



Factory Onboarding (Malaysia)

CGF Asia Sales & Service Team

Agenda

1. Introduction

- Relationship CGF, OA and Import Broker
- Contact & CFS address
- CastleGate Contact

2. FCL

3. Asia Logistics Consolidation (CFS)

4. UCC Labelling Guideline (Applicable for FCL & CFS)

5. CGF Rate card

6. FAQs



Introduction

Relationship Digital Freight Forwarder, OA, Import Broker

Malaysia

Johor

Digital Freight Forwarder

CastleGate Forwarding (CGF) provides clients visibility into the supply chain, from the factory to it's warehouse locations in the destination countries.



OA (Overseas Agent)

The Overseas agent is CastleGate's selected partner to process the cargo movement and arranges shipments for arrival at the origin port. Factory shall communicate only with the OA



Consolidation Agent

The Consolidation agent is operating the Container Freight Station where goods have to be sent to.



Import Broker

Our import broker is CastleGate's designated partner for matters related to compliance and importation. CastleGate's import brokers are assigned by country.

USA



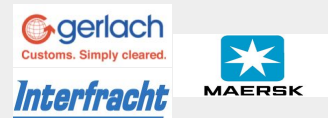
CA



UK



DE



CastleGate Forwarding Point of Contacts

Questions related to	Asia based supplier	EU based supplier	NA (US/Canada) based supplier
Asia Origin Operations from Shippers/Factories/Suppliers	asiaquestions@castlegatelogistics.com		
Bookings - Order changes, Cancellations	asiaquestions@castlegatelogistics.com	euquestions@castlegatelogistics.com	<ol style="list-style-type: none">1. Navigate to Partner Home, Click Tickets on the left-side panel2. In the Submit a Ticket drop down menu, choose CastleGate Fulfillment Services3. In the Ticket Type drop down menu, choose CastleGate Forwarding Inbound Shipment4. Fill in the Appropriate details to finish creating the ticket, and we'll take it from there.
CGF Onboarding	cgfsalesasia@wayfair.com	CGFOnboardingEU@castlegatelogistics.com	ISCONboarding@castlegatelogistics.com

Shipment type & SPO/FOID Format

There are 3 shipment types in CastleGate/Wayfair

	FCL		Asia Logistics Consolidation (CFS)
CGF Shipment type	NVO	OND	ACI
Reference # for booking with OA	SPO	FOID (Freight order ID)	SPO
Reference # format	WHS – 12345 – 234567	123456	WHS – 12345 – 234567

Please check with your Supplier/Consignee to get the correct SPO or FOID for Shipment booking

