



**Norman G. Jensen, Inc. (NGJ)**

# **Agency Relations with Overseas Partners**

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# Agency Relations with Overseas Partners

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## **Purpose Statement**

The purpose of this document, “Agency Relations with Overseas Partners”, is to encourage, stimulate, and maintain excellence in the Partnerships between Norman G Jensen, Inc. and its Agents throughout the World; through the establishment of an organizational structure that promotes this purpose; and creating results that produces mutual benefits for both NGJ and its Partners.

## **Code of Ethics**

NGJ believes in doing business with Overseas Partners who embrace and demonstrate high standards of ethical behavior.

NGJ will not knowingly use Overseas Partners who operate in violation of applicable laws or regulations.

We expect our Overseas Partners to promote principles of ethical behavior in their workplace.

NGJ competes for business aggressively and honestly. We market our services on the basis of quality, distinctiveness, and fair pricing. We do not misrepresent service attributes or make false claims about our competitors.

We do not accept or offer kickbacks and/or bribes.

We make all business decisions on the basis of the best value received by NGJ. We do not allow personal or family relationships to influence or appear to influence objective business decisions.

We do not accept or provide any gift, favor or entertainment if it will obligate or appear to obligate the recipient or otherwise influence any business decision. We will never accept a gift or service if it will compromise or could appear to compromise us. (This does not include occasional business meals that can be reciprocated or gifts of nominal value).

We do not request or solicit personal gifts, favors, entertainment or services. We never accept gifts of cash or cash equivalents.

Any gift or favor received, or any gift or favor intended to be given, that is more than nominal in value must be approved by the Manager of Coastal & Inland Ports, or by an Owner of NGJ.

NGJ is regulated by various US Government Agencies and International Entities, including, but not limited to [Customs & Border Protection](#) (US Customs), [Federal Maritime Commission](#) (FMC), [International Air Transport Association](#) (IATA), and [US Departments of Transportation](#) (DOT), [Department of Commerce](#) (DOC), [U.S. Department of State](#) (DOS), etc.

NGJ shall always place Regulatory Compliance over any internal or external (customer-driven, partner-driven, vendor-driven) need.

## **Conflict Resolution**

All conflicts between Overseas Partners and NGJ are to be initially dealt with directly between the individuals currently involved in the conflict.

Conflicts, unresolved by the individuals currently involved in the conflict, are to be escalated to the applicable manager within the individual organizations.

If the conflict is Operational in nature, the escalation should be directed to the applicable Operations Manager. NGJ Operations Managers are to advise Sales of conflicts that relate to the account that they maintain. This is for awareness purposes only, and not to get the Sales Representative involved in the conflict.

If the conflict is Sales related, the escalation should be directed to the applicable Sales Manager. As NGJ does not currently have a Sales Manager, all unresolved Sales related conflicts are to be escalated to the [Manager of Coastal & Inland Ports](#).

If the conflict remains unresolved at the management level, the problem is to be further escalated to the Overseas Agent's "Person in Charge of Agency Relations", and the [NGJ Manager of Coastal & Inland Ports](#).

The NGJ Manager of Coastal & Inland Ports is the primary contact for any escalated conflicts involving Overseas Partners.

## Overseas Partners Goals & Expectations

(EXPORTS TO THE UNITED STATES AND CANADA)

In an effort to ensure the highest level of Service Quality for both our Customers and ourselves, NGJ requires that our Overseas Partners meet or exceed the following basic Goals & Expectations:

- **The Overseas Partner will provide competitive, prompt and accurate costs to NGJ.**

Costs should be provided promptly (within 24 business hours) after receipt of the requests from the NGJ staff that includes complete shipment details.

Import (exports to the United States and Canada) Air Freight Rate Quotations are to be made in accordance with NGJ Policies. A copy of the Policy is available, upon request, by contacting the Customer Service Department.

NGJ has a policy against the use of rates and/or services received from one Partner that is used to:

Leverage another partner into providing better rates/services, and/or

Provide another partner with competitive or confidential information.

This policy has a **zero tolerance** level.

