



BDG INTERNATIONAL, INC.

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[www.bdginternational.com](http://www.bdginternational.com)

## *Import Service And Procedure Outline*

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## Hours of Operation

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Monday – Friday 8:00am – 5:00pm CST  
Available Weekends and Evenings for Express Shipments

## Getting Started

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Setting up your account with BDG

1. Documentation to start your account: Credit App, Terms, POA (one time only), Insurance Authorization
2. Copies of 7501 entries (for review)
3. OGA (other government agencies) info: i.e. FDA, TSCA, F&W, FCC, USDA etc.
4. Disclose any past problems of your broker
5. Discuss your needs. Two-way communication is very important when beginning and any future changes are being made.

## Using BDG Service or Other Transportation Service

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### ***BDG Transportation Service***

Setting up your suppliers:

Setting up a new supplier can take time. First you have to decide as a company if you want to purchase this product. BDG can advise you on areas to watch out for and suggest inspection companies. We recommend that you purchase on an Ex Works basis so that you always know you're actual per unit cost without an inflated transportation cost. BDG can also give you advice on setting up an L.C. and other payment methods

1. Provide BDG with a list of suppliers. Include all contact information.
2. BDG will complete a Routing Instruction for each supplier. This form will be sent to you for your original signature.
3. Send a copy of the Routing Instruction to each supplier listed.
4. Send Original Routing Instructions to BDG.

Shipment is now ready:

1. Provide BDG with a copy of your purchase order when submitted to your supplier.
2. New Suppliers: Provide your supplier with Instructions on how to consign the shipment to yourselves and BDG International using the SUPPLIER SHIPPING INSTRUCTIONS. Normally this only needs to be done once.
3. Email BDG copies of any documents you receive. Original documents must be sent to BDG upon Receipt.

4. If freight is not on a Letter of Credit documents may be sent directly to BDG, if freight is purchased on a Letter of Credit original documents must be obtained by importer as per terms of the L/C.

Contact us to learn more about how to work with Letter of Credits.

### ***Via other transportation service***

1. Provide BDG with your purchase order
2. Provide consignment instructions to your supplier using the Supplier Shipping Instructions form
3. Send BDG copies of all documents as soon as possible for pre-entry, follow up with original documents to BDG.
4. Send BDG the arrival notice from the importing carrier if received.

## **Quotations**

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E-mail BDG with your request: [insidesales@bdginternational.com](mailto:insidesales@bdginternational.com)

Use BDG's quotation form or [website online form](http://www.bdginternational.com/request-a-quote) [www.bdginternational.com/request-a-quote](http://www.bdginternational.com/request-a-quote)

Provide BDG with basic shipment information.

1. P.O. number *(If Available)*
2. Commodity Description
3. Origin/Destination
4. Shipment Size: - Pieces, Weight & Dimensions
5. Freight Charges: - Prepaid or Collect
6. Terms Of Payment - Incoterm, i.e.: CIF, CPT, DAP, Ex Factory
7. Insurance Required: - Value of Product
8. Service Required: - Air - Express, Standard, Deferred.  
- Ocean - LCL or FCL
9. Date freight is required to be at your door in the U.S. /  
Date freight will be ready for pick up at origin.

**Quotation Validity:** Import: "We will wait for your written confirmation of your acceptance of this quotation, prior to arranging for the freight to move from the shipper. This is an estimate only; this is not a confirmation of booking. Estimate number must be placed on the P.O. No. Estimates are subject to carrier price changes at any time. All imports must be covered under a Single Entry Bond (SEB) or continuous bond. SEB rate: \$5.00 per \$1000.00 value of goods + duties/Minimum \$45.00. Terminal handling charges may vary and Duties & Taxes not included, unless otherwise listed. All foreign exchange rates will be converted at time of export. A safety margin is suggested when calculating your cost of shipping. This estimate will expire after 30 days and is subject to equipment availability. If Customs exam is required, additional charges will follow."

## Booking

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Send an email to the booking department with the following information:

Email: [oceanimportprealert@bdginternational.com](mailto:oceanimportprealert@bdginternational.com)  
[airimportprealert@bdginternational.com](mailto:airimportprealert@bdginternational.com)

- i) Your quote number
- ii) P.O. numbers
- iii) Supplier name and contact details (including person who can provide updates on order ready date at origin)
- iv) Expected arrival date to your location

## New Shipment Import Processing

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Provide the supplier an SOP regarding the international documentation and packing requirements.

