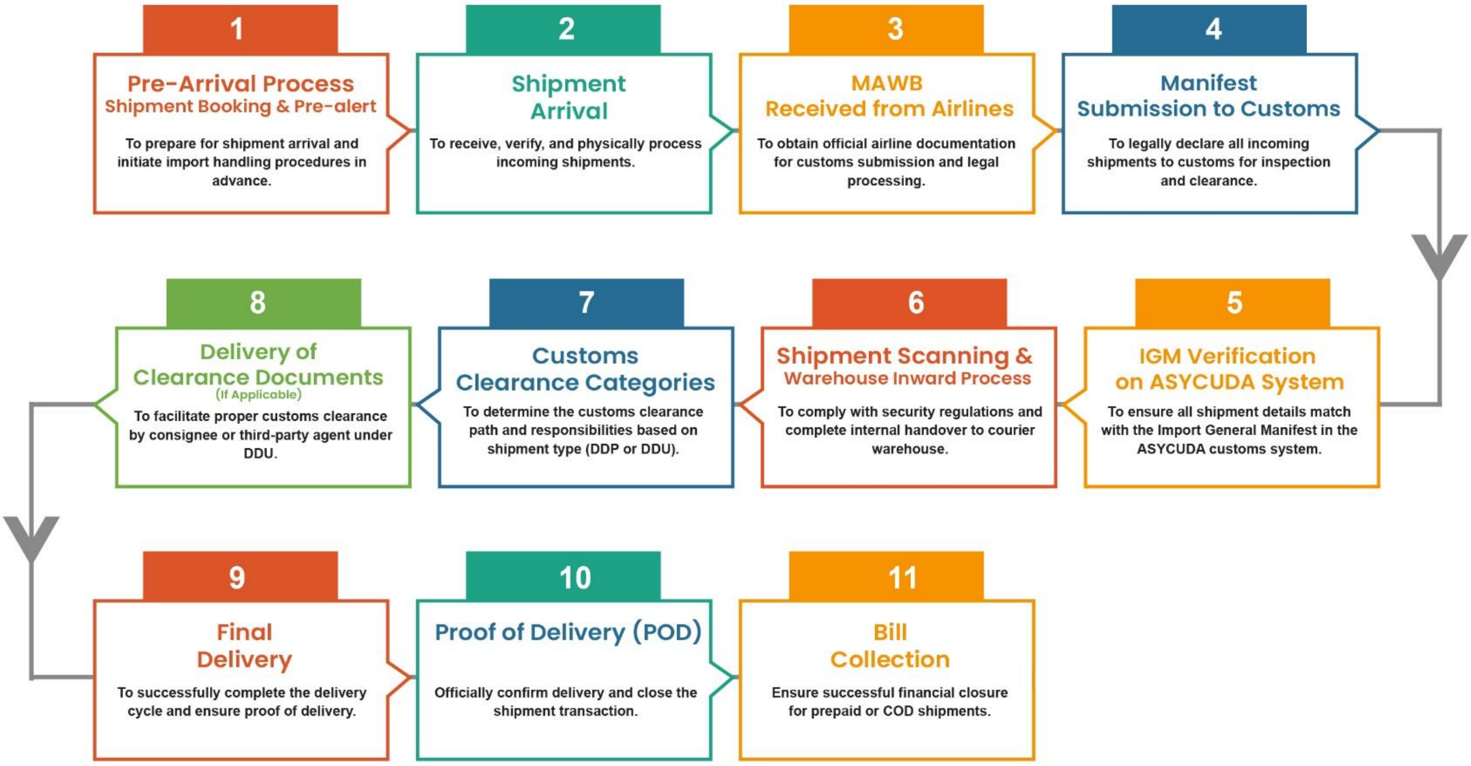
YIWU BT INT' L FREIGHT FORWARDING CO. LTD
义乌市BT国际货运代理有限公司
BTVision

STANDARD IMPORT OPERATING PROCEDURE (SOP)



1. Pre-Arrival Process – Shipment Booking & Pre-alert

Purpose:
To prepare for shipment arrival and initiate import handling procedures in advance.

Actions:

- Origin agent books shipment details in their system.
- Pre-alert and manifest data (MAWB & HAWBs) are sent to the destination office before flight arrival.
- Manifest includes:
  - Master AWB number
  - House AWB numbers
  - Shipper & Consignee information
  - Declared value, weight, and package contents

2. Shipment Arrival

Purpose:
To receive, verify, and physically process incoming shipments.

Actions:

- Shipments arrive at the designated airport.
- Bonded warehouse staff receive and unload the shipments.
- All pieces are counted and physically checked against the provided manifest.

3. Master Air Waybill (MAWB) Received from Airlines

Purpose:
To obtain official airline documentation for customs submission and legal processing.

Actions:

- Airline hands over the original MAWB to the courier or import agent.
- Signature is provided upon receiving the MAWB.
- The MAWB details are cross-verified with the pre-alert and manifest data.

4. Manifest Submission to Customs

Purpose:
To legally declare all incoming shipments to customs for inspection and clearance.

Actions:

- Full import manifest, including all HAWBs, is uploaded to the designated customs platform.
- This step is mandatory for legal customs processing.

5. IGM Verification on ASYCUDA System

Purpose:
To ensure all shipment details match with the Import General Manifest in the ASYCUDA customs system.

Actions:

- Each AWB is checked in the ASYCUDA system.
- Any discrepancies are flagged and corrected before proceeding to clearance.

6. Shipment Scanning & Warehouse Inward Process

Purpose:
To comply with security regulations and complete internal handover to courier warehouse.

Actions:

- Customs conducts scanning (X-ray/manual) at the bonded warehouse.
- Shipments are moved to the courier's internal warehouse post-scan.
- Final inward check is done—HAWBs are re-matched with manifest data.

7. Customs Clearance Categories

Purpose:
To determine the customs clearance path and responsibilities based on shipment type (DDP or DDU).

For DDP (Delivery Duty Paid):

Purpose:
To complete full customs clearance and duty payment on behalf of consignee.

Actions:
a) Duty assessment conducted by customs.
b) Bill of Entry (B/E) submitted via online system.
c) Customs may conduct physical examination.
d) Duties & VAT are paid by the courier agent.

For DDU (Delivery Duty Unpaid):

Purpose:
To hand over responsibility of clearance to consignee or their nominated agent.

Actions:

- Courier provides required clearance documents to the consignee/agent.
- The consignee or agent completes clearance and pays duties directly.

8. Delivery of Clearance Documents (If Applicable)

Purpose:
To facilitate proper customs clearance by consignee or third-party agent under DDU.

Actions:

- Handover of required documents: Invoice, HAWB, MAWB, Manifest
- Ensures consignee or agent has all paperwork to complete clearance.

09. 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.

10. 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."

11. 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.