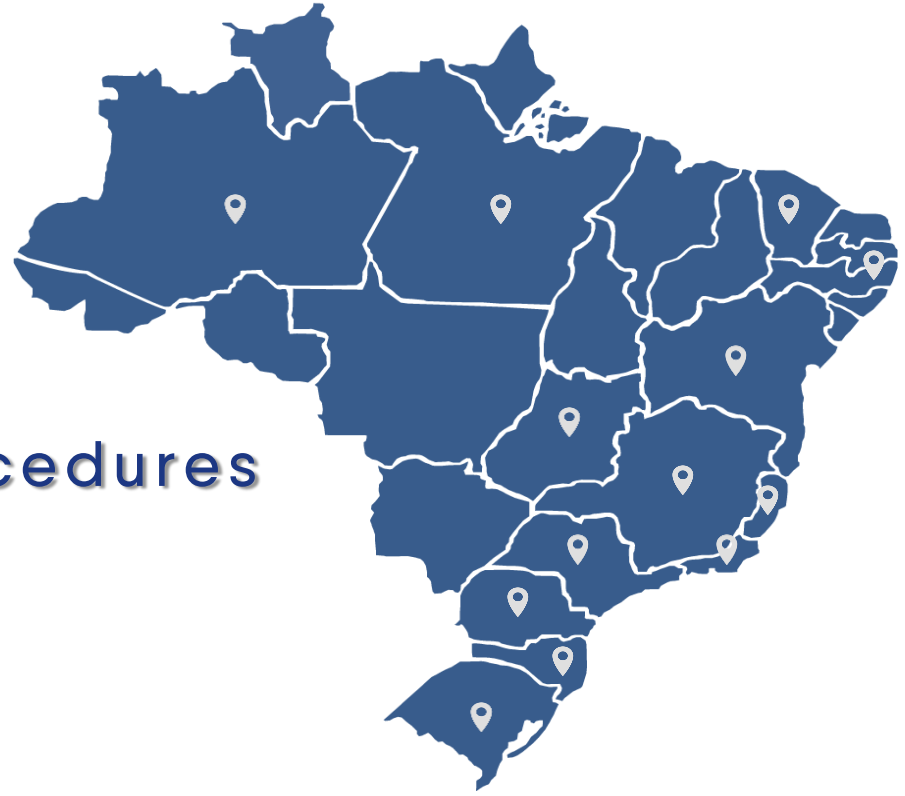




# S.O.P

## Standard Operational Procedures

Version: June-2023\*



\*This SOP is 2 year valid, after this period, please ask us for the updated version.

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## GENERAL CONTACT LIST

Departament   Position	Name	E-mail	Fone   Mobile
Managing Director	Erico Silva	erico.silva@aglcargo.com	55 11 3120-7002
	Mauricio Gulfier	mauricio.gulfier@aglcargo.com	55 11 3120-7002
Pricing Manager	Kleber Leandro	kleber.leandro@aglcargo.com	55 11 3120-7002   55 11 4217-7227
Pricing Coordinator	Vitória Santos	vitoria.santos@aglcargo.com	55 11 3120-7002   55 11 97114-8333
Pricing Import and Export Airfreight	-	pricing.airfreight@aglcargo.com	55 11 3120-7002
Pricing Import Seafreight - FCL	-	pricingimpo.seafreight@aglcargo.com	55 11 3120-7002
Pricing Export Seafreight - FCL	-	pricingexpo.seafreight@aglcargo.com	55 11 3120-7002
Pricing Import and Export Seafreight - LCL	-	pricinglcl.seafreight@aglcargo.com	55 11 3120-7002
Airfreight Operations Manager	Amanda Ximenez	amanda.ximenez@aglcargo.com	55 11 3120-7002   55 11 99454-4514
Airfreight Operations Coordinator	Beatriz Faria	beatriz.faria@aglcargo.com	55 11 3120-7002   55 11 95161-6636
Airfreight Operations - Import and Export	-	customer.airfreight@aglcargo.com	55 11 3120-7002
Seafreight Manager	Emerson Kohler	emerson.kohler@aglcargo.com	55 47 3075-0758   55 11 99997-1700
Seafreight Trade Lane Manager	Carlos Cardoso	carlos.cardoso@aglcargo.com	55 47 3075-0758   55 47 99672-6259
Seafreight Operations Manager - Import	Fabio Loubeh	fabio.loubeh@aglcargo.com	55 13 4010-3480   55 13 99633-6007
Seafreight Operations Coordinator - Import	Iza Iori	iza.iori@aglcargo.com	55 13 4010-3480   55 13 99162-3113
Seafreight Operations Manager - Export	Natalia Costa	natalia.costa@aglcargo.com	55 13 4010-3480   55 13 99737-3011
Seafreight Operations Coordinator - Export	Areta Rodrigues	areta.rodrigues@aglcargo.com	55 13 4010-3480   55 13 99160-3854
São Paulo Operational Hub	-	-	55 11 3120-7002
Santos Operational Hub	-	-	55 13 4010-3480