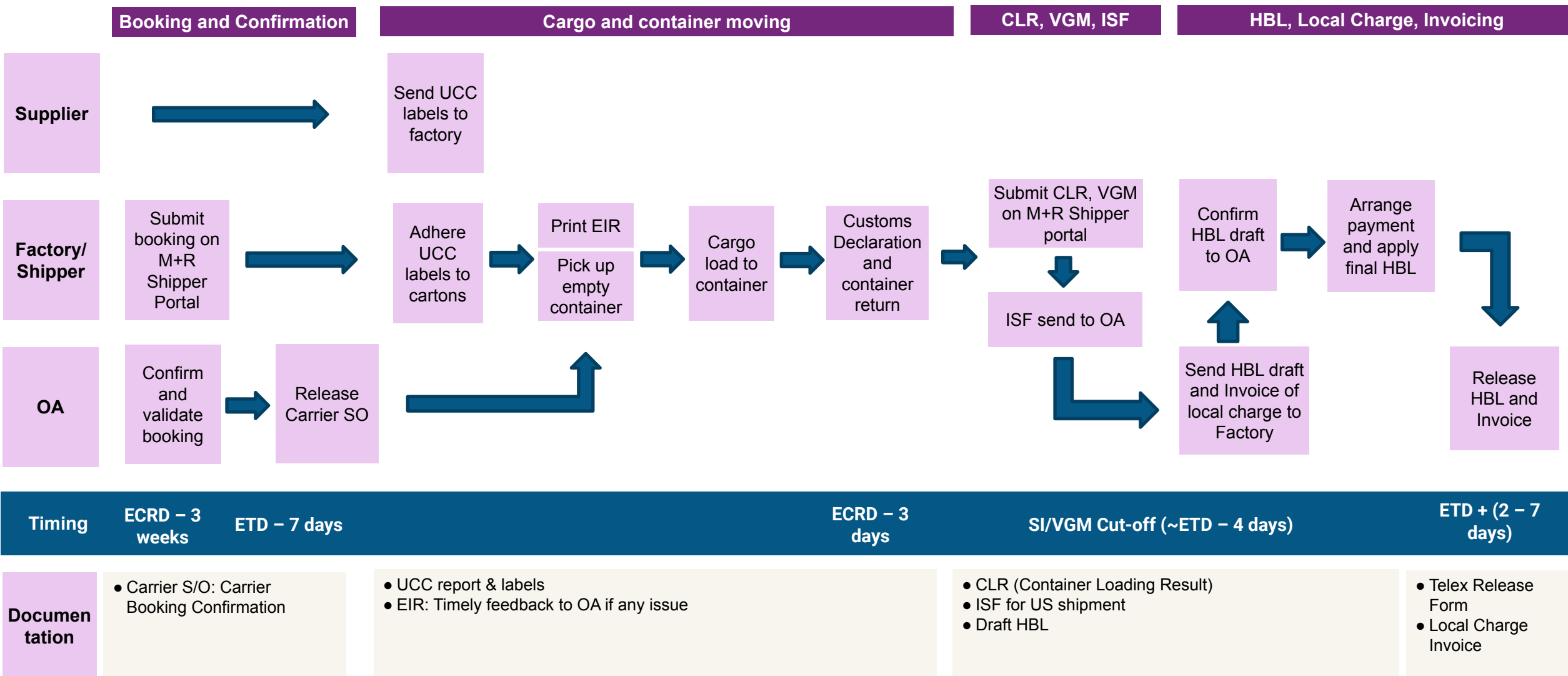


FCL

OA Contact - FCL

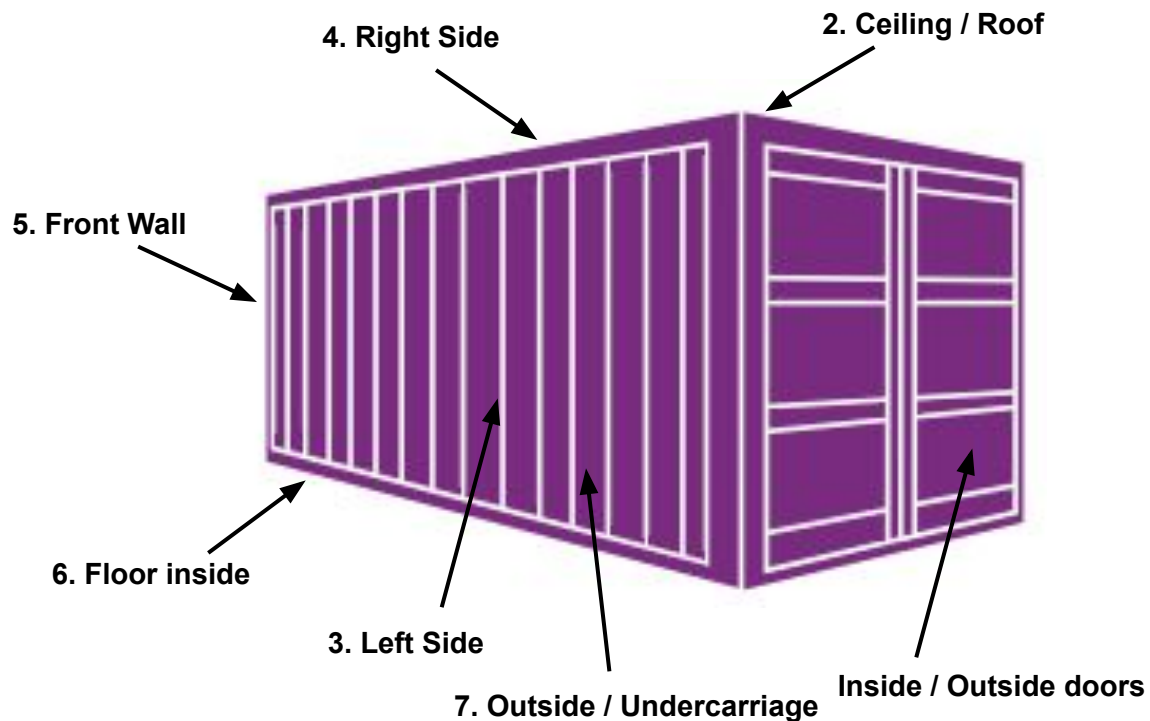
Country	Stakeholder	Destination	Contact Person	Escalation Person
Malaysia	M&R Johor Bahru	US	Norahzlin my.wayfairFCL_csd@my.mrspedag.com	Ms Kayden my.wayfairac_csd@my.mrspedag.com +6072270628
		EU	Nabila nabila.amalina@my.mrspedag.com	Ms Kayden my.wayfairac_csd@my.mrspedag.com +6072270628

End-to-end Factory Process – FCL



Container Investigation before loading - FCL

7 Point Container Checklist



Step	Process	Check
1	Make sure the container doors are functional and in good condition	
2	Check for any structural failures inside and outside of the container	
3	Check for holes by noting any abnormal lights entering the container	
4	Check for any signs of a twisted structural shell	
5	Check for any signs of tampered Container Number markings	
6	Check for hidden compartments along the walls inside the container Container No. : Container No: Inspector : Date :	

