

Notes Cindy

When you have a new charge send it via email to payables with shipment number in subject and email content and add it under billing, invoices.

PTT Permission To Transfer.

You get 24h of free storage. After 24 hours if in Chicago or New York you transfer to warehouse (PTT). If not, you pay storage.

THC are terminal charges or import charges fees. Sometimes on the other end they don't say they've been paid and you should double check. Pay THC after arrival notice.

Arrival notice. Storage Begins is the date you start paying for storage.

Pay Cargo for all payments. Select airline (ORD) ORD is o'hare airport. Description put shipment and company name. After you pay drag it into Consol, Details to upload it.

Add charges under Shipment, Billing.

Payment procedure:

1. Pay on Pay Cargo
2. Add to Consol Details dragging
3. Update Billing Shipment
4. Send to Payables via email

When you are broker you may be sent invoices like handover charge that client must pay.

Invoice can either be uploaded to the system and so you find it if you go on invoicing, import AP invoices issued by other group companies. Alternatively, you have to upload the charge manually.

Paycargo put shipment # for reference number, MAWB # for Number

Fedex, UPS you don't do anything, just track and trace it. They do clearance and delivery.

Click on client name f3, in organization go to consignee and you can see the broker information.

You can open a new shipment, double check that the overseas agent is correct compared to consol, save and that is how you claim it.

For warehouse transfer costs multiply weight in lb x 0.075. Can you bill it to client? Look at quote. For example, in this quote it is an amount all-in (all included) so you do not charge the warehouse transfer cost.

To access SOP (handling instructions) go on consignee, click on it and f3, e-docs and you will find the SOP line.

For billing insert quote number. If it doesn't populate go to edit consol, workflow & Tracking and insert detail

With COD (cash on delivery) clients they do not have credit terms with us and you need to bill client before the delivery.

PTT. Email to CFS AirImport. Subject: NEW PTT MAWB// Shimpent # HAWB: # . Send Master Bill. Attach PTT form, manifest (get it from system: consol, document, arrival, manifest, first one), copy of MAWB. he needs it to get shipment. We are moving from airline to warehouse to break down and separate two separate shipments from consol. You do this whenever you have more shipments within a consol. If not, you just ship it directly to consignee.

Brokers responsible for duty and customs to clear shipment. Sometimes we are brokers sometimes its us sometimes it's other people.

When client is COD you cannot send delivery order so you send a request to Gina for approval to send documents. Because there is a hold on the account as it has no credit. For example, you may need to request broker for duty amount to bill and collect payment before delivery.

To add invoice drag the pdf to edit shipment.

Main tasks: Send documents to broker, delivery order to trucker and update consignee.

For charges to be posted for freight you upload the invoice on Cargowise or enter them manually, then any invoice from Italy or other agents you sent to Maryanne for posting. For trucking, you enter send the invoice to paybales and they post it. An

To charge you pick the highest between gross weight and chargeable weight.

For freight is volume instead (sea).

When quoting air you choose the greatest of two calculations. You either multiply the rate (which is given to you in the quote by the agent) by kg. Or you multiply cubic meter by 167 (to convert it to kg) and then multiply by the rate. Again you keep the largest amount. For example, if the load is 2cbm and 80kg the two possible charges are (assuming rate of 1.4):

- $2\text{cbm} \times 167 \times 1.4 = 467.6$
- $80\text{kg} \times 1.4 = 112$, so you charge/quote \$467.6

Delivery order. Shipment, Documents, Arrival, cartage advice, Delivery order alpi usa. Select email under delivery and e-mail it to yourself.

Delivery order is for trucker. Usually you send a pre-delivery order once the freight has arrived to the airport. In one case the delivery order has different Fedex like ground and express, so in this case you need to wait for the shipment to be broken down in the warehouse before you send delivery orders. This is a rare case. Kvadrat delivery instructions

PRO # is another term for tracking number. For trucking, you track with their PRO # on their website.

Broker does custom clearance

Duty is the charge when you import good in the US.

Transfer only happens during weekend because you have to transfer to ALPI USA warehouse.

Delivery Cost is trucker cost.

