Export process

Friday, 6 February 2026   10:07 AM

- ☐ Step zero: Open etms - export

- ☐ Step one: Type PICKUP = On hand
    - ○ Enter vendor name
    - ○ GCI --> Hover over and click find(Help) --> Once found customer click select/return
    - ○ X and x on dispatch and back
    - ○ P/C is prepaid or collect. Will say on invoice.
    - ○ Is it hazardous or no
    - ○ Pick up "direct couriers"
    - ○ If we don't have commercial invoice than on Rstcom: UNKN
    - ○ C/T/U its U
    - ○ Exw is collect export
    - ○ Enter shipment number in the number area
    - ○ F is on-hand cargo
    - ○ 4 In beginning of shipment number is expeditors perth
    - ○ First couple of numbers afterwards are our branch code

- ☐ Step two: Type LOG
    - ○ In Type put EHA this does the task below
    - ○ Create house air way bill
    - ○ Put in customer who is being billed --> Find in Expo GCI
        - ▪ Search in Expo
        - ▪ Search companies
        - ▪ Customer ID click
        - ▪ Customer Programs
        - ▪ Copy number next to name and paste in customer
    - ○ Write description of goods
    - ○ Ask shipper for Haz or not - GET IN WRITING
    - ○ X = means now
    - ○ X+1 = means now till tomorrow
    - ○ Print no
    - ○ If you put a * it means anything after

- ☐ Step Two and a half: Type REFS
    - ○ Then Put C and consignee
    - ○ X to print (No)
    - ○ Reference number Q# which is quote number

- ☐ Step three: Move documents into EDOC. Includes SLI, Invoice, Quotes, HAWB and any other relevant documents

- ☐ Step four: Play --> SMP script
    - ○ Service type A/A which is airport to airport
    - ○ Print no
    - ○ When it asks for shipper reference type (Use commercial invoice number)
    - ○ consignee reference or buyers reference number (Use P/O number)
    - ○ Perth never uses house shipment route

- ☐ Step five: Type hist command in the top once script is done
    - ○ Use to double check script and other processes have been done right

- ☐ Step Six: Type Ref
  - ○ Add any other references for example if there is more than one commercial invoice with a unique number

- ☐ Step Seven: Book courier
  - ○ Direct couriers website
  - ○ Job order button
  - ○ Export job
  - ○ Expeditors is general
  - ○ Reference number is house bill
  - ○ Use Shippers letter of instruction as leg references
  - ○ Book job with time, date and any instructions

- ☐ Step eight: Copy into Hist
  - ○ PUA = courier job id
  - ○ DC = (Direct courier) job number
  - ○ BE careful you cant delete

- ☐ Step nine: Open exp.o warehouse
  - ○ Inbound
  - ○ New visit
  - ○ Job num + DC (Direct courier)
  - ○ Check box
  - ○ Create origin receipt
  - ○ Receipt number is the label
  - ○ Service number is job
  - ○ Door is JD 3 (Gate 3)

- ☐ Step ten: In exp.o export type labels
  - ○ Click on hand number (Top number) click find (smart)
  - ○ Print
  - ○ When labels print, feed it through and pull hard
  - ○ There is a form at the printer called COCS
  - ○ Write HAWB and Company direct couriers on paper for reference
  - ○ Take paper to benny (Table in warehouse)

- ☐ Step eleven: Type AIRRTS in exp.o
  - ○ Find all matches for x
  - ○ Clears the screen
  - ○ Copy GLI
  - ○ Only use freight rates
  - ○ Switch screen
  - ○ Document fees are:
    - ▪ Add to handle, process/report MAWB to customs
    - ▪ Loose cargo charge
    - ▪ Charging screening
    - ▪ Any other cost associated with quote
  - ○ GL codes to use
    - ▪ 4002 = Air freight
    - ▪ 4001 = Docks
    - ▪ 4701 = Terminals (Airport) ((Anything done at terminal))
    - ▪ 4709 = Screening, Miscellaneous
    - ▪ 4703 = Transport
  - ○ Note you can not use % it has to be $ translation

- ☐ Step thirteen: Shipment --> go to

- o Add HAWB number to and modify with any other relevant information
- o Once everything is copied click play and run script
- o Script = Export exception PHD
- o Use latest version

- □ Step fourteen: Save commercial and packing list
  - o Creates a DSN event (Documents scanned in)
  - o <mark>Run SMP script</mark>
    - ▪ <mark>No</mark>
    - ▪ <mark>Yes consignee (Invoice num)</mark>
    - ▪ <mark>Enter Quote number</mark>
    - ▪ <mark>Yes</mark>
    - ▪ <mark>No</mark>
      - □ <mark>Note (Government departments are not Trader ID) Exempt</mark>
  - o <mark>If you need to go back and change stock or KG its in DIMS command screen</mark>

- □ Step Fifteen: Create labels
  - o Open exp.o warehouse
  - o Inbound
  - o New visit
  - o Job num + DC (Direct courier)
  - o Check box
  - o Create origin receipt
  - o Receipt number is the label (YELLOW LABELS)
  - o Service number is job number (DIRECT COURIERS NUMBER)
  - o Door is JD 3 (Gate 3)
  - o Done

- □ Step Sixteen: Print labels down stairs
  - o Fill Out document downstairs at printer with HAWB number and DC job number
  - o Stick label connected to Warehouse onto the paper
  - o Put out in warehouse with labels attached to sheet

- □ Step Seventeen: Customs Entries and Clearance

- □ Once Package has left the facility the driver will sign a document and you will take it back upstairs and run a TSF event in the HIST.
  - o This event needs date and Time (That's it) Confirms it has been picked up by the driver

Open etms - export

PICKUP

- □ Step one: Type PICKUP = creates On hand
  - ○ Enter vendor name
  - ○ GCI --> Hover over and click find(Help) --> Once found customer click select/return
  - ○ X and x on dispatch and back
  - ○ P/C is prepaid or collect. Will say on invoice.
  - ○ Is it hazardous or no
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  - ○ Exw is collect export
  - ○ Enter shipment number in the number area
  - ○ F is on-hand cargo
  - ○ 4 In beginning of shipment number is expeditors perth
  - ○ First couple of numbers afterwards are our branch code

LOG

Friday, 20 February 2026   9:16 AM

- □ Step two: Type LOG
    - ○ In Type put EHA this does the task below
    - ○ Create house air way bill
    - ○ Put in customer who is being billed --> Find in Expo GCI
        - ▪ Search in Expo
        - ▪ Search companies
        - ▪ Customer ID click
        - ▪ Customer Programs
        - ▪ Copy number next to name and paste in customer
    - ○ Write description of goods
    - ○ Ask shipper for Haz or not - GET IN WRITING
    - ○ X = means now
    - ○ X+1 = means now till tomorrow
    - ○ Print no
    - ○ If you put a * it means anything after

REFS

- ☐ Step Two and a half: Type REFS
    - ○ Then Put C and consignee
    - ○ X to print (No)
    - ○ Reference number Q# which is quote number
    - ○ Add any other references for example if there is more than one commercial invoice with a unique number

Book courier

Friday, 20 February 2026   9:16 AM

- ☐ Step Seven: Book courier
  - ○ Direct couriers website
  - ○ Job order button
  - ○ Export job
  - ○ Expeditors is general
  - ○ Reference number is house bill
  - ○ Use Shippers letter of instruction as leg references
  - ○ Book job with time, date and any instructions

- ☐ Step eight: Copy into Hist
  - ○ PUA = courier job id
  - ○ DC = (Direct courier) job number
  - ○ BE careful you cant delete

exp.o warehouse

- ☐ Step nine: Open exp.o warehouse
  - ○ Inbound
  - ○ New visit
  - ○ Job num + DC (Direct courier)
  - ○ Check box
  - ○ Create origin receipt
  - ○ Receipt number is the label
  - ○ Service number is job
  - ○ Door is JD 3 (Gate 3)

- ☐ Create labels
  - ○ Open exp.o warehouse
  - ○ Inbound
  - ○ New visit
  - ○ Job num + DC (Direct courier)
  - ○ Check box
  - ○ Create origin receipt
  - ○ Receipt number is the label (YELLOW LABELS)
  - ○ Service number is job number (DIRECT COURIERS NUMBER)
  - ○ Door is JD 3 (Gate 3)
  - ○ Done

exp.o export labels

- □ Step ten: In exp.o export type labels
  - ○ Click on hand number (Top number) click find (smart)
  - ○ Print
  - ○ When labels print, feed it through and pull hard
  - ○ There is a form at the printer called COCS
  - ○ Write HAWB and Company direct couriers on paper for reference
  - ○ Take paper to benny (Table in warehouse)

AIRRTS

- □ Step eleven: Type AIRRTS in exp.o
  - ○ Find all matches for x
  - ○ Clears the screen
  - ○ Copy GLI
  - ○ Only use freight rates
  - ○ Switch screen
  - ○ Document fees are:
    - ▪ Add to handle, process/report MAWB to customs
    - ▪ Loose cargo charge
    - ▪ Charging screening
    - ▪ Any other cost associated with quote
  - ○ GL codes to use
    - ▪ 4002 = Air freight
    - ▪ 4001 = Docks
    - ▪ 4701 = Terminals (Airport) ((Anything done at terminal))
    - ▪ 4709 = Screening, Miscellaneous
    - ▪ 4703 = Transport
  - ○ Note you can not use % it has to be $ translation

SHPMNT

- □ Step thirteen: Shipment --> go to
    - ○ Add HAWB number to and modify with any other relevant information
    - ○ Once everything is copied click play and run script
    - ○ Script = Export exception PHD
    - ○ Use latest version

Customs Entries and Clearance

Friday, 20 February 2026   9:22 AM

- Log into Expedient for all customs jobs
  - Export Air
  - Shippers invoice
  - Classify everything
    - Classify is where to put HS code
    - TLF --> Update --> AHEC --> Paste with*
    - Once done EDN button
    - Add tab
    - Submit edn

SMP script

- Run SMP script
  - No
  - Yes consignee (Invoice num)
  - Enter Quote number
  - Yes
  - No
    - Note (Government departments are not Trader ID) Exempt
- If you need to go back and change stock or KG its in DIMS command screen

- Step four: Play --> SMP script
  - Service type A/A which is airport to airport
  - Print no
  - When it asks for shipper reference type (Use commercial invoice number)
  - consignee reference or buyers reference number (Use P/O number)
  - Perth never uses house shipment route

- Step five: Type hist command in the top once script is done
  - Use to double check script and other processes have been done right

Print HAWB

- LOG screen
- Make sure your on the HAWB
- Click PrintAIRBILL
- Next
- Next
- Till errors
- Gen for goods type (General Freight)
- Last button confirm print

Flight Allocation etms

- First Check if we have available AWB's
- Type AWBINV
- Log
- Type ICA into screen
- Origin and destination
- AWB is code for airline (Use findsmart)
- ADD MODIFY

Note: If you need to change airway bill to another airline you use AWBCHG command

Booking flight

- Find offer on airplane flights
- In description put CONSOL
- For dimensions look at DIMS

Enter BKD

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- Enter ETMS
- HIST
- Enter book date,time,orign,designated flight number
- Update the ETA (Keep in mind time zones)

CONSOL

- ○ Go back to LOG
- ○ Type CONSOL
- ○ IC
- ○ LOG
- ○ Print
- ○ Master bill is always prepaid + std shipping
- ○ EDN from customs put into not
- ○ Put in flight cost (Put our price)
- ○ Put rate CTA as our agreement rate
- ○ Click next screen and put in our actual flight cost
- ○ Click print at end
- ○ Next screen
- ○ Add modify

Print labels

- ☐ Print labels down stairs
  - ○ Fill Out document downstairs at printer with HAWB number and DC job number
  - ○ Stick label connected to Warehouse onto the paper
  - ○ Put out in warehouse with labels attached to sheet
- ☐ Print house+Master
  - ○ Go to HAWB page
  - ○ LABELS
  - ○ Form id is EHAC
  - ○ Print
- ☐ Print ACCA (Security confirm date of received)
- ☐ Print MAWB rated
- ☐ Cargo security declaration
- ☐ Other transport document - AWMB

TSF event (DC taken)

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- ☐ Once Package has left the facility the driver will sign a document and you will take it back upstairs and run a TSF event in the HIST.
    - ○ This event needs date and Time (That's it) Confirms it has been picked up by the driver

Process Image

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SMP Script Items

Table below indicates elements of the shipment prep process that must be completed prior to running the SMP Script.
If any one step cannot be completed, please follow the ==PHD process==.

LOG screen - GCIs	Compliance +AACA	Docs + clearance (if applicable)	RATES
Shipper	Regular	Commercial Invoice (DSN)	Quote document
Consignee	Non-Regular	Packing List (DSN)	REFS Q# (as C type)
Bill-To		Shipper's Letter of Instruction (SLI)	AIRRTS
Customer		Customs Export DLSOP	Credit Check DLSOP
Vendor, if applicable			FDS Standards

ACCA requirement

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Step 1) Determine if the customer is a:
- Regular customer undertaking
- Non regular customer undertaking

Step 2) Use customer database to determine if the customer has signed a ACCA document for us:
- No (use email templates on branch website) select red text that's most relevant
- Yes (Ignore this requirement)
- Expiring (Follow up with a message saying a new document is due to be signed)

Note
- (Database is on SharePoint)

Note
- (If they are non-regular, put in the shipment information into the customer database as 3 successful shipments allows them to move to regular undertaking)

Chain Of Custody

- Delivery company is who its too
- Delivery job number in the top right
- HAWB number is written on the middle as well as where its heading and too who?

Import Process

- Step one: Look at exp.o workboard
  - Look at shipment tab
  - Examine logging - update system if there is nothing (Refresh)
  - Examine Consol in transit

- Step two: Make sure consol in transit data tracking is accurate
  - Use tracking systems and EMD to determine if there are on time
  - Keep in mind shipment in transit is individual house air way bills

- Step Three: Email Courier to arrange pick up
  - Tick the package that's ready, copy excel on the left
  - Copy excel and clean up data (Relevant data)
  - Email it to DC or Wymap trucks
  - Always cc Syd on invoice

- Step ten: In exp.o export type labels
  - Click on hand number (Top number) click find (smart)
  - Print
  - When labels print, feed it through and pull hard
  - There is a form at the printer called COCS
  - Write HAWB and Company direct couriers on paper for reference
  - Take paper to benny (Table in warehouse)

- Step nine: Open exp.o warehouse
  - Inbound
  - New visit
  - Job num + DC (Direct courier)
  - Check box
  - Create origin receipt
  - Receipt number is the label
  - Service number is job
  - Door is JD 3 (Gate 3)

- Create labels
  - Open exp.o warehouse
  - Inbound
  - New visit
  - Job num + DC (Direct courier)
  - Check box
  - Create origin receipt
  - Receipt number is the label (YELLOW LABELS)
  - Service number is job number (DIRECT COURIERS NUMBER)
  - Door is JD 3 (Gate 3)
  - Done

Logging -> Consol

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Step 1) In workboard go to LOGGING
- Click lock icon on each house airway bill
- Open up CIFIT import
- Press play script
- Import script
- Import logging script and run
- Stop manually as it wont automatically stop

⭐ Step 2) Missing EDD - estimated arrival at house
- Click lock and open CIFIT import
- Note this is the tracking process
- Update the MAWB not the HAWB. File no -1 is the MAWB
- F6 F6 F6
- Go to SHIPMT HIST and update EMD (OVERRIDE) UPDATE EXISTING and then yes to update all
- Make assumption here of EMD and track later in the day
- If Unlayding is at SYD then go to **STEP 3**

Step 3) Open up Expedient and clear customs in SYD
- Navigate to Forwarding -> Import Air -> Cargo Reporting -> Cargo Report HAWB
- Find HAWB (Do for each, don't do MAWB)
- Click Update
- Update location at the bottom from PER to SYD
- Submit house
- NOTE (Trucks leave Sydney on Tuesdays and Fridays)
- Update EMD to Sydney truck delivery estimate.
- Leaves on Tuesday -> Arrives on Friday and vice versa

Consol -> Terminal

☐ Step one: Make sure consol in transit data tracking is accurate
- ○ Use tracking systems and EMD to determine if there are on time
- ○ Keep in mind shipment in transit is individual house air way bills

☐ Step two: Email Courier to arrange pick up
- ○ Tick the package that's ready, copy excel on the left
- ○ Copy excel and clean up data (Relevant data)
- ○ Email it to DC or Wymap trucks
- ○ Always cc Syd on invoice

Terms (Important Ones)

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ULD / Equipment Types

Code	Meaning
PMC	Positional Mechanical Container (large aircraft pallet/ULD)
AKE	Aircraft Container (LD3 container)
BNF	Box and Freight — end-to-end service (cartonized freight)

Transit & Milestone Codes

Code	Meaning
EMD	Estimated Master Destination (estimated arrival of master shipment at destination)
EDU	Estimated Arrival at Port of Unlading
EDD	Estimated House Bill Arrival (US)
AMD	Arrived Master Destination
ADU	Arrived at Port of Unlading
ADD	Arrived House Bill (US)
ETA	Estimated Time of Arrival

File Type Identifiers (E.TMS letters & numbers)

These appear at the end of shipment numbers.

