



NORSK AMERICAN DESK - OPERATIONS BOOK

Welcome to the Operations Book for our new "Next Day USA" Service, which acts as an accompaniment to our USA Tariff brochure.

Within this book, you will find general information and terms relating to your shipments to North America and Canada, including Invoice information, prohibited and restricted commodities along with other useful tips.

1/7 USA AND CANADA GENERAL TERMS



★ Cut-Off's

- Waterloo Drop Box cut-off at 15.30 Monday - Thursday.
- Norsk cut-off at 17.00 Monday - Thursday.
- Waterloo Drop Box cut-off at 19.00 Friday only.
- Norsk cut-off at 21.00 Friday only.
- Weekends – 11.30 am New York City (documents only).

★ Track & Trace

For all tracking and tracing of your shipments please go on line and use our website:

www.norsk-european.com

All you require is to enter your user name and password and off you go.

★ Fuel Surcharge - Currently 10% *Variable against airline fuel index*

★ Volume - 6000:1

★ Invoices

- All invoices are treated as Commercial Invoices.
- Must include Importer name and address if different from consignee.
- If the accompanying paperwork is not correct your shipment will be held.
- Norsk require 4 copies of the commercial invoice.
- VAT number for all dutiable shipments is mandatory on the paperwork.

★ USA Holidays 2008

- Jan 1, 21, • Feb 18 • May 26 • Jul 4 • Sep 1 • Oct 13
- Nov 11, 27 • Dec 25

★ Canada Holidays 2008

- Jan 1 • Mar 21 • May 19 • Jul 1 • Sep 1 • Oct 13
- Dec 25, 26

★ Non- Deliveries / Returns Policy

Norsk policy is to attempt delivery a maximum of three occasions. Only then will a shipment will be returned to the UK. Please note the tariff for the returns is different from your export tariff. You will be advised of the cost of any returns.

★ Presentation of Shipments

To ensure timely uplift and connectivity please ensure all USA and Canada shipments are presented to Norsk separately to your European destinations.

★ Telephone Numbers

Please ensure all USA/Canada shipments include a contact telephone number for the consignee.

FOR ALL ENQUIRIES AND ASSISTANCE PLEASE CALL THE
AMERICAN DESK ON: 01753 800501 OR FAX: 01753 800888



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2/7 USA SPECIFIC TERMS



🌟 Quick guide to invoice/commodity requirements

COMMODITY USA	DOCS (D) OR NON DOCS (P)
BROCHURES/PAMPHLETS (ADVERTISING)	P
AIRLINE TICKETS – BLANK	P
AIRLINE TICKETS – ISSUED	D
ANNUAL REPORTS	D
ARTWORK (INC. DRAWINGS/PROOFS)	P
BLANK FORMS	P
BLUEPRINTS	D
BOOKLETS/BROCHURES (NON ADVERTISING)	P
BOOKS – HARD BACK AND PAPER BACK	P
BUNKER OIL SAMPLE (ANALYSIS)	P
BUSINESS CARDS	D
CALENDERS	P
CATALOGUES	P
CHARTS/GRAPHS	D
CHEQUES/CASHIER	P
CD/DVD	P
COMPUTER PRINTOUTS	D
COMPUTER SOFTWARE	P
DEEDS	D
DIPLOMATIC MAIL	D
DISKETTES	P
FILMS – 8MM, 16MM & 35CMM	P
FILMS – PROMOTIONAL TRAINING	P

COMMODITY USA	DOCS (D) OR NON DOCS (P)
INVOICES BLANK	P
INVOICES NOT BLANK	D
LABELS	P
MAGAZINES, PERIODICALS, JOURNALS	P
MANUALS TECHNICAL	D
MANUSCRIPTS	D
MAPS	P
MUSIC, PRINTED OR MANUSCRIPT	D
NEGATIVES/XRAYS/FILMS	P
NEWSPAPERS	P
PARTS, MACHINE & ELECTRONIC	P
PHOTOGRAPHS	P
PHOTOS AS PART OF A BUSINESS REPORT	D
PLANS/DRAWINGS	D
PRICE LISTS	D
PRICE TICKETS FOR GARMENTS	P
PUBLICATIONS FOR PUBLIC RESALE	P
SLIDES	D
TAPES – AUDIO CASSETTES	P
TAPES – VIDEO CASSETTES	P
TRANSPARENCIES	D
VISA APPLICATIONS	D

- 🌟 The more comprehensive and accurate the information provided on your invoice is, the better the clearance and transit times.
- 🌟 For guidelines see the invoice section page 7.

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3/7 USA SPECIFIC TERMS



★ Standard NORSK Prohibited Commodities

The following commodities are NOT acceptable for transport by NORSK UNDER ANY CIRCUMSTANCES.

This is a result of a policy decision, following the full consideration of Operational, Legal and Risk Management implications.

- Animals
- Antiques (breakable and/or fragile)
- Asbestos
- Bullion
- Currency
- Chemicals
- Firearms, parts thereof and ammunition
- Furs
- Hazardous or combustible materials (as defined in IATA Regulations)
- Human remains, including ashes
- Jewellery, precious metals & stones
- Narcotics (illegal)
- Passports

Property, the carriage of which is prohibited by any law, regulation or statute of any federal, state or local government of any country to or through which the shipment may be carried.

