

STANDARD OPERATING PROCEDURES FOR IMPORTS INTO USA

OVERSEAS AGENT REQUIREMENTS

- 1) FULL SET OF COPIES OF DOCUMENTS EMAILED WITHIN (1) WEEK OF VESSEL DEPARTURE FROM PORT OF ORIGIN
- 2) FULL SET DOCUMENTS COURIERED, SCANNED OR FAXED TO CORRECT TSL OFFICE AT LEAST (1) WEEK PRIOR TO VESSEL ARRIVAL AT FIRST PORT OF USA DISCHARGE --- IF IN DOUBT AS TO WHICH BCR OFFICE WILL HANDLE --- ASK VIA EMAIL FIRST
- 3) COURIERED DOCUMENTS MUST BE HEADED BY A "PRE-ALERT COVER SHEET" (ONE COVER SHEET FOR EACH BILL OF LADING) LISTING ALL SHIPMENT INFORMATION --- AND ESPECIALLY ANY SPECIAL INSTRUCTIONS
- 4) ALL BILLS OF LADING TO INCLUDE FULL AND CORRECT CONTACT DETAILS OF CONSIGNEE – WHICH ARE: FULL NAME, FULL ADDRESS (STREET NAME AND NUMBER, CITY, STATE, AND ZIP CODE), CORRECT TELEPHONE AND FAX NUMBERS
- 5) ANY EMAIL REQUESTS FOR INFORMATION/CLARIFICATION SHOULD BE GIVEN PRIORITY PROVIDING RETURN RESPONSES
- 6) ANY CHARGES TSL USA IS TO COLLECT FROM CONSIGNEE ON YOUR BEHALF MUST BE OUTLINED IN AN INVOICE ON YOUR COMPANY LETTERHEAD BILLING TSL USA.
- 7) IN THE EVENT THAT OVERSEAS AGENT REQUESTS ANY FREIGHT TO BE "HELD" PENDING FURTHER NOTICE, IT IS REQUESTED THAT TSL USA BE SHOWN THE SAME COURTESY AND CONSIDERATION IN RETURN, THAT IS, AGENT DOES ALL IN HIS/HER POWER TO EXPEDITE A RESOLUTION TO AID OUR EFFORTS IN SERVICING CONSIGNEE AND AVOIDING LIABILITY BEING PLACED ON TSL USA. THIS REQUIRES AGENT TO BE PRO-ACTIVE IN SAID RESOLUTION ON THEIR SIDE AND ALSO KEEPING BCR UPDATED TIMELY ON ONGOING EVENTS REGARDING RESOLUTION.

TSL USA RESPONSIBILITIES

- 1) ISSUE (VIA FAX) A TSL USA ARRIVAL NOTICE/INVOICE TO CONSIGNEE SAME OR FOLLOWING DAY OF RECEIPT OF ARRIVAL NOTICE BY BCR FROM STEAMSHIP LINE OR COLOADER AGENT.
- 2) KEEP CONSIGNEE AND/OR THEIR CUSTOMS BROKER INFORMED/UPDATED ON ANY CHANGES, DELAYS, EXAMS, ETC., VIA TELEPHONE AND/OR FAX.
- 3) COLLECT ANY CHARGES (IF APPLICABLE) FROM CONSIGNEE ON BEHALF OF OVERSEAS AGENT PRIOR TO RELEASE OF FREIGHT
- 4) COLLECT ORIGINAL HOUSE BILLS OF LADING (IF APPLICABLE) PRIOR TO RELEASE OF FREIGHT
- 5) ENSURE ANY SPECIAL REQUESTS, REQUIREMENTS, HOLDS, ETC. SUBMITTED BY OVERSEAS AGENT ARE HONORED – PROVIDING THOSE REQUESTS, REQUIREMENTS, HOLDS, ETC. ARE LEGAL UNDER U.S. LAW (PLEASE MAKE NOTE OF #7 IN ABOVE LIST)
- 6) EFFECT RELEASE OF FREIGHT WITHIN 24-48 HOURS AFTER RECEIPT BY BCR OF ALL APPLICABLE REQUIREMENTS REQUESTED OF CONSIGNEE
- 7) PROVIDE CONSIGNEE OR THEIR CUSTOMS BROKER OF ANY PICK UP NUMBERS OR RELEASE/AVAILABILITY INFORMATION