

SOP airfreight – Almaty, Kazakhstan

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1.0 PURPOSE AND SCOPE

- 1.1. This document describes the procedures on how GW Kazakhstan service center has to handle Air inbound and outbound shipments consigned to/from Kazakhstan. This is to ensure smooth on forwarding to the customer without delay
Non-compliance of these instructions will inevitably cause delays in handling, transit time and extra charges (huge amount of storage, special handling etc.) and as a result lost business with customer.

2.0 RESPONSIBILITY

- 2.1. All Gateways, origin, destination service centers, desk operations, warehouse staff and their supervisors/managers are responsible for ensuring that this procedure is carried out.

3.0 IMPORT TO KAZAKHSTAN

- 3.1 Kindly send pre-alert to GW Kazakhstan team before shipment collection and booking. Pre-alert has to contain full contact details of the consignee and cargo characteristics;
- 3.2 The word "HAWB" has to be printed on the house airway bill near the number on top;
- 3.3 Hard (printed) copy of commercial invoice must be attached to the AWBs pouch;
- 3.4 All shipments must be visibly labeled with HAWB Number and Carrier MAWB;
- 3.5 DDP and DDU services are unavailable;
- 3.6 Most of Kazakhstan customers do import customs clearance themselves;
- 3.7 If MAWB was sent to Kazakhstan as direct to consignee, bypassing GW Kazakhstan agent, it must contain full consignee contact details including phone number, TAX ID and e-mail;
- 3.8 Do not send shipments to Kazakhstan via Russia or Belarus. Because KZ, RU & BY have one Customs Union. All shipments arrive via their hubs must be cleared (or raising transit docs) at their transit point.
- 3.9 For all Door Delivery shipments, the delivery charge must be confirmed with GW Kazakhstan representative before quoting to the customer. Transportation rates can vary based on locations far from ALA airport or any other KZ airport.

4.0 EXPORT FROM KAZAKHSTAN

- 4.1 Kazakhstan operates mainly narrow body aircrafts (except ALA, SCO, KGF and GUW) and sometimes collection address locates far away from international airport, therefore, pick-up charge must be confirmed with GW Kazakhstan. Pre-alert in advance is obligatory act. It must contain full contact details of the consignee, cargo characteristics and certain pick-up address;
- 4.2 Most of Kazakhstan customers do export customs clearance themselves;
- 4.3 Shipper has to provide packed cargo according airfreight compliance by IATA regulations.
- 4.4 Minimum margin for standard shipments:

	min	-45	45	100	500	1000
margin / all in %	150	100	70	40	30	15

5.0 LOCAL CHARGES.

5.1 Destination charges

Pick-up: **as per request**

Handling: **75 USD per order**

Import storage fee at ALA: USD **0,07/kg/day** – no free days;

Import terminal handling: USD **0,08/kg**;

Duties, taxes, terminal handling and storage fees have to be paid by consignee.

5.2 Origin charges

Delivery: **as per request**

Handling: **75 USD per order**

Export storage fee at ALA: USD **0,07/kg /kg/day** – no free days;

Export terminal handling: USD **0,08/kg**;

Terminal handling and storage fees have to be paid by shipper.

6.0 TAX residence certificate

For payment releasing GW KZ has some options:

- 1.1 To avoid double taxation between outbound country and Kazakhstan, Kazakhstan government needs an apostilled original (hard) tax certificate (of tax residence) of actual year, it has to be free of charge. Document can be send to GW KZ office via ordinary free of charge post.
- 1.2 GW KZ branch can transfer money through GW Austria office, but for this service will be deducted 50 euro per shipment
- 1.3 GW KZ branch can release payment with tax deduction 5-10% from total amount of transportation invoice.

2 CONTACT

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