- **The Overseas Partner will obtain space/allocations on vessels and aircrafts.**
- **The Overseas Partner will maintain and build relationships with the Origin Vendors of our Customers.** This is required to avoid and resolve problems promptly. Any relationship problems with an Origin Vendor must be communicated to NGJ. NGJ will discuss, as needed, any vendor related issues with the Customer. Additionally, a good relationship with the origin vendor is expected to produce additional [Sales Leads](#) for our mutual benefit.

- **The Overseas Partner will provide a high level of Customer Service to NGJ.** This would include, but is not limited to: the following of Operations Procedures provided by NGJ, carrier bookings, and the timely and accurate issuance of pre-alerts and transportation documentation.
  
- **The Overseas Partner will provide NGJ with periodic Sales Activity Management Reports.** These reports should include details regarding both [Free Hand](#) and NGJ Routed Business, as well as jointly sold business and business obtained via a [Sales Lead](#) from the Overseas Partner.
  
- **Accounting Settlements.** Accounting Settlements are to be processed in accordance with the current Agency Agreement.
  
- **Agency Agreements.** Informal / Non-Exclusive Agency Agreements are to be in effect and current prior to providing mutual services for each party. [Terms & Conditions of Service](#), [Supply Chain Security Measures](#), and any other local requirements or regulations are to be provided for within the Agency Agreement.

## Overseas Partners Goals & Expectations

(EXPORTS FROM THE UNITED STATES AND CANADA)

- **The Overseas Partner will maintain and build relationships with the Destination Buyer of our Customers.** This would include, but is not limited to, providing arrival notices, document turnovers, and the timely and accurate issuance of proofs of delivery as requested. This is required to avoid and resolve problems promptly. Any relationship problems with a Destination Buyer must be communicated to NGJ. NGJ will discuss, as needed, any buyer related issues with the Customer. Additionally, a good relationship with the destination buyer is expected to produce additional [Sales Leads](#) for our mutual benefit.
- **The Overseas Partner will provide a high level of Customer Service to NGJ.** This would include, the following of Operations Procedures provided by NGJ.
- **The Overseas Partner will provide competitive, prompt and accurate destination and delivery costs to NGJ.** Applicable to DDU and DDP Transactions only.
- **Business Controlled by the Overseas Partner.** In an effort to provide the highest quality of service to our Overseas Partners, and ultimately to their Customers, NGJ requires that the Overseas Partner obtains a [Routing Order](#) from their Import Client. The Routing Order should be presented directly to the US Exporter with a copy to NGJ -or- sent to NGJ for further presentation to the US Exporter.
- **Accounting Settlements.** Accounting Settlements are to be processed in accordance with the current Agency Agreement.
- **Agency Agreements.** Informal / Non-Exclusive Agency Agreements are to be in effect and current prior to providing mutual services for each party. [Terms & Conditions of Service](#), [Supply Chain Security Measures](#), and any other local requirements or regulations are to be provided for within the Agency Agreement.

## NGJ's Commitment to our Overseas Partners

(EXPORTS TO THE UNITED STATES AND CANADA)

Similar to our requirement for the highest level of Service from our Overseas Partners, NGJ is committed to providing our Overseas Partners with the same.

NGJ is committed to meeting or exceeding the following basic Goals & Expectations:

- **Monitoring and Measuring the Performance of our Overseas Partners:** NGJ, through our Quality Management Program (Jensen Quality Management / JQM) will continually monitor our Partners' performance. Quality Management Alerts will be provided to the Overseas Partners when an instance of a service failure is detected. NGJ will measure our Partners' performance and provide periodic status reports. NGJ will make every effort to work with our Overseas Partners to correct any deficiencies. The Quality Management Alerts are NOT to place blame, but only to improve the Quality of Service.
  
- **Response to Communication:** Action must be taken on all communications within 24 business hours from receipt of the communication. Action includes, but is not limited to:

A complete and thorough response to the communication

An acknowledgement (with a time frame for response) of the communication

Forwarding (with a copy to the originator) of the communication to another party

Should any of the above-mentioned actions not be accomplished within 24 business hours from receipt of your communication, the following Escalation Procedure should begin:

Second Requests: A second request should be sent, with a copy to the appropriate port manager and to the department manager/supervisor, if known. If the original request was sent to a port manager, the copy should be sent to Wayne Bachman, Manager of Coastal & Inland Ports: [wbachman@ngjensen.com](mailto:wbachman@ngjensen.com) .

