



## Service Level Agreement

### PARTNER PROFILE

#### COMPANY DETAILS

Company trading as:

Company Address:

Mailing Address (if different from above):

Main Tel:

Fax:

Email:

Website:

#### KEY CONTACTS

##### Primary Contact Name:

Designation:

Direct Tel:

Email:

##### Secondary Contact Name:

Designation:

Direct Tel:

Email:

##### Supply Chain Manager Contact Name:

Designation:

Direct Tel:

Email:

##### Pricing Contact Name:

Designation:

Direct Tel:

Email:

#### ESCALATION CONTACTS

1st Escalation Point Name:

Designation:

Direct Tel:

Email:

2nd Escalation Point Name:

Designation:

Direct Tel:

Email:

#### AFTER-BUSINESS HOURS EMERGENCY CONTACT

Name:

Designation:

Tel:

Email:

## **Communication in general**

- Confirm receipt of survey/work orders within 24 hours to United Trans SAE.
- Contact transferee within 24 hours after receipt of survey/work order.
- Respond to all emails and calls within 24 hours.
- Report any complaints and serious issues immediately to United Trans SAE
- Copy United Trans in on all correspondence with transferee or Client.
- Do not contact Client without United Trans written permission.

## **Export shipments**

### **2. Survey / Quote**

- Agent shall acknowledge to United Trans SAE in writing receipt of survey.
- Confirm to United Trans SAE survey date in writing with name of surveyor, date and time of the survey. And full residence address before survey takes place.
- Agent shall perform each survey at no cost to United Trans SAE.
- Inform transferee about his allowance(s), as advised in the survey order.
- Inform transferee about the packing & customs process (how many day, men, working hours, breaks, documents required for export customs clearance etc.).
- Inform transferee about restricted items.
- Agent shall immediately notify United Trans SAE in writing of any goods which constitute prohibited articles under applicable laws and regulations.
- In the event the survey results exceed the transferee's shipping allowance, Agent shall inform United Trans SAE immediately in writing providing details of the excess.
- Within one (1) business day of completing the survey, Agent shall provide United Trans SAE with all survey results and charges to pack and handle the shipment. As well as separately all additional costs such as parking permit, long carry, crates, outside elevator/hoisting.
- If crating is required/recommended advise exact measurements of each crate and contents to United Trans SAE.
- When sending the survey results we need a copy of survey inventory/cube sheet signed by transferee and your surveyor. Confirm foreseen carrier, routing and transit times for each transport mode.
- All information must be accurate. You might be held financially accountable for any inaccuracies that incur additional charges, and if not mentioned in the survey report any additional charges may be refused by United Trans SAE.
- Agent agrees that the margin for error for each survey shall be maximum ten percent (10%).

### **3. Transit times**

- Transit time includes: full origin service, export clearance, origin Egypt to port of departure, freight up to POE/AOE, destination Egypt, import clearance and full destination service.
- Exceeding of communicated transit times may result in high penalty fees (up to 100% of the total moving costs) from the account.
- Any delay must be advised immediately with mentioning of the reason for the delay.
- If delay is due to a failure of the Agent (i.e. documentation is missing/not complete, freight is booked to late, green light is not reminded, invoice is not paid), or if Agent did not communicate on time (same working day) the Agent can be held responsible for all additional costs as well as penalty fees.

#### **4. Origin Service**

- Packing service must meet international standards (FIDI or similar).
- Move dates must always be confirmed by email to United Trans SAE minimum one day before packing starts and must include at least the following information: date(s), time(s), and transferee's address.
- If the packing team is delayed the transferee must be notified immediately and United Trans SAE advised by email with explanation as to the reason.
- Obtain optimum density by using all available space and disassembling commonly disassembled goods.
- Create a legible packing list identifying all goods in the shipment with an accurate description of carton's contents and full identification of appliances and electrical items. (Including make, model and serial number).
- All furniture must be listed using standard exceptions denoting condition at time of packing.
- Crew leaders must print their name and sign the inventory list (packing list) in the corresponding section reserved for contractor/carrier/representative.
- Inventory numbers must be attached to or written on the exterior of the wrapping/packing materials.
- Under no circumstances is a PBO (Packed by Owner) to be accepted, listed on an inventory or included in a shipment. Any carton presented by a transferee to a packing crew as PBO must have its contents thoroughly inspected and a complete description of the contents entered on the carton and inventory ensuring that the carton contains no restricted items and poses no threat to the safety or security of a ship, plane, or other vehicle on which it is to be transported.
- If a shipment is not loaded at the transferee's residence, the location and date of loading is to be written at the top of the first page of the descriptive inventory.
- When more than one pack day is required; packing materials, debris and refuse, and empty cartons must be removed from the transferee's residence at the conclusion of each day.
- Any repacking outside the transferee's residence must have United Trans SAE's approval.

## **5. Documentation**

- Export procedures must only be initiated at origin after United Trans SAE Relocation has given its formal authorization (‘green light’) to do so. Upon receiving our authorization to ship, you can book the ocean/air freight service at origin. Additionally, our consignment instructions must be strictly followed.
- Agent shall submit to United Trans SAE the shipping pre-advice and confirmation of pick-up with final weight and dimensions within one (1) business day of final loading of the shipment. Additionally, Agent must provide the piece count, sailing/flight details and follow strictly the indicated consignment instructions and our instructions, submitting AWB/OBL draft for United Trans SAE’ approval. Furthermore we need at the same time crating certificates, assessorial sheet (if applicable), weight certificate and inventory.
- Agent agrees that any deviation from the survey and quoted charges or weight must be communicated to United Trans SAE in writing for approval within one (1) business days of shipment loading and prior to shipment release. All additional charges arising from a deviation that has not been approved in advance may be denied by United Trans SAE.
- Any additional charges must be approved in advance by United Trans SAE. If the final charges are not known the Agents must submit an estimate of the additional charges. Without pre-information any additional costs will not be paid. Never ask the transferee or the local embassy to cover these costs.

