

SCANWELL LOGISTICS (CHI) INC.
STANDARD OPERATING PROCEDURE & CUSTOMER PROFILE

DATED:

1.1 CUSTOMER ADDRESS AND CONTACT INFORMATION

Address:	
Tel #:	
Fax #:	
Website:	

	Name	Phone number, extension or e-mail address	Decisions-maker ?
Primary contact			
President			
Additional Contact			
Additional Contact			
Additional Contact			

1.2 SCANWELL HANDLING OFFICE AND CONTACT INFORMATION

US Contact	Name	E-Mail Address	Ext.
Customer Support			
Overseas Contacts	Name	Email Address	Ext.

2.1 CUSTOMER BACKGROUND INFORMATION

2.2 CUSTOMER'S CURRENT BUSINESS

Established	
Number of facilities	
Product range	
Yearly volume	
Origin(s)	
Destination(s)	
End receiver(s)	
End customer(s)	

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3.0 BOOKING

Is approval needed for bookings?	
Who is authorized to approve bookings?	
Primary Contact:	Name
	Phone
	Email
Additional Contact:	Name
	Phone
	Email
Do rates need to be provided for bookings?	

BOOKING INSTRUCTIONS:

4.0 RELEASES

Type of Release		
Shipper	Original	Telex

Comments:

5.0 PREALERT

The Scanwell origin office must send a loading advice/prealert to Chicago Scanwell once the cargo has been loaded at the origin port.

Does customer require notice of prealert?	Yes	No
Name of contact:		
Email address:		
Tel #:		

6.0 ARRIVAL NOTICE

Does customer require receipt of the arrival notice?	Yes	No
How many day prior to arrival at port of discharge:		
Name of contact(s):		
Preferred method of receipt (email or fax):		
Email Address:		
Fax:		

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7.0 DOCUMENTS

Who Provides Commercial Invoice & Packing List?		
Shipper	Consignee	Vendor

8.0 CUSTOMS BROKER

Customs Clearance Location:	
Company Name:	
Address:	
Tel #:	
Fax #:	
E-mail address:	
Contact name:	

Customs Clearance Location:	
Company Name:	
Address:	
Tel #:	
Fax #:	
E-mail address:	
Contact name:	

Customs Clearance Location:	
Company Name:	
Address:	
Tel #:	
Fax #:	
E-mail address:	
Contact name:	

9.0 BILLING & CREDIT TERMS:

Credit terms (Yes/No):	
Credit term (Days):	
Credit limit:	
Billing address:	
Billing tel #:	
Billing fax #:	
Billing e-mail address:	
Billing contact:	

BILLING INSTRUCTIONS:

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10.0 DELIVERY INSTRUCTIONS

Who arranges door delivery?	
Delivery address:	
Tel #:	
Fax #:	
E-mail address:	
Contact name:	
Preferred Trucker:	

Delivery Instructions:

Who arranges door delivery?	
Delivery address:	
Tel #:	
Fax #:	
E-mail address:	
Contact name:	
Preferred Trucker:	

Delivery Instructions:

Who arranges door delivery?	
Delivery address:	
Tel #:	
Fax #:	
E-mail address:	
Contact name:	
Preferred Trucker:	

Delivery Instructions:

11.0 SHIPMENT UPDATES

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Does the customer need shipment updates?	
How often?	
What format (email, spreadsheet)?	
What events?	
Recipients:	
Email address:	

COMMENTS:

12.0 ADDITIONAL NOTES