- 1) The supplier should notify the designated booking agent of a new booking at origin two weeks prior to a shipment departing.

Notify party:

- 1) BDG should be a notify party on the bill of lading in order that the Broker can represent the importer to the carrier during transit.
- 2) BDG INTERNATIONAL, INC, 840 TOLLGATE RD, ELGIN IL 60123 TEL: 847-760-0000 email : depends on air or ocean

ISF Data:

- 1) BDG should receive a pre-alert 72 hours prior to laden on board with the ISF information to provide the broker the time to input the data. The container number is not required for ISF. The lowest level bill of lading number is the most important data element for the origin to obtain in advance of laden on board. Most other data will be available at the supplier side.
- 2) BDG should transmit the ISF 24 hours to laden on board. Laden on board is a questionable date, thus 24 hours prior to sailing is acceptable. BDG strives to send same day they have received information.

International Documents:

The bill of lading is recommended to be "express release" if all parties agree.

- 2) International Documents are to include but not be limited to:
  - (a) International Transport Document
  - (b) Commercial Invoice
    - (i) The Commercial Invoice should include the new ACE requirements (the label of the party should be included as well)
      1. Date

2. Invoice number
  3. Paid or payable Value of goods
  4. Currency of value
  5. Product description that provide common terms of the product
  6. SELLING PARTY: NAME AND ADDRESS
  7. BUYING PARTY: NAME AND ADDRESS
  8. MANUFACTURER: NAME AND ADDRESS
  9. SHIP TO PARTY: NAME AND ADDRESS
  10. COUNTRY OF ORIGIN
- 3) Packing List
- ii) An email set of documents should be sent to :
- 1) [oceanimportprealert@bdginternational.com](mailto:oceanimportprealert@bdginternational.com)
  - 2) [airimportprealert@bdginternational.com](mailto:airimportprealert@bdginternational.com)
  - 3) An original set of documents is only required if one is created and required by the ocean line or carrier. These document are to be sent to: BDG INTERNATIONAL, INC, 840 TOLLGATE RD, ELGIN IL 60123 TEL: 847-760-0000 email : depends on air or ocean

## BDG Entry Processing

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- a) BDG Entry is to use the provided parts list based on the client's product list.
  - i) New product information needs to be sent to client for HTS confirmation.
  - ii) New product information should be added by entry and audited via the auditing process.
- b) Entries are transmitted based on the allowed time frames by CBP (5 days prior to arrival into the rail port, 3 days prior to arrival into the ocean port, 8 hours prior to arrival in the airport)
- c) Clearances are tracked and processed until there is a Cargo Release and Entry Summary confirmation.
- d) Daily statements are processed in the allowed time frames by CBP (within 10 working days)
- e) Duty payments are made based on the allowed time frames by CBP (within 10 working days or by ACE PMS)

## Types of Insurance

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**All Risk:** This insurance insures for Loss, Damage, Theft, and Acts of God. The loss can be in total or in part. It does not insure if the cargo were improperly packed, proof of loss during transportation can not be proved, infestation and rust.

**General Average:** Occasionally a cargo vessel will encounter a potentially serious accident on the sea, such as a fire or encountering severe heavy weather, which may result in the ship having to incur additional costs to save the entire journey (such as

towing costs, emergency repairs costs). Because the vessel has had to pay these costs in order to save the cargo and the journey, both the ship and all cargo owners share in the payment of these costs. If you or your customers are advised that a General Average has been declared, it will be necessary to either have a General Average Guarantee signed by your underwriters or pay a cash deposit, to ensure the release of the cargo.

## Time Limits for Reporting a Claim

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BDG recommends that your claims be filed as soon as it is known that there is damage. Upon arrival the consignee should inspect cargo, if damage has occurred it should immediately be notated on the delivery document. BDG should be notified as soon as possible. If BDG has arranged for insurance we will notify the underwriter and a survey of the damaged will be arranged.