Import Process:

1. Receive **pre-alert** and open it as pdf. MAWB will be on the pre-alert. We are always going to be the consignee. Check on Airline that it is actually arriving and flight voyage details.
2. Find it in CargoWise shipment with MAWB. Double check information. Usually commercial info is missing. Look up on edocs commercial invoice, packing list, house bill, master bill are on file. If it is from Italy it is going to usually be on file. If it is from China or other agents you need to open it from scratch. Open new file. Insert MAWB, type, transport, container mode, load port etc, shipment line, receiving agent is alpi, arrival cfs address (the airline warehouse unless there is a transfer to Alpi warehouse in Chicago or New York)(for PTT permit-to-transfer first put airline and create manifest, then change CFS address to out warehouse in Chicago RMTRUCFLI);, routing line
3. Upload all documents to CargoWise.
4. Send **arrival notice**, commercial invoice, HAWB to Broker. Go to consignee, f3, and under consignee check custom agent broker. Make sure there are no charges in HAWB.
5. Pay **terminal charges** (THC or ISC). To find airline contact information go to consol, detail, arrival, cfs addresses press on envelope, choose the relevant station. To find out current THC, pickup location to make sure we have the correct information.
6. Keep notes and to do (optional). Consol, workflow & tracking. Pay import fees on airline website
7. Consol, details, additional detail. Check off steps handled

8. Check delivery address on Commercial Invoice, pre-alert, HAWB, quote.. If you have conflict between AWB and something else reach out to consignee to confirm delivery address.
9. Usually you have a **quote** for the shipment from the salesperson/customer service. If not, EXW add 20% from original cost. If DDP, only billing the delivery and we add 30%. Insert quote number and it till **populate billing** (Shipment, billing, invoicing)
10. Send **pre-delivery order** to trucker before freight arrival. Sshipment, delivery, details, Delivery transport company. Check delivery address. Go to documents, arrival, cartage advice, delivery order. Keep trucker up to date. Send delivery order to yourself, type in everything and send to trucker. Subject: Pre delivery order – shipment# // MAWB# // Consignee name
11. When shipment has arrived and customs has been cleared. Call airline and ask that they have release 1C in their system. Pay THC (dest/port charges in Incoterms)
12. Email trucker after airline has confirmed 1C, THC and that the freight is available.
13. **Create invoice** Shipment, Job Invoicing, import AP invoice. Prepare one for each client, if you have a consol split charges. For DDP and DAP invoice origin, EXW consignee. Then send to payables with subject and content Shipment # (attach the invoice to the email) only for imports from Italy. If it is not posted send to Marianne. If not from Italy send to Marianne.
14. **Proof of Delivery (POD)**. You are sent the POD and you send it to origin for DDP/DAP and to consignee for EXW. You upload it to CargoWise and then you can bill.

One of the hardest things is to find the broker info. For a new consignee, they might have accepted a quote and don't have a broker or just wasn't identifies. So she contacts agent for consignee information. Then contacts consignee and asks for broker. It could be us or it could be someone else.

On MAWB consignee is always ALPI, on HAWB it is the actual consignee.

When opening file (creating consol), type is agent when you handle delivery and courier when you don't. Routing put in flight details in the rows. In details row put in shipper, origin, consignee, packs... Receiving agent is Alpi. Details, arrival CFS address (the freight location warehouse). Then send the arrival notice to broker. Go on consignee, f3 and see broker. In this case it is Alpi. Send to AlpiCustoms in this case.

Whenever you get a file that is not from Alpi Italy or China or Portugal, from another Freight forwarder you have to open a new file from scratch.

Ctrl + e inserts your email

LFD stands for last free day.

ACE needed from broker for customs release.

Pay THC when freight arrives at airport. Cargowise. Put airline. Type: Terminal fee.

Customer ref: Shipment #. Number: MAWB #. Description: Shipment # and content/object

Ways to Optimize:

Translation Button on Outlook email

Software centralizzato in cui vengono uploadati tutti i documenti e sono visualizzabili da tutti involved con un certo id, che in base alla tua categoria ti dà accesso solo ai documenti che ti riguardano. Mano a mano che si va avanti si aggiorna e dà una notifica a tutti involved, per esempio se la pre-delivery è pronta, avverte il trucker con una notifica e lui ci ha accesso. Questo sarebbe in aggiunta a Cargowise e fungerebbe da rimpiazzamento alla mail.

