

Below you will find the standard operating procedure, which will be sent by the person responsible for the operational area of FIDAS'S AMERICA SAS, please read the entirety carefully. Heavy fines will be imposed on Freight Agents in case of non-compliance with the regulations

GENERAL ASPECTS

- **MAIN OFFICE**

FIDAS'S AMERICA SAS
NIT. 900.776.881-7
Calle 24C No. 80C – 42 Oficina 304, Modelia
Tel. 6014103640
Bogotá – Colombia

- **WORKING HOURS**

Monday to Friday 07:00 – 17:00 hrs

- **CONTACT STAFF**

CEO	Jenny Varila Garzón	jvarila@fidassamerica.com	
Operative	Diana Maldonado V	operaciones@fidassamerica.com	+573209485560

1. IMPORTS

1.1. GENERAL CONSIDERATIONS

The following requirements must be followed for all shipments arriving at Colombian ports and airports in the name of FIDAS'S AMERICA SAS; Failure to comply will generate fines, sanctions, and penalties in addition to losing the ACI quality of FIDAS'S AMERICA SAS to operate as an authorized International Freight Agent

Any additional costs incurred due to non-compliance with this procedure will be transferred to origin for payment

1.2. CONSOLIDATED AIR SHIPPING INSTRUCTIONS

Below, you will find the instructions for the issuance of air waybills for consolidated shipments in the name of FIDAS'S AMERICA SAS

1.2.1. The AWB Master must be issued as well

- Consignee y Notify

FIDAS'S AMERICA SAS – CODIGO ACI 764

NIT. 900.776.881-7

Calle 24C No. 80C – 42, oficina 304

Tel. 6014103640 – 3209485560

Email: operaciones@fidassamerica.com

Bogotá - Colombia

- It must say in the description: "CONSOLIDATION AS PER ATTACHED CARGO MANIFEST"
- Show rates to certify the consignee

1.2.2. The HAWB will be prepared following the Shipper's shipping instructions matrix, but must contain the following information without exception

- Shipper data (name, identification, address, telephone, city)
- Consignee data (name, identification, address, telephone, city)
- NIT or RUT number of the consignee (tax identification number)
- Notify data (name, address, telephone, contact, email, city)
- Quantity and Weights
- Description of the merchandise (must be clear and allow the cargo to be identified)
- Rates: must say "AS AGREED"

1.2.3. Manifest Position

The cargo manifest reflects the information declared in each HAWB and all charges, whether prepaid freight or collection, must be notified to certify the consignee for customs procedures.

1.3. CONSOLIDATED MARITIME SHIPPING INSTRUCTIONS

Below, you will find the instructions for the issuance of BL's consigned in the name of FIDAS'S AMERICA SAS

1.3.1. The BL Master must be issued as follows:

- Consignee y Notify

FIDAS'S AMERICA SAS – CODIGO ACI 764

NIT. 900.776.881-7

Calle 24C No. 80C – 42, oficina 304

Tel. 6014103640 – 3209485560

Email: operaciones@fidassamerica.com

Bogotá – Colombia

- Contain: Quantity and Type of Containers
- Seals: relate the seals placed to the container
- Quantity and Type of packaging per container
- Description of the merchandise, must show "CONSOLIDATED CARGO"
- HS code of the merchandise
- Gross Weight in Kilograms per HBL
- Volume in cubic meters per HBL

1.3.2. The HBL will be prepared following the Shipper's shipping instructions matrix, but must contain the following information without exception

- Shipper data (name, identification, address, telephone, city)
- Consignee data (name, identification, address, telephone, city)
NIT or RUT number of the consignee (tax identification number)
- Notify data (name, address, telephone, contact, email, city)
- LCL/LCL (consolidated cargo) – FCL/FCL (full container)
- Quantity and Type of packaging
- Marks and numbers
- HS code of the merchandise
- Gross Weight in Kilograms
- Volume in cubic meters
- Description of the merchandise (must be clear and allow the cargo to be identified)
- Freight Condition: Prepaid or Collect
- Shipment Date
- Number of originals issued and place of issue
- Requirement for FCL
- Quantity and Type of Container
- Seals
- Internal Quantity of Packages with container

Important announcement. For IMDG shipments, the IMDG class and UN number must be shown in the HBL description and the MSDS (Safety Data Sheet) must be sent in advance for the corresponding prior authorization.

Important note. If the notifying party is in a country other than Colombia, local notification information must be provided. Otherwise, the corresponding arrival notice cannot be sent and the shipment may incur additional costs that will be borne by the cargo.

1.3.3. Manifest Position

The cargo manifest reflects the information declared on each loaded HBL and all charges must be reported whether freight prepaid or collect. If more than one (1) container is being shipped, the cargo manifest must clearly state the total number of packages, gross weight in kilograms, and measurement in cubic meters loaded in each container for proper unpacking.

Important. The total of the number of packages, the weight in kilograms and the measurement in cubic meters must appear at the bottom of the cargo manifest so that we can control whether the total quantities match

1.4. PRE-ALERT

For all air or sea shipments, the **DRAFT's** must be sent for review and approval to the following emails

Operations Department E-mail: operaciones@fidassamerica.com

Auxiliary Email: operacionesfasamerica@gmail.com

Management E-mail: jvarila@fidassamerica.com

Note.