Code	Meaning
F	On-hand cargo file
H	Transcon Outbound
J	Transcon Direct
2	Air Import
3	Air Export Direct
4	Expeditors House / Air Export House (E.g., HAWB File)
9	Distribution

Incoterms (Shipping Terms)

Term	Meaning
EXW	Ex Works — Collect export; seller makes goods available for pickup
CPT	Carriage Paid To
FCA	Free Carrier — Often used in multimodal transport
DAP	Delivered at Place
DPU	Delivered at Place Unloaded
DDP	Delivered Duty Paid
FAS	Free Alongside Ship

FOB	Free On Board

Transportation & Service Types

Code	Meaning
DC	Direct Couriers
Transcon	Multimodal domestic & international transport service
White Glove	Premium end-to-end handling service

Billing & Account Codes

Code	Meaning
GCI	Client Number

GL	Billing Codes
	    - Important ones:
	        ○ 4002 = Air freight
	        ○ 4001 = Docks
	        ○ 4701 = Terminal (Airport)
	        ○ 4709 = Screen and miscellaneous
	        ○ 4703 = Transport

GL 9999	Temporary reminder code — delete before final billing

Core Air Export Event Codes

Code	Meaning
FRD	Freight Received with Documents
FND	Freight Received No Documents
DSN	Documents scanned to e.doc
SMP	Shipment prepped
BKD	Booked
BLP	AWB/BL printed (Airway bill)
COB	Confirmed On Board
TSF	Transferred to the Carrier
INV	Invoiced
DLY	Shipment Delayed
TSF	Transfer
OHA	On hand available

Documentation Terms

Code	Meaning
MAWB	Master Air Waybill
HAWB	House Air Waybill
SLI	Shipper's Letter of Instruction
SOP	Standard Operating Procedure / Billing Instructions
PO	Purchase Order

SO	Sales Order
STO	Stock Transfer Order
WPM	Wood Packing Material
DGR	Dangerous Goods Regulations

OS&D – Over, Short & Damaged

OS&D = Over, Short, or Damaged cargo

Events attached:

Code	Meaning
FRF	Freight Found / Freight Repaired / Freight Replaced
OSR	Overage / Shortage / Damage Resolved

Entries required in E.TMS History:
- **OSD:** Enter brief comments about Over/Short/Damage
- **PNC:** Enter Preliminary Notice of Claim filing number

PNC = Preliminary Notice of Claim (used when OS&D unresolved after 2 business days)

Branch / Internal References

Code	Meaning
PER	Our Branch / Performance Branch Code
SYD	Sydney Team

Moving letter of credit

- □ How to identify
  - Attached original letter of credit document
  - Customer communicates it
  - HAWB or Commercial invoice is consigned to a bank
  - SLI indicates LOC reference
  - Commercial Invoice has a letter of credit reference
- □ LCP (Letter of credit pending) Need to be entered into e.tms export

Bank release

☐ Bank release: Needs banks approval before releasing freight to consignee
- If bank release is needed BRQ event code is required in HIST screen
- One bank release has been obtained, document must be scanned under the correct shipment file number
- This creates a bank release (BRL) event code in e.tms import

Gross weight vs Volume weight

☐ Weight = Weight of one good x number in shipment
☐ Gross volume = (Length x Height x Width) x number of goods in shipment
  • Divide by 6000 because our measurement is in cm3 but our weight is in kg
  • 6,000 if cubic cm
  • 366 if cubic inch's

Size of Air cargo

Passenger aircraft:
- Bulk compartment - Cargo door
  - 47 inch or 112 cm in height
  - 44 inch or 112 cm in width
- Belly compartment - door
  - 66 inch or 169 cm in height
  - 44 inch or 112 cm in width

Freighter aircraft:
- Side compartment - door
  - 123 inch or 305 cm in height
  - 134 inch or 340 cm in width
- nose compartment - door
  - 96 inch or 244 cm in height
  - 94 inch or 238 cm in width
  - NOSE CARGO DOOR IS MULTIPLE DIFFERENT SIZES, THIS IS ROUGH ESTIMATE

Airport Storage Charge

Airport will charge on day two for cargo based on weight
- Day of arrival is considered Day 0
- Day 1 is the day after arrival
- Day 2 is the day they charge weight

Billing

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Codes with 4 are:	Profit & Loss
Codes with 2 are:	Balance sheet

- Override is revenue recording
- Expected is amount charged to customer
- e.tms import is rate schedule screen
- e.tms export for air is Air rates screen

Process

- ☐ Establish Service:
  - Check customer requirements in SOP
  - Confirm if cargo is temperature controlled
  - Ask for temp requirements in writing and verify SOP
  - If no SOP is in place do not proceed until one does
  - A lane risk assessment (LRA) must be created (Regional health care manager)
- ☐ Booking:
  - Receive documents
    - Ensure all documents arrive
    - Verify temp docs
- ☐ Prepare shipment:
  - Dispatch an approved trucker/haulier for pick up (Direct courier)
  - Communicate handling instructions
  - Use the correct TC good type for system visibility
  - Notify warehouse and operations of incoming temp-cont cargo (NOTE PERTH DOES NOT HAVE COLD STORAGE, GOES STRAIGHT FROM AIRPORT TO CONSIGNEE)
- ☐ Receipt:
  - Confirm SOP requirements upon arrival
  - Notify warehouse personal
  - Warehouse employees should record temps on a hand-sheet
  - Protect cargo and maintain temp range
- ☐ Process shipment:
  - Print and review all necessary documentation (HAWB, MAWB ect)
  - Ensure temp instructions are per airline requirements
  - Follow SLI and customer SOP instructions
  - Confirm routing options
  - Any deviation from routing plan must be approved BY CONSIGNEE
  - Handling instructions must be communicated
  - For leased containers, manage lease lifecycle using event codes (SOL,EOL,ACR)
    - SOL (Start of lease)
    - EOL (End of lease)
    - ACR (Active container returned)
- ☐ Monitoring Shipment:
  - Use event codes to close out
  - Monitor temps
  - Validate temps
  - Inform customer when cargo is ready for delivery
  - Ensure delivery happens before expiration

Terms

- ☐ Containers:
    - TC1: External refrigeration (Active)
    - TC2: Self contained refrigerant (Passive) e.g cold packs
    - TC3: No refrigerant
        - ○ Only require SHR and RDL
- ☐ Codes
    - SHR (Special handling required)
    - EXP (Expiration date of refrigerant)
    - RDL (Requested delivery date)
    - SOL (Start of lease)
    - EOL (End of lease)
    - ACR (Active container returned)

Classification

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Potential Dangerous goods (Hidden)
1. Aircraft on ground spares
2. Aircraft parts/equipment
3. Automobile parts/equipment
4. Battery powered device
5. Breathing apparatus
6. Camping equipment
7. Chemicals
8. Combat

Labels
1. Explosive
2. Gases
3. Flammable liquids
4. Flammable solids
5. Oxidizing substances
6. Toxic & Infectious substances
7. Radioactive material
8. Corrosive
9. Miscellaneous dangerous goods

Login

Quantas tracking:
- PerthTracking
- Expeditors6164!

Username:
- per-lachlanr

Numbers

Wednesday, 18 February 2026   11:32 AM

1.
2.

On-Hold Process

Run script and select reason for hold

Resume is the exact same process

Always put on hold if there is anything preventing you from moving forward. When in doubt just put on hold anyway.

Incoterms

1. EXW – Ex Works
- Buyer collects goods from seller's door.
- Seller's responsibility ends once goods are made available.
- Buyer handles **export clearance** (not ideal for air freight; often causes issues).
- High risk for buyer; low involvement for seller.

2. FCA – Free Carrier (Recommended for Air Freight)
- Seller delivers goods to **carrier or agent** at named place.
- Seller completes **export customs clearance**.
- Risk transfers when goods are handed to carrier.
- One of the *cleanest terms* for air freight exports.

3. CPT – Carriage Paid To
- Seller pays freight to named destination airport.
- **Risk transfers earlier** (when handed to first carrier).
- Import costs and risks after uplift = buyer's responsibility.

4. CIP – Carriage and Insurance Paid To
- Same as CPT **but seller must provide insurance** (minimum ICC-C).
- Common for air freight when insurance is required by contract.

5. DAP – Delivered at Place
- Seller delivers to buyer's premises or agreed point **not cleared for import**.
- Seller pays freight + delivery.
- Buyer handles import clearance, duties, taxes.

6. DPU – Delivered at Place Unloaded
- Seller delivers **and unloads** goods at the destination.
- Buyer handles import clearance.
- Useful for high-value or sensitive cargo where unloading is risky.

7. DDP – Delivered Duty Paid
- Seller handles **everything**: freight, import customs, duties, taxes.
- Highest risk + involvement for seller.
- Often problematic because sellers rarely understand foreign import processes.
- Avoid when possible in air freight unless pre-arranged.

8. FOB / CFR / CIF / FAS (SEA ONLY — NOT FOR AIR)
- These Incoterms are **NOT applicable to air freight**, even though customers often misuse them.
- Politely redirect customers to FCA, CPT, CIP instead.

Simple Graph

Friday, 20 February 2026   2:16 PM

Term	Export Clearance	Main Freight	Import Clearance	Duties/Taxes	Risk Transfers
EXW	Buyer	Buyer	Buyer	Buyer	At seller's door
FCA	**Seller**	Buyer	Buyer	Buyer	When handed to carrier
CPT	Seller	**Seller**	Buyer	Buyer	When handed to first carrier
CIP	Seller	**Seller**	Buyer	Buyer	When handed to first carrier
DAP	Seller	Seller	**Buyer**	Buyer	On delivery to final location
DPU	Seller	Seller	**Buyer**	Buyer	After unloading at destination
DDP	Seller	Seller	**Seller**	**Seller**	On delivery to buyer

MUST-KNOW

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When taking bookings
- Check **Incoterm + named location** (e.g., FCA Shanghai, CPT Sydney Airport).
- Confirm **who is paying the freight**.
- Identify **who is responsible for export clearance**.
- Ensure shipper/consignee align on risks + costs.

Export Ops (Air)
- FCA: You arrange pickup; seller must provide export docs.
- CPT/CIP: Shipper pays the freight; you issue MAWB to seller.
- EXW: Buyer must arrange export clearance (commonly messy).

Import Ops (Air)
- DAP/DPU/DDP: Expect delivery requirements, final mile obligations.
- CPT/CIP: You charge local import fees to the consignee.
- Highlight **risk transfer point** to avoid disputes.

Air Export

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A complete, note-style reference preserving every step and rule provided.

Tags:

- [Doc]=e.doc/documenting
- [Sys]=E.TMS/CFIT action
- [Event]=system event
- [If]=conditional
- [Ref]=resource.

1) Establish Rates — Purpose: ensure customer-approved rates before handling

Checklist
- 1. Receive Customer Rate Inquiry
  - Receive customer request via phone, email, bid, or sales process; gather needs/scope/details.
- 2. Prepare Quote or Update Ongoing Rate Sheet
  - Acknowledge immediately; respond ASAP.
  - Build costs using company standards/benchmarks/specific carrier options.
  - Every quote must have a quote number; maintain a quote log (Quoting App auto-logs).
  - Healthcare (HC): Only GDP-approved carriers; rates must match GDP service level. [Ref: SP Requirements Dashboard].
  - Government Services (GOV): Notify GS for spot quotes in scope; use US Military Decision Matrix; comply with Fly America (use US Flag carrier) unless exception.
- 3. Share Rates with Customer for Approval
  - Share via email/portal; negotiate as needed; save written approval per branch practice [Doc].
  - GOV: GS team handles all direct customer communication.
- ★ 4. Upload Accepted Rates
  - Ongoing: Upload to Customer Rates Repository with required fields (Customer Account #, Name; File Name, Product(s), Effective Date, Expiration Date).
  - Spot: Scan into e.doc in shipment file. Collect terms: destination sends quote to origin for upload at approval. Prepaid: origin uploads at approval.
- ★ 5. Generate Q# File Reference (see Q# Reference Rules)
- ★ 6. Complete Compliance Checks (see C1: Compliance Block)
- ★ 7. Follow Global Credit Procedures (see GCR: Global Credit Review)
- 8. Adhere to the FDS Standard (FDS, Door-Rated, DAP, DDP).

2) Receive Documents — Purpose: obtain and scan all required instructions & documents

Checklist
- 1. Receive Shipment Notification
  - Receive via phone/email/EDI/Exp.o Booking; obtain booking details.
  - Before any movement, obtain written DG designation (Yes/No).

- If DG/ITAR/TC/HC/other restricted: only fully trained & certified employees may handle.
- Transcon (TCON): Except with CHQ approval, all air shipments crossing borders must be turned over to Air Export.
- Order Management (OM) – Origin
- Receive bookings via OMB/email; OMB mandatory if SOP says so (enforce and escalate if vendors refuse).
- Update VCB and required booking info within 1 working day; manage missing/invalid info (set OMB status to PENDING SHIPPER/MANUFACTURER ACTION).
- If cargo ready date changes, set OMB to PENDING SHIPPER ACTION.
- Customs Import
- Sources: Air Import, e.doc, origin, importer, shipper, airline/forwarder/SSL, etc.
- Northern border: receive invoice with 3461 ALT/entry #; line release docs from Customs; PAPS flows.
- Southern border: if partial info, create CFIT record and apply process hold script (UCE/VRO → IPE → AME/VRC).
- US: Verify FDA Prior Notice as applicable.

- 2. Create Shipment Record in E.TMS
  - Create/update record; if server rack, enter RAK event with tier (0–5). [Event]
  - Temperature Controlled (TC): Air/Transcon use Program Type TC1/TC2/TC3; if DG, indicate via Hzd Pcs.
  - Ocean Export TC: set reefer equipment; BLSORD 'Tmp Ctl?' = Y.
  - Government Services: Program Type 'GOV' (unless superseded); RstCom 'GOVT' (or MILS/MILO); GOVT=Y.
  - Air Export: clone MODELS when available; else create via PICKUP/LOG.
  - Transcon: outbound (except local/intra-district) must be H files (RVP/Product exception only).

- 3. Scan and Label Documents in e.doc
  - Review docs for DG/ITAR/TC/HC/restricted; only certified staff handle.
  - Scan/index correctly (Document Type List); internal-only comms use "Correspondence – Internal".
  - DSN event triggers when CI/PL/Proforma/Export Invoice/Carnet/IOR CI/Internal Import Invoice saved at origin. [Event]
  - GOV: Save Government BL and Commercial BL under correct doc types.
  - Ocean Export: Enter SHN when all docs received (auto-triggers if doc saved; can update in HIST manually).
  - Customs Import: Scan/index all; minimum CI + transport doc; Mexico/Southern Border: scan Internal Import Invoice to trigger IIV; Canada: scan Canada Customs Invoice to trigger DXR.

- ★ 4. Apply Customer SOP Instructions
  - Review Customer SOP/SLI; send required alerts; enter SOP references; communicate special handling/packaging/data loggers to warehouse.
  - Customs Import: Review Account Mgmt Suites (importer, procedure, valuation, classification, origin, duty/tax, PGAs, licenses, affiliations); scan all instruction docs; apply transactional instructions.

- ★ 5. Complete Compliance Checks (see C1)
- 6. Arrange Pickup
  - Only certified staff dispatch DG/ITAR/TC/HC/restricted.
  - Use 'Approved' status service providers; secure yard for loaded units (Seals & Container Security).
  - HC: GDP-approved providers only.
  - TC: Temperature requirements appear on HAWB/BL/CMR/pickup/delivery.
  - GOV: Drivers to US Govt facilities meet Real ID.
  - Air Export: dispatch to approved SP; US only: Authorized Representative (TSA).
  - Transcon US: use IACMS Master List; dispatch via PICKUP (non-DTC) or EDICEC (DTC); We Arrange Y/N/P rules; Americas FTL High Value → direct asset carriers only (no brokers).

- 7. Complete Pre-Trip Inspection Form (Healthcare only, when applicable)
    - Use GDP-OP-019-001 Pre-Trip Inspection Form; upload to e.doc.
    - Perform visual checks on vehicle & finished orders; verify vent settings; reject if issues.
- **★ 8. Record and Resolve Process Holds (PHD/PHR; GOV notify)**
- **★ 9. Manage Process in Exp.o Workboard (use supplemental reports only if needed)**

3) Prepare Shipment — Purpose: fully prepped & ready for processing

Checklist
- 1. Collect and Enter Shipment Details
    - Only certified staff if DG/ITAR/TC/HC/restricted.
    - TC: follow program event codes, data logger requirements, packaging solutions.
    - Air Export: LOG screen – GCIs, routing, service level/type, program; add SOP/SLI references.
    - Transcon: collect/validate shipper/pickup/consignee, destination handling office/agent (US: NA Routing Guide), Bill To, customer GCI (not an Expeditors location), ready/close times, commodity & SHIs/SHRs, pcs/wt/dims (physically validate if not DTC), RDL; enter SHIs/SHRs in HIST; references in REFS; complete LOG with GCIs/service/program/restricted commodity.
    - Cross-border: verify country export/import processes & brokers; set SCI + Export Clearance on LOG.
    - Americas FTL High Value: use Program Type VAL per customer list/thresholds (MX > $1M; others > $5M).
- **★ 2. Complete Compliance Checks (see C1)**
- 3. Complete Export Clearance
    - Resolve doc discrepancies with customer.
    - File in 3rd party/internal system per local law (OPS: Customs Export).
    - Transcon: cross-border per local law; US→MX: HIST must show ITN or EFE/OFE; EFE includes ITN + Southern Border file #.
- 4. Validate Destination Handling Requirements (Air Export)
    - Comply with destination approvals/notifications.
    - Routed traffic: ensure proper destination notification and authorization.
    - Latin America: staff handling LA shipments complete LATAM certification.
- 5. Adhere to the FDS Standard (FDS, Door-Rated, DAP, DDP)
- **★ 6. Follow Global Credit Procedures (see GCR)**
- **★ 7. Upload Accepted Rates (see §1★4)**
- **★ 8. Generate Q# File Reference (see Q#)**
- **★ 9. Apply Shipment Rates (Air Export)**
    - Validate/select AIRRTS or apply ad hoc; Brazil districts: do not use GL 4323, 4706, 4002, 2194, T060–T063, 2195, 2104 in AIRRTS.
- **★ 10. Communicate Special Instructions to the Gateway (Air)**
    - Enter SIR event; examples: express/consol/B2B/TC; direct/CAO/pax/main deck; ULD/tilt/shock; lithium/heavy/oversize.
- **★ 11. Record/Resolve Process Holds (PHD/PHR; GOV notify)**
- **★ 12. Record Shipment Prepped Event (SMP) – file set with all critical elements; freight receipt pending; follow metric specs.**
- **★ 13. Manage in Exp.o Workboard**

4) Receive Freight — Purpose: record arrival visibility & correct receipt

Checklist
- 1. Check In Truck
    - Driver must check in; no unloading before verification.