Third Requests: A third request should be sent, with a copy to the appropriate port manager and a copy to Wayne Bachman, Manager of Coastal & Inland Ports: [wbachman@ngjensen.com](mailto:wbachman@ngjensen.com) .

- **Access to Transaction Data:** NGJ will make, upon request, certain non-confidential transportation related data available to the Overseas Partners. This data may include current shipment status, copies of documents, proofs of delivery, etc. This data may be made available through our web based products: [EZ Track](#) and/or our Document Imaging Management System (DIMS).
- **Confidentiality:** NGJ would like to remind our Overseas Partners of the provisions of [19CFR111.24 Records Confidential](#) which states that a client's records are to be considered confidential, and the broker must not disclose their contents, or any information connected with the records, to any persons other than those clients, their surety on a particular entry, the Field Director, Office of International Trade, Regulatory Audit, the special agent in charge, the port director, or other duly accredited officers or agents of the United States, except on subpoena by a court of competent jurisdiction.
- **Sales Leads:** NGJ will supply [Sales Leads](#) to the Overseas Partners, in a fair and equitable manner, for Origin Controlled business.
- **NGJ will provide competitive costs to the Overseas Partner.** The Overseas Partner is requested to submit all Import (to the United States and Canada) Rate Requests to [csd@ngjensen.com](mailto:csd@ngjensen.com) and not to any one individual or to any one NGJ Office. DDU/DDP quotations are quoted in accordance with [the NGJ Free House Delivery / Free Domicile Policy](#).
- **Accounting Settlements.** Accounting Settlements are to be processed in accordance with the current [Agency Agreement](#).
- **Agency Agreements.** Informal / Non-Exclusive Agency Agreements are to be in effect and current prior to providing mutual services for each party. [Terms & Conditions of Service](#), [Supply Chain Security Measures](#), and any other local requirements or regulations are to be provided for within the Agency Agreement.

## NGJ's Commitment to our Overseas Partners

(EXPORTS FROM THE UNITED STATES AND CANADA)

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NGJ is committed to meeting or exceeding the following basic Goals & Expectations:

- **Monitoring and Measuring the Performance of our Overseas Partners:** NGJ, through our Quality Management Program (Jensen Quality Management / JQM) will continually monitor our Partners' performance. Quality Management Alerts will be provided to the Overseas Partners when an instance of a service failure is detected. NGJ will measure our Partners' performance and provide periodic status reports. NGJ will make every effort to work with our Overseas Partners to correct any deficiencies. The Quality Management Alerts are NOT to place blame, but only to improve the Quality of Service.
  
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- **Access to Transaction Data:** NGJ will make, upon request, certain non-confidential transportation related data available to the Overseas Partners. This data may include current shipment status, copies of documents, proofs of delivery, etc. This data may be made available through our web based products: [EZ Track](#) and/or our Document Imaging Management System (DIMS).
- **Confidentiality:** NGJ would like to remind our Overseas Partners of the provisions of [19CFR111.24 Records Confidential](#) which states that a client's records are to be considered confidential, and the broker must not disclose their contents, or any information connected with the records, to any persons other than those clients, their surety on a particular entry, the Field Director, Office of International Trade, Regulatory Audit, the special agent in charge, the port director, or other duly accredited officers or agents of the United States, except on subpoena by a court of competent jurisdiction.
- **Sales Leads:** NGJ will supply [Sales Leads](#) to the Overseas Partners, in a fair and equitable manner, for Destination Controlled business.
- **NGJ will provide competitive costs to the Overseas Partner.** The Overseas Partner is requested to submit all Export (from the United States and Canada) Rate Requests to [csd@ngjensen.com](mailto:csd@ngjensen.com) and not to any one individual or to any one NGJ Office.
- **NGJ will obtain space/allocations on vessels and aircrafts.**
- **NGJ will maintain and build relationships with the Origin Vendors of the Customers of the Overseas Partner.**
- **NGJ will provide a high level of Customer Service to the Overseas Partner.**
- **NGJ will provide the Overseas Partner with Sales Activity Management Reports upon request.**
- **Accounting Settlements.** Accounting Settlements are to be processed in accordance with the current [Agency Agreement](#).
- **[Agency Agreements](#).** Informal / Non-Exclusive Agency Agreements are to be in effect and current prior to providing mutual services for each party. [Terms & Conditions of Service](#), [Supply Chain Security Measures](#), and any other local requirements or regulations are to be provided for within the Agency Agreement.

