



-Road (Corridor)

- Road/ Rail (corridor)

Oshikango / Katwitwi



-Border

Key

Overview

This document provides an overview of the freight forwarding and logistics services being offered by Twinsday logistics to all Importers, Exporters, Buyers and Agencies, for the coordinated movement and distribution of goods in SADC and globally.

The objective of the implementation of these services is to link the supply chain and facilitate the import, export and delivery of goods through various corridors in an efficient, well coordinated manner. This document will be updated as the situation on the ground evolves and as the available logistics options change.

Purpose of this SOP document

Outline the system that will be followed for all the freight through the corridors under our service, from point of origin up to destination. This document will also contain information regarding the handling and monitoring of cargo, costing and information management mechanisms. Its purpose is to provide structure and the standardization of operations to Twinsday Logistics.

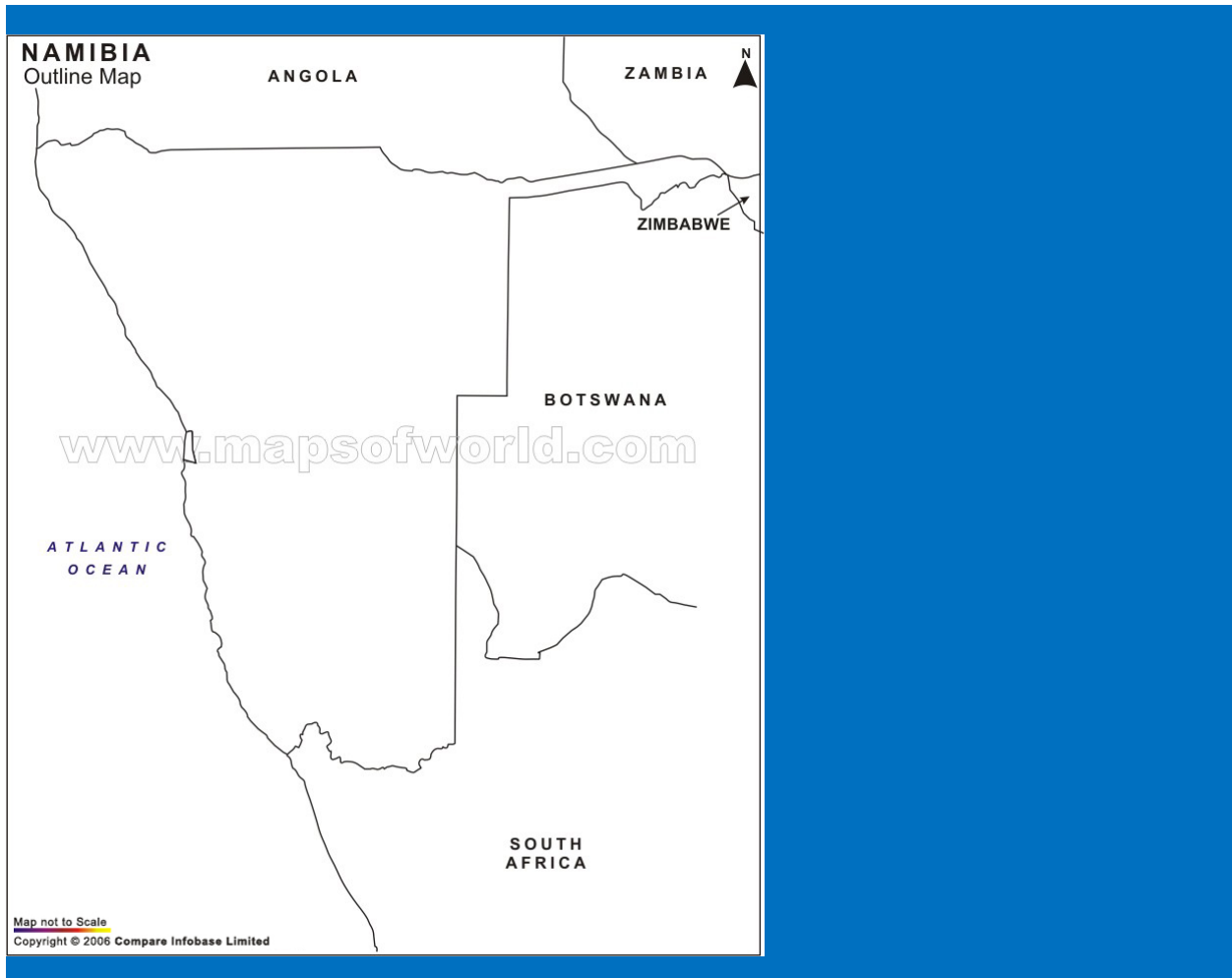
The 2009 SOP will outline the movement, handling and forwarding of shipments by road/rail through Namibia, into SADC corridors and mainly imports for Angola.