- ○ Verify SP/driver IDs & references; shipment details (refs, booked vs docs: pieces/weight/volume/DG).
- ○ TWMS sites: post EAD (Driver Checked In). [Event]
- ○ Assign correct dock door.
- **2. Offload Freight**
  - ○ Only certified staff for DG/ITAR/TC/HC.
  - ○ TC: validate container temp on arrival; stage into correct temp space promptly.
  - ○ Cross-check incoming shipment vs Expeditors reference/manifests; sort by onhand/house.
  - ○ TWMS: OFL (Offloading Freight) event updated by scans. [Event]
  - ○ Order Management – Origin (Offload)
  - ○ Trucker delivers with S/O, Shipper Declaration, Delivery Note, Packing List, etc.
  - ○ Verify consignee in head mark matches documents.
  - ○ Handle flat pack (palletize when possible) and GOH (bars, clean, bagged, counted by PO/item/color/size).
- **★ 3. Receive Freight (use actual sign-for time)**
  - ○ Only certified staff for restricted categories.
  - ○ Validate pieces: manual physical count vs docs (note O/S/M) OR TWMS scans (reference + check digit).
  - ○ Measure/record weight & dims; identify package type; confirm IPPC on pallets.
  - ○ DG/lithium markings compliant and reflected in system & paperwork.
  - ○ Post FRD/FND with actual sign-for time; record discrepancies; finalize with acceptance/signature. [Event]
  - ○ Follow Perfect Milestones metric specs.
  - ○ Air Export: Expeditors employee verifies weight/dims.
  - ○ OM – Origin: CFS update POITM & DIMS within 36h; CY within 1 day of Mate's Receipt; 3rd-party CFS within 1 day of cargo receipt info; mandatory POITM/DIMS fields; missing EDI → PO request; OM→EIO transfer: update FND and add FRT for traceability; DG CFS checklist (HDR/HDA/HDN/HDF).
- **4. Label Freight**
  - ○ Apply Expeditors labels at onhand/house with check digit; clear & scannable; follow global labeling standards.
  - ○ Air TC: affix labels per IATA standards.
  - ○ OM – Origin: label includes receipt reference (e.g., SO) & total packages; pallet labels include pallet #; do not break wrapped pallets without customer approval; reflect "pallet" in record; for FCR, state "X pallets said to contain Y packages" if requested.
- **5. Put Away Freight**
  - ○ Stage/store in designated areas (DG, TC, Unknown Shipper, US licensable goods; UK DfT Known Consignor rules).
  - ○ TWMS: scan location to post PUT with actual storage location; rescan upon each move.
- **★ 6. Over, Short, Damaged (OSD) Procedure**
  - ○ Post OSD at level occurred with remarks (OVR/SHT/DMG …).
  - ○ Close with FRF/OSR; if not within 2 business days → file PNC and post PNC.
  - ○ If total loss: LST (CFIT).
  - ○ PNC time limits: Ocean 3 days, Air 14 days from delivery; upload PNC to e.doc.
  - ○ HC: quarantine damaged freight until customer instruction (GDP-E-024).
  - ○ GOV: notify GS of weight/dim/damage discrepancies.
  - ○ Exceptions: NA (US/CA/MX) truck and intra-US air no PNC; India ground/intra-India air no PNC.
  - ○ OM – Origin: follow SOP for damage/over/short; update OSD and notify as required.
- **★ 7. Manage Warehouse Inventory**
  - ○ Run inventory report; compare to physical; resolve or escalate discrepancies immediately.
- **8. Complete Active Unit Checklist (TC)**
  - ○ Photo all exterior sides, battery, temp setting/reading, seals; complete checklist every 6 hours in storage and upon departure; upload to e.doc.

- ★ **9. Record/Resolve Process Holds (PHD/PHR; GOV notify)**
- ★ **10. Complete Compliance Checks (see C1)**
- ★ **11. Manage Process in Exp.o Workboard**

5) Process Shipment — Purpose: process HAWB and advance movement

Checklist

- 1. Route Shipment
  - HC: GDP carriers + GDP service level.
  - GOV: Use Decision Matrix; apply Fly America unless exception.
  - Air Export: LOG enter Sold Rate (currency, chargeable/min, AF rate, FSC/ISS (CW-based)); post EGA if required; use HSR to book into consol (DAWBs not in HSR); if no consol, use Route via Gateway; update SIRs; coordinate changes with Gateway/Consol Planning; follow TC routing job aid.
  - Transcon: choose mode/routing; local vs DTC; select SP by RDL/ready/dims/handling; Americas FTL High Value → direct asset carriers only.
- ★ **2. Process House Air Waybill**
  - TC: show temperature on HAWB/BL/CMR/pickup/delivery (±°C); declare data logger lithium determination on AWB when applicable.
  - Air Export: verify docs vs booking; EDA only: complete AWBRTS; INV screen: bill all charges per client profile, cover vendor costs, due-carrier charges to correct GL; post/print per Paperless Matrix; BLP event generated; follow Shipment Processed metric specs.
  - Transcon: HIST update RDL; EDT/J update BKD (planned departure) & ETA (planned delivery); AWBHDR ensure delivery contacts; AWBITM base freight per tariff/quote and dim factor per SOP; QINV/INV add FSCT, accessorials (linked to SHIs), pickup allocations; protect dest charges (US/EU rules: split freight/fuel vs accessorials); AWBPRT to generate BLP; LOG status Ready.
- 3. Send Customer Invoice
  - Send per SOP; post IVM when sent (email/EDI/FTP).
  - If emailed, upload Proof of Invoice Emailed to auto-trigger IVM; for EDI, validate EDA present.
  - GOV: mail to GS Team + GS Freight Payment Coordinator; any additional charges require GS written approval in e.doc.
  - Air Import: send within 24 business hours unless SOP differs.
- 4. Book with Carrier
  - HC: GDP carriers & service level.
  - GOV: Decision Matrix + Fly America unless exception.
  - Air Export: review SIR; BKD within 12 business hours of FRD/FND; assemble airline docs; TC: specify temp range & commodity in booking.
  - Transcon: book with approved SP to meet RDL/APT; TC: include temp/commodity; Americas FTL High Value → direct asset carriers only.
  - OM – Origin: follow SOP routing & allocation; enter CBS/CCB (booking) and CBC/CBK (confirmation); audit booking; handle LLP/3rd parties per SOP or set NBR if not required; manage EDI events; for platforms, get Global Product approval and LOI/CHQ Legal as needed.
- ★ **5. Complete Compliance Checks (see C1)**
- ★ **6. Record/Resolve Process Holds (PHD/PHR; GOV notify)**
- 7. Resolve EDI Error Messages
  - General: resolve EDE within 60 business hours.
  - Air Export: resolve within 12 business hours.
  - OM – Origin: resolve within 12 business hours or escalate.
  - OM – Mgmt: monitor PO rejections & outbound EDI daily; ensure clearance/escalation within 12 business hours.
- ★ **8. Manage Process in Exp.o Workboard**

6) Monitor Shipment — Purpose: ensure timely transfer, departure, and completion

Checklist

- 1. Ensure Shipment is Ready for Carriage (Air Export → US Gateways)
  - Accurate pcs/wt/dims; HAWB labels at origin; complete, accurate, original docs & applicable checklists.
  - SIR entered in HIST; coordinate special handling prior to gateway arrival.
  - DCA files complete: DCLOG MNFST via EDI; DCCOST posted.
  - Do not send partial shipments; ensure destination instructions/approvals are received.
  - Any exception requires written Gateway Manager approval prior to movement.
- **★ 2. Complete Compliance Checks (see C1)**
- 3. Process Consolidation (Air Export)
  - Process the consolidation in E.TMS per Domestic/International Consol guidance.
- 4. Transfer Freight to Carrier
  - Air Export: transfer to airline or line haul; enter TSF within 2 hours of actual transfer; scan signed transfer doc to e.doc; EU requires two signatures unless paperless GHA via EDI.
  - Transcon: optionally use TSF (Consol Transfer) when departed warehouse but not yet out of local area.
  - OM – Origin: for LCL transfers, pre-approve charges with managing branch & customer; issue redelivery details for warehouse.
- **★ 5. Confirm Freight on Board**
  - Air Export: confirm on board; COB via EDI (excl. GNS); origin tracks all legs and updates COB.
  - Ocean Export: confirm vessel sailed in ROUTE; manage transship legs (ATP/COB; update vessel if changed); if no COB within 24 business hours, enter IUS and call daily with IUS updates; GOV: respect US flag vessel restriction.
  - Transcon: track provider and update COB (truck departed) via EDI or manually.
  - OM – Origin: update ROUTE/HIST as required; manage IUS notifications to 3PL air FF with customer copied.
- **★ 6. Report any Transportation Delays**
  - GOV: notify GS immediately.
  - Air Export: use Workboard; manage inventory; TSD at consol with reason; if impacts transit, enter DLY with reason; if not, enter TDC.
  - Ocean Export: notify customer/destination; >5-day delay: get carrier reason; update DLY (external) + TSD (internal) + BKD; only update BKD if carrier pre-notifies before cutoff.
  - Transcon Outbound: if impacts RDL/APT, origin enters DLY (standard reason); DLY FC before DLV FA; destination DLD flows back; destination enters EDL.
  - Air Import: record TSD; run Import Exception Script; if impacts transit, enter DLY within 24h of TSD FC; else enter TDC within 24h.
  - Transcon Inbound: destination enters DLY (standard reason list); triggers DLD back to origin; update EDL.
- 7. Resolve EDI Error Messages (same timelines as §5.7)
- 8. Close Shipment File (Air Export)
  - Ensure all required docs printed/signed/completed; confirm all sold services are completed.
  - Send physical docs per Paperless Lookup; submit bank docs per L/C (retain L/C checklist when applicable).
  - Assemble document set (electronic where possible) back to shipper/vendor/party as per instructions or law.
  - Ensure all documents are scanned & indexed to e.doc; close promptly for Revenue Recognition.
- **★ 9. Manage Process in Exp.o Workboard**

Reusable Full Blocks

C1) Compliance Block

- General: complete all required checks and sub-procedures.
- DG: only fully trained & certified staff; contingent/temp workers may not handle DG. [Ref: OPS: Dangerous Goods].
- Prohibited/Restricted Commodities: approval required per PRC table & linked instructions.
- Denied Party Screening (DPS): enter all core parties in E.TMS/CFIT & TradeP; sanctioned-country shipments require DPS on all parties; new parties follow same; not required for wholly intra-US.
- ITAR: comply with handling requirements. [Ref: OPS: ITAR].
- ISF (US-bound): perform when providing ISF; otherwise communicate required ISF details. [Ref: OPS: ISF].
- Inward Manifest Submission: confirm applicable regulatory requirements.
- Air: advanced manifest, unknown shipper, and air cargo security per local regulations (Global Air Compliance).
- Transcon: comply with local regs; US only, Unknown Shipper via TSA PVR event; cross-border: regional compliance and advanced manifest; verify country-specific processes.

GCR) Global Credit Review

- Check if AR balance + contemplated bill amount > credit limit.
- Exports: check Client screen in E.TMS or Client Balances in Exp.o Accounting.
- Imports: watch for system OCL; otherwise check manually in CFIT Add/Display Client or Exp.o Accounting Client Balances; update OCL event if applicable.
- If under limit → proceed; if over limit → request credit extension (District Manager + Accounting per local script).
- Upload approval to e.doc as "Over Limit Approved" (auto-generates OLA event).

Q#) Q# Reference Rules (Export + Import)

- Export: Q# required on every air/ocean export file as consignee reference.
- Collect: destination provides Q# at approval + spot quote copy for e.doc; Prepaid/F2F: origin provides Q# at approval.
- Generation: ongoing → Customer Rates Repository unique ID; spot → QXYZ from Desktop Quoting App.
- Must be in system before BLP (AWB/BL Printed); validity must match freight receipt date.
- Import: Q# required on every air/ocean import file as downloaded from origin; Collect: destination provides; Prepaid/F2F: origin provides Q# + spot quote for e.doc.
- Must be in system before INV (Invoiced); validity must match freight receipt date.

1. Establish Rates

Thursday, 19 February 2026   11:44 AM

1) Establish Rates — Purpose: ensure customer-approved rates before handling

Checklist

- 1. Receive Customer Rate Inquiry
  - Receive customer request via phone, email, bid, or sales process; gather needs/scope/details.
- 2. Prepare Quote or Update Ongoing Rate Sheet
  - Acknowledge immediately; respond ASAP.
  - Build costs using company standards/benchmarks/specific carrier options.
  - Every quote must have a quote number; maintain a quote log (Quoting App auto-logs).
  - Healthcare (HC): Only GDP-approved carriers; rates must match GDP service level. [Ref: SP Requirements Dashboard].
  - Government Services (GOV): Notify GS for spot quotes in scope; use US Military Decision Matrix; comply with Fly America (use US Flag carrier) unless exception.
- 3. Share Rates with Customer for Approval
  - Share via email/portal; negotiate as needed; save written approval per branch practice [Doc].
  - GOV: GS team handles all direct customer communication.
- ★ 4. Upload Accepted Rates
  - Ongoing: Upload to Customer Rates Repository with required fields (Customer Account #, Name; File Name, Product(s), Effective Date, Expiration Date).
  - Spot: Scan into e.doc in shipment file. Collect terms: destination sends quote to origin for upload at approval. Prepaid: origin uploads at approval.
- ★ 5. Generate Q# File Reference (see Q# Reference Rules)
- ★ 6. Complete Compliance Checks (see C1: Compliance Block)
- ★ 7. Follow Global Credit Procedures (see GCR: Global Credit Review)
- 8. Adhere to the FDS Standard (FDS, Door-Rated, DAP, DDP).

2. Receive Documents

2) Receive Documents — Purpose: obtain and scan all required instructions & documents

Checklist

- 1. Receive Shipment Notification
  - Receive via phone/email/EDI/Exp.o Booking; obtain booking details.
  - Before any movement, obtain written DG designation (Yes/No).
  - If DG/ITAR/TC/HC/other restricted: only fully trained & certified employees may handle.
  - Transcon (TCON): Except with CHQ approval, all air shipments crossing borders must be turned over to Air Export.
  - Order Management (OM) – Origin
  - Receive bookings via OMB/email; OMB mandatory if SOP says so (enforce and escalate if vendors refuse).
  - Update VCB and required booking info within 1 working day; manage missing/invalid info (set OMB status to PENDING SHIPPER/MANUFACTURER ACTION).
  - If cargo ready date changes, set OMB to PENDING SHIPPER ACTION.
  - Customs Import
  - Sources: Air Import, e.doc, origin, importer, shipper, airline/forwarder/SSL, etc.
  - Northern border: receive invoice with 3461 ALT/entry #; line release docs from Customs; PAPS flows.
  - Southern border: if partial info, create CFIT record and apply process hold script (UCE/VRO → IPE → AME/VRC).
  - US: Verify FDA Prior Notice as applicable.
- 2. Create Shipment Record in E.TMS
  - Create/update record; if server rack, enter RAK event with tier (0–5). [Event]
  - Temperature Controlled (TC): Air/Transcon use Program Type TC1/TC2/TC3; if DG, indicate via Hzd Pcs.
  - Ocean Export TC: set reefer equipment; BLSORD 'Tmp Ctl?' = Y.
  - Government Services: Program Type 'GOV' (unless superseded); RstCom 'GOVT' (or MILS/MILO); GOVT=Y.
  - ==Air Export: clone MODELS when available; else create via <u>PICKUP/LOG.</u>==
  - Transcon: outbound (except local/intra-district) must be H files (RVP/Product exception only).
- 3. Scan and Label Documents in e.doc
  - Review docs for DG/ITAR/TC/HC/restricted; only certified staff handle.
  - Scan/index correctly (Document Type List); internal-only comms use "Correspondence – Internal".
  - DSN event triggers when CI/PL/Proforma/Export Invoice/Carnet/IOR CI/Internal Import Invoice saved at origin. [Event]
  - GOV: Save Government BL and Commercial BL under correct doc types.
  - Ocean Export: Enter SHN when all docs received (auto-triggers if doc saved; can update in HIST manually).
  - Customs Import: Scan/index all; minimum CI + transport doc; Mexico/Southern Border: scan Internal Import Invoice to trigger IIV; Canada: scan Canada Customs Invoice to trigger DXR.
- ★ 4. Apply Customer SOP Instructions
  - Review Customer SOP/SLI; send required alerts; enter SOP references; communicate special handling/packaging/data loggers to warehouse.
  - Customs Import: Review Account Mgmt Suites (importer, procedure, valuation, classification, origin, duty/tax, PGAs, licenses, affiliations); scan all instruction docs;

apply transactional instructions.

- ★ **5. Complete Compliance Checks (see C1)**
- 6. Arrange Pickup
  - Only certified staff dispatch DG/ITAR/TC/HC/restricted.
  - Use 'Approved' status service providers; secure yard for loaded units (Seals & Container Security).
  - HC: GDP-approved providers only.
  - TC: Temperature requirements appear on HAWB/BL/CMR/pickup/delivery.
  - GOV: Drivers to US Govt facilities meet Real ID.
  - <mark>Air Export: dispatch to approved SP; US only: Authorized Representative (TSA).</mark>
  - Transcon US: use IACMS Master List; dispatch via PICKUP (non-DTC) or EDICEC (DTC); We Arrange Y/N/P rules; Americas FTL High Value → direct asset carriers only (no brokers).
- 7. Complete Pre-Trip Inspection Form (Healthcare only, when applicable)
  - Use GDP-OP-019-001 Pre-Trip Inspection Form; upload to e.doc.
  - Perform visual checks on vehicle & finished orders; verify vent settings; reject if issues.
- ★ **8. Record and Resolve Process Holds (PHD/PHR; GOV notify)**
- ★ **9. Manage Process in Exp.o Workboard (use supplemental reports only if needed)**

3. Prepare Shipment

Thursday, 19 February 2026   11:45 AM

3) Prepare Shipment — Purpose: fully prepped & ready for processing

Checklist

- 1. Collect and Enter Shipment Details
    - Only certified staff if DG/ITAR/TC/HC/restricted.
    - TC: follow program event codes, data logger requirements, packaging solutions.
    - Air Export: LOG screen – GCIs, routing, service level/type, program; add SOP/SLI references.
    - Transcon: collect/validate shipper/pickup/consignee, destination handling office/agent (US: NA Routing Guide), Bill To, customer GCI (not an Expeditors location), ready/close times, commodity & SHIs/SHRs, pcs/wt/dims (physically validate if not DTC), RDL; enter SHIs/SHRs in HIST; references in REFS; complete LOG with GCIs/service/program/restricted commodity.
    - Cross-border: verify country export/import processes & brokers; set SCI + Export Clearance on LOG.
    - Americas FTL High Value: use Program Type VAL per customer list/thresholds (MX > $1M; others > $5M).
- ★ 2. Complete Compliance Checks (see C1)
- 3. Complete Export Clearance
    - Resolve doc discrepancies with customer.
    - File in 3rd party/internal system per local law (OPS: Customs Export).
    - Transcon: cross-border per local law; US→MX: HIST must show ITN or EFE/OFE; EFE includes ITN + Southern Border file #.
- 4. Validate Destination Handling Requirements (Air Export)
    - Comply with destination approvals/notifications.
    - Routed traffic: ensure proper destination notification and authorization.
    - Latin America: staff handling LA shipments complete LATAM certification.
- 5. Adhere to the FDS Standard (FDS, Door-Rated, DAP, DDP)
- ★ 6. Follow Global Credit Procedures (see GCR)
- ★ 7. Upload Accepted Rates (see §1★4)
- ★ 8. Generate Q# File Reference (see Q#)
- ★ 9. Apply Shipment Rates (Air Export)
    - Validate/select AIRRTS or apply ad hoc; Brazil districts: do not use GL 4323, 4706, 4002, 2194, T060–T063, 2195, 2104 in AIRRTS.
- ★ 10. Communicate Special Instructions to the Gateway (Air)
    - Enter SIR event; examples: express/consol/B2B/TC; direct/CAO/pax/main deck; ULD/tilt/shock; lithium/heavy/oversize.
- ★ 11. Record/Resolve Process Holds (PHD/PHR; GOV notify)
- ★ 12. Record Shipment Prepped Event (SMP) – file set with all critical elements; freight receipt pending; follow metric specs.
- ★ 13. Manage in Exp.o Workboard

4. Receive Freight

Thursday, 19 February 2026   11:45 AM

4) Receive Freight — Purpose: record arrival visibility & correct receipt

Checklist
- 1. Check In Truck
  - Driver must check in; no unloading before verification.
  - Verify SP/driver IDs & references; shipment details (refs, booked vs docs: pieces/weight/volume/DG).
  - TWMS sites: post EAD (Driver Checked In). [Event]
  - Assign correct dock door.
- 2. Offload Freight
  - Only certified staff for DG/ITAR/TC/HC.
  - TC: validate container temp on arrival; stage into correct temp space promptly.
  - Cross-check incoming shipment vs Expeditors reference/manifests; sort by onhand/house.
  - TWMS: OFL (Offloading Freight) event updated by scans. [Event]
  - Order Management – Origin (Offload)
  - Trucker delivers with S/O, Shipper Declaration, Delivery Note, Packing List, etc.
  - Verify consignee in head mark matches documents.
  - Handle flat pack (palletize when possible) and GOH (bars, clean, bagged, counted by PO/item/color/size).
- ★ 3. Receive Freight (use actual sign-for time)
  - Only certified staff for restricted categories.
  - Validate pieces: manual physical count vs docs (note O/S/M) OR TWMS scans (reference + check digit).
  - Measure/record weight & dims; identify package type; confirm IPPC on pallets.
  - DG/lithium markings compliant and reflected in system & paperwork.
  - Post FRD/FND with actual sign-for time; record discrepancies; finalize with acceptance/signature. [Event]
  - Follow Perfect Milestones metric specs.
  - <mark>Air Export: Expeditors employee verifies weight/dims.</mark> (Benny, scanner)
  - OM – Origin: CFS update POITM & DIMS within 36h; CY within 1 day of Mate's Receipt; 3rd-party CFS within 1 day of cargo receipt info; mandatory POITM/DIMS fields; missing EDI → PO request; OM→EIO transfer: update FND and add FRT for traceability; DG CFS checklist (HDR/HDA/HDN/HDF).
- 4. Label Freight
  - Apply Expeditors labels at onhand/house with check digit; clear & scannable; follow global labeling standards.
  - Air TC: affix labels per IATA standards.
  - OM – Origin: label includes receipt reference (e.g., SO) & total packages; pallet labels include pallet #; do not break wrapped pallets without customer approval; reflect "pallet" in record; for FCR, state "X pallets said to contain Y packages" if requested.
- 5. Put Away Freight
  - Stage/store in designated areas (DG, TC, Unknown Shipper, US licensable goods; UK DfT Known Consignor rules).
  - TWMS: scan location to post PUT with actual storage location; rescan upon each move.
- ★ 6. Over, Short, Damaged (OSD) Procedure
  - Post OSD at level occurred with remarks (OVR/SHT/DMG ...).
  - Close with FRF/OSR; if not within 2 business days → file PNC and post PNC.
  - If total loss: LST (CFIT).
  - PNC time limits: Ocean 3 days, Air 14 days from delivery; upload PNC to e.doc.
  - HC: quarantine damaged freight until customer instruction (GDP-E-024).