## Carrier Liability

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<b>Air Carriers:</b>	<b>\$ 9.07/lbs</b>
<b>Ocean Carriers:</b>	<b>\$ 500.00/Containerized Shipping Unit (STC or SLAC is Important in determining CSU)</b>
<b>Domestic Truck Carriers:</b>	<b>\$ .50/lbs</b>

## What to do in the event of a Claim

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- 1) Speed: To increase the chance for claims to be settled quickly and for the full amount follow the list of steps below as quickly as possible.
- 2) Visually inspect the exterior of the ocean container or shipping carton for visible damage. Note the damage on the delivery receipt.
- 3) Visually inspect the interior of the container or shipping carton for damage. Note the damage on the delivery receipt.
- 4) Visually inspect the product for damage. Note the damage on the delivery receipt
- 5) Photograph all damage as found.
- 6) Do not use or alter the damaged cargo in any way. Leave the cargo in it's original packing as best as possible.
- 7) BDG provides a list of Survey agents with all shipments when insurance has been purchased though BDG. Contact the nearest survey agent immediately to inspect the cargo and verify the damage occurred in transit.

- 8) Immediately contact BDG International and present a formal claim. The claim should mention the estimated loss.
- 9) Non-Delivery: Consignee must notify the shipper and carrier that the product did not arrive as scheduled.

\*\* Original Insurance Certificate (if issued) must be returned to BDG to present the claim to the underwriter.

## Claim Checklist

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### Documents Needed to Present Formal Claim

File Number \_\_\_\_\_ Claim Number \_\_\_\_\_

- Letters of Intent (PNCs)  
*BDG will have this document if we have provided insurance.*
- E-Mails/Letters from carriers confirming receipt of PNCs  
*BDG will have this document if we have provided insurance.*
- P.O.D. (Sign-off) from involved carriers / dock receipt **(English)**
- Copy of main transport document, (OBL or Awb)  
*BDG will have this document if we have provided insurance.*
- Copy of all related inland bills of lading  
*BDG will have this document if we have provided insurance.*
- Copy of commercial invoice  
*BDG will have this document if we have provided insurance.*
- Copy of packing list  
*BDG will have this document if we have provided insurance.*
- Proof of Insurance, (Original Cert. or stamped copy of transport document)  
*BDG will have this document if we have provided insurance*
- Breakdown of amount claimed and calculations
- Copy of inspection report
- Copy of destruction report or salvage disposition (English)
- Photographs
- Survey report
- Any related government documents
- Exception reports from any involved carriers (English)
- Formal claim from customer
- Repair estimate
- Other: \_\_\_\_\_

## BDG Audit

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BDG strives to audit the entry packs within 48 hours (excl. weekends and holidays) of the Entry Summary being approved. The entry packs are uploaded 24 hours after approval. Packets sent back for correction, or verification will be removed out of this time frame and confirmed prior to the 10<sup>th</sup> day.

## BDG Billing

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BDG invoices the shipment after the audited entry pack is uploaded and the cargo has been delivered. If the delivery is delayed due to delays in transportation and the 10<sup>th</sup> day is near or has passed BDG may invoice out prior to delivery but after the entry pack has been uploaded.

## Questions

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Contact BDG by a variety of methods, phone, fax, email etc. The easiest for non-urgent matters is our e-mail at [oceanimportprealert@bdginternational.com](mailto:oceanimportprealert@bdginternational.com) or [airimportprealert@bdginternational.com](mailto:airimportprealert@bdginternational.com)

Compliance matters email: [entry@bdginternational.com](mailto:entry@bdginternational.com) and [lisaw@bdginternational.com](mailto:lisaw@bdginternational.com)

## Additional Information available from BDG International

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- ACH - AUTOMATED CLEARING HOUSE (How and why to set up ACH)
- ACE PORTAL – How to get connected to ACE
- CONTINUOUS BOND versus SINGLE ENTRY BOND (Benefits to a Continuous Bond, how to transfer your bond to BDG)
- TRADESHOW'S in the USA (BDG Tradeshow guidelines)
- INSURANCE (BDG Marine insurance coverage)
- RELEASE OF CARGO (Do's and Don't s for getting your cargo released quickly)
- DEMURRAGE / STORAGE (How to avoid demurrage / storage, and why these charges happen)
- DRAWBACK (Guidelines to consider drawback)
- GENERAL ORDER (Why freight goes G.O.)
- OUTPORT FREIGHT
- (How to handle freight that needs to be cleared through customs in a port other than CHICAGO)
- POA CANCELLATION - (How to cancel a power of attorney with another broker)

- INFORMED COMPLIANCE / RECORDKEEPING - (What is your responsibility as an importer?)
- BDG SERVICE GOALS (Import department goals)
- OTHER GOVERNMENT FORMS AND REQUIREMENTS

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