## Route Development Management Program

In an effort to build and strengthen the Partnership Relationship with NGJ, the NGJ Route Development Management Program will be created and implemented.

The desired results of the Route Development Management Program are to:

- Maintain fair and equal Agency Relationships with all approved Partners.
- Build and maintain the Business Relationship between the two Partners. NGJ appreciates and respects Individual Relationships, but also understands that the Business Relationship will always remain paramount.
- Produce [Sales Leads](#) and [Routing Orders](#) for potential medium to large accounts (those with annual revenues in excess of US\$10,000) for our mutual benefit.
- Conduct joint sales calls for potential medium to large accounts for our mutual benefit.
- Exchange information (cost matrixes, service contracts, company contact lists, management reports, local marketing updates, value added services, etc) to be shared with the most individuals of each organization, on a need to know basis. The Overseas partner is requested to send this information to [partners@ngjensen.com](mailto:partners@ngjensen.com).
- Review the periodic performance evaluations in an effort to continually improve the mutual Quality of Service.

## **Sales Lead Management Program**

In an effort to build the Partnership Relationship with NGJ, through the exchange of Sales Leads, for our mutual benefit, all Sales Leads will be handled in a fair and professional manner.

The Overseas Partner is requested to submit all Sales Leads using the [NGJ Sales Lead Form](#), located on the [Overseas Partner \(Current & Prospective\) References](#) Web Page. Sales Leads forwarded in a manner other than the [NGJ Sales Lead Form](#), should be sent to NGJ at [salesleads@ngjensen.com](mailto:salesleads@ngjensen.com), and not to any one individual or to any one NGJ office.

**All Sales Leads submitted to NGJ, should be pre-qualified, and include all necessary contact information included in the NGJ Sales Lead Form, thus ensuring prompt and effective administration of the information.**

All Sales Leads received will be recorded in NGJ's Sales Lead Database for monitoring, measuring, and follow up purposes.

NGJ will distribute the Sales Leads to the appropriate Coastal & Inland Sales & Marketing Representative, within 24 to 48 hours of receipt. Distribution consideration will be made for any sales leads obtained from vendors of existing customers.

The Sales & Marketing Representative will attempt to make contact with the prospective customer, and advise the results of the contact, within 24 business hours of the date the lead was received. This advice may include, and or exceed, the prospective customer's comments, status of the attempted contact, or a request for additional contact information.

If the Sales & Marketing Representative is unable to reach the appropriate person in charge, they will continue to follow up on the sales lead until the appropriate contact is made.

If NGJ is unsuccessful in securing this business on the initial attempt, the Sales & Marketing Representative will follow up, no less than every six months, until the business is secured, or the prospective customer gives specific instructions to discontinue this follow up process.

All communications between NGJ and the Overseas Partner, as it specifically relates to a sales lead, will include as copy of the communications to [salesleads@ngjensen.com](mailto:salesleads@ngjensen.com) for monitoring, measuring, and follow up purposes.

NGJ will perform periodic reviews of the customers to ensure that should the business be secured by the NGJ Sales & Marketing Representative, the Overseas Partner that provided the sales lead shares in the benefit.

## **Routing Order Management Program**

In an effort to build the Partnership Relationship with NGJ, through the exchange of Routing Orders, for our mutual benefit, all Routing Orders will be handled in a fair and professional manner.

Additionally, to ensure the proper exchange of information, to avoid Service Failures from occurring to New Business secured, the following Routing Order Management Program has been established.

**Routing Orders** (Abbreviation: R/O): The routing order is a specific written Shipping Instruction issued by the buyer. It is usually issued in the case of “ex-works” or “delivered at frontier”/“free on board” deals, thereby ensuring that the supplier organizes the transport according to the wishes of the buyer.

### **ROUTING ORDERS GENERATED BY NGJ**

#### **(Exports to the United States and Canada)**

The NGJ Sales & Marketing and Customer Service Representatives, will utilize the Routing Order Management Program as an instrument to monitor and measure the distribution of Routing Orders.