- ○ GOV: notify GS of weight/dim/damage discrepancies.
- ○ Exceptions: NA (US/CA/MX) truck and intra-US air no PNC; India ground/intra-India air no PNC.
- ○ OM – Origin: follow SOP for damage/over/short; update OSD and notify as required.
- **★ 7. Manage Warehouse Inventory**
  - ○ Run inventory report; compare to physical; resolve or escalate discrepancies immediately.
- 8. Complete Active Unit Checklist (TC)
  - ○ Photo all exterior sides, battery, temp setting/reading, seals; complete checklist every 6 hours in storage and upon departure; upload to e.doc.
- **★ 9. Record/Resolve Process Holds (PHD/PHR; GOV notify)**
- **★ 10. Complete Compliance Checks (see C1)**
- **★ 11. Manage Process in Exp.o Workboard**

5. Process Shipment

Thursday, 19 February 2026   11:46 AM

5) Process Shipment — Purpose: process HAWB and advance movement

Checklist

- 1. Route Shipment
  - HC: GDP carriers + GDP service level.
  - GOV: Use Decision Matrix; apply Fly America unless exception.
  - Air Export: LOG enter Sold Rate (currency, chargeable/min, AF rate, FSC/ISS (CW-based)); post EGA if required; use HSR to book into consol (DAWBs not in HSR); if no consol, use Route via Gateway; update SIRs; coordinate changes with Gateway/Consol Planning; follow TC routing job aid.
  - Transcon: choose mode/routing; local vs DTC; select SP by RDL/ready/dims/handling; Americas FTL High Value → direct asset carriers only.
- ★ 2. Process House Air Waybill
  - TC: show temperature on HAWB/BL/CMR/pickup/delivery (±°C); declare data logger lithium determination on AWB when applicable.
  - Air Export: verify docs vs booking; EDA only: complete AWBRTS; INV screen: bill all charges per client profile, cover vendor costs, due-carrier charges to correct GL; post/print per Paperless Matrix; BLP event generated; follow Shipment Processed metric specs.
  - Transcon: HIST update RDL; EDT/J update BKD (planned departure) & ETA (planned delivery); AWBHDR ensure delivery contacts; AWBITM base freight per tariff/quote and dim factor per SOP; QINV/INV add FSCT, accessorials (linked to SHIs), pickup allocations; protect dest charges (US/EU rules: split freight/fuel vs accessorials); AWBPRT to generate BLP; LOG status Ready.
- 3. Send Customer Invoice
  - Send per SOP; post IVM when sent (email/EDI/FTP).
  - If emailed, upload Proof of Invoice Emailed to auto-trigger IVM; for EDI, validate EDA present.
  - GOV: mail to GS Team + GS Freight Payment Coordinator; any additional charges require GS written approval in e.doc.
  - Air Import: send within 24 business hours unless SOP differs.
- 4. Book with Carrier
  - HC: GDP carriers & service level.
  - GOV: Decision Matrix + Fly America unless exception.
  - Air Export: review SIR; BKD within 12 business hours of FRD/FND; assemble airline docs; TC: specify temp range & commodity in booking.
  - Transcon: book with approved SP to meet RDL/APT; TC: include temp/commodity; Americas FTL High Value → direct asset carriers only.
  - OM – Origin: follow SOP routing & allocation; enter CBS/CCB (booking) and CBC/CBK (confirmation); audit booking; handle LLP/3rd parties per SOP or set NBR if not required; manage EDI events; for platforms, get Global Product approval and LOI/CHQ Legal as needed.
- ★ 5. Complete Compliance Checks (see C1)
- ★ 6. Record/Resolve Process Holds (PHD/PHR; GOV notify)
- 7. Resolve EDI Error Messages
  - General: resolve EDE within 60 business hours.
  - Air Export: resolve within 12 business hours.
  - OM – Origin: resolve within 12 business hours or escalate.
  - OM – Mgmt: monitor PO rejections & outbound EDI daily; ensure clearance/escalation within 12 business hours.
- ★ 8. Manage Process in Exp.o Workboard

6. Monitor Shipment

Thursday, 19 February 2026   11:46 AM

6) Monitor Shipment — Purpose: ensure timely transfer, departure, and completion

Checklist

- 1. Ensure Shipment is Ready for Carriage (Air Export → US Gateways)
  - ○ Accurate pcs/wt/dims; HAWB labels at origin; complete, accurate, original docs & applicable checklists.
  - ○ SIR entered in HIST; coordinate special handling prior to gateway arrival.
  - ○ DCA files complete: DCLOG MNFST via EDI; DCCOST posted.
  - ○ Do not send partial shipments; ensure destination instructions/approvals are received.
  - ○ Any exception requires written Gateway Manager approval prior to movement.
- ★ **2. Complete Compliance Checks (see C1)**
- 3. Process Consolidation (Air Export)
  - ○ Process the consolidation in E.TMS per Domestic/International Consol guidance.
- 4. Transfer Freight to Carrier
  - ○ Air Export: transfer to airline or line haul; enter TSF within 2 hours of actual transfer; scan signed transfer doc to e.doc; EU requires two signatures unless paperless GHA via EDI.
  - ○ Transcon: optionally use TSF (Consol Transfer) when departed warehouse but not yet out of local area.
  - ○ OM – Origin: for LCL transfers, pre-approve charges with managing branch & customer; issue redelivery details for warehouse.
- ★ **5. Confirm Freight on Board**
  - ○ Air Export: confirm on board; COB via EDI (excl. GNS); origin tracks all legs and updates COB.
  - ○ Ocean Export: confirm vessel sailed in ROUTE; manage transship legs (ATP/COB; update vessel if changed); if no COB within 24 business hours, enter IUS and call daily with IUS updates; GOV: respect US flag vessel restriction.
  - ○ Transcon: track provider and update COB (truck departed) via EDI or manually.
  - ○ OM – Origin: update ROUTE/HIST as required; manage IUS notifications to 3PL air FF with customer copied.
- ★ **6. Report any Transportation Delays**
  - ○ GOV: notify GS immediately.
  - ○ Air Export: use Workboard; manage inventory; TSD at consol with reason; if impacts transit, enter DLY with reason; if not, enter TDC.
  - ○ Ocean Export: notify customer/destination; >5-day delay: get carrier reason; update DLY (external) + TSD (internal) + BKD; only update BKD if carrier pre-notifies before cutoff.
  - ○ Transcon Outbound: if impacts RDL/APT, origin enters DLY (standard reason); DLY FC before DLV FA; destination DLD flows back; destination enters EDL.
  - ○ Air Import: record TSD; run Import Exception Script; if impacts transit, enter DLY within 24h of TSD FC; else enter TDC within 24h.
  - ○ Transcon Inbound: destination enters DLY (standard reason list); triggers DLD back to origin; update EDL.
- 7. Resolve EDI Error Messages (same timelines as §5.7)
- 8. Close Shipment File (Air Export)
  - ○ Ensure all required docs printed/signed/completed; confirm all sold services are completed.
  - ○ Send physical docs per Paperless Lookup; submit bank docs per L/C (retain L/C checklist when applicable).
  - ○ Assemble document set (electronic where possible) back to shipper/vendor/party

as per instructions or law.
- ○ Ensure all documents are scanned & indexed to e.doc; close promptly for Revenue Recognition.
- ★ **9. Manage Process in Exp.o Workboard**

Glossary

Air Export Event Code Glossary

BKD — Booked
Meaning: Flight or vessel booking has been confirmed with the carrier.

FND — Freight Received No Docs
Meaning: Freight has been received at origin **without** commercial documents.

BLP — AWB/BL Printed
Meaning: The Air Waybill or Bill of Lading has been printed.
Note: This confirms the document has been formally issued.

COB — Confirmed on Board
Meaning: Cargo has been confirmed loaded onto the aircraft, vessel, or truck.
Usage: Critical milestone for departure confirmation and transit visibility.

FRD — Freight Received with Docs
Meaning: Freight has been received at origin **with** the required commercial documents.

DSN — Docs Scanned to e.doc
Meaning: Commercial documents have been scanned and uploaded to e.doc.
Triggers: Automatically fires when certain doc types (e.g., CI, PL, Proforma, Carnet) are indexed.

SMP — Shipment Prepped
Meaning: Manual event confirming the file is fully set up with all **critical customer, compliance, and systemic elements** verified.
Purpose: Indicates shipment is ready for freight receipt/processing.

LKP — Prelink to Consol
Meaning: Shipment has been pre-linked to a gateway consolidation.
Purpose: Planning visibility for Gateway teams.

INV — Invoiced
Meaning: Customer invoice has been prepared (posted).
Note: Should align with billing requirements and revenue recognition rules.

TSF — Transferred to the Carrier
Meaning: Freight has physically been transferred to the air carrier, linehaul, or handling agent.
Requirement: Time must reflect actual handover time per documentation.

Air Import

Thursday, 19 February 2026   9:15 AM

BOOKING

Standard: Establish Rates
Purpose: Ensure customer-approved rates for freight and requested services are established before handling the shipment.
Performance Expectation: All ongoing rates uploaded to Customer Rates Repository; spot quotes scanned to e.doc at time of approval.
Measurement: Q# reference present in every invoiced shipment file.
OPA ID: 14505
Tags:
- [Doc]=e.doc/documenting
- [Sys]=E.TMS/CFIT action
- [Event]=system event
- [If]=conditional
- [Ref]=resource

Checklist

- **1. Receive Customer Rate Inquiry**
  - ○ *General*
    1. Receive customer request via phone, email, bid, or sales process expressing interest in pricing for a product or service provided by Expeditors.
    2. Gather initial information about the customer needs, scope, and details of the rate request.
- **2. Prepare Quote or Update Ongoing Rate Sheet**
  - ○ *General*
    1. Acknowledge immediately upon receipt and respond as soon as possible.
    2. Build costs using company standards, industry benchmarks, or specific carrier options.
    3. Every quote must have a quote number.
    4. Maintain a quote log for all quotes (Quoting App auto-logs; no separate log required).
    5. **Healthcare (HC)**:
       a) Use only **GDP-approved** carriers; ensure quoted rates match the carrier's GDP service level. [Ref: GDP Approved Air & Ocean Carriers; SP Requirements Dashboard]
    6. **Government Services (GOV)**:
       a) Notify GS for spot quotes within scope.
       b) Use **Decision Matrix for U.S. Military** routing and carrier selection. [Ref]
       c) **Fly America Act**: Use a U.S. Flag Carrier unless exceptions apply. [Ref: Exceptions to the Fly America Checklist]
  - ○ *Ocean*
    1. Present via **Quoting Application**, **Global Ocean Rate Sheets** (Regulated/Unregulated/Unregulated EU), or **NRA Rate Sheet**. [Ref: Ocean Forms]
    2. Follow NRA guidelines and use NRA Rate Sheet. [Ref: NRA Guidance]
    3. **Temperature Controlled**:
       a) Consider rail vs truck route, surcharges, and commercial value (reefer/monitoring/high value surcharges may apply).

b) For High Value Reefer Healthcare Program, consult the Regional Ocean Director.
- ★ **3. Share Rates with Customer for Approval**
    1. Share via email or customer portal; negotiate or adjust scope as needed.
    2. Save written approval per local branch practice (e.doc/F-Drive/SharePoint). [Doc]
    3. **GOV**: GS team handles all direct customer communication.
- ★ **4. Upload Accepted Rates**
    1. Rate owner uploads at time of customer approval to central location.
        - **Ongoing → Customer Rates Repository**; standardize attributes and validity:
            1. **Customer Folder Required Fields**: Customer Account #, Name
            2. **Rate Document Required Fields (non-systematic)**: File Name, Product(s), Effective Date, Expiration Date
        - **Spot** → scan to **e.doc** for the shipment file:
            1. **Collect**: Destination sends quote to origin for upload at approval.
            2. **Prepaid**: Origin uploads at approval.
- ★ **5. Generate Q# File Reference** (see **Q#** block)
    - ○ *Export*
        1. **Q# required** on every air/ocean export file as **consignee reference**.
            1. **Collect**: Destination provides Q# at approval + copy of spot quote to save to e.doc.
            2. **Prepaid/F2F**: Origin provides Q# at approval.
        2. **Q# Generation**
            1. Ongoing: Q# = **Customer Rates Repository unique ID**.
            2. Spot: Q# = **QXYZ** from **Desktop Quoting App**.
            3. Q# must be in system **before BLP** (AWB/BL Printed). [Event: **BLP**]
            4. Q# validity must cover the **freight receipt date**.
    - ○ *Import*
        1. **Q# required** on every air/ocean import file (downloaded from origin).
            1. **Collect**: Destination provides at approval.
            2. **Prepaid/F2F**: Origin provides at approval + spot quote copy to e.doc.
        2. **Q# Generation**
            1. Ongoing: Q# = **Customer Rates Repository unique ID**.
            2. Spot: Q# = **QXYZ** from **Desktop Quoting App**.
            3. Q# must be in system **before INV** (Invoiced). [Event: **INV**]
            4. Q# validity must cover the **freight receipt date**.
- ★ **6. Complete Compliance Checks** (see **C1** block)
- ★ **7. Follow Global Credit Procedures** (see **GCR** block)
- **8. Adhere to the FDS Standard**
    - ○ Follow **FDS, Door-Rated, DAP, DDP** standard to mitigate financial risk. [Ref: OPS: FDS, Door-Rated, DAP, DDP]

PROCESSING

Standard: Notify Broker
Purpose: Provide upstream visibility to the customs broker so entry preparation can begin.
Performance Expectation: Notify broker within **12 business hours** of file download or creation.
Measurement: LOG FC → **BNF** FC ≤ **12 business hours**
OPA ID: 13814

Checklist

- **1. Update Shipment Log**
    - ○ *Server Rack Visibility*
        - [Event] **RAK**: If shipment contains server rack, post **RAK** and set **tier** (0–5) in remarks (USD):
        § 0 = Unknown/Pending | § 1 = < $250k | § 2 = $250k–$1M | § 3 = $1M–$3M | §

4 = \$3M–\$5M | § 5 = > \$5M

- ○ *Air Import*
    1. Check Exp.o Workboard **Logging** bucket for unlogged files.
    2. Create/update Shipment Log. [Ref: Job Aid: Global CFIT Logging Instructions]
        - □ If combining for entry/delivery/billing: [Ref: **Combine N Scenarios & Behavior**]
    3. Verify minimum LOG details: **Customer Client Codes**, **Bill to GCI**, **We Deliver**, **We Clear**, **Haz (Y/N)**.
    4. If direct terminal pickup, enter **DTM** (Direct To/From Terminal) early (timestamp not significant). [Event: **DTM**]
    5. Complete setup checks:
        1. Review shipment ETA and update **EDD** (Estimated Arrival at Destination). [Event: **EDD**]
        2. Update **EDL** (if Expeditors handles delivery):
            - ◆ If within **CTT** scope → allow automation. [Ref: DSTT Air Estimated Delivery Overview]
            - ◆ If not in CTT scope (DG/TC/non-General Cargo) → **manually update EDL**. [Event: **EDL**]
        3. Compare **RTD/RDL** vs **EDD/EDL** and communicate risks.
        4. Confirm air freight and destination rates match rates on file.
        5. Verify relevant documents in **e.doc** from origin. [Doc]
- ○ *Ocean Import*
    1. Manually log agent origin files or update downloaded logs. [Ref: Global CFIT Logging Instructions]
        - □ Required: **Customer Client Codes**, **EDD/EDU**, **We Deliver**, **We Clear**, **Haz (Y/N)**. [Event: **EDU**]
    2. Combining files: [Ref: **Combine N Scenarios & Behavior**]
- ○ *Transcon Inbound*
    1. Update **Customs** field per SOP: **X**=Domestic, **Y**=Expeditors clears, **N**=3rd-party broker.
    2. Update **We Deliver** (Y/N/D).
        - □ **D** when DTC—origin arranged direct shipper→consignee; destination not required to update delivery events.
        - □ If delivery provider unknown, enter **PENDING** to save.
- ○ *Delivery Management – Import*
    1. Create file of record in **CFIT** if not present. [Ref: Job Aid: Delivery Management File Creation]
    2. If downloaded/logged:
        1. Either: leverage origin-downloaded file and update **We DLV** to **M** or **E** with correct revenue GCI; or
        2. Create new **Delivery Management** file per container if:
            - ◇ 3 container-specific references, or
            - ◆ Containers deliver to different locations, or
            - ◆ Containers delivered by different providers.
        3. Files must be logged within **24 hours of BLP** (ship type 5) or **MFT** (ship type 6). [Event: **BLP/MFT**]
    3. **Standalone Delivery Management**: Create ship type **X** via EDI/FTP/spreadsheet/script/multitool.
        - □ Minimum: **SSL SCAC**, **MBL**, **Container #**; recommended: COB, vessel, ports, size, delivery location/WH, customer references.
        - □ Files must be logged within **3 calendar days of COB**. [Event: **COB**]
    4. Log **We DLV** correctly: **M**=Customer's drayage; **E**=Expeditors delivery.
- ○ *Customs Import*
    1. Create/update **CFIT** record. [Ref: Global CFIT Logging Instructions]