★ Dutiable Values USA (\$ US Dollar)

- | | |
|-------------------------|--|
| • \$0 - \$200 | Low value: No duty implications |
| • \$200.01 - \$2000 | Moderate value: Cleared from manifest data |
| • \$2000.01 – Unlimited | High value: Formal entry may be subject to delay |

★ Restricted commodities where you should contact our customer service department to clarify shipping requirements

- ALCOHOLIC BEVERAGES
Consignee must be licensed alcohol beverage importer, NO personal shipments of Alcohol are accepted, NO alcohol deliveries to New Jersey, Door to Door for Wine only, Door to Airport for Beer and Spirits.
- ANIMAL PRODUCTS
Fish and Wildlife agency requires permits for all non-domestic animals into the USA, Consignee Tax ID number and Power of Attorney is required. The commercial invoice must include the detailed description of the commodity's common name, genus name and country of origin.
- ANIMAL SKINS
Fish and Wildlife agency requires permits for all non-domestic animals into the USA, Consignee Tax ID number and Power of Attorney is required. The commercial invoice must include the detailed description of the commodity's common name, genus name and country of origin.

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4/7 USA SPECIFIC TERMS



✦ Restricted commodities where you should contact our customer service department to clarify shipping requirements *continued*

- CHEQUES, BLANK (NOT ISSUED)
If in bearer form, unacceptable
- CREDIT CARD BLANKS (NOT ISSUED)
If in bearer form, unacceptable
- CREDIT CARDS (NOT ISSUED)
If in bearer form, unacceptable
- DRUGS: NON-PRESCRIPTION
US importation is Prohibited, FDA unapproved drugs (90 days supply only) may be imported for an individuals personal use with a serious illness, req'd info/docs – Drug name.

✦ Restricted Items into USA

In addition to value limits certain commodities and industries are restricted, requiring particular paperwork, and become formal customs entries regardless of value:

- Textiles
- Fabrics
- Sample Clothing
- Carpets
- Flat Goods (bags, purses etc)
- Headgear
- Gloves
- Chemicals
- Food/Alcohol
- Life Sciences
- Biological Products
- Cosmetics and Skincare
- Pharmaceuticals
- Medical Devices

Each of these classes of goods will require separate certificates in addition to invoices.

Please call our American Desk for assistance when sending restricted items.

- ✦ Restricted items may incur a delay in transit (24 hours)

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5/7 CANADA SPECIFIC TERMS



🌟 Quick guide to invoice/commodity requirements

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ARTWORK (INC. DRAWINGS/PROOFS)	P
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BLUEPRINTS	P
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PARTS, MACHINE & ELECTRONIC	P
Passports	P
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PRICE LISTS	P
PRICE TICKETS FOR GARMENTS	P
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SLIDES	P
TAPES – AUDIO CASSETTES	P
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TRANSPARENCIES	P
VISA APPLICATIONS	P

- 🌟 The more comprehensive and accurate the information provided on your invoice is, the better the clearance and transit times.
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6/7 CANADA SPECIFIC TERMS



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- Animals
- Antiques (breakable and/or fragile)
- Asbestos
- Bullion
- Currency
- Firearms, parts thereof and ammunition
- Furs
- Hazardous or combustible materials (as defined in IATA Regulations)
- Human remains, including ashes
- Jewellery, precious metals & stones
- Narcotics (illegal)

Property, the carriage of which is prohibited by any law, regulation or statute of any federal, state or local government of any country to or through which the shipment may be carried.

★ Dutiable Values Canadian (\$ US Dollar)

- | | |
|-------------------------|--|
| • \$0 - \$17.50 | Low value: No duty implications |
| • \$17.51 - \$1400 | Moderate value: Cleared from manifest data |
| • \$1400.01 – Unlimited | High value: Formal entry may be subject to delay |

★ Restricted commodities where you should contact our customer service department to clarify shipping requirements

- ALCOHOLIC BEVERAGES
Can not be cleared by DHL, The consignee must have their own broker ready prior to departure of the goods, The consignees broker details must also be placed on the invoice.
- MEDICAL SAMPLES
The text "NON CONTAMINATED" is required on the AWB and supporting documents. Must also adhere to all IATA regulations for transport, Health Canada may inspect.
- PASSPORTS
Passports will be inspected by "Canada border services agency" (Customs) upon arrival, a delay in clearance and delivery will occur, Must be declared as a passport.
- PERSONAL EFFECTS
Must be cleared by the actual consignee, can not be cleared by DHL or by an outside broker agent unless the consignee is willing to pay all duties and taxes based on a value stipulated by customs after inspection.
- TOBACCO
Cannot be cleared by DHL, Strictly regulated by Government agency.
- VISA APPLICATIONS
Will be inspected by "Canada border services agency" (Customs) upon arrival, a delay in clearance and delivery will occur. Must be declared as a visa application.

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7/7 INVOICE TEMPLATE



★ Sample Commercial Invoice - Must be on shippers headed note paper

INVOICE	AWB
SHIPPER DETAILS:	RECEIVER DETAILS:
Company name:	Company name:
Address:	Address:
City:	City: State/Province:
Country:	Country:
Contact person:	Contact person:
Tel: Fax:	Tel: Fax:
E-mail:	E-mail:
VAT Number (Mandatory):	IRS:
IMPORT OF RECORD: (if different from the receiver)	
Company name:	
Address:	
City: State/Province:	
Country:	
Contact person:	
Tel: Fax:	
E-mail: IRS:	

No.	Description of Goods	Country of origin	Quantity	Unit value in US\$	Total value

Reason for export: _____ Total weight: _____

Terms of delivery: DDP DDU Type of export: Permanent Temporary

Authorization:
I/we hereby certify that the information on this invoice is true and correct and that the contents of this shipment are as stated above.

Date: _____ Signature: _____

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