All communications between NGJ and the Overseas Partner, as it specifically relates to a Routing Order, will include a copy of the communications to [routingorders@ngjensen.com](mailto:routingorders@ngjensen.com) for monitoring, measuring, and follow up purposes.

NGJ will utilize a standard [Routing Order Form](#).

The Overseas Partner will attempt to make contact with the prospective Exporter, and advise the results of the contact within 24 business hours. This advice may include the prospective Exporter’s comments, status of the attempted contact, or a request for additional contact information.

If the Overseas Partner is unable to reach the appropriate Person in Charge, they will continue to follow up on the Routing Order until contact is made.

If the Overseas Partner is successful in securing this business, the NGJ Sales & Marketing Representative, or the NGJ Customer Service Department, is to be notified accordingly of the Routing Order Acceptance.

If the Overseas Partner is unsuccessful in securing this business on the initial attempt, the NGJ Sales & Marketing Representative, or the NGJ Customer Service Department as appropriate, is to be notified accordingly of the Routing Order Denial, with sufficient details to allow for follow up discussions, with the Importer, by the NGJ Sales & Marketing and/or Customer Service Representative.

Unless specifically advised otherwise, the Overseas Partner is authorized to attempt to solicit the Exporter for additional trade lanes and/or additional services that the Overseas Partner may provide.

#### ROUTING ORDERS GENERATED BY THE OVERSEAS PARTNER

##### **(Exports from the United States and Canada)**

The Overseas Partner is requested to submit all Routing Orders using the [NGJ Routing Order Form](#), located on the [Overseas Partner \(Current & Prospective\) References](#) Web Page. Routing Orders forwarded in a manner other than the [NGJ Routing Order Form](#), should be sent to NGJ at [routinorders@ngjensen.com](mailto:routinorders@ngjensen.com), and not to any one individual or to any one NGJ office.

NGJ will distribute the Routing Order to the appropriate Coastal & Inland Sales & Marketing Representative or to the NGJ Customer Service Department.

The Sales & Marketing Representative, or NGJ Customer Service Department as appropriate, will attempt to make contact with the prospective Exporter, and advise the results of the contact within 24 business hours. This advice may include the prospective Exporter's comments, status of the attempted contact, or a request for additional contact information.

If the Sales & Marketing Representative, or NGJ Customer Service Department, is unable to reach the appropriate Person in Charge, they will continue to follow up on the Routing Order until contact is made.

If NGJ is successful in securing this business, the NGJ Sales & Marketing Representative, or Customer Service Department, will share the details of the Routing Order Acceptance with the NGJ Export Freight Services Department.

If NGJ is unsuccessful in securing this business on the initial attempt, the Sales & Marketing Representative, or the NGJ Customer Service Department will provide the Overseas Partner with sufficient details of the Routing Order Denial to allow for follow up discussions, with the Importer, by the Overseas Partner.

All communications between NGJ and the Overseas Partner, as it specifically relates to a Routing Order, will include a copy of the communications to [routinorders@ngjensen.com](mailto:routinorders@ngjensen.com) for monitoring, measuring, and follow up purposes.

Unless specifically advised otherwise, the NGJ Sales & Marketing Representatives or Customer Service Department, will attempt to solicit the Exporter for additional trade lanes and/or additional services that NGJ provides.

## **Value Added Services**

Effective November 6, 2007

### **FOREIGN TO FOREIGN TRANSACTIONS**

Effective November 6, 2007

From time to time, NGJ Customers (located in the US or Canada) may request for NGJ to make arrangements for a **“Foreign to Foreign Transaction”**. These transactions are those that:

- Do not enter into the Commerce of the United States or Canada.
- Require the involvement of two Overseas Partners, one at the origin and one at the destination of the transaction.
- Require the consideration of three-way Profit Sharing.
- Require the Freight and Service Payments to be made by the NGJ Customer in the US or Canada

Because the goods do not enter into the Commerce of the US or Canada, this type of Transaction does not involve the Customs Brokerage Departments (except for guidance), and therefore is an NGJ Import Freight Services issue.

