

SKY GLOBAL ON BOARD COURIER MILESTONES UPDATES

1	Cargo received, xx carton (photo required)
2	Cargo Documents received (photo required)
3	Courier checked-in, Baggage# xxxxx / excess baggage receipts (photo required)
4	Customs endorsed (Photo required)
5	Cargo confirmed on board with ground staff
6	Boarding flight
7	Flight Push out
8	ATA
9	Cargo retrieved
10	Customs cleared
11	Handover POD (Photo required)
12	In scenario of transiting flight, follow through 6-8



SKY GLOBAL COURIER JOB CHECKLIST
THROUGHOUT ALL OBC JOBS

Courier to **adhere** the following checklist for every hand carry job.

All milestones to be sent via designated SMS/WhatsApp/WeChat to the respective SKY-Global Agent

Job Confirmation & Arrival at Terminal		Confirmation of job with SKY GLOBAL. Courier to confirm and acknowledge the following: a. Day and time of Job b. Courier to do pickup / airport to airport / last mile delivery c. Courier to ensure arrival designated airport terminal at least 3 hours before check-in at departure terminal d. Courier mandatory to activate International Roaming, and to communicate instantly with SKY Global Team via SMS, WhatsApp/WeChat, at all times during the job interval
		Courier to ensure physically documents and cargo are correct prior to check-in and departure: a. invoice / packing list / export permit / SKY GLOBAL POD b. correct no. of boxes for hand carry job c. contact person PIC for handover at destination received from SKY d. status update
Check & Tally shipment / documents		Check-In: a. arrival at least 3 hours before departure b. baggage tag must tally with the actual amount of baggage checked-in c. status update checked-in, with baggage ID #, photo of baggage tag in one photo, if excess baggage paid, photo of baggage receipt sent for status report
Check-In		Customs Clearance: a. Courier is to follow through Customs procedures as per instructions, and ensure Customs documents endorsed . b. Status update
Customs Clearance		Pre-Boarding of flight at designated terminal and gate:

		<p>a. ENSURE and CHECK with boarding gate staff all baggage has been checked-in b. status update baggage confirmed on board</p>
Pre-boarding at Terminal Gate		<p>Shortly before flight departure:</p> <ul style="list-style-type: none"> a. status update departure confirmed b. status update: flight push out <p>IMPORTANT: If flight is delayed, courier to continual update flight delay until flight departure</p>
ATA at Final destination / Transit		<p>Arrival at destination/transit airport:</p> <ul style="list-style-type: none"> a. status update: arrival at destination airport and if any, acknowledgement import entry# received from SKY b. status update: immigration cleared c. status update: all baggage retrieved d. status update: Customs cleared <p>If transit: For USA: for all flights to USA, disregard if there is another connecting flight, all couriers MUST do the following:</p> <ul style="list-style-type: none"> a. status update: arrival at destination airport and if any, acknowledgement import entry# received from SKY b. status update: immigration cleared c. status update: all baggage retrieved d. status update: Customs cleared e. status update: baggage re-checked in , baggage tag#, photo of baggage tag#, photo of receipt f. status update: confirmation of baggage on board at terminal gate with ground staff g. status update: confirmation flight departure h. status update: confirmation flight arrival at final airport i. status update: immigration cleared j. status update: all baggage retrieved. k. status update: customs clearance completed.
Handling over / Last Mile Delivery POD		<p>Handing over:</p> <ul style="list-style-type: none"> a. If shipment to be handed over to Contact at airport, POD signed with date/time. A selfie with contact encouraged during handover Status update: shipment handing over. b. If last mile delivery is necessary: i status update: departure with shipment for last mile delivery



IMPORTANT

**EXAMPLE OF
MILESTONE
UPDATE:**

ii status update: arrival at consignee address
iii status update: handing over of shipment
iv status update: POD signed by contact, date / time, selfie
with contact encouraged, photo of POD

Important note on Customs clearance: Mandatory for courier to follow instructions provided by SKY for customs clearance. DO NOT SKIP any procedures. Photos of receipt from Customs are mandatory for completion of job.

Example of SKY courier updates:

SIN-LAX / 10 OCT 2022 / Hand carry SQ38

10/10/22 16:00PM +8 Cargo collected – 4 Cartons, total weight 40KG

10/10/22 18:30PM +8 Cargo received by courier at terminal 3 at SIN

10/10/22 19:00PM +8 Courier check-in cargo

10/10/22 19:10PM +8 Baggage tag# 00145 / 00146 / 00147 / 00148 with following photo

10/10/22 19:15PM +8 Customs clearance completed

10/10/22 20:00PM +8 Baggage confirmed on board with ground staff

10/10/22 20:15PM +8 Courier boarded flight SQ38 to LAX

10/10/22 20:45PM +8 Flight SQ38 ATD Ex SIN-LAX

10/10/22 21:50 PM PDT ATA Flight SQ38 LAX

10/10/22 22:00 PM PDT Courier acknowledged arrival

10/10/22 22:45 PM PDT Cargo retrieved

10/10/22 23:00 PM PDT Customs cleared

10/10/22 23:05 PM PDT Courier has handed shipment over to MR Tim Burton, POD attached. -Job completed –