2. Verify payor of duty/brokerage is an **Expeditors customer** (even if not IOR). If not, **stop and escalate**.
3. Confirm active client number.
4. For combining files: [Ref: Combine N Scenarios & Behavior]
5. **3rd-Party Broker Ops**:
   1. See **Third Party Broker Management** → Shipment Logging. [Ref]
   2. Share **CFIT** reference with the outside broker upon generation for tracking and billing.
- ★ **2. Apply Customer SOP Instructions**
  1. Review **Customer SOP/SLI** for special routing/handling.
  2. Send required customer alerts timely.
  3. Enter specific shipment requirements per SOP (references, etc.).
  4. Communicate special handling/packaging/data logger needs to warehouse.
  ○ *Customs Import*
     1. Review **Account Management Suites**: importer, procedure, valuation, classification, origin, duty & tax, PGAs, licenses, affiliations.
     2. Review CI/instruction letters/value manifest/other docs to key entry; **scan all docs to e.doc**. [Doc]
     3. If additional transactional instructions are required, **scan to e.doc** and **fully adhere**.
- ★ **3. Notify External Broker**
  ○ *Air Import*
     1. Notify external broker (where Expeditors is not broker or another office handles clearance).
     2. Enter **BNF (Broker Notified)** event; saving the email to e.doc as **Broker Notified** auto-triggers **BNF**. [Event: **BNF**; Doc]
     3. If shipment can be **TOV** on time to meet broker notify SLA, **BNF not required**.
     4. If SOP documents pre-alert not required, **BNF not required**.
     5. [Ref: Broker Notified Metric Specifications]
  ○ *Ocean Import*
     1. After **COB**, recommend notifying broker/customer per requirements.
- ★ **4. Confirm Inbound Manifest Submitted**
  ○ *General*
     1. Confirm applicable inbound governmental/regulatory manifesting requirements.
  ○ *Air Import (U.S.)*
     1. Confirm in **AMS Manager** that HAWB data transmitted to **Air AMS** successfully. [Sys]
- ★ **5. Complete Compliance Checks** (see **C1** block)
- **6. Record and Resolve Process Holds**
  ○ Record, resolve, and release process holds using the appropriate export/import script. [Ref: Scripting Resources]
  ○ Close **PHD** with corresponding **PHR** asap (timing not measured).
  ○ **GOV**: Notify **GS immediately**.
- ★ **7. Manage Process in Exp.o Workboard**
  ○ Manage core processes in **Exp.o Workboard**; use supplemental reports only if a process is not available in Workboard. [Sys]

MONITOR SHIPMENT

Standard: Monitor Shipment
Purpose: Track incoming shipments and update arrival information accurately.
Performance Expectation: Arrival information updated timely.
Measurement: ADD FA → ADD FC ≤ 12 hours

Checklist

- **1. Post Consol Settlement**
  - *Ocean Export*
    1. **LCL via Gateway** handled by Ocean Export Gateway.
    2. Verify all linked **house bill invoices** are posted.
    3. Post **consol settlement** → generates **XMT (Transmittal Posted)**. [Event: **XMT**]
    4. [Ref: Timely Consol Settle Metric Specifications]
  - *Ocean Import*
    1. Verify house rates vs customer ocean quote/rate shell.
    2. Validate ocean freight, surcharges, commodity, routing, port pairs, service type, equipment size.
    3. Validate all customer billables incl. origin charges.
    4. Verify master bill rates vs export IC recap; if mismatch, see **Ocean Settlement Corrections**.
    5. If rated MBL not received, carrier arrival notice/invoice acceptable.
    6. Verify commodity on HBL logically matches MBL.
    7. If MBL names a specific account, HBL must match.
    8. Verify all origin/destination debits.
    9. Post settlement asap after **COB** and no later than **3 business days after arrival**; generates **INV** in the master file. [Event: **INV**]
  - *Ocean Settlement Corrections*
    1. Notify origin/destination and reason.
    2. After initial **ICO settlement**, do not adjust if delta ≤ **$30 USD** (or foreign equivalent).
    3. **Exception**: If charges incorrectly billed to the customer, amend to agreed rates/charges.
  - *Transcon Outbound*
    1. **ICCOST**: Enter airport transfer fees (if applicable).
    2. **HBCOST**: Validate commission/profit split.
    3. **ICTRAN**: Post consol → generates **XMT**; sends shipment/financials to destination.
    4. Transmit to destination **no later than 1 hour from COB**.
  - *Transcon Inbound*
    1. Validate destination services accounted for in settlement.
    2. Communicate additional fees to origin timely for customer billing.
    3. **US & Europe**: Delivery charges must match **Cartage Standards/Market Guide** or have scanned approval in e.doc; freight separated from accessorials; if total exceeds standard, scanned origin approval required.
  - *Air Import*
    1. Verify destination and onforwarding charges to be protected.
    2. Verify gateway CFS fees (if applicable).
    3. Required in **e.doc** to post agent settlement:
       - ☐ Air Export Settlement Recap (**Settlement file only**)
       - ☐ Rated Master Air Waybill (**Settlement file only**)
       - ☐ Rated House Air Waybills
    4. Post settlement with proper profit split asap after first **COB** (generally ≤ **12 business hours** of COB, or after **AMD** if no COB).
    5. Generates **INV** in the master file. [Event: **INV**]
- **2. Track Shipment**
  - *Air & Ocean Import*
    1. **Shipment Tracking (Master)**
       1. Continuously update **EMD** (Air) / **EDU** (Ocean) for final transit leg arrival. [Event: **EMD/EDU**]

2. **Propagation**:
            ◆ Same destination: **EDD** auto-updates in house files. [Event: **EDD**]
            ◆ Different destination: **EMD** updates in master and houses (onforwarding/other destinations).
    2. **Shipment Tracking (House)**
        1. Continuously update **EDD** in the shipment history (if not auto-created).
    3. [Ref: Shipment Tracked Metric Specifications]
○ *Air Import*
    1. Update **EDL** if Expeditors delivers:
        □ Within **CTT** scope → allow automation.
        □ Not in scope (DG/TC/non-General Cargo) → **manual EDL**.
○ *Customs Import*
    ▪ If **Air Import team** manages delivery: coordinate if brokerage impacts **EDL**.
    ▪ If **Customs team** manages delivery: update/manage **EDL**; follow **CTT** rules; compare **RDL** vs **EDL** and communicate risks.
○ *Ocean Import*
    ▪ Enter **RIT** for rail sightings (date/time and location in remarks). Multiple **RIT** allowed. [Event: **RIT**]
○ *Transcon Inbound*
    1. Track by **ETA**, **RDL**, or **APT** using Exp.o Branch Transcon Workflow; communicate updates.
    2. Additional milestones: **PUD**, **ADL**, **APR** (auto from e.doc upload), **APT**, **EDL**. [Events: **PUD/ADL/APR/APT/EDL**]
○ *Delivery Management – Import*
    1. Verify **We DLV** flag (M/E).
    2. Track to port arrival; update: **EDU**, **EDD/CED** (daily min.). [Event: **CED** optional per configuration]
• ★ **3. Report Transportation Delays**
    ○ *General*
        ▪ **GOV**: Notify GS immediately.
    ○ *Air Export*
        1. Manage via Workboard; manage inventory reports.
        2. Enter **TSD** at consol with reason; if transit impacted, enter **DLY** at shipment with reason; if not, enter **TDC**. [Events: **TSD/DLY/TDC**]
    ○ *Ocean Export*
        1. Notify customer/destination of routing/ETA changes.
        2. If **>5-day delay**: obtain carrier reason; update **DLY (external)** + **TSD (internal)** + **BKD** to reflect new departure (only update **BKD** if carrier pre-notified before cutoff). [Event: **BKD**]
    ○ *Transcon Outbound*
        1. If impacts **RDL/APT**, origin enters **DLY** with reason; **DLY FC** must be **before DLV FA**.
        2. Use Standard Delay List (HELP) for remarks.
        3. Destination-entered **DLD** flows back; origin should enter **DLY** for customer visibility.
        4. Enter new **EDL** accordingly.
    ○ *Air Import*
        1. Record delays via **TSD** at master/house.
        2. Use **Import Exception Script** with reason codes.
        3. If impacts transit time: enter **DLY** at house within **24 hours of TSD FC**.
        4. If not: enter **TDC** at house within **24 hours of TSD FC**.
    ○ *Transcon Inbound*
        1. If impacts **RDL/APT**, destination enters **DLY** (reason = Standard Delay List).
        2. **DLY** triggers **DLD** back to origin.

3. Update new **EDL**.
- **4. Monitor Split Shipments** (Air Import)
    1. Use **SPL** at master when a consolidation splits in transit; include details in remarks.
    2. Post **AMD** only when **all master pieces** have arrived. [Event: **AMD**]
    3. **PSL** at house when **part** of a house is received at WH/CFS; include piece details in remarks. Enter **SFS** only when **all pieces** of the house are available. [Events: **PSL/SFS**]
- ★ **5. Update Arrival Information**
    - *Air & Ocean Import*
        1. **Master Arrival**: Update **AMD** (if not via carrier EDI); this auto-updates:
            - □ **ADD** in house (if same destination), or
            - □ **AMD** in associated master/house if different destinations.
        2. **House Arrival**: Update **ADD** (if not propagated).
        3. [Ref: Perfect Milestones Metric Specifications]
    - *Air Import*
        1. All pieces must be confirmed arrived by airline before **AMD/ADD**.
        2. **AAC** may be used at master to indicate availability at terminal (if not received via EDI or not accurate, use **SFS** at house). [Events: **AAC/SFS**]
        3. [Ref: Shipment Tracked Accurately Metric Specifications]
    - *Ocean Import (FCL)*
        1. Do **not** enter **ADD** unless **all containers** have arrived at house destination.
        2. If partial: use **CAD** per arrived container; update **ADD** once final container arrives. [Events: **CAD/ADD**]
    - *Transcon Inbound*
        1. Update **AMD** with actual arrival (port or Expeditors facility) with all pieces confirmed.
        2. Propagation: **ADD** (if MAWB/HAWB destinations same) or **AFD** (Arrival at Final Destination) to export system. [Events: **ADD/AFD**]
    - *Delivery Management – Import*
        1. Track from port arrival through **CUV** and final terminal arrival.
        2. Update: **ADU**, **CUV**, **CAD**, **ADD**. [Events: **ADU/CUV/CAD/ADD**]
- **6. Resolve EDI Error Messages**
    - *General* → Resolve **EDE** within **60 business hours**.
    - *Air Export* → Resolve within **12 business hours**.
    - *Order Mgmt – Origin* → Resolve within **12 business hours** or escalate.
    - *Order Mgmt – Management* → Monitor PO rejections & outbound EDI daily; ensure action within **12 business hours** (origin clears its own EDEs; management catches/escalates unresolved). [Ref: Client Inbound EDE Report; Exp.o Orders (Generic Order)]
- **7. Record and Resolve Process Holds**
    - Use appropriate scripts. Close **PHD** with **PHR** quickly. **GOV**: immediate GS notification.
- ★ **8. Manage Process in Exp.o Workboard**
    - Manage via Workboard; use supplemental reporting only when required.

MAKE FREIGHT AVAILABLE

Standard: Make Freight Available
Purpose: Ensure freight has arrived in full and is made available to collect from airline terminal or warehouse/CFS.
Performance Expectation: Freight must be available shortly after arrival and updated in the system.
Measurement:
- **AFS FA → SFS FA ≤ 4 business hours**
- **SFS FA → SFS FC ≤ 2 business hours**

Checklist

- ★ **1. Follow Over, Short, Damaged (OSD) Procedure**
  1. Enter **OSD** at the level occurred (master/house). Include reason in remarks (**OVR/SHT/DMG** … e.g., "SHT – 3 PIECES"). [Event: **OSD**]
  2. Close with **FRF** (Freight Found) or **OSR** (Resolved).
  3. If **FRF/OSR within 2 business days** of OSD → **no PNC required**.
  4. If unresolved >2 business days → **file PNC** and post **PNC** event.
  5. **Total loss**: post **LST** (CFIT only) + PNC in E.TMS not required.
  6. **PNC time limits**: Ocean **3 days** from delivery; Air **14 days** from delivery. Upload **PNC** to **e.doc**. [Doc]
  7. **Healthcare**: Quarantine damaged freight until customer instruction. [Ref: GDP-E-024]
  8. **GOV**: Notify GS of weight/dimension/damage discrepancies.
  9. **Exceptions**: NA truck and intra-US air: **no PNC**; India ground/intra-India air: **no PNC**.
  - *Order Management – Origin*
    1. Follow Customer SOP on damaged cargo (authorization to accept/refuse).
    2. Light damage (e.g., re-taped) → follow SOP; OSD required unless SOP exempts.
    3. Reject seriously damaged freight (or follow SOP):
       - Some origins must temporarily accept to photo due to customs; **no Dock Receipt** in this scenario.
       - Contact vendor next working day to inspect/replace; post **OSD**, notify OM Mgmt/customer per SOP.
    4. For overage/shortage vs booking, post **OSD** and notify OM Mgmt/customer per SOP.

- **2. Update Warehouse Availability**
  - *Air Import: Direct From Terminal (Master & House)*
    1. **DTM** required in master and house for direct terminal pickups. [Event: **DTM**]
    2. **AAC** optional to indicate available at airline terminal (may be received via EDI but can be inaccurate).
    3. If **AAC** is not accurate, use **SFS** to indicate freight available at airline terminal (functional equivalent). [Events: **AAC/SFS**]
  - *Air Import: Warehouse Availability (Master & House)*
    1. Update **AFS** (Arrived at CFS) in master and house with actual arrival at CFS/Warehouse (Expeditors or 3rd party).
       - Master **AFS** may propagate to houses.
       - [Ref: Warehouse Availability Metric Specifications]
    2. Update **SFS** (Freight Available at CFS) in house when consolidation broken down and shipment is on location. [Ref: Timely Availability Metric Specifications]

- **3. Complete Active Unit Checklist**
  1. When loading the active unit, take photos of all exterior sides, battery, temp setting, temp reading, and intact seals.
  2. Complete **Active Unit Checklist** every **6 hours** while stored and upon departure. [Ref: Active Unit Checklist]
  3. Upload photos and checklist to **e.doc**. [Doc]

- ★ **4. Onforward Freight** (Air & Ocean Import)
  1. Complete required documentation for onforwarding to final house destination; submit to appropriate authority; **scan Customs-approved copies to e.doc**. [Doc]
  2. Arrange inland carrier pickup/delivery to final destination CFS.
  3. Create delivery order (if applicable) and send to destination office.
  4. If Import branch is not responsible for onforwarding, notify relevant party of **arrival and availability**.
  5. Enter **ONF** in ship type **T** file when shipment departs gateway with onforward carrier. [Event: **ONF**]

- ★ **5. Complete Compliance Checks** (see **C1** block)
- **6. Manage Process in Exp.o Workboard**
  - ○ Manage via Workboard; use supplemental reporting only if not available in Workboard.

TURN OVER SHIPMENT

Standard: Turn Over Shipment
Purpose: Ensure the customs broker receives documents and information required for clearance.
Performance Expectation: Turn over shipment prior to or within **12 business hours** of arrival.
Measurement: TOV FA ≤ latest of **ADD FA** or **SFS FC** + **12 business hours**
OPA ID: 13818

Checklist

- ★ **1. Complete Compliance Checks** (see **C1** block)
- ★ **2. Turn Over Shipment**
  - ○ *Import*
    1. Required for all **Customs = N** shipments.
    2. Send relevant information and commercial documents to outside customs broker and/or consignee per SOP.
       - □ Note: In some countries, transportation details are included in arrival notice/notification email; in others, arrival notice implies freight has already arrived.
    3. Enter **TOV** (Shipment Turned Over); saving correspondence to e.doc as **"Turnover – Receipt"** auto-triggers **TOV**. [Event: **TOV**; Doc]
  - ○ *Air Import*
    1. [Ref: Shipment Turned Over Metric Specifications]
    2. Shipment turnover ensures:
       1. Documents provided to customer and/or broker; and
       2. Internal responsibility to release documents enabling cargo collection.
    3. If we are not clearing/delivering, once **TOV** is updated our services are completed. **Do not release freight** without payment/approved credit. Additional local closeouts may be required.
  - ○ *Ocean Import*
    1. Issue invoice (arrival notice from billing screen). **Invoices printed from e.doc must include T&Cs on reverse**.
    2. For **We Deliver = N**, secure **payment prior to turnover**.
    3. Turnover within **12 business hours** of **FRL** or **ADD** (whichever last). Negative timing is compliant. [Events: **FRL/ADD/TOV**]
- **3. Confirm Customs Cleared**
  - ○ *Air Import*
    1. Confirm **customs release** before final delivery.
    2. **Expeditors Clearance**: **RLS** (Import Customs Released) or **ITA** (Transit Doc Accepted). [Ref: OPS: Customs Import]
    3. **Outside Broker Clearance**:
       - □ Enter **CLR** when notified cargo is released.
       - □ If notification via email, saving to e.doc as **"Outside Broker Clearance Release"** auto-triggers **CLR**.
       - □ Manual entry acceptable if no supporting doc/email.
       - □ **Exceptions**: Local processes HKG/PUS/SEL; ITA cargo for SAN/MFE/LRD/ELP/NOG; delivery to FTZ; Combine N files with EF Trace.
  - ○ *Customs Import*
    - ▪ **US & PR**
      1. Monitor entry status; **RLS** will generate.
      2. Ensure valid **release document** in e.doc.