### **Responsible Parties: Quotations and Agent Selection**

Quotation of rates and services to NGJ Customers may be made either by Sales or by the Customer Service Department.

The quoting party must obtain all service requirements from NGJ Customer in advance of offering the quotation.

Origin and Destination Agents will be selected from those that confirm to meet or exceed the above referenced service requirements.

Origin and Destination Agents will be selected from those that agree to communicate directly with each other, while keeping NGJ's Import Freight Services updated of all activities related to the transaction.

Origin and Destination Agents will be selected from those that agree to a three-way Profit Sharing agreement. NGJ is to share in no less than 1/3 of the total International Freight revenues. (See Profit Sharing below.)

Origin and Destination Agents will be selected from those that confirm to meet or exceed NGJ's operational service requirements, including:

- Providing prompt cost quotations;
- Providing timely pre-alerts and on-board confirmations;
- Providing documentation (within three business days, unless advised to the contrary, by the Origin Agent, in advance) to the destination agent and to NGJ;
- Provide tracking and tracing details on demand, or as agreed;
- Provide Proof of Delivery / Document Turnover (Destination Agent) within three business days after delivery;
- Provide prompt credit and debit notes;
- Will only issue supplemental credit/debit notes upon acceptance, in advance, by NGJ.
- Other goals and expectations as previously detailed in the [Overseas Partners Goals & Expectations / Exports to the United States and Canada.](#)

### **Responsible Parties: Tracking/Tracing and Billings**

Tracking and Tracing, either directly with the international carriers or in conjunction with the Overseas Agents, is the responsibility of the Import Freight Services Department.

Import Freight Services is to confirm departure and shipping details with the Origin Agent, as well as the arrival with the Destination Agent.

Billings to the Customer and Accounting Settlements with the Overseas Agents are the responsibility of the Import Freight Services Department, in accordance with standard Billing and Settlement processes.

### **Profit Sharing**

In the instance where the Origin Agent will accept a flat Handling Fee, the Destination Agent will receive a 1/3 Profit Split, while NGJ will receive a 2/3 Profit Split. Similarly, if the

Agency Relation with Overseas Partners (A.R.W.O.P.) Policy

Effective Date: March 10, 2008

Revision: 1

Destination Agent accepts a flat Handling Fee, the Origin Agent will receive a 1/3 Profit Split, while NGJ will receive a 2/3 Profit Split.

**DDP Services (Not Accepted)**

Due to regulatory requirements and their complexities, DDP service is NOT available for Foreign to Foreign Transactions.

NGJ can provide contact details, of the destination agent that offers Customs Brokerage Services, to the Customer for direct contact for these services.

Although NGJ can not become involved with the Customs Brokerage Services, this would not prevent us from facilitating the payment of the related Service Charges from the Customer to the Agent.

**DDU / DDP (FREE DOMICILE / FREE HOUSE DELIVERY) SERVICES POLICY**

See the [DDU / DDP \(Free Domicile / Free House Delivery\) Services Policy](#).

## **Free Hand Policy**

Destination Release Services, on behalf of the mutual Partner is an expected standard service.

With this being stated, it should be agreed that providing Destination Release Service for Free Hand (Origin Partner controlled) Business should include a financial benefit to the Destination Partner.

It is understood that the Destination Partner is exposed to various liabilities and should be compensated accordingly.

The Destination Release Agent should be entitled to a 50/50 Profit Share or a Per Transaction Handling Charge. The exception would be DDU/DDP consignments where the Destination Partner is compensated for providing additional services after arrival. The Per Transaction Handling Charge shall be no less than USD35.00 -and- subject to the Destination Release Agent having the ability to collect their standard destination handling charges from the consignee.

For Free Hand Business, where the Carrier (Master) Freight is Prepaid, and where the Transportation Documents (Air Waybill, Sea Waybill) are "Express", the Transportation Documents must contain instructions to the Carrier that the consignment can not be released without authorization by the Consignee (Destination Partner). Additionally, if Original House Bills of Lading are issued, Original Master Bills of Lading should also be issued to prevent unauthorized release of the goods directly by the Carrier.

If Original House Bills of Lading have been issued, NGJ will not release the shipment unless originals have been duly tendered, or Telex release has been approved.

## Partner Visits

NGJ encourages visits from representatives of our Overseas Partners.