Documentation List – FCL

To be provided by **SHIPPER** to **OA**

1. Import Security Filing (ISF, for US shipment only)
2. SI & VGM Submission (via M+R Shipper portal)

Factory Checklist - FCL

Booking	<ul style="list-style-type: none">• Submit Shipment booking to OA 3 weeks before ECRD• Max 4 containers per booking• Provide CORRECT Quantity, Dimensions, Container Qty & Container Size when booking• SPO details must be confirmed 7 days before EDD
Labelling	<ul style="list-style-type: none">• Adhere UCC labels with requirement• Ensure qty is correctly reflected on each carton• Apply carton number for Multi-Carton Kits
Container / Truck Check & Loading	<ul style="list-style-type: none">• Check and investigate container before loading• Load the container / truck by item and SPO to avoid mix loading• DO NOT split 1 SPO into multi containers
Document Submission	<ul style="list-style-type: none">• Submit ISF and SI• Factory or its Custom broker to submit Export Custom documentation

M+R OMS booking system demo for FCL

The OMS training demo videos can be viewed via below:

Link: <https://drive.google.com/drive/folders/1y9aXhn1qKSdfXO4rYT3baDcR3HwAetgg?usp=sharing>

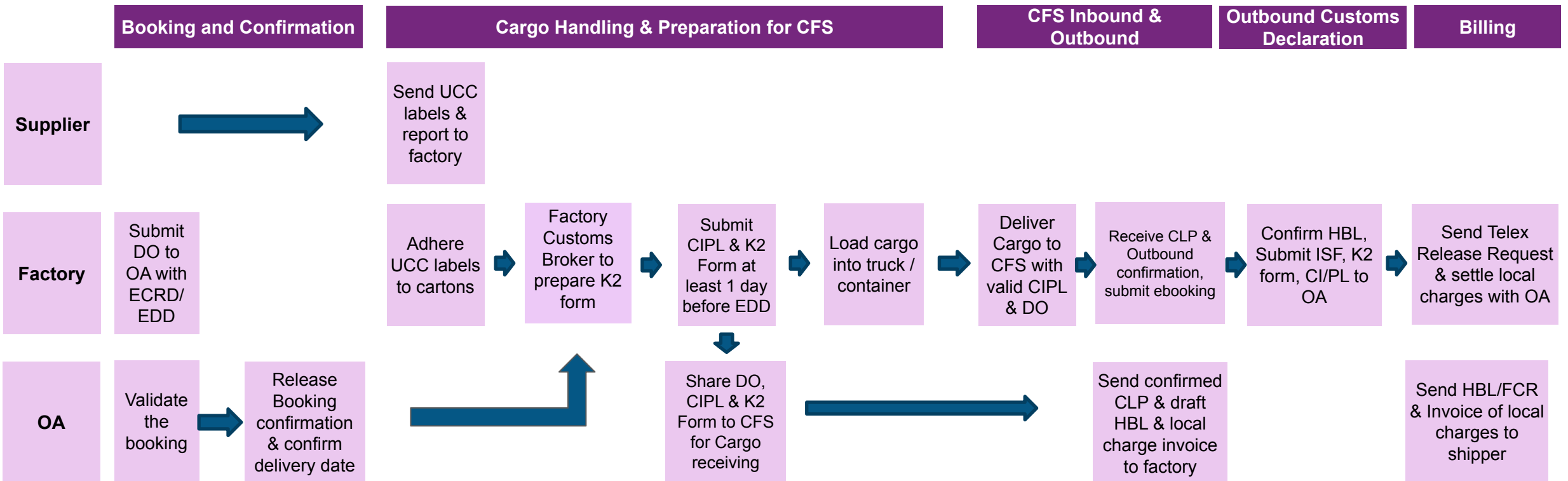


Asia Logistics Consolidation (CFS)

OA Contact and CFS Addresses – Johor Bahru









Country	Location	Stakeholder	Address	Issue Type	1st Contact Person	Escalation Person
Malaysia	Johor Bahru	M&R Johor Bahru	Damco Logistics Malaysia Sdn Bhd Lot D21, Jalan Tanjung A/3, Port of Tanjung Pelepas, 81560 Gelang Patah, Johor, Malaysia	Inbound (Booking, delivery)	Mr Jacky my.wayfairac_csd@my.mrspedag.com +6072270628	Ms Kayden my.wayfairac_csd@my.mrspedag.com +6072270628
				Outbound (CLP, Export)	Mr Jayden my.wayfairac_csd@my.mrspedag.com +6072270628	Ms Kayden my.wayfairac_csd@my.mrspedag.com +6072270628
				Invoicing, Document submission	Ms Siti Amisah, Ms Nur Rashida my.wayfairac_docs@my.mrspedag.com +6072270628	Ms Zakiah my.wayfairac_docs@my.mrspedag.com +6072270628
				Warehouse	Rozinah Abdul rozinah.rahman@Ins.Maersk.com +60380266105	-
China	Hong Kong	Castlegate Hong kong	Castlegate Hong Kong Office 45-111, Lee Garden One, 33 Hysan Avenue, Causeway Bay, Hong Kong	SOP, Escalations	Stephanie Luk asiaopsjohor@castlegatelogistics.com	Julian Zwerger jzwerger@castlegatelogistics.com +852 70722219