3. If **EDR/EFD/DXC** process variations apply locally, follow current guidance. *(Note: internal notes indicate validation required for EDR/EFD/DIS behavior—mark for local confirmation.)*
4. Monitor **Other Government Agency Release (OAR)**—automatic for FDA and other PGAs per latest setup; create manually if required by local exception. *(Note: internal note suggests OAR autopopulates for all PGAs—confirm locally.)*
5. If flagged for intensive exam: **EXR** auto-generates; **EXC** auto with **RLS/ECR** when complete. *(Note: confirm **EXC** event validity locally.)*
   - □ Additional holds/releases (examples): **AHR** (Lacey), **EPR** (EPA/TSCA/Pesticides), **FWH/FWR** (FWS hold/release), **CPA/CPM** (CPSC date review/may proceed), **FDH/FDR** (FDA hold/release).
   - ▪ **Mexico**
     1. Confirm release by customs authority; enter **RLS** if not integrated.
     2. Update customs declaration number as **EN** trace in **REF** when not auto-updated (Customs categories S, P, T, W).
     3. Scan customs declaration form to **e.doc** if not auto-scanned; maintain **all versions**.
     4. Update **DDA** (Declaration Details Available) if applicable for your country/procedure with data loading in Exp.o.

- **4. Resolve EDI Error Messages**
  - ○ See **Monitor Shipment §6** (same timelines & responsibilities).
- **5. Record and Resolve Process Holds**
  - ○ Use appropriate scripts; **PHD** → **PHR** quickly; **GOV** notify GS immediately.
- **★ 6. Manage Process in Exp.o Workboard**
  - ○ Manage in Workboard; use supplemental reporting only if needed.

FINALIZING — INVOICE SHIPMENT

Standard: Invoice Shipment
Purpose: Bill the customer for services provided.
Performance Expectation: Invoice customer timely and accurately.
Measurement: ADD FA → INV FC ≤ 12 business hours (Customs = N)
OPA ID: 13817

Checklist

- **★ 1. Upload Accepted Rates**
  - ○ **Ongoing** → **Customer Rates Repository** (Customer Account #, Name; File Name, Product(s), Effective/Expiration Dates).
  - ○ **Spot** → scan to **e.doc** for the shipment file:
    - ▪ **Collect**: Destination sends quote to origin for upload at approval.
    - ▪ **Prepaid**: Origin uploads once customer approves. [Doc]
- **★ 2. Generate Q# File Reference** (see **Q#** block)
  - ○ *Export* (Q# before **BLP**)
  - ○ *Import* (Q# before **INV**)
- **★ 3. Follow Global Credit Procedures** (see **GCR** block)
- **4. Adhere to the FDS Standard**
  - ○ Follow **FDS, Door-Rated, DAP, DDP**. [Ref]
- **★ 5. Invoice Shipment**
  - ○ *Ocean Export*
    1. Ensure all charges align to sold rates; ensure costs are accurate and accounted; **post invoice**. [Event: **INV**]
  - ○ *Transcon*
    - ▪ **Prepaid (Origin posts INV)**

1. Validate charges in **INV/QINV** per agreed rates.
2. Validate white glove/accessorials from destination/POD/checklist.
3. Confirm pickup, delivery, linehaul costs; separate **freight+fuel** from **accessorials**.
   - ◆ **US/Europe**: Delivery charges must match **Cartage Standards/Market Guide** or have scanned approval in e.doc.
- ▪ **Collect (Destination posts INV)**
  1. Validate all charges per agreed rates; white glove/accessorials; ensure delivery costs accounted.

○ *Customs Import*
  1. Ensure rates are configured in **Rate Schedule (CFIT)** per Customer SOP.
  2. Invoice accurately/completely per SOP & services.
  3. **First invoice** within **1 business hour of ENF (Entry Filed)**.
  - ▪ **Mexico**
    1. Cash advances must be supported with **official receipt**; no outlays via Customs GL.
    2. Generate **AASCE** invoice (correct billing descriptions/codes; brokerage fees; duties & taxes).
    3. Generate **Expeditors** invoice (total AASCE + accessorials; verify charges; GL codes; broker digital file in **Expediente Digital**; customer-required docs in **e.doc**).

○ *Air Import*
  1. Ensure **CFIT Rate Schedule** matches SOP.
  2. Invoice fully/accurately per SOP.
  3. **First invoice** within **12 business hours** of actual arrival (We Clear = N).
  4. Include origin charges, freight, known destination charges, and other known charges.
  5. **US**: For **RLF** where transportation is billed to brokerage district, **IBB** within **12 business hours** of **BNF**.

○ *Ocean Import*
  1. Generate invoice within **12 business hours of ADD** (We Clear = N; First Invoice).
  2. Customs invoicing standards apply for **We Clear = Y**.
  3. Include all known charges in the first invoice. [Ref: Job Aid: Ocean Import – First Invoice Known Charges]
  4. **US**: For **RLF**, **IBB** within **12 business hours** of receiving **RBL** (rated HBL in e.doc).
  5. **US**: Detention/demurrage billed per **NRA** or **Tariff**.

○ *Delivery Management – Import*
  1. Invoice per agreed rates & requirements to close DM file. [Ref: Statement Billing Instructions for DM Files]

○ *Order Management – Origin*
  1. Locate rates from **Customer SOP**; standard: **OM Origin Tariffs**; customer-specific: **Customer Rates Repository**.
  2. E.TMS generates **R file** local charge invoices to accounting.
     - □ Local charges may be settled by shipper or consignee; billing may occur at different levels.
     - □ If no billing on **R file**, enter **BNR**. [Event: **BNR**]
  3. Local OM charges maintained by **origin**; OM Manager ensures accuracy; rate changes need **Regional OM** approval then **CHQ** updates.
  4. **ECMSRT** setup can auto-compute CFS, Document Assembly, and OM Forwarding Fee; other charges must be input manually.
  5. Origin ensures charge accuracy & on-time posting.
  6. Some origins must send monthly docs to Accounting: non-negotiable B/L

copies, FCR copies w/ supervisor signature, B/L Summary and Container Manifests.

7. **OM Fees in Freight**: some customers require OM fees within freight; see **OM | Billing**.

○ *Order Management – Management*

1. Define billing format (monthly/by shipment/by container) in Customer OM SOP.
2. Ensure billing is timely vs milestone and in agreed format.
3. Ensure billing backup is available as agreed.
4. Post revenue to correct GL codes (OM GL codes for OM services; **GEO OM Directors** must approve non-OM GL codes). [Ref: GL & Billing Codes]
5. Audit and credit origins' invoices timely/accurately.
6. Ensure correct rates used per SOP (standard or customer-specific).

- **6. Send Customer Invoice**
  ○ Send invoice and applicable docs per customer SOP.
  ○ Post **IVM** when sent (email/EDI/FTP). [Event: **IVM**]
  ○ Email: upload **Proof of Invoice Emailed** to auto-trigger **IVM**. [Doc]
  ○ EDI: ensure **EDA** exists to confirm successful transmission. [Event: **EDA**]
  ○ **GOV**: Mail to GS Team + GS Freight Payment Coordinator; any additional charges require **GS written approval** in e.doc.

- **7. Resolve EDI Error Messages**
  ○ Same timelines as **Monitor Shipment §6**.

- **8. Record and Resolve Process Holds**
  ○ Record/resolve/release per scripts; **PHD → PHR** quickly; **GOV** notify GS immediately.

- **★ 9. Manage Process in Exp.o Workboard**
  ○ Manage in Workboard; supplemental reporting only if required.

MANAGE DELIVERY

Standard: Manage Delivery
Purpose: Ensure shipment is delivered by the requested date/appointment and delivery information is updated timely.
Performance Expectation: Delivery information updated timely.
Measurement:

- **DLV FA → DLV FC ≤ 30 minutes**
- **DLV FA → POD FC ≤ 30 minutes**
  OPA IDs: 14427, 14428

Checklist

- **1. Dispatch for Delivery**
  ○ *General*

  1. DG/ITAR/TC/HC/restricted only dispatched by **certified** employees.
  2. Use service providers in **Approved** status only.
  3. Follow customer SOP for handling (preferred carriers, vehicle types, etc.).
  4. Loaded ocean container/trailer/truck must be stored only in **secured** yards/areas. [Ref: OPS: Security – Seals & Container Security]
  5. **HC**: Use only **GDP-approved** providers. [Ref: SP Requirements Dashboard → Requirement Type filter]
  6. **TC**: Temperature requirements must appear on HAWB/BL/CMR/pickup/delivery docs.
  7. **GOV**: Drivers to U.S. Government facilities must meet **Real ID**. [Ref]

  ○ *Expeditors Delivery (We DLV = Y or E)*

  1. Ensure **RLS/CLR** and any OGA holds are released.
  2. Review delivery instructions per SOP.
  3. Enter **GCI** for approved provider in Delivery Order or **SHIPLOG Dlvry Prov**; for

SSL door deliveries, input SSL GCI.

4. Issue delivery order; **electronically dispatch** to provider.
5. Use **Exp.o Delivery** whenever possible; communicate complex instructions clearly by phone/email.
6. Enter **TNF (Trucker Notified)**. [Event: **TNF**]
7. *Ocean Import*
    □ **FRL** must be present before dispatch.
    □ **TNF** = trucker has all documentation (pickup/delivery/PIN/return location) and confirmed ability to proceed.
    □ Pre-dispatch to trucker where applicable.
    □ When all containers confirmed for pickup, optionally enter **PDP (Pre-Dispatched)**. [Event: **PDP**]
8. *Delivery Management – Import* → Dispatch prior to arrival or within **24 hours of ADU**. [Event: **ADU**]
9. *Cartage* → Enter **TOD** when turned over to cartage dispatch. [Event: **TOD**]

○ *Non-Expeditors Delivery (We DLV = N)*
1. Ensure **RLS/CLR** and OGA releases.
2. **Do not** issue a delivery order.
3. If we clear but don't deliver, notify the party arranging delivery that freight is available; enter **TOD**.
    □ Saving this correspondence in e.doc as **"Dispatch Document"** auto-triggers **TOD**. [Doc/Event]
4. Air & Ocean Import: If cargo is at an Expeditors/3rd-party facility, monitor pickup and post **PUD**.
    □ Air Import: **PUD** not required when **DTM**.
    □ Ocean Import: **PUD** required only for **We DLV & We Clear = N**.

• **2. Monitor Delivery Status**
    ○ *General*
    1. Monitor confirmation of delivery and ensure data present in **CFIT**.
    2. **DLV** must be present within **30 minutes** of actual delivery (preferably electronic from service provider).
    3. Additional milestones: **OFD**, **ADL**, **APR** (auto from e.doc), **APT**, **EDL**. [Events: **OFD/ADL/APR/APT/EDL**]
    ○ *Cartage*
    1. If DLV/POD won't be received due to exception (lost, severely damaged), enter **SVC** (administrative closeout).
    2. **SVC** removes from cartage visibility; OS&D still applies; revenue recognition still required. [Event: **SVC**]
    ○ *Ocean Import (FCL), Customs Import (FCL), Delivery Mgmt – Import*
    1. Use **CDV** for individual container delivery; only enter **DLV** when **full B/L quantity** is delivered (shipment-level).
    ○ *Transcon*
    1. Manage/prioritize by **RDL/APT**.
    2. Proactively follow up with providers for on-time performance and special handling readiness.
    3. Enter/receive **OFD** (must be **before DLV FA** when Expeditors arranges delivery).
    4. **On-Time Performance**:
        □ **Outbound**: Must deliver by our commitment.
        □ **Inbound**: If sufficient time exists post-arrival, must deliver by commitment.
        □ [Ref: Transcon Performance Management Dashboard]

• **3. Collect Proof of Delivery**
    ○ *General*
    1. Monitor for **POD** and ensure receipt electronically within **30 minutes** of

delivery. [Event: **POD**]
- ○ *Cartage*
    1. If DLV/POD will not be received (lost/severely damaged), enter **SVC**; does not replace revenue recognition; follow OS&D.
- ○ *Transcon*
    1. Upon POD, validate doc matches shipment file; confirm **clean sign-off** (else follow OS&D).
    2. Valid PODs: contract of carriage, delivery order, truck bills, BLUME screens (if details match).
    3. Date/time not required on electronically logged POD; **timestamp** serves as signature time.
- ★ **4. Complete Compliance Checks** (see **C1** block)
- **5. Resolve EDI Error Messages**
    - ○ Same timelines as **Monitor Shipment §6**.
- **6. Record and Resolve Process Holds**
    - ○ Use scripts; **PHD → PHR** quickly; **GOV** notify GS immediately.
- ★ **7. Manage Process in Exp.o Workboard**
    - ○ Manage via Workboard; supplemental reporting only if needed.

Reusable Full Blocks
C1) Compliance Block
- Complete all required checks and sub-procedures.
- **DG**: Only fully trained & certified staff; contingent/temp workers may not handle DG. [Ref: OPS: Dangerous Goods]
- **Prohibited/Restricted Commodities**: Approval required per PRC table & linked instructions.
- **Denied Party Screening (DPS)**: Enter all core parties in **E.TMS/CFIT** & **TradeP**; sanctioned-country shipments require DPS on **all parties**; new parties follow same; not required for wholly intra-US.
- **ITAR**: Comply with handling requirements. [Ref: OPS: ITAR]
- **ISF (US-bound)**: Perform when providing ISF; otherwise communicate required ISF details. [Ref: OPS: ISF]
- **Inward Manifest**: Confirm applicable regulatory requirements.
- **Air**: Advanced manifest, unknown shipper, air cargo security per local regulations (Global Air Compliance).
- **Transcon**: Comply with local regs; **US** unknown shipper via **TSA PVR** event; cross-border regional compliance & advanced manifest; verify country-specific processes.

GCR) Global Credit Review
- If **AR balance + contemplated bill amount > credit limit** → request credit extension.
- *Exports*: Check **Client** screen in **E.TMS** or **Client Balances** in Exp.o Accounting.
- *Imports*: Watch for system **OCL**; if not automated, check **CFIT Add/Display Client** or **Exp.o Accounting Client Balances**; update **OCL** event if applicable. [Event: **OCL**]
- Under limit → proceed; over limit → request extension (District Manager + Accounting per local script).
- Upload approval to **e.doc** as **"Over Limit Approved"** → auto-generates **OLA** event. [Event: **OLA**; Doc]

Q#) Q# Reference Rules (Export + Import)
- **Export**: Q# on **every export file** as consignee reference.
    - ○ **Collect**: Destination provides + spot quote copy for e.doc.
    - ○ **Prepaid/F2F**: Origin provides.
    - ○ **Generation**: Ongoing → **Customer Rates Repository ID**; Spot → **QXYZ** from **Desktop Quoting App**.

- ○ Must be in system **before BLP**; validity must match **freight receipt date**.
- **Import**: Q# on **every import file** (downloaded from origin).
  - ○ **Collect**: Destination provides.
  - ○ **Prepaid/F2F**: Origin provides + spot quote for e.doc.
  - ○ Must be in system **before INV**; validity must match **freight receipt date**.

1. BOOKING

Thursday, 19 February 2026   11:47 AM

BOOKING

Standard: Establish Rates

Purpose: Ensure customer-approved rates for freight and requested services are established before handling the shipment.

Performance Expectation: All ongoing rates uploaded to Customer Rates Repository; spot quotes scanned to e.doc at time of approval.

Measurement: Q# reference present in every invoiced shipment file.

OPA ID: 14505

Tags:
- [Doc]=e.doc/documenting
- [Sys]=E.TMS/CFIT action
- [Event]=system event
- [If]=conditional
- [Ref]=resource

Checklist

- 1. Receive Customer Rate Inquiry
  - *General*
    1. Receive customer request via phone, email, bid, or sales process expressing interest in pricing for a product or service provided by Expeditors.
    2. Gather initial information about the customer needs, scope, and details of the rate request.
- 2. Prepare Quote or Update Ongoing Rate Sheet
  - *General*
    1. Acknowledge immediately upon receipt and respond as soon as possible.
    2. Build costs using company standards, industry benchmarks, or specific carrier options.
    3. Every quote must have a quote number.
    4. Maintain a quote log for all quotes (Quoting App auto-logs; no separate log required).
    5. **Healthcare (HC)**:
       a) Use only **GDP-approved** carriers; ensure quoted rates match the carrier's GDP service level. [Ref: GDP Approved Air & Ocean Carriers; SP Requirements Dashboard]
    6. **Government Services (GOV)**:
       a) Notify GS for spot quotes within scope.
       b) Use **Decision Matrix for U.S. Military** routing and carrier selection. [Ref]
       c) **Fly America Act**: Use a U.S. Flag Carrier unless exceptions apply. [Ref: Exceptions to the Fly America Checklist]
  - *Ocean*
    1) Present via **Quoting Application**, **Global Ocean Rate Sheets** (Regulated/Unregulated/Unregulated EU), or **NRA Rate Sheet**. [Ref: Ocean Forms]
    2) Follow NRA guidelines and use NRA Rate Sheet. [Ref: NRA Guidance]
    3) **Temperature Controlled**:
       a) Consider rail vs truck route, surcharges, and commercial value (reefer/monitoring/high value surcharges may apply).

b) For High Value Reefer Healthcare Program, consult the Regional Ocean Director.

- ★ **3. Share Rates with Customer for Approval**
    1. Share via email or customer portal; negotiate or adjust scope as needed.
    2. Save written approval per local branch practice (e.doc/F-Drive/SharePoint). [Doc]
    3. **GOV**: GS team handles all direct customer communication.

- ★ **4. Upload Accepted Rates**
    1. Rate owner uploads at time of customer approval to central location.
        □ **Ongoing** → **Customer Rates Repository**; standardize attributes and validity:
            a) **Customer Folder Required Fields**: Customer Account #, Name
            b) **Rate Document Required Fields (non-systematic)**: File Name, Product(s), Effective Date, Expiration Date
        □ **Spot** → scan to **e.doc** for the shipment file:
            a) **Collect**: Destination sends quote to origin for upload at approval.
            b) **Prepaid**: Origin uploads at approval.

- ★ **5. Generate Q# File Reference (see Q# block)**
    - *Export*
        1) **Q# required** on every air/ocean export file as **consignee reference**.
            a) **Collect**: Destination provides Q# at approval + copy of spot quote to save to e.doc.
            b) **Prepaid/F2F**: Origin provides Q# at approval.
        2) **Q# Generation**
            a) Ongoing: Q# = **Customer Rates Repository unique ID**.
            b) Spot: Q# = **QXYZ** from **Desktop Quoting App**.
            c) Q# must be in system **before BLP** (AWB/BL Printed). [Event: **BLP**]
            d) Q# validity must cover the **freight receipt date**.
    - *Import*
        1) **Q# required** on every air/ocean import file (downloaded from origin).
            a) **Collect**: Destination provides at approval.
            b) **Prepaid/F2F**: Origin provides at approval + spot quote copy to e.doc.
        2) **Q# Generation**
            a) Ongoing: Q# = **Customer Rates Repository unique ID**.
            b) Spot: Q# = **QXYZ** from **Desktop Quoting App**.
            c) Q# must be in system **before INV** (Invoiced). [Event: **INV**]
            d) Q# validity must cover the **freight receipt date**.

