

# Operation Manual for Exports to Egypt

Version 07/2007

## **PICO Logistics**

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## 1. INTRODUCTION

In general, all communication and documentation for Import sea freight and Airfreight cargo must be coordinated and handled through our Import sea freight and Airfreight department in our head office in Cairo.

It is very important that all incoming shipping documents are adequately issued by origin and will be processed by PICO Logistics' (PL) Egypt Import Department within the given time frames.

## 2. IMPORT CUSTOMER SERVICE REQUIREMENTS

If shipments are ready for shipping at origin station, our office needs a pre-alert about this shipment. Please provide the following information:

- Complete consignee data
- P/O Number (if available)
- Complete supplier data
- Terms of delivery
- Port of loading (POL)
- Port of destination (POD)
- Carriers intended to be used
- Vessel details or FLT details

It is the origin station's obligation to revert with information latest 24 hours after receipt of shipping instruction from PL Egypt. The information must include the following:

- Confirmation of order receipt at shipper's side
- Estimated date of receiving the shipment
- Reference number of shipper
- Cargo details

Should a supplier not be willing to provide this information, PL Cairo has to be advised immediately to request the consignee's intervention.

As soon as the shipping date is obtained after your first approach, we need your updated/regular confirmation of the following:

- Shipping confirmation date
- Pick-up date and/or
- Booking details (**ETS, ETA**)
- Confirmation on board to be received by us latest one working day after vessel's departure.

### **3. SEA FREIGHT MANUAL FOR EXPORT SHIPMENTS TO EGYPT**

#### **3.1 General Information**

Our head office for Sea freight is our house at Cairo city.

All operations for import or export shipments will be handled and coordinated centrally through the head office in Cairo.

PICO Logistics  
8, Fathy Talaat Street  
Behind Sheraton Central  
11361 Heliopolis  
Cairo  
Egypt  
Tel. (+202) 226 845 31/33/34  
Fax (+202) 226 845 39

\* Business transacted is subject to the “Egyptian International Freight Forwarding Association” (EIFFA). Terms available at [www.eiffa.org](http://www.eiffa.org). Place of Jurisdiction is Cairo/Egypt.

#### **3.2 Required Documentation**

A complete and detailed shipment confirmation has to be sent latest one working day after vessel’s departure to the attention of our Freight Forwarding Manager via fax or email. (Addresses available at the end of this document.)

A copy of the Master B/L + HB/L and freight invoices have to be sent latest three working days after vessel’s departure via fax or email as a shipping advice. Please send documents as .pdf files.

Latest seven working days prior to vessel’s arrival in Egypt, we must be in the possession of:

- Legible copy of House B/L addressed to consignee in Egypt
- Prepaid OB/L or MB/L addressed to PICO Logistics, Egypt
- Manifest
- Commercial Invoice
- Detailed packing list
- Wood packing Phytosanitary or Fumigation Certificate as per FAO NIMF Nr. 15 norms, in case packing is not properly marked with the corresponding logo.
- Copy of Voucher or Freight Invoice, less profit sharing / credit note
- Certificate of Origin (if required)

\* Legalization of documents (if any) will be required clearly in our routing order.

### 3.3 Master B/L Addressing

Prepaid Sea Waybill has to be issued at Port of Loading, enabling us to release cargo on time fulfilling our consignment instructions. The MB/L has to be consigned to:

PICO Logistics  
8, Fathy Talaat Street  
Behind Sheraton Central  
11361 Heliopolis  
Cairo  
Egypt  
Phone (+202) 226 845 31/33/34  
Fax (+202) 226 845 39

#### Notes :

- 1) In case of consolidated shipment, MB/L has to show the following phrase  
**“Consolidated as per attached manifest.”**
- 2) The set of documents has to include a detailed manifest.
- 3) Failure to comply with above notes will result in customs fine, which will be billed back to origin agent office immediately against official receipt

### House B/L

The complete original set of House B/Ls to be issued at origin and to be handed over to shipper, or to be sent to PL as required clearly in our routing order.

### 3.4 Important Notes

For consignments to Egypt, all necessary documents for import handling must be issued in accordance with shipper's instructions. In case of doubts, please verify with us prior to effecting shipment. If there are any documents missing, which the shipper should have provided, all charges which arise due to this, will be for the account of the origin agent.

If any special goods are ready to be shipped, except general cargo, it has to be advised and approved by PL before shipping in any case.

This concerns specifically:

- Hazardous goods
- Heavy lift
- Veterinarian cargo
- Oversized cargo

Hazardous goods have to be packed, marked and labeled as per worldwide regulations of IMDG!

Hazardous cargo declaration has to be **send together with the documentation.**

### 3.5 Discrepancy between documentation and physical cargo which arrived

Any discrepancies regarding package description, marks, weight, ... etc, could cause a delay in customs clearance at destination.