End-to-end Factory Process – Johor Bahru CFS (AL Consolidation)



Timing	ECRD - 3 weeks	ECRD - 2 weeks	ECRD - (2-7 days)	ECRD No later than delivery date on SO (~ ETD - 9 days)	ETD - >5 days	ATD* + (1-5 days)
Documentation	<ul style="list-style-type: none"> S/O Shipping order PL = Packing List EDD = Expected Delivery Date ASN 	<ul style="list-style-type: none"> UCC report & labels 	<ul style="list-style-type: none"> PL (Packing list) S/O Shipping Order Export Customs K2 Form (CFS Inbound) 	<ul style="list-style-type: none"> ZB paper = CDS Customs Declaration Sheet CLP = Container Load Plan SIS ebooking to prepare Draft HBL* ISF (Import Security Filing) CI = Commercial Invoice 	<ul style="list-style-type: none"> Telex Release Form Local Charge Invoice 	

Cargo Handling and Preparation - Types of trailers for delivering at Johor Bahru CFS

Trucks that are allowed to be used	Trucks not accepted
<p data-bbox="104 344 1154 486">Use trailers that are either Dry Van or Enclosed Trailers that opened to the back, so that they can be aligned with the dock and loading bay</p> <div data-bbox="147 668 290 811"></div> <div data-bbox="326 505 823 775"></div>	<p data-bbox="1179 344 2415 486">Trucks that do not open to the back are not accepted. Please expect delay during the unloading process with this kind of truck as the truck cannot be parked at the dock</p> <div data-bbox="1589 515 2066 782"></div> <div data-bbox="2074 654 2216 796"></div>
<p data-bbox="104 851 1154 943">Shipping container can be used in all sizes, as they can be aligned with the dock and loading bay</p> <div data-bbox="147 1186 290 1329"></div> <div data-bbox="295 1039 1029 1236"></div>	<p data-bbox="1179 851 2415 993">Trucks that are not fully covered are not accepted as there is an increased risk that the cargo will get damaged if there is heavy rain during the unloading.</p> <div data-bbox="1577 1011 2084 1315"></div> <div data-bbox="2053 1258 2196 1400"></div>

Cargo Loading on truck delivering to Johor Bahru CFS

- Vehicle shall be loaded by SPO by Part# with clear indication. Otherwise, it will be considered as **mix-loading** and **extra sorting cost** will be incurred for factory/supplier. Here are some examples:



Receiving exceptions

- UCC label damage / missing / misplacing
- Carton damage
- Short ship
- Over ship
- Weight & dimension deviation more than agreed deviation (current standard: 5%, if more than 5% need to provide picture measurement)
- Mix loading

Cargo Loading on truck delivering to Johor Bahru CFS

- **Mix-SPOs in one Truck** (if applicable)
 - To streamline the cargo handover process, a **A4 Carton label** (as below) must be used to identify each SPO & its cargo location

2 SPO in 1 Truck

SPO# WHS-XXXX-1234

2 SPO in 1 Truck

SPO# WHS-XXXX-5678



**Pls update the RED highlighted part

Documentation List – Asia Logistics Consolidation (Johor Bahru CFS)

To be provided/submitted by **SHIPPER**

1. Packing List
2. Commercial Invoice
3. Export Customs K2 Form (AL Consolidation shipment)
4. Shipping Order Form (also known as “DO”)
5. Import Security Filing (ISF, for US shipment only)

Submission timeline pls refer to slide 15“ End-to-end Factory Process – Johor Bahru CFS (AL Consolidation)

Documentation – Shipping Order Form (“DO” for Johor Bahru CFS)

Shipping Order Form (Known as “DO”)

- Need to be provided by factory at least 3 weeks prior to ECRD
- CastleGate SPO Number
- SPO number format: WHS – (SUID) – (System Assigned Number)
- SPO example: WHS – 14373 – 1847687
- Commodity – no hazardous goods allowed
- Packing list
- Shipper / Supplier and consignee's name and address
- Notify party
- HBL issuing place
- POL & POD
- Destination
- Service type
- Shipping terms
- ECRD
- ISF for US shipments
- Specification of cargo type: with or without UCC labels, multi-carton kits, case pack & special handling