- ★ **6. Complete Compliance Checks (see C1 block)**
- ★ **7. Follow Global Credit Procedures (see GCR block)**
- 8. Adhere to the FDS Standard
    - Follow **FDS, Door-Rated, DAP, DDP** standard to mitigate financial risk. [Ref: OPS: FDS, Door-Rated, DAP, DDP]

2. PROCESSING

Thursday, 19 February 2026   11:47 AM

PROCESSING

Standard: Notify Broker
Purpose: Provide upstream visibility to the customs broker so entry preparation can begin.
Performance Expectation: Notify broker within **12 business hours** of file download or creation.
Measurement: LOG FC → **BNF** FC ≤ **12 business hours**
OPA ID: 13814

Checklist

- 1. Update Shipment Log
  - *Server Rack Visibility*
    - ☐ [Event] **RAK**: If shipment contains server rack, post **RAK** and set **tier** (0–5) in remarks (USD):
      § 0 = Unknown/Pending | § 1 = < $250k | § 2 = $250k–$1M | § 3 = $1M–$3M | § 4 = $3M–$5M | § 5 = > $5M
  - *Air Import*
    1) Check Exp.o Workboard **Logging** bucket for unlogged files.
    2) Create/update Shipment Log. [Ref: Job Aid: Global CFIT Logging Instructions]
        - If combining for entry/delivery/billing: [Ref: **Combine N Scenarios & Behavior**]
    3) Verify minimum LOG details: **Customer Client Codes**, **Bill to GCI**, **We Deliver**, **We Clear**, **Haz (Y/N)**.
    4) If direct terminal pickup, enter **DTM** (Direct To/From Terminal) early (timestamp not significant). [Event: **DTM**]
    5) Complete setup checks:
        a) Review shipment ETA and update **EDD** (Estimated Arrival at Destination). [Event: **EDD**]
        b) Update **EDL** (if Expeditors handles delivery):
            - ◇ If within **CTT** scope → allow automation. [Ref: DSTT Air Estimated Delivery Overview]
            - ◇ If not in CTT scope (DG/TC/non-General Cargo) → **manually update EDL**. [Event: **EDL**]
        c) Compare **RTD/RDL** vs **EDD/EDL** and communicate risks.
        d) Confirm air freight and destination rates match rates on file.
        e) Verify relevant documents in **e.doc** from origin. [Doc]
  - *Ocean Import*
    1) Manually log agent origin files or update downloaded logs. [Ref: Global CFIT Logging Instructions]
        - Required: **Customer Client Codes**, **EDD/EDU**, **We Deliver**, **We Clear**, **Haz (Y/N)**. [Event: **EDU**]
    2) Combining files: [Ref: **Combine N Scenarios & Behavior**]
  - *Transcon Inbound*
    1) Update **Customs** field per SOP: **X**=Domestic, **Y**=Expeditors clears, **N**=3rd-party broker.
    2) Update **We Deliver** (Y/N/D).
        - **D** when DTC—origin arranged direct shipper→consignee; destination not required to update delivery events.
        - If delivery provider unknown, enter **PENDING** to save.
  - *Delivery Management – Import*

1) Create file of record in **CFIT** if not present. [Ref: Job Aid: Delivery Management File Creation]
2) If downloaded/logged:
   a) Either: leverage origin-downloaded file and update **We DLV** to **M** or **E** with correct revenue GCI; or
   b) Create new **Delivery Management** file per container if:
      ▸ 3 container-specific references, or
      ◇ Containers deliver to different locations, or
      ◇ Containers delivered by different providers.
   c) Files must be logged within **24 hours of BLP** (ship type 5) or **MFT** (ship type 6). [Event: **BLP/MFT**]
3) **Standalone Delivery Management**: Create ship type **X** via EDI/FTP/spreadsheet/script/multitool.
   ◆ Minimum: **SSL SCAC**, **MBL**, **Container #**; recommended: COB, vessel, ports, size, delivery location/WH, customer references.
   ◆ Files must be logged within **3 calendar days of COB**. [Event: **COB**]
4) Log **We DLV** correctly: **M**=Customer's drayage; **E**=Expeditors delivery.

▪ *Customs Import*
1) Create/update **CFIT** record. [Ref: Global CFIT Logging Instructions]
2) Verify payor of duty/brokerage is an **Expeditors customer** (even if not IOR). If not, **stop and escalate**.
3) Confirm active client number.
4) For combining files: [Ref: Combine N Scenarios & Behavior]
5) **3rd-Party Broker Ops**:
   a) See **Third Party Broker Management** → Shipment Logging. [Ref]
   b) Share **CFIT** reference with the outside broker upon generation for tracking and billing.

- ★ **2. Apply Customer SOP Instructions**
  1) Review **Customer SOP/SLI** for special routing/handling.
  2) Send required customer alerts timely.
  3) Enter specific shipment requirements per SOP (references, etc.).
  4) Communicate special handling/packaging/data logger needs to warehouse.
  □ *Customs Import*
    a) Review **Account Management Suites**: importer, procedure, valuation, classification, origin, duty & tax, PGAs, licenses, affiliations.
  1. Review CI/instruction letters/value manifest/other docs to key entry; **scan all docs to e.doc**. [Doc]
  2. If additional transactional instructions are required, **scan to e.doc** and **fully adhere**.

- ★ **3. Notify External Broker**
  ▪ *Air Import*
  1) Notify external broker (where Expeditors is not broker or another office handles clearance).
  2) Enter **BNF (Broker Notified)** event; saving the email to e.doc as **Broker Notified** auto-triggers **BNF**. [Event: **BNF**; Doc]
  3) If shipment can be **TOV** on time to meet broker notify SLA, **BNF not required**.
  4) If SOP documents pre-alert not required, **BNF not required**.
  5) [Ref: Broker Notified Metric Specifications]
  ▪ *Ocean Import*
  1) After **COB**, recommend notifying broker/customer per requirements.

- ★ **4. Confirm Inbound Manifest Submitted**

- *General*
  - a) Confirm applicable inbound governmental/regulatory manifesting requirements.
- *Air Import (U.S.)*
  - a) Confirm in **AMS Manager** that HAWB data transmitted to **Air AMS** successfully. [Sys]
- ★ **5. Complete Compliance Checks (see C1 block)**
- 6. Record and Resolve Process Holds
  - Record, resolve, and release process holds using the appropriate export/import script. [Ref: Scripting Resources]
  - Close **PHD** with corresponding **PHR** asap (timing not measured).
  - **GOV**: Notify **GS immediately**.
- ★ **7. Manage Process in Exp.o Workboard**
  - Manage core processes in **Exp.o Workboard**; use supplemental reports only if a process is not available in Workboard. [Sys]

3. MONITOR SHIPMENT

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MONITOR SHIPMENT

Standard: Monitor Shipment
Purpose: Track incoming shipments and update arrival information accurately.
Performance Expectation: Arrival information updated timely.
Measurement: ADD FA → ADD FC ≤ 12 hours
OPA ID: 13804

Checklist

- 1. Post Consol Settlement
    - *Ocean Export*
        1. **LCL via Gateway** handled by Ocean Export Gateway.
        2. Verify all linked **house bill invoices** are posted.
        3. Post **consol settlement** → generates **XMT (Transmittal Posted)**. [Event: **XMT**]
        4. [Ref: Timely Consol Settle Metric Specifications]
    - *Ocean Import*
        1) Verify house rates vs customer ocean quote/rate shell.
        2) Validate ocean freight, surcharges, commodity, routing, port pairs, service type, equipment size.
        3) Validate all customer billables incl. origin charges.
        4) Verify master bill rates vs export IC recap; if mismatch, see **Ocean Settlement Corrections**.
        5) If rated MBL not received, carrier arrival notice/invoice acceptable.
        6) Verify commodity on HBL logically matches MBL.
        7) If MBL names a specific account, HBL must match.
        8) Verify all origin/destination debits.
        9) Post settlement asap after **COB** and no later than **3 business days after arrival**; generates **INV** in the master file. [Event: **INV**]
    - *Ocean Settlement Corrections*
        1) Notify origin/destination and reason.
        2) After initial **ICO settlement**, do not adjust if delta ≤ **$30 USD** (or foreign equivalent).
        3) **Exception**: If charges incorrectly billed to the customer, amend to agreed rates/charges.
    - *Transcon Outbound*
        1) **ICCOST**: Enter airport transfer fees (if applicable).
        2) **HBCOST**: Validate commission/profit split.
        3) **ICTRAN**: Post consol → generates **XMT**; sends shipment/financials to destination.
        4) Transmit to destination **no later than 1 hour from COB**.
    - *Transcon Inbound*
        1) Validate destination services accounted for in settlement.
        2) Communicate additional fees to origin timely for customer billing.
        3) **US & Europe**: Delivery charges must match **Cartage Standards/Market Guide** or have scanned approval in e.doc; freight separated from accessorials; if total exceeds standard, scanned origin approval required.
    - *Air Import*
        1) Verify destination and onforwarding charges to be protected.
        2) Verify gateway CFS fees (if applicable).

3) Required in **e.doc** to post agent settlement:
- ◆ Air Export Settlement Recap (**Settlement file only**)
- ◆ Rated Master Air Waybill (**Settlement file only**)
- ◆ Rated House Air Waybills

4) Post settlement with proper profit split asap after first **COB** (generally ≤ **12 business hours** of COB, or after **AMD** if no COB).

5) Generates **INV** in the master file. [Event: **INV**]

- **2. Track Shipment**
  - *Air & Ocean Import*
    1) **Shipment Tracking (Master)**
       a) Continuously update **EMD** (Air) / **EDU** (Ocean) for final transit leg arrival. [Event: **EMD/EDU**]
       b) **Propagation**:
          - ◇ Same destination: **EDD** auto-updates in house files. [Event: **EDD**]
          - ◇ Different destination: **EMD** updates in master and houses (onforwarding/other destinations).
    2) **Shipment Tracking (House)**
       a) Continuously update **EDD** in the shipment history (if not auto-created).
    3) [Ref: Shipment Tracked Metric Specifications]
  - *Air Import*
    1) Update **EDL** if Expeditors delivers:
       - ◆ Within **CTT** scope → allow automation.
       - ◆ Not in scope (DG/TC/non-General Cargo) → **manual EDL**.
  - *Customs Import*
    - □ If **Air Import team** manages delivery: coordinate if brokerage impacts **EDL**.
    - □ If **Customs team** manages delivery: update/manage **EDL**; follow **CTT** rules; compare **RDL** vs **EDL** and communicate risks.
  - *Ocean Import*
    - □ Enter **RIT** for rail sightings (date/time and location in remarks). Multiple **RIT** allowed. [Event: **RIT**]
  - *Transcon Inbound*
    1) Track by **ETA**, **RDL**, or **APT** using Exp.o Branch Transcon Workflow; communicate updates.
    2) Additional milestones: **PUD**, **ADL**, **APR** (auto from e.doc upload), **APT**, **EDL**. [Events: **PUD/ADL/APR/APT/EDL**]
  - *Delivery Management – Import*
    1) Verify **We DLV** flag (M/E).
    2) Track to port arrival; update: **EDU**, **EDD/CED** (daily min.). [Event: **CED** optional per configuration]

- ★ **3. Report Transportation Delays**
  - *General*
    - □ **GOV**: Notify GS immediately.
  - *Air Export*
    1) Manage via Workboard; manage inventory reports.
    2) Enter **TSD** at consol with reason; if transit impacted, enter **DLY** at shipment with reason; if not, enter **TDC**. [Events: **TSD/DLY/TDC**]
  - *Ocean Export*
    1) Notify customer/destination of routing/ETA changes.
    2) If **>5-day delay**: obtain carrier reason; update **DLY (external)** + **TSD (internal)** + **BKD** to reflect new departure (only update **BKD** if carrier pre-notified before cutoff). [Event: **BKD**]
  - *Transcon Outbound*

1) If impacts **RDL/APT**, origin enters **DLY** with reason; **DLY FC** must be **before DLV FA**.
2) Use Standard Delay List (HELP) for remarks.
3) Destination-entered **DLD** flows back; origin should enter **DLY** for customer visibility.
4) Enter new **EDL** accordingly.

- *Air Import*
    1) Record delays via **TSD** at master/house.
    2) Use **Import Exception Script** with reason codes.
    3) If impacts transit time: enter **DLY** at house within **24 hours of TSD FC**.
    4) If not: enter **TDC** at house within **24 hours of TSD FC**.

- *Transcon Inbound*
    1) If impacts **RDL/APT**, destination enters **DLY** (reason = Standard Delay List).
    2) DLY triggers **DLD** back to origin.
    3) Update new **EDL**.

- 4. Monitor Split Shipments (Air Import)
    1. Use **SPL** at master when a consolidation splits in transit; include details in remarks.
    2. Post **AMD** only when **all master pieces** have arrived. [Event: **AMD**]
    3. PSL at house when **part** of a house is received at WH/CFS; include piece details in remarks. Enter **SFS** only when **all pieces** of the house are available. [Events: **PSL/SFS**]

- ★ 5. Update Arrival Information
    - *Air & Ocean Import*
        1) Master Arrival: Update **AMD** (if not via carrier EDI); this auto-updates:
            - **ADD** in house (if same destination), or
            - **AMD** in associated master/house if different destinations.
        2) House Arrival: Update **ADD** (if not propagated).
        3) [Ref: Perfect Milestones Metric Specifications]
    - *Air Import*
        1) All pieces must be confirmed arrived by airline before **AMD/ADD**.
        2) AAC may be used at master to indicate availability at terminal (if not received via EDI or not accurate, use **SFS** at house). [Events: **AAC/SFS**]
        3) [Ref: Shipment Tracked Accurately Metric Specifications]
    - *Ocean Import (FCL)*
        1) Do **not** enter **ADD** unless **all containers** have arrived at house destination.
        2) If partial: use **CAD** per arrived container; update **ADD** once final container arrives. [Events: **CAD/ADD**]
    - *Transcon Inbound*
        1) Update **AMD** with actual arrival (port or Expeditors facility) with all pieces confirmed.
        2) Propagation: **ADD** (if MAWB/HAWB destinations same) or **AFD** (Arrival at Final Destination) to export system. [Events: **ADD/AFD**]
    - *Delivery Management – Import*
        1) Track from port arrival through **CUV** and final terminal arrival.
        2) Update: **ADU**, **CUV**, **CAD**, **ADD**. [Events: **ADU/CUV/CAD/ADD**]

- 6. Resolve EDI Error Messages
    - *General* → Resolve **EDE** within **60 business hours**.
    - *Air Export* → Resolve within **12 business hours**.
    - *Order Mgmt – Origin* → Resolve within **12 business hours** or escalate.
    - *Order Mgmt – Management* → Monitor PO rejections & outbound EDI daily; ensure action within **12 business hours** (origin clears its own EDEs; management catches/escalates unresolved). [Ref: Client Inbound EDE Report;

Exp.o Orders (Generic Order)]

- 7. Record and Resolve Process Holds
    - Use appropriate scripts. Close **PHD** with **PHR** quickly. **GOV**: immediate GS notification.
- ★ **8. Manage Process in Exp.o Workboard**
    - Manage via Workboard; use supplemental reporting only when required.

4. MAKE FREIGHT AVAILABLE

Thursday, 19 February 2026   11:47 AM

MAKE FREIGHT AVAILABLE

Standard: Make Freight Available
Purpose: Ensure freight has arrived in full and is made available to collect from airline terminal or warehouse/CFS.
Performance Expectation: Freight must be available shortly after arrival and updated in the system.
Measurement:
- **AFS FA → SFS FA ≤ 4 business hours**
- **SFS FA → SFS FC ≤ 2 business hours**
  OPA IDs: 13813, 14397

Checklist

- **★ 1. Follow Over, Short, Damaged (OSD) Procedure**
    - i.   Enter OSD at the level occurred (master/house). Include reason in remarks (OVR/SHT/DMG … e.g., "SHT – 3 PIECES"). [Event: OSD]
    - ii. Close with FRF (Freight Found) or OSR (Resolved).
    - iii. If FRF/OSR within 2 business days of OSD → no PNC required.
    - iv. If unresolved >2 business days → file PNC and post PNC event.
    - v.   Total loss: post LST (CFIT only) + PNC in E.TMS not required.
    - vi. PNC time limits: Ocean 3 days from delivery; Air 14 days from delivery. Upload PNC to e.doc. [Doc]
    - vii. Healthcare: Quarantine damaged freight until customer instruction. [Ref: GDP-E-024]
    - viii. GOV: Notify GS of weight/dimension/damage discrepancies.
    - ix. Exceptions: NA truck and intra-US air: no PNC; India ground/intra-India air: no PNC.
        - Order Management – Origin
            1) Follow Customer SOP on damaged cargo (authorization to accept/refuse).
            2) Light damage (e.g., re-taped) → follow SOP; OSD required unless SOP exempts.
            3) Reject seriously damaged freight (or follow SOP):
                - Some origins must temporarily accept to photo due to customs; no Dock Receipt in this scenario.
                - Contact vendor next working day to inspect/replace; post OSD, notify OM Mgmt/customer per SOP.
            4) For overage/shortage vs booking, post OSD and notify OM Mgmt/customer per SOP.
- 2. Update Warehouse Availability
    - *Air Import: Direct From Terminal (Master & House)*
        1) **DTM** required in master and house for direct terminal pickups. [Event: **DTM**]
        2) **AAC** optional to indicate available at airline terminal (may be received via EDI but can be inaccurate).
        3) If **AAC** is not accurate, use **SFS** to indicate freight available at airline terminal (functional equivalent). [Events: **AAC/SFS**]
    - *Air Import: Warehouse Availability (Master & House)*
        1) Update **AFS** (Arrived at CFS) in master and house with actual arrival at CFS/Warehouse (Expeditors or 3rd party).
            - Master **AFS** may propagate to houses.
            - [Ref: Warehouse Availability Metric Specifications]

2) Update **SFS** (Freight Available at CFS) in house when consolidation broken down and shipment is on location. [Ref: Timely Availability Metric Specifications]

- 3. Complete Active Unit Checklist
    - i. When loading the active unit, take photos of all exterior sides, battery, temp setting, temp reading, and intact seals.
    - ii. Complete **Active Unit Checklist** every **6 hours** while stored and upon departure. [Ref: Active Unit Checklist]
    - iii. Upload photos and checklist to **e.doc**. [Doc]
- ★ **4. Onforward Freight (Air & Ocean Import)**
    - i. Complete required documentation for onforwarding to final house destination; submit to appropriate authority; **scan Customs-approved copies to e.doc**. [Doc]
    - ii. Arrange inland carrier pickup/delivery to final destination CFS.
    - iii. Create delivery order (if applicable) and send to destination office.
    - iv. If Import branch is not responsible for onforwarding, notify relevant party of **arrival and availability**.
    - v. Enter **ONF** in ship type **T** file when shipment departs gateway with onforward carrier. [Event: **ONF**]
- ★ **5. Complete Compliance Checks (see C1 block)**
- 6. Manage Process in Exp.o Workboard
    - ▪ Manage via Workboard; use supplemental reporting only if not available in Workboard.