Contacts and Responsibilities (Twinsday Logistics)

| CONTACT | TEL/CELL | EMAIL | RESPONSIBILITY |
|------------------|-----------------------------------|--|--------------------------------------|
| Chalton Hwende | +264 81 3029007 +264 65 264790 | chalton@twinsdaylogistics.com logistics@twinsdaylogistics.com | Director/ Chairman |
| Sylvia Weico | +264 81 2707770 | sylvia@twinsdaylogistics.com | PA to the Director |
| Nigel Reynolds | +27 82 4677791 | nigel@twinsdaylogistics.com | Manager – Cape Town SA (OPS) |
| Munya Chibatwa | +264 81 4200534 +264 65 265103 | munya@twinsdaylogistics.com | Manager – Oshikango Namibia (ADMN) |
| Phillip Juakinyu | +264 81 3636206 +264 64 209091 | phillip@twinsdaylogistics.com | Manager – Walvis Bay Namibia (OPS) |
| Jayne Joachim | +264 81 2071133 +264 65 264790 | jayne@twinsdaylogistics.com | Account Exc. Angola Imports/ exports |
| Fortune M | +264 81 3546300 +264 65 264790 | fortune@twinsdaylogistics.com | Accountant |
| Adelina H | +264 65 264790 | adelina@twinsdaylogistics.com | Logistics Coordinator |
| Musonda Chulu | +264 65 264790 | musonda@twinsdaylogistics.com | Account Exc. |
| Gorgina H | +264 64 209091 | gorgina@twinsdaylogistics.com | Customs Agent |
| Innes M | +264 64 209091 | innes@twinsdaylogistics.com | Receptionist/ Administration |



Service Points (Twinsday Logistics Namibia):



Oshikango (Namibia):-

- Angola Import and export documents processing office, finance and logistics coordination point.
- Administration.
- Angolan customs enquiries, forwarding and Transtario assistance.
- Twinsday Logistics command office.
- Katwitwi border Administration



- Storage and handling

Walvis Bay (Namibia)

- Port Import and export clearance documentation.
- Storage, Handling, Container Unpacking & Container Packing.
- Inspection, Distribution, Monitoring and Cargo tracking.
- Operations & Marketing.

Windhoek

- Air freight import and export services
- Road and rail logistics coordination.
- Storage and distribution
- Marketing

EXPORTS to Angola

Export Documentation

- Export shipping instruction
- Commercial invoice (In English and Portuguese)
- Packing list
- F178/NEP
- Road Manifest
- Any certificate or other document relevant to the shipment(list available on request)
- Police clearance certificate if applicable
- Import documents if applicable

All documentation to indicate clear details on:

- Chassis number of vehicle (if applicable)
- Engine number of vehicle
- Year of manufacture
- Full & detailed list of appliances/parts in units (if applicable)

Additional requirement

- Driver name, contact number and vehicle registration required with export shipping instruction
- Release of SAD500 – Non Containerized cargo of SA origin
- On receipt of full and completed set of export documentation (for cargo of SA origin), SAD500 will be finalized and delivered within 24 hours

Release of SAD500 – Containerized cargo of SA origin

- For multiple line item entries, exceeding 5 lines, a surcharge on clearing and documentation will be implemented by Twinsday Logistics Oshikango branch.
- Pre-Alert for trucks pending arrival at Oshikango is highly advised and expedites clearing process.



- Client to ensure that commercial invoice & documentation is correct before submitted for border clearance.
- Twinsday Logistics will charge clients for any customs VOC influenced by the client.

Release of SAD 500 – Export of Import Cargo

- Import documentation (in addition to export documentation) required as follows: Import Bill of Entry, Commercial Invoice & Packing list
- SAD500 must be released prior to finalizing customs inspection

Pre – Alert to Border Agents

- The client has to forward full set of export documentation to the controlling agent (Twinsday Logistics) as pre-alert for border clearance
- Pre – Alert documentation to include:
 1. Export SAD500
 2. Commercial Invoice
 3. Packing list
 4. Copy F178
 5. Road Manifest
- Pre – alert to include drivers contact number, Truck details, when goods are due to leave and estimate time of arrival at border post
- Twinsday Logistics agent to contact border agents with pre- alert information and status update to Clients
- Twinsday Logistics agent to confirm duties payable at upon receipt of pre- alert documents from client

Walvis Bay Imports/ Exports

Documentation and pre- clearance (containerized & FOB)

Import commercial documents to be scanned and emailed by clients for pre-clearance procedure. An estimate quote for the charges associated with the handling and release of cargo is raised for the client at the receipt of emailed shipping documents.

Client may send an email to the designated shipping liner giving power of attorney to Twinsday Logistics to release their cargo.

- Export shipping instruction
- Commercial invoice



- Packing list
- Bill of Lading (3 parts of originals if possible)
- Road Manifest
- Any certificate or other document relevant to the shipment
- Police clearance certificate if applicable
- Import documents if applicable
- POA signed and/or stamped by client.

SERVICES CHARGE SHEET

Customs Clearing

| Service Description | Costs NAD | Rate |
|-----------------------------------|------------------|----------------------------|
| Clearing South Africa Border post | 200.00 | Single line - \$5 per line |
| Clearing Namibia Border Entry | 250.00 | Single line - \$5 per line |
| Clearing Oshikango Exit to AO | 450.00 | Single line - \$5 per line |
| Clearing Katwitwi Exit to AO | 500.00 | Single line - \$5 per line |
| Bond Acquitals and Communication | 100.00 | If applicable |

Removal in Bond

| Service Description | Costs NAD | Rate |
|-----------------------------|------------------|------------------------|
| Road Bond Minimun \$2500.00 | | 4% of Guaranteed Value |

Pre Shipment Inspections CRF

| Service Description | Costs NAD | Rate |
|--------------------------------|------------------|------------------------|
| Application fees | 800.00 | Per Truck |
| Special Urgent Application fee | 1500.00 | Per Truck |
| Inspection fees Min US\$348 | | 0.75% of Invoice Value |

NB: Enquire about our Urgent Crf Application procedure. Most shipments into Angola are delayed because of CRF.

Santa Clara Clearing Charges

| Service Description | Costs NAD | Rate |
|----------------------------|------------------|-------------|
| Transitario | 3500.00 | Per Truck |



Transport Charges are quoted separately