Delivery Order										CUSTOMER REF.					
D/O Number (M&R Booking Number)							Commodity Type								
SPO	Factory PO	Part # (Ref Prod ID)	Item QTY	MCK Qty per item	SprID (Internal Wayfair Product ID)	Outer Carton Description	Carton QTY	Casepack QTY per carton	MCK Carton Sequence	Heavy Carton (> 25 kg)	GW (kg)	Length	Width	Height	Volume (in CBM)
SPO-1234-99999	Normal (MCK = 1, casepack = 1)	12345-100-BLK	10	1	ABC1001		10	1	1	Y	30	1	0.5	0.5	0.25
	Casepack (>= 2)	12374-222-XXX	100	1	SPR1234	Bed Sheets	10	10	1	N	8	2	0.7	0.5	0.7
	MCK (>= 2)	12374-222-AAA	10	1	XXX5678	Headboard	10	1	1 of 3	N	11	1	0.5	0.5	0.25
						Footboard	10	1	2 of 3	N	12	2	1	1	2
						Rails	10	2	3 of 3	N	13	1	0.9	2.2	1.98
Total			120				50								51.8

Specifications of goods (Multiple possible): Please put a "✓" if any:

Multi-Case Pack (MCK)	✓	Case Pack	✓	UCC label		Overized (Any size > 1.5m)		Irregular Outer Box	
Fragile		Heavy box (> 25kg per carton)	✓	Cartons cannot be stacked		Palletized			

The item number on the carton is different from the system (Please specify item number in the packing list):


Other (Please specify):

Shipper		Driver		HTS code	
Company Name		Driver's contact no:			
Address		Delivery vehicle type		Yes	
ECRD		Port of Loading		Container	
Arrival date at CFS (DD)		Service type		Trailer	
Arrival timeslot at CFS	Mon-Fri	AM	8:00am - 9:00am (unload completion latest by 2:00pm)	✓	9:00am - 10:00am (unload completion latest by 3:00pm)
		PM	2:00pm - 3:00pm (unload completion latest by 8:30pm)		3:00pm - 4:00pm (unload completion latest by 9:30pm)
	Sat	AM	8:00am - 9:00am (unload completion latest by 2:00pm)		9:00am - 10:00am (unload completion latest by 3:00pm)
Consignee Name		Customs Broker Contact No		Customs Broker E-mail	
Consignee Address		Destination Warehouse (Optional)			
Delivery address		Damco Logistics Malaysia Sdn Bhd, Lot D21, Jalan Tanjung A/S, Port of Tanjung Pelepas, 81560 Gelang Patah, Johor, Malaysia			
Contact No		+6078071854			
Warehouse opening hours		Mon - Fri 8:00am to 5:30pm; Sat: 8:00am to 1:00pm			
Remarks		1. ONE SPO PER DO PER TRUCK is expected to provide all details under any delivery system. 2. One DO is required for EACH TRUCK if the SPO delivering in several trucks. 3. Separate DO is required for mixed SPOs in same truck (2 SPOs in same truck need to provide 2 separate DO). 4. Drivers need to be available with the vehicle during unloading. 5. Delivery within the agreed arrival date and timeslot, truck will be unloaded at reserved loading bay. 6. Any delivery outside the agreed arrival date and timeslot, longer waiting time is expected. Trucks will be attended only on FIRST COME FIRST SERVED basis, trucks will be allocated the timeslot in the queue. 7. Truckers have to return to the loading bay on or before the time allocated, or else truckers will lose the slot and need to queue again. 8. Container loaded with heavy cartons (> 25kg/carton) or mixed SPO in the same truck, longer unloading time is expected. 9. For any late delivery after operating hours, please contact the warehouse during the operation hours and it will subject to Overtime charges.			

Documentation – Export Customs Clearance Sheet (Johor Bahru CFS)

Inbound into CFS warehouse (K2 Form)