## BANK INFORMATION

Please observe that all remittance charges and commissions from intervening bank must be charged to the party sending the funds, so please clearly instruct your bank in a way that the full invoiced amount reaches the beneficiary (AGL will proceed likewise when remitting).

Favour: **AGL CARGO LLC**  
Bank: **SUN TRUST BANK**  
**8202 Bird Road. Miami, FL 33155 – USA**

Swift code: **sntrus3a**  
Account: **1000191708428**  
ABA: **061000104**

## SEA FREIGHT – INTRUCTIONS

### Important notice:

As from December 2007, Brazilian customs implemented a System called '*SISCOMEX CARGA*'. Since then, Import procedures for cargoes into Brazil suffered relevant changes, mostly affecting specific deadlines' adherence and penalties for non-compliance.

### Most important deadlines:

- We must manifest documents within Brazilian customs system **4 days before** vessel's ARRIVAL INTO 1st BRAZILIAN CALLED PORT.
- Brazilian penalty: **R\$ 5.000,00** (approximately USD 1,000.00 nowadays) **PER HOUSE B/L** manifested with delay.
- Any correction after the beforementioned deadline will be subject to said fine, per Brazilian Customs.
- Brazilian penalty: **R\$ 5.000,00** (approximately USD 1,000.00 nowadays) **FOR EACH Correction/ retification** done in '*Siscomex carga*' system after said deadline.

## SEA FREIGHT – INTRUCTIONS

### Important actions from your side to avoid penalties:

- Make sure full and correct information into Master and House b/l's.
  - You must send us a pre-advise from your side as soon as vessel departs from Origin Port.
  - 3 working days after vessel sailed from Origin Port, you must send us a PRE-ALERT message containing all documents: MASTER B/L, HOUSE B/L and INVOICE (debit/ credit note).
  - Please note: We cannot issue original HB/L in Brazil. We must receive original HB/L from your side/ origin.
  - Please send us original MB/L by courier to the address below and also confirm to us via e-mail the corresponding courier number, for tracking purposes.
- Also, please keep 1 original MB/L with you in case of miscarriage by post service.

#### **ADDRESS:**

**AGL Cargo Santos (Brazil)**  
**Avenida Senador Feijó, 14 - sala 41**  
**Centro - 11015-500**  
**Santos / SP - Brazil**  
**Fone: +55 (13) 4010-3480**

### Courier containing:

- 2 originals + 2 copies non-negotiable of MB/L, with original ink or electronic signature;
- 4 copies non-negotiable of HB/L with original ink signature;
- Commercial invoices and packing lists (if available).

## SEA FREIGHT – INTRUCTIONS

### MBL INSTRUCTIONS

Shipper: You as the agent

Consignee:

AGL TRANSPORTES INTERNACIONAIS LTDA.

CNPJ.: 09.412.398/0001-48

AVENIDA QUEIROZ FILHO, 1700 –TORRE A – 9º ANDAR – SALA 906.

VILA HAMBURGUESA – CEP. 05319-000

SÃO PAULO – SP – BRASIL

A) Freight charges must be clearly mentioned.

B) Freight amount must be mentioned on MB/L. Mentions like "as agreed" or similar will not be accepted by Brazilian Authorities.

C) Issuing date for both MB/L and HB/L, preferably must be the same. Back dating BL's should only be accepted after our written confirmation on a case by case basis. (MB/L DATED | AFTER HB/L WILL NEVER BE ACCEPTED).