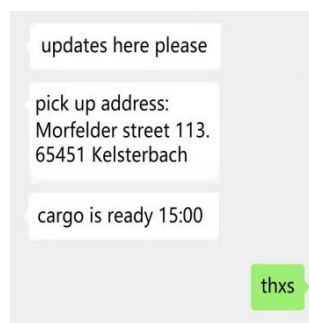
CASE STUDY

Courier to ensure their mobile phone has WhatsApp and WeChat installed. The courier will be invited to a group chat for their job. The group may consist of SKY Global operations team, driver, agent, client. Please be polite in the group chat.

Relevant information courier will need for job:

Flight Departure Date/Time/Terminal, Invoice, packing list. Export and Import Documentations. Baggage weight and dimensions. Export Permit, Import Permit/ Entry # , Person of Contact for handover, etc. Transit details and other important information for the job.

Every Job will have their own Wechat / WhatsApp Group.



Step #1-Cargo collected or Received at Airport



All updates by courier will be acknowledged and confirmed by an Agent with a Thank you or any other response. In Step #1, please confirm which documents has been provided with the shipment on retrieval, total cartons, dimensions and weight. **Photo is mandatory**

Step #1.1-How to proper wrap Boxes



Sky Global operations team may require courier to wrap boxes or put them into black color bags. Do not wrap or put into bags unless states by Sky Global.

Step #2-Check-In

18:00 check in complete,
overweight charge
USD200

Once Check-In is completed, Courier to send photos of boarding pass, as well as receipts for excess baggage. Sending of required photos is **mandatory** and must be clear. The courier can only follow instructions from SKY Global operations team.



Step #2.1 – Export Customs

zpracoval EcoForm® ochranná známka Admija® - www.admija.cz

EVROPSKÁ UNIE		MRN							
DOPROVODNÝ DOKLAD	Odesílatel/vývozcce (2) č. CZ48910791 Tyco Electronics Czech s.r.o. K AMP 1293/4 66434 Kuřim CZ	DRUH PROHLÁŠENÍ (1) <table border="1"> <tr> <td>EX</td> <td>A</td> <td>Kód DZO (S32)</td> </tr> <tr> <td>1</td> <td>1</td> <td>S</td> </tr> </table>		EX	A	Kód DZO (S32)	1	1	S
	EX	A	Kód DZO (S32)						
	1	1	S						
	Příjemce (8) č. TE Connectivity Corporation 32 Celerity Wagon St 79906 El Paso TX US	17CZ57000025VSU2W7 Datum vydání: Celní úřad:							
	Deklarant/ Zástupce (14) č. GB779027887000 TE CONNECTIVITY SOLUTIONS GMBH	Referenční číslo (7) Kód způsobu platby přeprav. (S29) a CZ Kód země určení (17) a US Kód země/zemí na trase (S13)							
	Zástupce osoby pod. souhr. prohl. (14B) č. CZ29376211 Celní jednatelem Zelenka s.r.o.								
	Tiskopisy (3) 1 1 Bezp. prohl. (S00) S	Položky (5) 1 Nákl. kusy celkem (6) 3							

Customs Documents mandatory to be given to Airport Customs. DO NOT leave the country without showing customs documentations to the Customs. Penalties will result which we will have to deduct from your Invoice - If unsure about handling, please ASK!

Step #3 – Boarding completed

20:30 broading completed

Prior to boarding, confirm with board gate ground staff all baggage on board by show your baggage tag# to them. Boarding completed is when you are entering the plane or have taken your seat successfully.

Step #4 – Pushback from Gate

20:30 pushback from gate

Pushback is when you get pushed with your plane from the boarding channel. If you want to send a takeoff message this is highly appreciated by the team but optional, as your phone should be off by then anyway.

Step #5 – Actual Time Arrival (ATA)

06:05 landed. PVG-FRA

Once you arrive and have mobile connection, please update immediately before leaving the plane.

In the case of Emergency where mobile network not available, please send a SMS text message to the agent who confirmed your last Update or call +8613801748508 and update by phone.

If you have connecting flights, follow through step # 4, 5 & 6

Step #6 – Cargo retrieval (if carry on board, procedure can be skipped)

06:45 cargo received

Once you have collected the cargo from the baggage belt, proceed to the red channel for customs clearance, this is **COMPULSARY** unless SKY Global Team confirmed otherwise.

If you fail to report to the red channel and declare Import Customs clearance, this can occur penalties by customs to our shipper / client. If those penalties are a straight result of you not reporting to the Red Channel, occurring penalties involved will be deducted from your job salary.