- Prepare by Shipper or their CHB
- For the goods enter into CFS warehouse

 JABATAN KASTAM DIRAJA MALAYSIA ROYAL MALAYSIAN CUSTOMS DEPARTMENT			
RINGKASAN BARANG - BARANG YANG DIEKSPORT DECLARATION SUMMARY OF GOODS EXPORTED			
Jenis Borang Form Type	K2	No. Pengiklanan Declaration No.	-
Jenis Sub Sub Type	FINAL EXPORT	No. Rujukan Pengiklanan Kastam Customs Declaration Reference No.	-
Jenis Transaksi Transaction Type	NORMAL EXPORT		
No Rujukan Tempahan Booking Reference No.		Cara Pengangkutan Mode of Transport	SEA
Stesen Kastam Customs Station	B18	Status Status	DRAFT CREATED - 21/07/2020 17:53:46
Nama Konsainor/Pengeksport Consignor/Exporter Name	(SEA) SDN. BHD.		
Kod Konsainor/Pengeksport Consignor/Exporter Code	32	No. Pendaftaran Cukai Jualan Sales Tax Registration No.	-
Alamat Konsainor/Pengeksport Consignor/Exporter Address			
No. AEO/AEO No.	-		
No. Gudang/Warehouse No.	-	No. BG/BG No.	-
Nama Konsaini/Pengimport Consignee/Importer Name			
Alamat Konsaini/Pengimport Consignee/Importer Address			
Nama Ejen yang Diberi Kuasa Authorized Agent Name	T/		
Tarikh Eksport Date of Export	-	Bayaran bagi barangan akan dibuat kepada: (Negara)/Payment for goods to be made To: (Country)	
Negara Asal Country of Origin	MALAYSIA	Negara Destinasi Terakhir Country of Final Destination	
No. Kapal/Penerbangan/Kenderaan No of Vessel/Flight/Conveyance	FCN10572	Nama Kapal/Penerbangan/Kenderaan Name of Vessel/Flight/Conveyance	
Pelabuhan/Tempat Eksport Port/Place of Export	MYPKG-B18-S	Kadar Pertukaran Exchange Rate	USD - RM 4.26550 1 USD = RM 4.26550
Pelabuhan/Tempat Pemunggalan Port/Place of Discharge	INNSA-IND-S	Nilai FOB FOB Value	RM 212,170.95 61
Melalui (Kargo Dipindah Kapal) Via (Transshipment)	-	Jumlah Perlu Dibayar Total Amount Payable	RM 0.00
Berat Kasar/Gross Weight	77,365.000000	No. Resit/Receipt No.	-
Ukuran/Measurement	KG		
Nama Pengikrar Name of Declarant	NA		
No. Kad Pengenal/Passport NRIC/Passport No.	88		
Jawatan/Designation	NON-EXECUTIVE		
Tarikh/Date			
Pengakuan Disclaimer	I hereby confirm that the information provided in this declaration and all of its attachments are accurate and complete. I acknowledge that an inaccurate or incomplete declaration may be subject to the application of legal penalties.		

Tarikh dan Masa Dicitak: 21/07/2020 18:07:12
Date and Time Printed:

Dicitak Oleh: 1
Printed By:

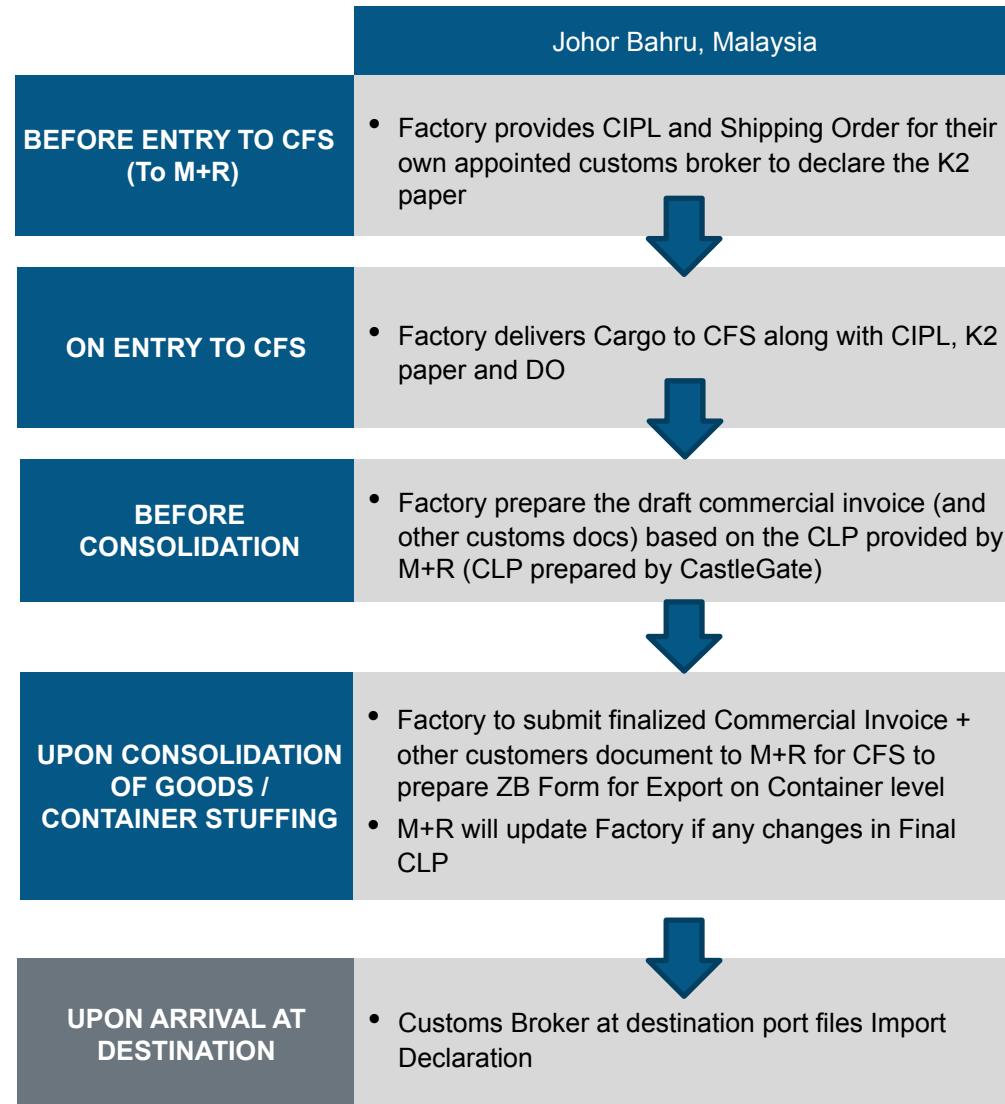
Muka Surat / Page 1 dari / of 2

INI ADALAH CETAKAN KOMPUTER DAN TIDAK PERLU DITANDATANGAN
This is computer generated and signature is not required