**Any changes resulting from discrepancies will have to be debited to origin agent.**

## 4. AIRFREIGHT MANUAL FOR EXPORT SHIPMENTS TO EGYPT

### 4.1 General Information

Our head office for Airfreight is located near Cairo airport. All operations for Import or Export shipments will be handled and coordinated centrally through the head office in Cairo as follows:

PICO Logistics  
8, Fathy Talaat Street  
Behind Sheraton Central  
11361 Heliopolis  
Cairo  
Egypt  
Tel. (+202) 226 845 31/33/34  
Fax (+202) 226 845 39

\* Business transacted is subject to the "Egyptian International Freight Forwarding Association" (EIFFA). Terms available le at [www.eiffa.org](http://www.eiffa.org). Place of Jurisdiction is Cairo/Egypt.

### 4.2 Import & Import Consolidation

The Air shipment must be accompanied by the following documents:

- HAWB addressed to consignee in Egypt
- Prepaid MAWB addressed to PICO Logistics, Egypt
- Manifest, even for back-to-back shipment
- Commercial Invoice
- Detailed Packing List
- Wood packing Phytosanitary or Fumigation Certificate as per FAO NIMF Nr. 15 norms in case packing is not properly marked with the corresponding logo
- Copy of Voucher or Freight Invoice, less profit sharing / credit note
- Certificate of Origin (if required)

\* Legalization of documents (if any) will be requested clearly in our routing order.

#### 4.2.1 MAWB-Addressing

Prepaid MAWB must be addressed exclusively to our PL Airfreight Cairo office, even if the airport of destination is other than CAI, like ALY.

The MB/L to be consigned to:

PICO Logistics  
8, Fathy Talaat Street  
Behind Sheraton Central  
11361 Heliopolis  
Cairo  
Egypt  
Tel. (+202) 226 845 31/33/34  
Fax (+202) 226 845 39

#### Notes:

- 1) In case of consolidated or even back-to-back shipment, MAWB has to show the following phrase: **“Consolidated as per attached manifest.”**
- 2) The set of documents has to include a detailed manifest.
- 3) Failure to comply with above notes will result in customs fine, which will be billed back to origin agent office immediately against official receipt.

#### 4.2.2 Airport of Destination

Customs clearance is only done at the destination airport as stated on AWB, please check in advance with operations department for instruction if other than Cairo airport.

#### 4.2.3 Pre-Alert

A pre-alert includes FLT details to be sent by email or fax.

No amendments of AWB / HAWB possible after arrival at destination.

## **5. ACCOUNTING / INVOICING**

### **5.1 Invoicing**

All invoices / credit notes / debit notes must be addressed to the head office of PICO Logistics:

PICO Logistics  
8, Fathy Talaat Street  
Behind Sheraton Central  
11361 Heliopolis  
Cairo  
Egypt  
Tel. (+202) 226 845 31/33/34  
Fax (+202) 226 845 39

Original invoices must be sent together with shipping documents.

Profit share must be deducted from the invoices.

The billing currency is USD, EUR or GBP.

### **5.2 Payments**

Payments of due invoices will be made on a monthly basis as agreed. No netting of payables and receivables is allowed unless both parties have agreed in written form. Payments have to be effected in the currency as invoiced. A pre-advice with details of invoices being paid must be received prior to actual payment.

### **5.3 Statements**

Both parties will separate accounts for receivables and payables. Statements for both accounts will be exchanged and reconciled on monthly basis. Missing vouchers must be sent as copy by the issuing party to the accounting department of the receiving party.

### **5.4 Account reconciliation and settlement**

The account reconciliation and additional payments (if any) have to be arranged for in accordance with the agreed terms.

## 6. LIST OF CONTACTS

A) Sea Freight, Air Freight, Customs Clearance, and Removal Operations:

**Mrs. Ghada El-Sherif** (Freight Forwarding Manager)  
Office Tel. (+202) 226 845 31/33/34 Ext. 300  
Mobile +2 012 3422945  
Email: [gsherif@pico-logistics.com](mailto:gsherif@pico-logistics.com)

B) Sales Issues & Rates:

**Mr. Tarek Ragab** (Sales Manager)  
Office Tel. (+202) 226 845 31/33/34 Ext. 201  
Mobile +2 012 3259360  
Email: [tragab@pico-logistics.com](mailto:tragab@pico-logistics.com)

C) Accounting:

**Mr. Ashraf Anis** (Accounting Manager)  
Office Tel. (+202) 226 845 31/33/34 Ext. 500  
Mobile +2 010 1721705  
Email: [aanis@pico-logistics.com](mailto:aanis@pico-logistics.com)

D) Contracting Issues:

**Mrs. Heike Hagenguth** (Commercial G.M)  
Office Tel. (+202) 226 845 31/33/34 Ext. 200  
Mobile +2 010 0076021  
Email: [hhagenguth@pico-logistics.com](mailto:hhagenguth@pico-logistics.com)

E) Sales Leads: [sales-leads@pico-logistics.com](mailto:sales-leads@pico-logistics.com)

F) Complaints: [wecare@pico-logistics.com](mailto:wecare@pico-logistics.com)