## **6. Permanent storage**

- Arrange secure storage site(s) as necessary for permanent and or temporary storage lots.
- Provide final invoice latest 5 days after delivery out of storage.

### **Import shipments:**

## **7. Arrival and customs clearance**

- Agent shall notify United Trans SAE in writing within one (1) business day of freight arrival at destination.
- Unless otherwise agreed by parties in writing, Agent shall arrange for:
  - i. Customs clearance.
  - ii. Either directly or using a customs broker, process the shipment through local government customs in accordance with local law and jurisdiction, apply for ‘duty-free customs entry’ for used personal and household effects as well as diplomatic shipments.
  - iii. Unless otherwise requested, Agent shall prepay port charges on behalf of the transferee. After approval from United Trans SAE these charges can be invoiced to United Trans SAE.
  - iv. Agent shall notify United Trans SAE in writing of any duties, taxes or inspections within twenty four (24) hours, for approval.
  - v. Agent must get approval from United Trans SAE and present back-up documentation for any additional charges that have to be paid (duties & taxes, THC, bonded warehouse etc.).
  - vi. Agent shall immediately notify the transferee and United Trans SAE in writing of scheduled or actual customs clearance process.
  - vii. If local customs representatives have inspected the shipment, Agent shall report to United Trans SAE in writing within twenty four (24) hours.

## **8. Drayage from Sea / Airport of arrival**

- Agent shall co-ordinate drayage from the sea/airport, unless provided by the steamship line.
- Agent shall verify all container seals upon arrival and at time of delivery to ensure each container has not been opened or tampered with during transit. If any container seals do not match or have been broken, Agent will notify United Trans SAE immediately in writing.
- Agent shall notify United Trans SAE in writing as soon as the shipment is received at the Agent's warehouse.

## **9. Destination service**

- Delivery must meet international standards (FIDI or similar).
- Agent shall notify United Trans SAE in writing of the scheduled delivery date.
- Agent shall notify United Trans SAE in writing of any delays, damages, or losses to the goods during the shipment within one (1) business days of Agent's discovery of same, and such delays, damages or losses will also be noted on the delivery inventory or receipt.
- Unless otherwise agreed by United Trans SAE in writing, the Agent shall schedule delivery of the shipment to the destination address with transferee or embassy, unpack and remove the debris on same day. Any additional charges which are not approved by United Trans SAE in writing have to be absorbed by the agent.
- Agent shall deliver appropriate shipping documents to the transferee at time of delivery, including copies of the descriptive inventory.
- Transferees declining unpacking services must state and sign on the delivery documents. United Trans SAE must be immediately informed of this.
- If transferees require reassembly of disassembled items (tables, desk units, shelf units, as examples), that do not require special tools or third party services, this must be completed by the Agent.
- Uncrating at no additional charge.
- Agent must use check lists/bingo sheets or inventories any time the shipment moves from the original shipping container into another container, storage container, truck etc. Any deviation between the inventory piece count and actual piece count must be reported in writing to the company immediately.
- In case any special services are required upon delivery to clients address Agent must inform United Trans SAE immediately. Any additional charges must be approved in advance by United Trans SAE. If the final charges are not known the Agents must submit an estimate of the additional charges. Without pre-information any additional costs will not be paid. Never ask the transferee or the local Embassy to cover these costs.
- If any issues arise United Trans SAE must immediately be notified.
- Agent shall forward all ' Delivery Documents ' to United Trans SAE within three (3) business days of delivery of the shipment to the transferee. ' Delivery Documents ' include the signed inventory,

assessorial sheet signed by transferee and crew leader, back-up documentation for any provided and approved additional costs, notification of damage or loss, and Agents invoice.

- Agent shall offer basic claims assistance to the transferee and immediately notify United Trans SAE of same.

### **10. Claims**

- On all claims Origin Agent has to participate with a minimum of 20% of paid out claim amount. Percentage may be higher if the claim was verifiable due a failure of Agent.
- On all claims Destination Agent has to participate with a minimum 10% of paid out claim amount. Percentage may be higher if the claim was verifiable due a failure of Agent.

### **11. Billing**

- Agent shall submit an invoice to United Trans SAE within fifteen (15) days following the completion of services rendered to United Trans SAE, for processing and payment.
- All payments under this agreement are to be made in either USD or according to what was expressly agreed between the parties. Invoices must be issued to United Trans SAE.
- Completed documentation is required with the invoice, without complete documentation (i.e. back-up, packing list, working sheet etc.) your invoice will be rejected or adjusted.

### **Terms and Termination**

This agreement shall be effective as of the date entered on the statement of compliance, and shall continue until terminated as provided herein ( ' the term '). Either party may terminate this agreement, with or without cause, by giving the other party at least thirty (30) days prior written notice of termination.

Notwithstanding the foregoing, upon giving notice of termination of this agreement, Agent shall not be entitled to request, and the company shall not commence, any further order initiations. At the company's sole option and written instruction, Agent will complete any services in progress as of the date that any such notice is given. The company shall compensate Agent with respect to all services rendered in accordance with the terms and conditions of this agreement, which obligation shall not be affected by any termination.

Thank you for your continued support, and your commitment to excellence!

### **Statement of Compliance**

I hereby confirm that I have read and understood United Trans SAE's Service Level Agreement in full. On behalf of my company, I agree to abide by all requirements laid out in this document.

**Name:**

**Signature:**

**Company Name:**

**Position in Company:**

**Date:**