Documentation – House Bill of Lading (HBL) – HBL Issuance Process (Johor Bahru CFS)



Documentation – Commercial Invoice (Johor Bahru CFS)



Shipper related

Factory Checklist for AL Consolidation (Johor Bahru CFS)

Booking	<ul style="list-style-type: none">• Submit D/O 3 weeks before EDD• Correct quantity & Dimensions• SPO details must be confirmed 7 days before EDD
ECRD & Appointment	<ul style="list-style-type: none">• Inform OA if ECRD changed on at least 3 days before first ECRD• Ensure to deliver on time• Schedule appointment w/ CFS
Labelling	<ul style="list-style-type: none">• Adhere UCC labels with requirement• Ensure qty is correctly reflected on each carton• Apply carton number for Multi-Carton Kits
Container / Truck Check & Loading at Factory	<ul style="list-style-type: none">• Check and investigate container before loading• Load the container / truck by item and SPO to avoid mix loading• DO NOT split 1 SPO into multi containers• Multi SPOs can be loaded into 1 container
Document Submission	<ul style="list-style-type: none">• Submit ISF, CIPL, S/O, truck load plan per process flow• Factory or CHB to submit CDS to customs to entry CFS warehouse



UCC Labelling Guideline (Applicable for FBCCG-FCL & AL Consolidation)

Cargo Handling and Preparation – UCC Labelling

• UCC Label Placement

Ship From:	Ship Via: Asia Consolidation CFS
<div style="border: 2px solid red; padding: 5px; display: inline-block;">ASIA CONSOLIDATION</div>	
PART#: UPC#: Casepack Quantity: 6	Carton 1 of 1
SSCC-18 (00) 7 0810721 026303361 6	

Ship From:	Ship To: CastleGate Warehouse UK Mallow Wayfair Plot G Argosy Way Magna Park Lutterworth, LE17 4GG
Ship To Postal Code (420) LE17 4GG	Carrier: B/I.#:
(91) 27	Mark For: Warehouse 27
po: WHS-5630-7715457 Carton 1 of 1	
PART#: UPC#: Carton Quantity: 1	
SSCC-18 (00) 9 0810721 024465 990 7	

CFS UCC label
sample: Contains
“Asia
Consolidation”

FCL UCC
label sample

UCC Labels Information

- **UCC-128** (Unified Commercial Code) labels, **Label Size 4 x 6 inches**
- Labels attached to **individual carton** after sealing
- **1 carton = 1 label**
- **Case-pack quantity = actual packaging**
- Ensure that labels are readable and not damaged
- UCC labels must be **printed from thermal printers** to assure labels remain scannable
- See next page for guidelines on how to place UCC labels onto the cartons

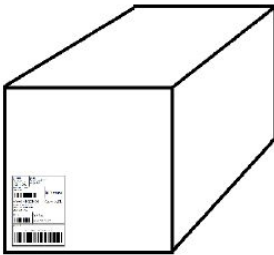

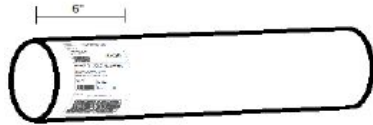







Note:

1. If cartons are palletized and shrink wrap is used to secure the cartons, it may happen that the labels are not readable. The CFS will have to charge a re-handling fee in this case.
2. Non-readable labels will be charged a relabeling fee will be applied by the CFS.
3. If stock is **oversized** (>1.5m) or **overweight** (>100kg), make sure to attach additional labels to **highlight how to handle the carton**.
4. **Fragile** goods need to be marked with an **additional label**
5. Avoid taping over the UCC label as this may cause the barcode to discolor



Any fragile handling requirements shall be printed right on the carton as depicted on the picture

Cargo Handling and Preparation - UCC Labelling

Description	Example Pictures	Description	Example Pictures
<p>1. Each carton must only have one UCC label. Ideally, labels must be located on the bottom left corner of the smallest side of the box assuming that side is accessible when stacked on a pallet</p>	 	<p>4. If it is impossible to use labels on the end of the item, then the label must be within 6 inches of the end of the item</p>	 
<p>2. For narrow items like mirrors or picture frames, labels can be wrapped around the box edge as long as the full barcode is visible on the narrow side</p>	 	<p>5. For boxes where the labels will not fit on the side of a carton, labels must be wrapped around the exterior edge such that the full barcode is visible for scanning</p>	 
<p>3. For rolled items like rugs or mattresses, labels must be on the end of the item so it's fully visible when outward facing</p>	 		



