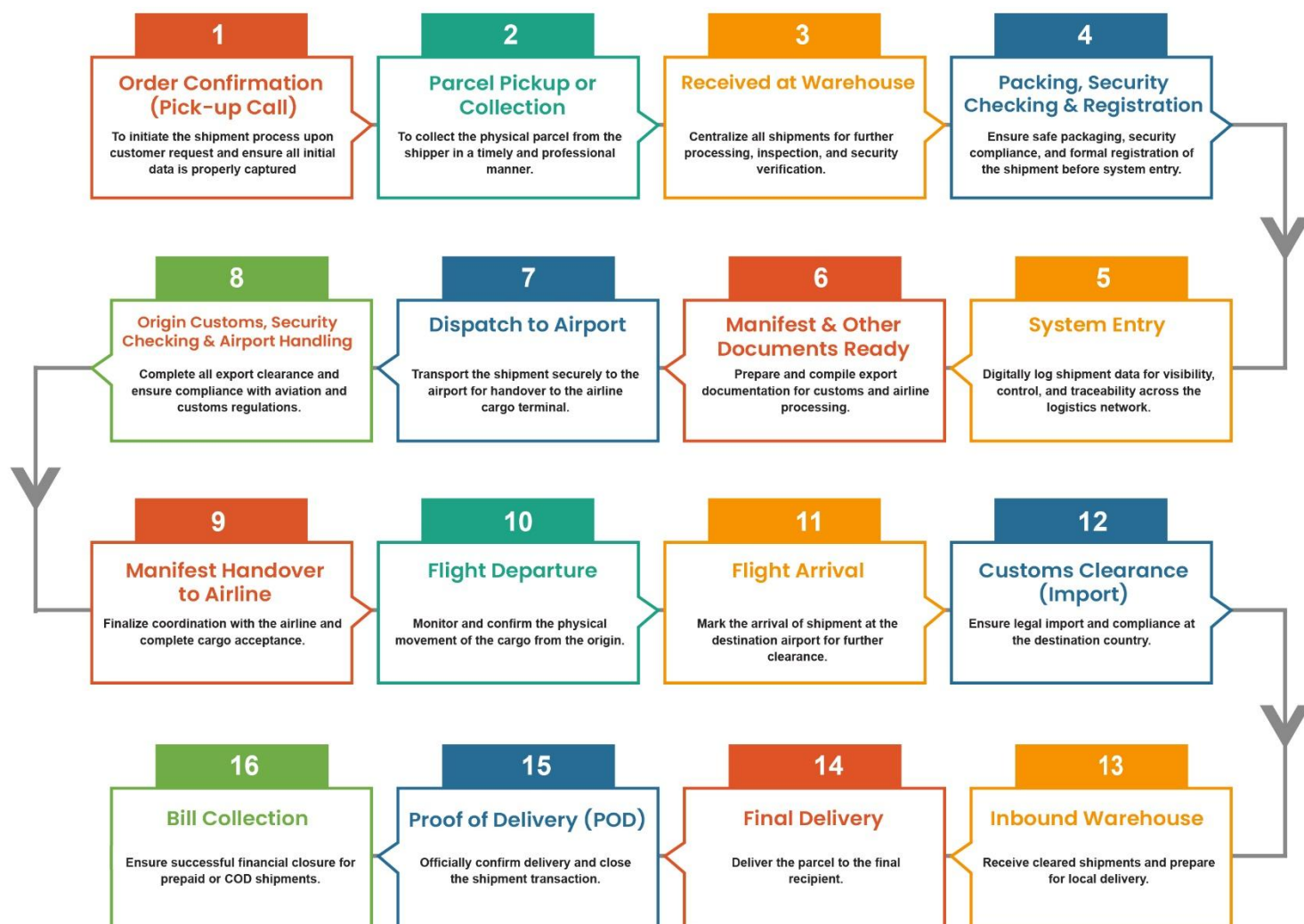




YIWU BT INT'L FREIGHT FORWARDING CO. LTD
义乌市BT国际货运代理有限公司

STANDARD EXPORT OPERATING PROCEDURE (SOP)



1. Order Confirmation (Pick-up Call)

- **Purpose:** To initiate the shipment process upon customer request and ensure all initial data is properly captured.
- **Action:**
 - Customers place shipment orders via call, branch visit, or the online booking platform.
 - Shipment information such as sender/receiver details, package description, declared value, weight, destination, and service type (express, economy, COD, etc.) is collected.
 - The system generates a unique **Booking Reference Number** for further tracking.
- **System Entry:** Initial data entered into the SBC system to schedule a pickup and initiate documentation.

2. Parcel Pickup or Collection

- **Purpose:** To collect the physical parcel from the shipper in a timely and professional manner.
- **Action:**
 - Pickup agent verifies order details and collects the parcel from the customer's location.
 - Shipment is scanned using a mobile device to update its status in real-time.
 - Agent confirms packaging condition, counts items, and hands over a basic acknowledgment slip or pickup receipt.

3. Received at Warehouse

- **Purpose:** Centralize all shipments for further processing, inspection, and security verification.
- **Action:**
 - Upon arrival, the parcel is scanned into the **origin warehouse** and its weight, dimensions, and condition are logged.
 - Packages are grouped by destination and priority level for streamlined handling.
 - If any discrepancy is found (e.g., damage, incorrect weight), it is reported and resolved before processing continues.