*** Cindy AI

Measure how much time she spends looking for documents. Mostly looking for docs in email like invoice etc. AI assistant that finds docs instantly if you tell him find invoice doc for Shipment #.

Three components: e-mail, pdfs, CargoWise.

E-mail is mainly responding to emails, giving updates either found on other emails or sharing info from pdf and cargowise. Specific tasks: tracking update to client, details about DAP charges, double checkin/recalculating quote, ask quotes to truckers via email (from a list on excel), asking for customs release, from email get master bill then open cargowise and send to herself delivery order, to modify on pdf and send back, calling broker for customs clearance, upload pdfs emailed from broker to CargoWise, send proof of delivery, alpi mexico sent over MAWB and HAWB to double check info (she checks on an older AWB), open new file, ask quote truckers

Sometimes freight arrives in the weekend and you only have 1-2 days free storage which is a problem because you have to pay charges on Monday. Most truckers do not work Sunday and Saturday only until 12pm. A lot more expensive on weekend.

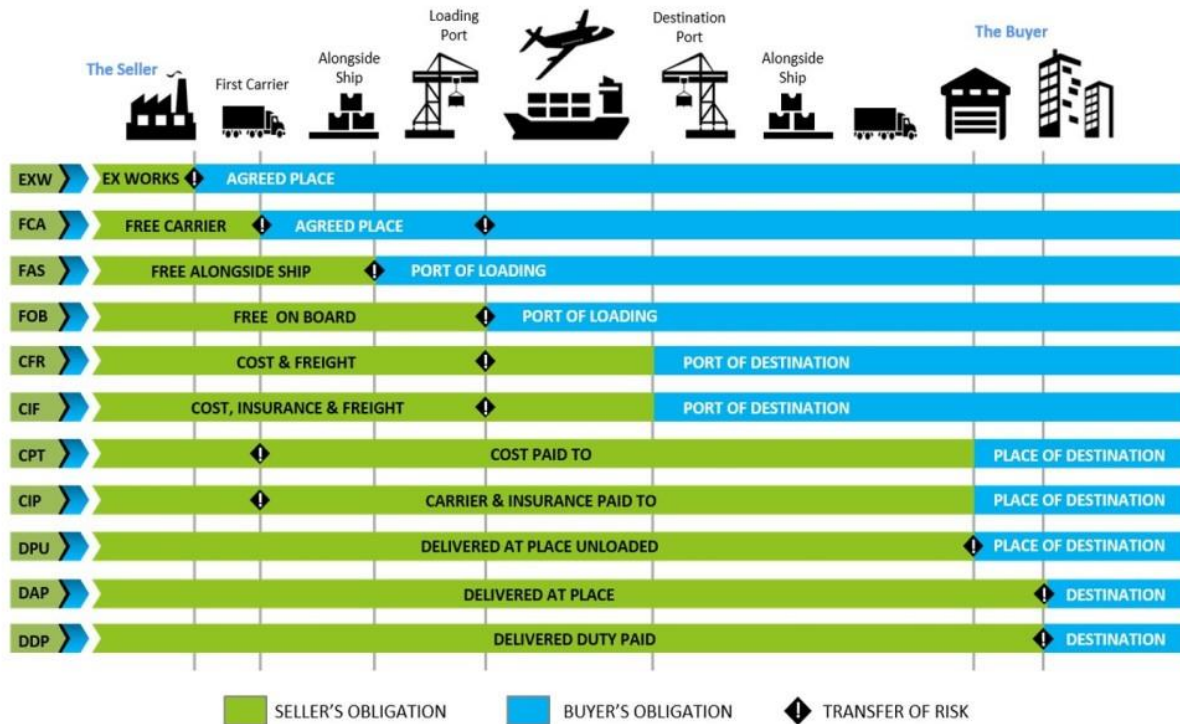
DAP charges are the final delivery trucking charges.

When you use a broker he is billed and takes care of trucker charges. You should not be billed by the trucking company

Crea un training chatbot con tutte le info per import ecc...

INCOTERMS 2020

Point of Delivery and Transfer of Risk



Incoterms

DAP DDP CPT CFR are pre-paid. Seller is the client (origin), buyer is the consignee. The incoterm is decided by the shipper and consignee and communicated to us.

DAP and EXW very common