5. TURN OVER SHIPMENT

Thursday, 19 February 2026   11:47 AM

TURN OVER SHIPMENT

Standard: Turn Over Shipment
Purpose: Ensure the customs broker receives documents and information required for clearance.
Performance Expectation: Turn over shipment prior to or within **12 business hours** of arrival.
Measurement: TOV FA ≤ latest of **ADD FA** or **SFS FC** + **12 business hours**
OPA ID: 13818

Checklist

- ★ **1. Complete Compliance Checks (see C1 block)**
- ★ **2. Turn Over Shipment**
    - *Import*
        1. Required for all **Customs = N** shipments.
        2. Send relevant information and commercial documents to outside customs broker and/or consignee per SOP.
            - Note: In some countries, transportation details are included in arrival notice/notification email; in others, arrival notice implies freight has already arrived.
        3. Enter **TOV** (Shipment Turned Over); saving correspondence to e.doc as **"Turnover – Receipt"** auto-triggers **TOV**. [Event: **TOV**; Doc]
    - *Air Import*
        1) [Ref: Shipment Turned Over Metric Specifications]
        2) Shipment turnover ensures:
            a) Documents provided to customer and/or broker; and
            b) Internal responsibility to release documents enabling cargo collection.
        3) If we are not clearing/delivering, once **TOV** is updated our services are completed. **Do not release freight** without payment/approved credit. Additional local closeouts may be required.
    - *Ocean Import*
        1) Issue invoice (arrival notice from billing screen). **Invoices printed from e.doc must include T&Cs on reverse**.
        2) For **We Deliver = N**, secure **payment prior to turnover**.
        3) Turnover within **12 business hours** of **FRL** or **ADD** (whichever last). Negative timing is compliant. [Events: **FRL/ADD/TOV**]
- 3. Confirm Customs Cleared
    - *Air Import*
        1) Confirm **customs release** before final delivery.
        2) **Expeditors Clearance**: **RLS** (Import Customs Released) or **ITA** (Transit Doc Accepted). [Ref: OPS: Customs Import]
        3) **Outside Broker Clearance**:
            - Enter **CLR** when notified cargo is released.
            - If notification via email, saving to e.doc as **"Outside Broker Clearance Release"** auto-triggers **CLR**.
            - Manual entry acceptable if no supporting doc/email.
            - **Exceptions**: Local processes HKG/PUS/SEL; ITA cargo for SAN/MFE/LRD/ELP/NOG; delivery to FTZ; Combine N files with EF Trace.
    - *Customs Import*
        - □ **US & PR**

a) Monitor entry status; **RLS** will generate.
b) Ensure valid **release document** in e.doc.
c) If **EDR/EFD/DXC** process variations apply locally, follow current guidance. *(Note: internal notes indicate validation required for EDR/EFD/DIS behavior—mark for local confirmation.)*
d) Monitor **Other Government Agency Release (OAR)**—automatic for FDA and other PGAs per latest setup; create manually if required by local exception. *(Note: internal note suggests OAR autopopulates for all PGAs—confirm locally.)*
e) If flagged for intensive exam: **EXR** auto-generates; **EXC** auto with **RLS/ECR** when complete. *(Note: confirm **EXC** event validity locally.)*
◆ Additional holds/releases (examples): **AHR** (Lacey), **EPR** (EPA/TSCA/Pesticides), **FWH/FWR** (FWS hold/release), **CPA/CPM** (CPSC date review/may proceed), **FDH/FDR** (FDA hold/release).

☐ **Mexico**
a) Confirm release by customs authority; enter **RLS** if not integrated.
b) Update customs declaration number as **EN** trace in **REF** when not auto-updated (Customs categories S, P, T, W).
c) Scan customs declaration form to **e.doc** if not auto-scanned; maintain **all versions**.
d) Update **DDA** (Declaration Details Available) if applicable for your country/procedure with data loading in Exp.o.

- 4. Resolve EDI Error Messages
  - See **Monitor Shipment §6** (same timelines & responsibilities).
- 5. Record and Resolve Process Holds
  - Use appropriate scripts; **PHD** → **PHR** quickly; **GOV** notify GS immediately.
- ★ 6. Manage Process in Exp.o Workboard
  - Manage in Workboard; use supplemental reporting only if needed.

6. FINALIZING — INVOICE SHIPMENT

Thursday, 19 February 2026   11:47 AM

FINALIZING — INVOICE SHIPMENT

Standard: Invoice Shipment
Purpose: Bill the customer for services provided.
Performance Expectation: Invoice customer timely and accurately.
Measurement: ADD FA → INV FC ≤ 12 business hours (Customs = N)
OPA ID: 13817

Checklist

- **★ 1. Upload Accepted Rates**
    - **Ongoing → Customer Rates Repository** (Customer Account #, Name; File Name, Product(s), Effective/Expiration Dates).
    - **Spot** → scan to **e.doc** for the shipment file:
        - ☐ **Collect**: Destination sends quote to origin for upload at approval.
        - ☐ **Prepaid**: Origin uploads once customer approves. [Doc]
- **★ 2. Generate Q# File Reference (see Q# block)**
    - *Export* (Q# before **BLP**)
    - *Import* (Q# before **INV**)
- **★ 3. Follow Global Credit Procedures (see GCR block)**
- 4. Adhere to the FDS Standard
    - Follow **FDS, Door-Rated, DAP, DDP**. [Ref]
- **★ 5. Invoice Shipment**
    - *Ocean Export*
        1) Ensure all charges align to sold rates; ensure costs are accurate and accounted; **post invoice**. [Event: **INV**]
    - *Transcon*
        - ☐ **Prepaid (Origin posts INV)**
            a) Validate charges in **INV/QINV** per agreed rates.
            b) Validate white glove/accessorials from destination/POD/checklist.
            c) Confirm pickup, delivery, linehaul costs; separate **freight+fuel** from **accessorials**.
                - ◇ **US/Europe**: Delivery charges must match **Cartage Standards/Market Guide** or have scanned approval in e.doc.
        - ☐ **Collect (Destination posts INV)**
            a) Validate all charges per agreed rates; white glove/accessorials; ensure delivery costs accounted.
    - *Customs Import*
        1) Ensure rates are configured in **Rate Schedule (CFIT)** per Customer SOP.
        2) Invoice accurately/completely per SOP & services.
        3) **First invoice** within **1 business hour of ENF (Entry Filed)**.
        - ☐ **Mexico**
            a) Cash advances must be supported with **official receipt**; no outlays via Customs GL.
            b) Generate **AASCE** invoice (correct billing descriptions/codes; brokerage fees; duties & taxes).
            c) Generate **Expeditors** invoice (total AASCE + accessorials; verify charges; GL codes; broker digital file in **Expediente Digital**; customer-required docs in **e.doc**).
    - *Air Import*

1) Ensure **CFIT Rate Schedule** matches SOP.
2) Invoice fully/accurately per SOP.
3) **First invoice** within **12 business hours** of actual arrival (We Clear = N).
4) Include origin charges, freight, known destination charges, and other known charges.
5) **US**: For **RLF** where transportation is billed to brokerage district, **IBB** within **12 business hours** of **BNF**.

- *Ocean Import*
    1) Generate invoice within **12 business hours of ADD** (We Clear = N; First Invoice).
    2) Customs invoicing standards apply for **We Clear = Y**.
    3) Include all known charges in the first invoice. [Ref: Job Aid: Ocean Import – First Invoice Known Charges]
    4) **US**: For **RLF**, **IBB** within **12 business hours** of receiving **RBL** (rated HBL in e.doc).
    5) **US**: Detention/demurrage billed per **NRA** or **Tariff**.

- *Delivery Management – Import*
    1) Invoice per agreed rates & requirements to close DM file. [Ref: Statement Billing Instructions for DM Files]

- *Order Management – Origin*
    1) Locate rates from **Customer SOP**; standard: **OM Origin Tariffs**; customer-specific: **Customer Rates Repository**.
    2) E.TMS generates **R file** local charge invoices to accounting.
        - Local charges may be settled by shipper or consignee; billing may occur at different levels.
        - If no billing on **R file**, enter **BNR**. [Event: **BNR**]
    3) Local OM charges maintained by **origin**; OM Manager ensures accuracy; rate changes need **Regional OM** approval then **CHQ** updates.
    4) **ECMSRT** setup can auto-compute CFS, Document Assembly, and OM Forwarding Fee; other charges must be input manually.
    5) Origin ensures charge accuracy & on-time posting.
    6) Some origins must send monthly docs to Accounting: non-negotiable B/L copies, FCR copies w/ supervisor signature, B/L Summary and Container Manifests.
    7) **OM Fees in Freight**: some customers require OM fees within freight; see **OM | Billing**.

- *Order Management – Management*
    1) Define billing format (monthly/by shipment/by container) in Customer OM SOP.
    2) Ensure billing is timely vs milestone and in agreed format.
    3) Ensure billing backup is available as agreed.
    4) Post revenue to correct GL codes (OM GL codes for OM services; **GEO OM Directors** must approve non-OM GL codes). [Ref: GL & Billing Codes]
    5) Audit and credit origins' invoices timely/accurately.
    6) Ensure correct rates used per SOP (standard or customer-specific).

- 6. Send Customer Invoice
    - Send invoice and applicable docs per customer SOP.
    - Post **IVM** when sent (email/EDI/FTP). [Event: **IVM**]
    - Email: upload **Proof of Invoice Emailed** to auto-trigger **IVM**. [Doc]
    - EDI: ensure **EDA** exists to confirm successful transmission. [Event: **EDA**]
    - **GOV**: Mail to GS Team + GS Freight Payment Coordinator; any additional charges require **GS written approval** in e.doc.
- 7. Resolve EDI Error Messages
    - Same timelines as **Monitor Shipment §6**.
- 8. Record and Resolve Process Holds

- ▪ Record/resolve/release per scripts; **PHD → PHR** quickly; **GOV** notify GS immediately.
- • ★ **9. Manage Process in Exp.o Workboard**
    - ▪ Manage in Workboard; supplemental reporting only if required.

7. MANAGE DELIVERY

Thursday, 19 February 2026   11:47 AM

MANAGE DELIVERY

Standard: Manage Delivery
Purpose: Ensure shipment is delivered by the requested date/appointment and delivery information is updated timely.
Performance Expectation: Delivery information updated timely.
Measurement:
- **DLV FA → DLV FC ≤ 30 minutes**
- **DLV FA → POD FC ≤ 30 minutes**
  OPA IDs: 14427, 14428

Checklist

- 1. Dispatch for Delivery
  - *General*
    1) DG/ITAR/TC/HC/restricted only dispatched by **certified** employees.
    2) Use service providers in **Approved** status only.
    3) Follow customer SOP for handling (preferred carriers, vehicle types, etc.).
    4) Loaded ocean container/trailer/truck must be stored only in **secured** yards/areas. [Ref: OPS: Security – Seals & Container Security]
    5) **HC**: Use only **GDP-approved** providers. [Ref: SP Requirements Dashboard → Requirement Type filter]
    6) **TC**: Temperature requirements must appear on HAWB/BL/CMR/pickup/delivery docs.
    7) **GOV**: Drivers to U.S. Government facilities must meet **Real ID**. [Ref]
  - *Expeditors Delivery (We DLV = Y or E)*
    1) Ensure **RLS/CLR** and any OGA holds are released.
    2) Review delivery instructions per SOP.
    3) Enter **GCI** for approved provider in Delivery Order or **SHIPLOG Dlvry Prov**; for SSL door deliveries, input SSL GCI.
    4) Issue delivery order; **electronically dispatch** to provider.
    5) Use **Exp.o Delivery** whenever possible; communicate complex instructions clearly by phone/email.
    6) Enter **TNF (Trucker Notified)**. [Event: **TNF**]
    7) *Ocean Import*
       - **FRL** must be present before dispatch.
       - **TNF** = trucker has all documentation (pickup/delivery/PIN/return location) and confirmed ability to proceed.
       - Pre-dispatch to trucker where applicable.
       - When all containers confirmed for pickup, optionally enter **PDP (Pre-Dispatched)**. [Event: **PDP**]
    8) *Delivery Management – Import* → Dispatch prior to arrival or within **24 hours of ADU**. [Event: **ADU**]
    9) *Cartage* → Enter **TOD** when turned over to cartage dispatch. [Event: **TOD**]
  - *Non-Expeditors Delivery (We DLV = N)*
    1) Ensure **RLS/CLR** and OGA releases.
    2) **Do not** issue a delivery order.
    3) If we clear but don't deliver, notify the party arranging delivery that freight is available; enter **TOD**.
       - Saving this correspondence in e.doc as **"Dispatch Document"** auto-triggers **TOD**. [Doc/Event]

- 4) Air & Ocean Import: If cargo is at an Expeditors/3rd-party facility, monitor pickup and post **PUD**.
    - ◆ Air Import: **PUD** not required when **DTM**.
    - ◆ Ocean Import: **PUD** required only for **We DLV & We Clear = N**.
- 2. Monitor Delivery Status
    - *General*
        1) Monitor confirmation of delivery and ensure data present in **CFIT**.
        2) DLV must be present within **30 minutes** of actual delivery (preferably electronic from service provider).
        3) Additional milestones: **OFD**, **ADL**, **APR** (auto from e.doc), **APT**, **EDL**. [Events: **OFD/ADL/APR/APT/EDL**]
    - *Cartage*
        1) If DLV/POD won't be received due to exception (lost, severely damaged), enter **SVC** (administrative closeout).
        2) SVC removes from cartage visibility; OS&D still applies; revenue recognition still required. [Event: **SVC**]
    - *Ocean Import (FCL), Customs Import (FCL), Delivery Mgmt – Import*
        1) Use **CDV** for individual container delivery; only enter **DLV** when **full B/L quantity** is delivered (shipment-level).
    - *Transcon*
        1) Manage/prioritize by **RDL/APT**.
        2) Proactively follow up with providers for on-time performance and special handling readiness.
        3) Enter/receive **OFD** (must be **before DLV FA** when Expeditors arranges delivery).
        4) On-Time Performance:
            - ◆ **Outbound**: Must deliver by our commitment.
            - ◆ **Inbound**: If sufficient time exists post-arrival, must deliver by commitment.
            - ◆ [Ref: Transcon Performance Management Dashboard]
- 3. Collect Proof of Delivery
    - *General*
        1) Monitor for **POD** and ensure receipt electronically within **30 minutes** of delivery. [Event: **POD**]
    - *Cartage*
        1) If DLV/POD will not be received (lost/severely damaged), enter **SVC**; does not replace revenue recognition; follow OS&D.
    - *Transcon*
        1) Upon POD, validate doc matches shipment file; confirm **clean sign-off** (else follow OS&D).
        2) Valid PODs: contract of carriage, delivery order, truck bills, BLUME screens (if details match).
        3) Date/time not required on electronically logged POD; **timestamp** serves as signature time.
- ★ **4. Complete Compliance Checks (see C1 block)**
- 5. Resolve EDI Error Messages
    - Same timelines as **Monitor Shipment §6**.
- 6. Record and Resolve Process Holds
    - Use scripts; **PHD** → **PHR** quickly; **GOV** notify GS immediately.
- ★ **7. Manage Process in Exp.o Workboard**
    - Manage via Workboard; supplemental reporting only if needed.

Glossary

Event Code Glossary (used in this document)

- **AFD** — Arrival at Final Destination (propagated to export)
- **AFS** — Arrived at CFS
- **ADD** — Actual Arrival at Destination
- **ADL** — Arrived Delivery Location
- **ADU** — Actual Arrival at Port of Unlading
- **AAC** — Actual Availability at Carrier
- **AMD** — Arrival at Master Destination
- **APT** — Appointment Scheduled
- **APR** — Appointment Requested
- **BKD** — Booked
- **BLP** — AWB/BL Printed
- **BNF** — Broker Notified
- **BNR** — Billing Not Required
- **CAD** — Container Arrived at Destination
- **CDV** — Container Delivered
- **CED** — Container Estimated at Destination
- **CLR** — Cleared Customs (outside broker notice)
- **COB** — Confirmed on Board
- **CUV** — Container Unloaded from Vessel
- **DTM** — Direct To/From Terminal
- **DDA** — Declaration Details Available
- **DLD** — Destination Entered Delay
- **DLV** — Delivered to Consignee
- **DLY** — Shipment Delayed
- **DXC** — Documents Sent to Customs *(local usage; validate per district)*
- **EDA** — EDI Message Acknowledged
- **EDD** — Estimated Arrival at Destination
- **EDL** — Expected/Estimated Delivery to Consignee
- **EDR/EFD** — Entry Documents Required / Entry Filed – **validate local equivalents**
- **EMD** — Estimated Arrival at Master Destination
- **EN** — Entry Number (as REF trace)
- **EPR** — EPA/TSCA/Pesticides related event (local usage)
- **EXC/EXR** — Intensive Exam Complete / Examination Required
- **FDR/FDH** — FDA Release / FDA Hold
- **FRF** — Freight Found
- **FRL** — Freight Released (ocean import)
- **FWH/FWR** — FWS Hold/Release
- **GCI** — Global Customer Identifier (billing/service provider code)
- **INV** — Invoiced
- **IBB** — Inter-branch Billing
- **IVM** — Invoice Mailed
- **ITA** — Customs Transit Doc Accepted
- **LST** — Shipment Lost (CFIT only)
- **MFT** — Manifested (file type 6)
- **OFD** — Out for Delivery
- **OCL/OLA** — Over Credit Limit / Over Limit Approved

- **ONF** — Onforwarded
- **OSD/OSR** — Over/Short/Damaged / OSD Resolved
- **PDP** — Pre-Dispatched
- **PHD/PHR** — Process Hold/Process Hold Released
- **PNC** — Preliminary Notice of Claim
- **PSL** — Part Shipment on Location
- **PUD** — Picked Up at Destination
- **RAK** — Server Rack Event (with tier remark)
- **RBL** — Rated House Bill of Lading (in e.doc)
- **RDL/RTD** — Requested Delivery Date / Requested Transit at Destination Airport
- **RIT** — Rail in Transit (sighting)
- **RLS** — Import Customs Released
- **SFS** — Freight Available at CFS
- **SPL** — Split Shipment
- **SVC** — Services Completed (cartage administrative closeout)
- **TDC** — Transportation Delay Checked
- **TNF** — Trucker Notified
- **TOD** — Turned Over to Dispatch
- **TOV** — Shipment Turned Over
- **TSF** — Transferred to the Carrier
- **TSD** — Transportation Delay
- **XMT** — Transmittal Posted

Notes flagged for local validation (kept intentionally):

- **US & PR customs events**: EDR/EFD/DXC/ADS interactions and DIS load behavior—
  validate current local configurations.
- **OAR autopopulation**: Internal note suggests **OAR** now populates for all PGAs; verify if any
  exceptions apply.
- **EXC (Exam Complete)**: Confirm current validity in your system.

Scanner

- ○ Scan yellow barcode and then orange

- ○ Take photos of the container and then the paper work

- ○ PC log-in for system