4. Packing, Security Checking & Registration

- **Purpose:** Ensure safe packaging, security compliance, and formal registration of the shipment before system entry.
- **Action:**
 - Items are repacked (if needed) using industry-standard packaging materials to prevent damage or leakage during transit.
 - **Security Checking** is conducted through manual inspection or X-ray scanning to detect restricted or prohibited items (as per IATA & local regulations).
 - Required commercial and compliance documents must be attached, including: **Trade License, TIN Certificate, VAT Certificate/BIN, Packing List, Invoice, Export Registration Certificate (ERC), Utility Demand (UD).**
 - Shipment is then formally **registered** in the system with tracking number, weight, dimensions, origin, destination, consignee details, and any special instructions.

5. System Entry

- **Purpose:** Digitally log shipment data for visibility, control, and traceability across the logistics network.
- **Action:**
 - Registered parcel data is entered into SBC's logistics software.
 - System auto-generates tracking number, barcode label, and flight schedule reference.
 - Shipment status is updated as "READY FOR EXPORT PROCESSING."

6. Manifest & Other Documents Ready

- **Purpose:** Prepare and compile export documentation for customs and airline processing.
- **Action:**
 - Generate the shipment **manifest** containing all parcel details, HAWB/MAWB numbers, and export values.
 - Supporting documents include commercial invoice, packing list, airway bill, and shipper declarations.
 - Data is matched with each parcel to ensure consistency and accuracy.

7. Dispatch to Airport

- **Purpose:** Transport the shipment securely to the airport for handover to the airline cargo terminal.
- **Action:**
 - Consolidated shipments are loaded into airport-bound vehicles under secure, monitored conditions.
 - Dispatch log includes vehicle number, driver name, departure time, and load manifest.
 - Shipment tracking is updated to "IN TRANSIT TO AIRPORT."

8. Origin Customs, Security Checking & Airport Handling

- **Purpose:** Complete all export clearance and ensure compliance with aviation and customs regulations.
- **Action:**
 - Submit necessary documents to **Customs Authority** at the origin airport.
 - Conduct mandatory **Security Checking** (X-ray, ETD, canine inspection) as per airport/airline guidelines.
 - Airport ground handlers receive the parcels and issue a cargo receipt or acceptance stamp.
 - Once cleared, status is updated as "CLEARED FOR FLIGHT."

9. Manifest Handover to Airline

- **Purpose:** Finalize coordination with the airline and complete cargo acceptance.
- **Action:**
 - Submit complete manifest, airway bill (MAWB), and booking reference to the airline.
 - Ensure that shipment is accepted in the correct flight slot and weight category.
 - Receive confirmation and handover slip from the airline's cargo agent.

10. Flight Departure

- **Purpose:** Monitor and confirm the physical movement of the cargo from the origin.
- **Action:**
 - Shipment is loaded onto the aircraft based on cargo planning.
 - Once flight departs, status is automatically updated to "DEPARTED" in the tracking system.
 - Time, date, and flight number are logged.

11. Flight Arrival

- **Purpose:** Mark the arrival of shipment at the destination airport for further clearance.
- **Action:**
 - Flight details are monitored via airline system/API.
 - Arrival is recorded with estimated unloading time.
 - Shipment status changed to "ARRIVED AT DESTINATION AIRPORT."

12. Customs Clearance (Import)

- **Purpose:** Ensure legal import and compliance at the destination country.
- **Action:**
 - Submit all required import documents to destination customs (Invoice, Packing List, HS Code declaration, etc.).
 - Pay duties or taxes if applicable (especially for B2B or commercial shipments).
 - Once cleared, shipment is handed over to the inbound handling team.

13. Inbound Warehouse

- **Purpose:** Receive cleared shipments and prepare for local delivery.
- **Action:**
 - Parcels scanned and sorted based on delivery zone or assigned courier.
 - Repackaging or re-labeling done if necessary.
 - Shipment is now ready for final delivery and updated as "IN INBOUND HUB."

14. Final Delivery

- **Purpose:** Deliver the parcel to the final recipient.
- **Action:**
 - Based on the delivery type (door delivery, self-pickup, retail drop-off), shipment is dispatched via local delivery team.
 - Delivery vehicle route is optimized and scheduled for on-time service.
 - Customer is notified via SMS/call before delivery attempt.

15. Proof of Delivery (POD)

- **Purpose:** Officially confirm delivery and close the shipment transaction.
- **Action:**
 - The consignee signs a physical or digital **Proof of Delivery** (with name, date, time).
 - Signature/photo/GPS coordinates are stored in the system as evidence.
 - Status updated to "DELIVERED SUCCESSFULLY."

16. Bill Collection

- **Purpose:** Ensure successful financial closure for prepaid or COD shipments.
- **Action:**
 - For **COD (Cash on Delivery)** shipments, the delivery agent collects the amount from the consignee.
 - For credit customers or third-party accounts, invoice is sent to accounts department for processing.
 - All collections are recorded in the billing system, and final invoice/POD is shared with the customer.