D) Container and Seal Number must appear on MB/L:

If there is more than 1 container, you must mention number of packages, gross weight and cubic meters for each container. MB/L must be dated, stamped and signed with ink or electronically in all originals and, at least, 2 non-negotiable copies.

## SEA FREIGHT – INTRUCTIONS

E) Typo mistakes, retyped corrections or stamp "correction approved" On Mb/l are not allowed by local authorities.

F) Type of move, e.g.: FCL/FCL, LCL/ LCL, or others to be clearly mentioned.

G) NCM number (harmonized code – minimum 4 digits) must also be mentioned on MB/L.

H) AGL CNPJ (similar to VAT number) must be mentioned on MB/L (CONSIGNEE BOX).

I) Gross Weight (kilograms) and Measures (cubic meters) of cargo must appear on MB/L in accordance with what is shown on HB/L(s).

J) As from July 1st, 2016, SOLAS regulations became effective, therefore the packed containers' VGM is mandatory for all the units to be loaded onboard sea vessel (more information on this via this link: <http://www.worldshipping.org/industry-issues/safety/cargo-weight>).

K) As From February 1, 2016, according to the legislation published by the Ministry of Agriculture, Livestock and Supply, it is mandatory to communicate shipments containing wood as packaging and mooring material. The shipper is responsible for informing the wood correctly. Thus, the Shipping Instructions for importing cargo to Brazil, must contain in HB / L and MB / L in the field 'description of the goods' the information about wood as one of the sentences below underlined, as the case may be:

- **Wooden Package: Not applicable (Not used)**
- **Wooden Package used: Processed**
- **Wooden Package used: Treated / Certified**



## SEA FREIGHT – INSTRUCTIONS

### HBL INSTRUCTIONS

As instructed by L/C's or shippers or consignees.

#### **Important notice:**

- We don't accept cargos consigned to other freight forwarders or NVOCCs.
- We don't accept personal effects / household goods.
- We don't accept used cars.
- We don't accept dangerous cargo (IMO) CLASS 1 – Explosives and CLASS 7 – Radioactive substances.
- FOR ALL OTHER IMO CLASSES OR UN's PLEASE SEEK PREVIOUS APPROVAL FROM AGL CARGO ON CASE BY CASE BASIS.
- Freight as per agreement is not allowed in Brazil.
- Express release, telex release or sea waybill are not allowed in Brazil.
- Ocean Freight in HBL must be higher than MBL.
- Reefer container goods must be previously approved by AGL cargo.

## SEA FREIGHT – INTRUCTIONS

A) Container and Seal Number must appear on HB/L.

If there is more than 1 container in the same HBL, you must to mention number of packages, gross weight and cubic meters for each container.

HB/L(s) must be dated, stamped and ink signed in all originals And, at least, in 3 'non-negotiable' copies.

B)It is mandatory to mention freight condition of HB/L(s) and MBL(s) under same condition, therefore both MBL and HBL must be mentioned "Collect" or "Prepaid", whichever be the case. (Always following the incoterm of the shipment).

C) Freight amount must be mentioned on HB/L. Mentioning "as agreed" or similar IS NOT ACCEPTED BY LOCAL CUSTOMS.

D) Issuing dates for both MBL and HBL, must be the same. Back dating B/L's should only be accepted if previously authorized by AGL on a case by case basis. (MB/L DATED AFTER HB/L WILL NEVER BE ACCEPTED).

E) TYPO MISTAKES, RETYPED CORRECTIONS OR STAMP "CORRECTION APPROVED" ON HB/L ARE NOT ALLOWED.

F) Type of move, e.g.: FCL/FCL, LCL/ LCL, or others to be clearly mentioned.

G) CNPJ of consignee (similar to VAT number) must also be mentioned on HB/L.

H) NCM number (harmonized code – minimum 4 digits) must also be mentioned on HB/L.

I) Gross Weight (kilograms) and Measures (cubic meters) of cargo must appear on HB/L(s) in accordance with what is shown on MB/L.

J) As from July 1st, 2016 the SOLAS regulation will became effective, therefore the packed containers' VGM is mandatory for all the units to be loaded onboard sea vessel (more information on this via this link: <http://www.worldshipping.org/industry-issues/safety/cargo-weight>).