Airports may defer in appearance. All customs declaration is always after immigration, after you have chopped your entry at immigration, and after you collected your baggage.

Step #7 – Delivery and / or POD

07:15 delivered to Lucas

On board courier to hand over cargo to designated recipient, with given POD to be use as per instruction.

PIC should be meeting you at airport. If last mile delivery is needed, status update once delivery begins departure from airport. POD must include clearly name of recipient, signature, date and time of hand over. A clear photograph of the POD is to be provided.

PROPER POD PHOTO vs. NOT PROPER POD PHOTO

Proof of Delivery
ABLIEFERNACHWEIS

Order: OBC20170761


Delivery Address: XPOLogistics
2200 Cienegas Rd.
Del Rio, TX 78840, US

CONTACTS: Marta Zapata, Norma Rosales
PHONE: 830-778-8050, 830-778-8034


Pieces: 18 Boxes

Dimensions: 60x40x20 cm

Order #: DHL SDW 8226182

Signature: 
Javier Rivera

Date / Local Time: 27 July 2017 / 9:50 PM



Proof of Delivery
ABLIEFERNACHWEIS

Order: OBC2016937


Delivery Address: Mexico City (MEX) Airport
Av Capitán Carlos León S/N, Puñón de los
Baños, Venustiano Carranza, 53620 Ciudad de
México, CDMX, México

Contact: TBA (Handover to Broker / Driver)


Pieces: 4 x box

Dimensions: 34x32x25 cm / Total weight: 16 kgs

Order #: EP OBC // DUS - MAD - MEX

Signature: 
J. Rivera

Date / Local Time: 29 11 16 09:15 -



FEDERAL MOGUL

Delivery Note: 80297345

Order: OBC2016937


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Contact: TBA (Handover to Broker / Driver)


Pieces: 4 x box

Dimensions: 34x32x25 cm / Total weight: 16 kgs

Order #: EP OBC // DUS - MAD - MEX

Signature: 
J. Rivera

Date / Local Time: 29 11 16 09:15 -





APPENDIX:

Import Clearance Scenario at different airports:

Please follow the instructions of SKY Global Team for customs formalities at all times as per shipment requirement.

On Board Courier to understand that there may be different require site per shipment, in accordance to the demands by Sky Global's client. To ensure all customs formalities are met, please strictly follow the instructions provided by Sky Global Team. Below are different handling of customs globally:

SELF DECLARATION AND DUTIES PAYMENT

The On-board courier, at times, may be instructed to carry out self-declaration with the supporting shipping documents provided by the shipper to consignee. The courier must proceed to customs after immigration and baggage collection, and inform the customs officer for declaration. Any forms of duties incurred must have official receipt for payment claims. Photos of receipt and its original copies must be provided back to Sky Global Team, with endorsement completed

PRE CLEARANCE-WITH ENTRY NUMBER

USA: The courier must ensure they have received the entry number before they proceed to immigration. The entry number will be use together with the shipping documents provided in order to clear the hand carry shipment.

Important: Please note that disregard if courier has connecting flights, every first point of entry into North America is mandatory to collect your baggage after immigration, and make declaration at the customs with an entry number. The courier will then need to check in again with the involved flight company for the next transit flight, re checking in the baggage, as necessary.

AGENT ASSISTANCE IN CUSTOMS CLEARANCE

Sky Global Team's agent may assist at the departure terminal, or final destination for customs formalities. Please abide and follow the instructions from Sky Global Team for all declaration, and at times, POD handover. PIC and contact should make available to courier by Sky Global Team.

CUSTOMS DETENTION OF SHIPMENT AT FINAL DESTINATION

For some countries, for example: Japan, China, Korea, Italy, shipment may be detained by customs, and a detainment slip will be provided. This has to be handed over to the agent meeting you at the airport to continue and proceed with customs clearance formalities. POD of handover to agent is needed

If unsure, confirm with Sky Global Team the necessary procedures for customs formalities.

SPECIAL CASES OF TRANSITTING FLIGHTS BY AIRLINES:

- * SIN-DFW-MEX BY AMERICAN AIRLINES: Direct cargo to MEX
- * SIN-IAH-MEX BY UNITED AIRLINES: Direct cargo to MEX

*Conditions may change, may need to check with airlines for updates in cases of changes



SKY GLOBAL LOGISTICS SERVICES PTE. LTD.
One-Stop Solution for Time-Critical Logistics

Emergency Contacts SKY GLOBAL Team

email: op@skygls.com

WhatsApp: +65 9729 5884 (24/7)

Sky Global Logistics operates 24/7/365. On board couriers to abide and remain contactable with Sky Global Team at all times during each assignment. Failure to comply may result in deduction from their pay stipends.



SKY GLOBAL LOGISTICS

YOUR TIME CRITICAL SOLUTIONS PARTNER IN ASIA