In an effort to ensure these visits are in compliance with the afore-mentioned [NGJ A.R.W.O.P., Code of Ethics](#), the purpose of Partner Visits will be limited to the following:

➤ Agency Relations

Overseas Agency Relations issues are the responsibility of the NGJ Manager of Coastal & Inland Ports. An appropriate amount of time should be allocated for this purpose. Agency Relations topics may include reviews of the [Overseas Partner's Goals & Expectations](#) as well as [NGJ's Commitment to our Overseas Partners](#).

Operations issues are to be discussed directly with the appropriate NGJ Operations Manager (Port Manager, Station Leader, Department / Division Manager, etc). Additionally, the involvement of the NGJ Manager of Coastal and Inland Ports may be required. An appropriate amount of time should be allocated for this purpose.

➤ Sales & Marketing

Sales & Marketing issues are to be discussed directly with the appropriate NGJ Sales & Marketing Representative. Additionally, the involvement of the NGJ Manager of Coastal and Inland Ports may be required. An appropriate amount of time should be allocated for this purpose.

Customer visits by the Overseas Partner's representative is to include a representative of NGJ (excluding the Overseas Partner's accounts [CIF import] to the U.S./Canada).

Customer visits by the Overseas Partner's representative is limited to the Overseas Partner's accounts (CIF import / FOB export to the U.S./Canada), Jointly Sold Accounts (Accounts obtained for mutual benefit through mutual efforts at origin [vendor solicitation] and at destination [consignee solicitation]), and Accounts secured by NGJ from an Overseas Partner's [Sales Leads](#).

FOB import and CIF export (to the U.S./Canada) accounts are not to be visited by the Overseas Partner's representative without the consent of the NGJ Route Development Manager or the NGJ Manager of Coastal & Inland Ports.

To ensure a professional and efficient visit, it is required that a detailed [NGJ Request for Visit Form](#) be submitted to NGJ prior to the Overseas Partner making any travel arrangements. A copy of the [NGJ Request for Visit Form](#) is also available on the [Overseas Partner \(Current & Prospective\) References](#) Web Page.

Upon request, NGJ will assist the Overseas Partner's representative with local USA / Canada arrangements (hotel reservations, car rentals, airport/hotel/office transfers, etc.).

## **Vendor & Customer Surveys (Origin & Destination)**

In an effort to continually improve our Quality of Service, NGJ will conduct both periodic and ongoing Vendor & Customer Surveys.

Any feedback directly related to an Overseas Partner, or to a Vendor or Customer that has business relations with an Overseas Partner, will be shared accordingly.

This feedback will be monitored, measured, and discussed, as needed with the Overseas Partner.

## **Partner's Costs, Agreements, Contracts, Value Added Services, etc.**

In an effort to build the Partnership Relationship with NGJ, we encourage our Overseas Partners to share information about their company with our staffs. In turn, NGJ is proud to provide, as a courtesy to our Current and Prospective Overseas Partners, informational references, on our [Overseas Partner \(Current & Prospective\) References](#) Web Page.

We feel that this is the best way for our Overseas Partners to promote themselves with NGJ for our mutual benefit.

To submit your Company Details / Profiles, etc to NGJ, please send an email to [partners@ngjensen.com](mailto:partners@ngjensen.com), and not to any one individual or to any one NGJ Office.

The information should be in a standard format, preferably .pdf or .xls format (or a format that is convertible to .pdf).

The information received will be “linked” to the Overseas Partner’s listing in the NGJ Overseas Agent Directory (contact lists, company profiles, organization charts, etc) or made available to our staffs through our internal, web based document imaging repository (cost sheets, service contracts, etc).

All cost sheets, service contracts, etc must have an effective date and a validity/expiration date in order to be eligible for posting in the repository.

The Origin Partner is welcome to provide details of any Value Added Services that they can offer to NGJ, the Origin Vendors, or to the USA / Canada Customers (Purchase Order Management, Warehousing & Distribution, Vendor Management Inventory, Vendor Consolidation, Container Loading Monitoring, Electronic Data Interchange [EDI], etc). These Value Added Services will be highlighted (with “links” to additional information and/or presentations) in the NGJ Overseas Agent Directory.