Duty relief | You / Chamber |
| MSDS / DG cert | Dangerous goods | You |
| Power of Attorney | Customs clearance | You (signed) |

*Send normal cargo docs ≥ 2 days before customs cutoff; DG docs ≥ 7‑10 days.*

### Step 5. Pre‑Port Operations

1. **Drayage pick‑up** – You confirm factory address & loading window; we send truck & empty container (FCL) or arrange LCL warehouse drop.
2. **Packing / Securing** – Ensure moisture protection, labels, and pallet straps.
3. **Gate‑in** – We pre‑book terminal or CFS yard.

### Step 6. Export Customs

* We transmit data electronically, respond to queries, and return the **Export Release**.
* Keep phone/email open in case customs asks for extra proof.

### Step 7. Main Transit (Sea or Air)

* **Tracking:** 24/7 web link + weekly alerts.
* **Exception Alerts:** weather, congestion, roll‑over—instant notice.

### Step 8. Import Customs (USA / Mexico / Canada)

1. You provide: Tax ID (EIN / RFC / BN), import licences if any, duty payment method.
2. We/our broker: lodge ISF/AMS/ACE (USA) or equivalent, pay duties, secure release.

### Step 9. Pick‑up & Final Mile

* **FCL:** drayage to door or Amazon FBA.
* **LCL:** devanning, then truck delivery.
* **IPI / Rail:** ocean‑rail to Chicago, Dallas, etc., then drayage to consignee.

### Step 10. Close File & Reconcile

1. We send **B/L, release notes, customs entry, POD**.
2. You review the final invoice and settle balance.
3. We archive for 5 years and remain available for any post‑shipment claim.

## Frequently Asked Questions

|  |  |
| --- | --- |
| Q | A |
| What’s the difference between CY cutoff and Customs cutoff? | **Customs cutoff:** last moment for data filing; **CY cutoff:** last moment container can enter the terminal. |
| Will my LCL cargo mix with other buyers? | Only in the same consolidated container; your cargo keeps its own labels and is delivered intact. |
| Who pays duties? | Default is destination‑collect (DDU). Ask if you need DDP. |
| Can you handle Dangerous Goods? | Yes. Send MSDS + DG cert 7‑10 days earlier; space is limited, book early. |
| Do I need cargo insurance? | Highly recommended—full value +10 %. |

## 24 / 7 Contact Points

* **California：+1 (626) 693-6579**
* **Email**: [adam@kenablegroup.com](mailto:adam@kenablegroup.com)

### Final Note

Follow these ten steps and even a first‑time exporter can ship smoothly to North America. Whenever you feel unsure, contact your dedicated account manager—we’re ready to help ensure your cargo arrives **safe, on time, and fully compliant**.