## SEA FREIGHT – INTRUCTIONS

K) As From February 1, 2016, according to the legislation published by the Ministry of Agriculture, Livestock and Supply, it is mandatory to communicate shipments containing wood as packaging and mooring material. The shipper is responsible for informing the wood correctly. Thus, the Shipping Instructions for importing cargo to Brazil, must contain in HB / L and MB / L in the field 'description of the goods' the information about wood as one of the sentences below underlined, as the case may be:

- Wooden Package: Not applicable (Not used)
- Wooden Package used: Processed
- Wooden Package used: Treated / Certified

## AIR FREIGHT – INTRUCTIONS

### Main rules for submission:

AGL Cargo Brazil does not authorize the shipment any cargo without previous authorization and MAWB / HAWB approval.

Failure to comply with this instruction shall result in heavy fines from local authorities to be charged to origin agent.

### Requirements:

According the Agriculture Local Authorities (MAPA) regulation, all AWBs must show one of below underlined sentences:

- **Wooden Packing: Processed Wood (if the package is according IPPC terms).**
- **Wooden Packing: Treated and Certified (if the package was treated/fumigated and certified according IPPC terms).**
- **Wooden Packing: Not Applicable (if the package does not have wood).**

If cargo arrives with wrong information in the HAWB / wooden packing in bad condition OR without the stamp/certified of treatment Brazilian Customs force us to re-export the wooden packing back to origin - costs will be repassed to your side.

## AIR FREIGHT – INTRUCTIONS

- SHIPPER / CNEE DATA: Shipper and Consignee data in HAWB must match with our instructions and with commercial invoice / packing list – please advise any discrepancy you may find and we will double check and confirm if applicable.
- CARGO WEIGHT: Please re-weight the cargo and ensure the correct weight appears in HAWB before delivery to Airline, so as to avoid discrepancies at destination (which most probably will result in penalties and extra costs).
- In case of any additional changes in HAWB/MAWB after our approval has to be informed to AGL, and the document submitted again for another approval.
- NCM: is mandatory mention the first four NCM number on description or handling information.
- MAWB has to mention in the description of goods: "CONSOLIDATED CARGO". DATE of HAWB and MAWB has to match.
- FREIGHT "AS AGREED" or "AS ARRANGED" are NOT ALLOWED in Brazil - HAWB has to show selling total amount as per instructions.

### Marking, booking, labeling and pre-alert:

- **LABELS:** Each piece has to come with MAWB and HAWB numbers, it is mandatory and Brazilian Customs will apply fines at destination for any missing number on the label or divergency information, label number should be match with HAWB/MAWB number otherwise Customs will penalty **BRL 5000,00 + extra cost to relabel cargo + storage.**
- **BOOKINGS:** Any changes on the booking must be informed immediately.

## AIR FREIGHT – INTRUCTIONS

- **PRE-ALERT:** Must be sent to destination office at least 24/48h before the flight since we need to submit shipment on Customs System 24h before arrival, otherwise Customs will penalty BRL 5000,00.
- **DEPARTURE CONFIRMATION:** Must be sent to destination office after cargo leaves origin airport, specially in case of partial shipment.
- **Mandatory documents which must arrive with the cargo:** MAWB original + HAWB original 02 (signed in blue ink) + 02 HAWB copies.

**MAWB must be consigned to AGL Cargo Brazil as follows:**

AGL TRANSPORTES INTERNACIONAIS LTDA.

CNPJ.: 09.412.398/0001-48

AVENIDA QUEIROZ FILHO, 1700 –TORRE A – 9º ANDAR – SALA 906.

VILA HAMBURGUESA – CEP. 05319-000

SÃO PAULO – SP – BRASIL

**Fines for changing documents after shipment arrival Brazil can reach up to USD 1000,00 per correction!**

To avoid such type of fine and extra cost, please make sure that all documentation are approved by AGL Cargo Brazil before final issuance.

Additional information for customs clearance: In case of customs clearance, request and check all necessaries documents before shipment to avoid such type of fine, delays or extra costs. Also check if product needs any special require or permission to ship. Is important to know that used products is not allowed in Brazil.