CGF Rate Card

FCL Origin Charges Rate card – Malaysia

Charging Items	Currency	40'
Terminal Handling Charge*	MYR	771
B/L Fee*	MYR	390
EDI Fee*	MYR	35
Container Seal Fee*	MYR	35
AMS Filing Fee	USD	35
ENS Filing Fee*	USD	35
Telex Release Fee	MYR	110
Agency Recovery Fee	MYR	15
Agency Recovery Fee (ZIM)	MYR	30
Nomination Fee	USD	15
Solas Admin Fee	USD	30 (* 3 containers & above: USD 10 per container)

Remarks:

1. Charges with marked (*) depends on actual charges from carrier
2. Additional charges such as booking B/L amendment fee, AMS / ENS amendment fee, detention & etc will bill to shipper IF applicable
3. If any other incidental charges applicable will be billed to shipper at actual

AL Consolidation Origin Charges Rate card – Johor Bahru CFS

Description	Service	Unit	Rate (in USD)
Carrier Pass-through Charges	FCR/ House BoL	Per CBM	\$7.6/CBM \$6.68/CBM
	AMS		
	VGM		
	Agency Recovery		
	EDI		
	Master bill of Lading		
	VGM administration		
	EIR		
	Seal fee		
	Terminal Handling Charge		
	Manifest Fee		
	Telex Release fee		
Export Clearance	Export Clearance Documentation Outbound	Per CBM	\$0.566/CBM* (\$0.6/CBM incl. Tax)

All prices are excluding local taxes

* Does not include the Inbound (into CFS) Customs Declaration Fee, which is paid by factory directly to the Customs Department

Billing & Payment

Malaysia Billing Process

Sending Time

- M+R sends Billing to suppliers/vendors/factories via email within 2 working days after ETD
- Please pay it as soon as possible in order to get the Non-negotiable / Telex Released or Express Release HBL or FCR
- If vendors do not receive the billing (charge list) within the timeline, please contact the customer service contacts regarding the HBL details immediately

Billing Information

- Payer Information
- HBL number and Vessel schedule
- Charge details and cargo details
- M+R bank information will indicate on Billing Invoice

Payment

Option 1 Cheque Payment

- Arrange cheque payment bank into M+R account and provide the bank slip for Non-negotiable / Telex Released or Express Release HBL or FCR released

OR

- Present cheque payment at Counter M+R for Non-negotiable / Telex Released or Express Release HBL or FCR released

Option 2 Bank IBG transfer

- After the bank transfer has been done, please send the bank-slip and payment list to M+R for Non-negotiable / Telex Released or Express Release HBL or FCR will then be released



FAQs

FAQs

Q1: What is Order number and how does it look like?

A1: SPO and FOID are the Unique order number for shipment booking with our OA.

- SPO: WHS – (3 to 5 digits) – (6 to 7 digits)
- FOID: 6 digits

You can refer to slide#6 “Shipment type & SPO/FOID Format” for details

Q2: Where can I find the POD (Port of Destination)?

A2: **CFS:** M+R will advise the POD and **shown in CLP & BC.**

FCL: Please **check with Supplier** to confirm.

Q3: What should be the correct Consignee and Notify Party on HBL?

A3: **Consignee:** **Usually** it is the Buyer (e.g. Wayfair Supplier name), **NOT CastleGate**

Notify Party: The assigned **Destination Customs Broker**, pls check with Supplier for details.

FAQs

Q4: My supplier confirms the SPO is valid in the Wayfair system, but it's not found in M+R system for booking, what shall I do?

A4: Please report to M+R team by email and they will follow up with CGF to resolve the case within 48 hours.

Q5. If UCC label got misplace/damage/incorrect/missing, what should Shipper do?

A5: CFS: After cargo delivered to Origin CFS, our CFS will re-handle UCC label's irregularity and automatically charge the "re-labelling fee". This will be included in the Local charge invoice.

FCL: Please inform supplier to contact CGF destination team for follow up when unloading

Q6. If there is a need to changes Order detail (Qty/Item/Packaging-Casepack or MCK) after Booking confirmed by M+R, what should I do?

A6: Please check with your supplier to get **NEW** set of SSCC labels and update M+R immediately. Failure to do so may result re-labelling and delay in receiving process due to incorrect/No SSCC label applied.

Any change in Qty or Item# pls inform M+R to **revised DO**.

FAQs

Q7. M+R informed us about Exceptional cases after cargo delivery to CFS. What should I do?

A7. Shipper MUST reply and settle the Exception case within 7 calendar days (starting from email notification date to settlement). Any exception cargo not settled within 14 calendar days will be subject to additional storage charge.



CastleGate