

Standard Operating Procedure (SOP)

Title: Express Shipment Process – China to Bangladesh (Import)

Company Name: SINOTRANS & SBC EXPRESS

****Click on the blue link text to see the example and instructions.****

1. Objective

English	Chinese
To ensure efficient, compliant, and timely handling of courier shipments from China to Bangladesh , following international regulations, customs requirements, and service standards.	

2. Scope

English	Chinese
Covers all activities from pickup in China to final delivery in Bangladesh , including documentation, customs clearance, transportation, and issue resolution.	

3. Responsibilities

A) China Team (Origin – SINOTRANS):

English	Chinese
1) From Bangladesh, the House Air Waybill (HAWB), Commercial Invoice, and Packing List (optional) will be provided. The China Team will contact the shipper and arrange the pickup.	
2) Verify, label, and consolidate packages at the warehouse.	
3) Handle origin customs documentation and clearance.	
4) Ensure on-time flight booking, collection of the MAWB number, and timely dispatch.	
5) Send Pre-Alert documents 1. HAWB, 2. Packing List, 3. Invoice, 4. Manifest, 5. MAWB by email to: acidacairport@hotmail.com acisbcoutbound@hotmail.com rubel880inbound@outlook.com	

B) Bangladesh Team (Destination – SBC Express):

English	Chinese
1) Provide quotations, shipment instructions, and initial documentation support. (Follow Process Flow- Step: 1& 2)	
2) Monitor incoming flights and airline pre-alerts. (Follow Process Flow-Step 6)	
3) Handle Bangladesh customs clearance (DDP/DDU). (Follow Process Flow-Step 6)	
4) Arrange final delivery to consignee.	
5) Maintain customer communication and after-delivery support.	

4. Process Flow

Step 1: Customer Pickup Request

1) Bangladesh Team:

English	Chinese
1. Receive pickup request from customer (email/WhatsApp/WeChat).	
2. Confirm details (shipper info, consignee info, shipment content, delivery terms: should follow incoterms 2020 3. - DDP/DDU/FOB/EXW).	
4. Provide quotation and documentation guidance to customer.	

Step 2: Documentation & Air Waybill (AWB/HAWB)

1) Bangladesh Team:

English	Chinese
A) Prepare/verify documents: 1. Commercial Invoice 2. Packing List 3. Certificate of Origin (if required)	
B) Generate House Air Waybill (HAWB) and send to China Team.	

2) China Team:

English	Chinese
A) Prepare Master Air Waybill (MAWB) after consolidation.	
B) Cross-check documents with Dhaka Team before flight booking.	

Step 3: Pickup Arrangement (China Team)

English	Chinese
A) Contact shipper and create Domestic AWB .	
B) Arrange pickup via SINOTRANS.	
C) Share domestic tracking details with Dhaka Team.	
D) Ensure shipment reaches warehouse on time.	

Step 4: Origin Warehouse Handling (China Team)

English	Chinese
A. Verify shipment against Hawb/Invoice/Packing list.	
B. Repack if necessary (secure, moisture-proof).	
C. Measure and record gross weight & dimensional weight .	
D. Attach 2 copy HAWB (Required), Commercial Invoice (Optional) on each package.	
E. Consolidate into courier bags (~30kg per bag, as per customs rules).	
F. Wrap bags with protective poly.	
G. Mark courier bags with Route Details + MAWB Number/MAWB Sticker + Bag No.	
H. Apply necessary handling labels (Fragile, Perishable, This Side Up).	

Step 5: Flight Booking & Export Customs (China Team)

English	Chinese
A) Update shared tracking sheet (WeChat/TMS) .	
B) Book flights (3–4 per week) and hand over to airline.	
C) Complete origin customs clearance (Courier Mode).	
D) Send Pre-alert to Bangladesh Team: 1) MAWB copy 2) Final manifest 3) Flight details 4) Invoice copy	

Step 6: Shipment Receiving & Customs in Bangladesh

1) Bangladesh Team:

English	Chinese
A. Track incoming flights and monitor airline pre-alerts.	
B. Coordinate with ground handling team for IGM & cargo release.	
C. Prepare and submit customs clearance documentation.	
D. Pay duties/taxes (if under DDP terms).	

Step 7: Delivery to Consignee

1) Bangladesh Team:

English	Chinese
A. Notify consignee of delivery schedule.	
B. Deliver shipment and obtain Proof of Delivery (POD) .	
C. If consignee unavailable, attempt re-delivery or hold for max 3 business days.	

Step 8: Issue Resolution

1) Bangladesh Team:

English	Chinese
A. Investigate lost/damaged shipments within 24 hours of notification.	
B. Coordinate with airline/China Team for claims.	
C. Provide resolution (refund/replacement/compensation) within 5 business days.	

5. Compliance

English	Chinese
1) China Team: Comply with IATA regulations , Chinese export laws, and SINOTRANS operational standards.	
2) Bangladesh Team: Comply with Bangladesh Customs (NBR) rules, IATA import standards, and SBC Express guidelines.	
3) Both Teams: A. Maintain awareness of prohibited/restricted items . B. Ensure staff training on packaging, documentation, and customs updates.	

5. Records Maintenance

English	Chinese
1) China Team: Keep records of MAWB, manifests, invoices, and customs export docs.	
2) Bangladesh Team: Keep records of HAWB, customs clearance papers, delivery proofs, and claims.	
3) Both Teams: Store all records for minimum 2 years (digital + physical).	