All pre-alerts must have confirmation of OK, if modification is requested, they must be sent again for approval

1.5. DOCUMENTS

By order of the customs entity DIAN, Express Release or SWB documents are not accepted in Colombia, they must be presented in original for customs procedures, therefore, the originals must:

a. Air shipment

One (1) set of each HAWB with at least three (3) copies of each

Two (2) copies of the cargo manifest

One (1) original and copy of the commercial invoice

One (1) copy of the packing list

b. Maritime shipping

One (1) original of the BL master and three (3) negotiable copies

One (1) original HBL set and two (2) negotiable copies

Chartered copy of HBL; Otherwise, we require a manifest indicating the ocean freight rate for each HBL. This is necessary for customs purposes

- a. Confirm release and issuance of the originals at destination
- b. According to our request, the BL master can be issued original at destination
- c. If the HBL is issued at destination, you must send us a definitive copy to proceed with printing the originals in our office.
- d. If the HBL is issued at origin and does not release them to the sender, you must send us the originals in due time.

Observations

On Board date: the shipment date is key for presentation to customs, so make sure that the documents sent are definitive. The shipment date of the HAWB and/or HBL cannot be later than the shipment date of the Master

1.6. IMPORTANT GENERAL INSTRUCTIONS

The specific description of the products must be the same on the body and the cargo manifest of the MAWB-HAWB and/or MBL-HBL; Colombian Customs does not accept references, brands, or serial numbers as the only description of the merchandise, the documents must show complete information about the goods for identification.

The total gross weight and packages on the BL master must be the same as the total gross weight and packages shown on the HBL(s) involved. Any difference in weight and/or packages between the BL master and HBL will cause high fines and sanctions from our customs authorities that will be transferred to origin.

All packages must be properly marked to identify the cargo

Make sure that the Master Waybill and/or the BL master shows "CONSOLIDATED CARGO" in the description, otherwise Customs does not accept the presentation of the HAWB and/or HBL

Please note that Colombian customs do not accept "TO ORDER" in the recipient box, all customer details must be shown (including NIT)

Before delivering the cargo to the carrier, all documentation must be sent by email for verification and approval. Please note that our customs authority does not accept EXPRESS or TELEX RELEASE

All pallets must comply with the ISPM No. 15 standard, www.ica.gov.co

Do not modify any master and child transport documents. Colombian customs do not accept any type of modifications

1.7. TERMS FOR NATIONALIZATION, REEXPEDITION OF COLOMBIA

Please note that the consignee must be registered as an importer with the customs authority to avoid delays in the procedures.

According to Colombian laws, importers have thirty (30) calendar days after the arrival of the cargo to nationalize or re-export their cargo

If the importer cannot complete the import process during that time, they may request an extension of thirty (30) additional calendar days to complete the process. If the cargo is not nationalized or re-exported during the given time, it will be declared legally abandoned and left in favor of the customs authority for disposal.

Documentation required (mandatory) for re-export to. The sender must be authorized as an exporter before the DIAN and Anti-Narcotics Police

Original of the transportation document (master and son) released, Commercial Invoice and Packing List
Any other documentation that Colombian Customs requires

1.8. STATUS

- We will inform as appropriate (agent and/or end client) the arrival of the cargo at the Colombian port or airport.
- Cargo details information such as number of pieces, quantity, and weights
- Confirmation of release according to payment by the consignee
- Endorsement, release, and delivery of original documents
- For DDP cargoes, information will be provided on nationalization and delivery of the cargo to the end customer.

Note. Keep in mind that, if the consignee does not pay the handling bill, delays or any other concept generated at destination, these charges will be transferred to origin.

1.9. BILLING

It is mandatory that all invoices, debit, or credit notes issued for each shipment are received along with the documents so that they can be controlled in due time and passed to our financial department for the payment process.

Keep the following in mind for the corresponding payment process:

- Invoices or due/credit notes must be issued in the name of

FIDAS'S AMERICA SAS

NIT. 900776881-7

24C STREET No. 80C – 42

TEL. 601-4103640

BOGOTA COLOMBIA

- The bank details required from you to make the payment

Name of Beneficiary

Beneficiary ID

Address, Telephone and City

Beneficiary Bank Name

Beneficiary account number

Swift and/or ABA code of the Beneficiary bank

2. EXPORTS

We will send a loading plan, in which we inform the merchandise that we have scheduled for shipment. Once received, inform us if there is any restriction on the cargo, notifying specifications and/or special documents that you will need to receive the cargo.

Your response within the same day is important to act on time and not consolidate the cargo, in case there is any restriction on your part

2.1 BOOKING

The details of the Booking taken will be informed, informing the shipping company/airline, departure, and arrival date, additionally the details for the AWB and/or BL Master cut-off will be requested.

2.2 PRE-ALERT

For all our export shipments, we will send a pre-notice before shipment with the draft of the MAWB-HAWB and/or MBL-HBL for review and approval

2.3 DOCUMENTATION

Once boarding on the flight and/or ship is confirmed, the cargo documents will be sent.

- Definitive BL master, sent by the shipping company with sea-waybill instruction at destination (unless the original issuance instruction is informed) and definitive HBL
- Definitive AWB/HAWB copy, the originals will be sent in an envelope along with the cargo
- HBL issuance instructions (original, Express release or without immediate release)
- Invoice and/or Debit Note

2.4 STATUS

We need your collaboration by sending us the following loading status to comply with the policies and requests of our clients

- Flight and/or ship arrival information
- Release information and delivery of documents to the consignee
- For DDP cargoes, please provide us with daily updates on cargo status, clearance and delivery information to consignee
- Also send recipients advance notice, arrival notice and release information
- In case you cannot contact the recipient of the cargo, please inform us immediately (if we are not informed in time neither we nor the shipper or consignee will be responsible for any surcharges or delays caused)
- It is necessary that the invoice, debit note or credit issued be for each dispatch so that it can be controlled

NOTE. PLEASE DISTRIBUTE THIS INSTRUCTIONS TO PEOPLE INVOLVED IN OPERATIONS TO COLOMBIA

**Cordially,
OPERATIONAL DEPARTMENT**