



SOP AGENTS  
Air Freight  
2023

# AIRPORTS

## SÃO PAULO

There are 2 different Airports:

**GUARULHOS (GRU)**

**VIRACOPOS (VCP)**

- They must be clearly stated instead of using “São Paulo (SAO)”
- Both destinations CANNOT be mixed on same MAWB

## OTHER BRAZILIAN AIRPORTS

- Follow the IATA & AOG airport description
- ALWAYS ask ENTERPRISE for guidance before shipment
- ALWAYS send the pre alerts to ENTERPRISE, before of flight departure



**WE WILL NOT ACCEPT ANY CARGO WITHOUT PRE ALERTS**

# HOW TO ISSUE **MAWB**

## MASTER AIRWAY BILL

- Clearly state the airport of destination
- Freight must always be **PREPAID**
- On “Nature and quantity of goods” field, please always mention:

**“Consolidation cargo as per manifest”**

- Freight shown as “As Agreed”, “As Arranged” is **PROHIBITED!**
- Freight Rate/Value **MUST ALWAYS** be shown in the **MAWB**.
- Photocopies are **PROHIBITED**, all docs must be original (carbon- or laser-printed type), original signed in blue ink.

# HOW TO ISSUE MAWB

SÃO PAULO AND OTHER OFFICES

MAWB

SHIPPER

YOUR COMPANY  
FULL ADDRESS

CONSIGNEE

ENTERPRISE TRANSPORTES INTERNACIONAIS LTDA.  
CNPJ: 04.799.090/0001-83  
RUA ENXOVIA, 472, SUITE 2407  
SAO PAULO, SP, 04711-030

NOTIFY

THE SAME AS CONSIGNEE

HAWB

As per our instructions

# HOW TO ISSUE **HAWB**

## HOUSE AIRWAY BILL

- Clearly state the airport of destination
- “Consignee” must be fully identified: full name, full address, and **CNPJ number** (Brazilian Tax ID Code).  
In cases where the shipment is consigned to a Bank, notify party must be mentioned.
- Freight shown as “As Agreed”, “As Arranged” is **PROHIBITED!**
- **DON'T FORGET** to mention all charges involved and quoted. Enterprise will not pay for charges not declared in the **HAWB** or included without our prior agreement.
- All cargo details must be the same as physically checked in the warehouse receipt. This means that dimension, gross weight and packages quantity must be physically confirmed to be informed on **HAWB**.
- Photocopies are **PROHIBITED**, all docs must be original (carbon- or laser-print type), originally signed in blue ink.



### IMPORTANT

Brazilian Customs do not allow any corrections made on MAWB & HAWB.  
Please make sure that HAWB's are issued without erasures.

# PRE ALERT

- Pre-alert must be sent at least 24 hours before flight departure.
- Pre-alert is necessary for identification of any issuing deviation before flight departure.
- Pre-alert is also mandatory to request the cargo in-bond discharge for the airlines and Brazilian Customs authorities, or any other special procedure.
- Pre-Alert must consist of



# ORIGINAL DOCUMENTS

## POUCH OF CONSOLIDATED DOCUMENTS

- Documents pouch must ALWAYS include:
  - ➔ original “2” (Consignee)
  - ➔ non negotiable copies (carbon- or laser-printed type)
  - ➔ original signed in blue ink.
- Make sure that the **“Original 2 For Consignee”** for both, MAWB and HAWB, are being sent.
- The **“Original 2 For Consignee”** is mandatory for import Customs clearance.

## MANDATORY PROCEDURES

### AIRWAY BILL LABELS

- Labeling is extremely important in Brazil; you must make sure that all pieces are labeled with both MAWB and HAWB number!  
Make sure adhesive labels are fixed and won't fall or be ripped off during airport handling!  
In order to avoid cargoes arriving without labels we advise to **apply plastic film/transparent tape over them.**
- Current fine for mislabeled volume is USD 50,00/volume (we will advise if any change on it) and Enterprise will not be responsible for it.

### PARTIAL SHIPMENT

- Cargo must never arrive partially in Brazil due to special procedures to be applied. I.e. in-bond transport out of the Airport will be invalidated by Customs authorities incurring on penalties and extra storage charges. It is your responsibility to inform the Airlines to never apply partial shipment. If partial shipment can be identified before flight departure, you must request airline to hold cargo until they can ship it as complete cargo.



## MANDATORY PROCEDURES

### WOODEN MATERIAL AND/OR PACKING

- Under legislation published by MAPA (Ministry of Agriculture, Livestock and Supply) IN 32, is mandatory reporting shipments containing wood as packaging material and shoring.
- Pallets, wooden boxes, auxiliary wooden material or any other applicable wooden for the cargo shall be fumigated and with the IPPC stamp (International Plant Protection Convention). Imports from countries that do not internalized the ISPM 15 must be accompanied by Phytosanitary Certificate or Treatment Certificate stamped by the National Organization of Phytosanitary Protection.
- Exporter / importer is the party responsible for providing this information. In this sense, any consequences (penalties/delays) arising from lack of information will be the sole customer.
- **Kindly make sure that wooden pallets are treated and marked accordingly. Do not go ahead with any shipment if it is not.**
- On EXW shipments pick up is not authorized if wood is not treated accordingly.

## PENALTIES

Brazilian Customs authorities applies fines for errors occurred.

Therefore, we kindly ask for your operations staff complete attention to follow our instructions. All penalties induced by a clear mistake from the origin stations will be charged in its full amount, the procedures correction with.

Brazilian Customs authorities takes at least 15 days, therefore the storage due to this time will be reverted to the origin station (storage 0,65% of CIF value for 5 days period).

PENALTY	VALUE	OBSERVATION
Freight "As Agreed"	USD 100.00 / Hawb	It is ABSOLUTELY PROHIBITED to send cargo with Mawb and Hawb issued "As Agreed". In addition to this fine, Customs will charge consignee Duties based on the CIF value, considering <b>IATA rates</b> . This will increase tremendously the Duties and there is a high risk that consignee requests refund, to be back charged to the origin.
Weight Difference	USD 50.00 / Hawb	Customs always weight cargo upon arrival. Any difference with the weight mentioned on the docs will induce a fine and a request for correction. If the Origin does not weight the cargo and issues the documentation according to the weight mentioned on the invoices of the Shipper, the cargo will be kept on hold .
Lack of Labels of cargo / Wrong Labeling / Cross Labeling	USD 50.00/ Hawb	If cargo is mislabeled or labels cannot be read or other cases mentioned above, a fine will be applied. In case the problem cannot be resolved by the staff at the Airport warehouse (impossibility to identify cargo), a second fine will be applied by the Customs: USD 63.00/HAWB On top of this aggravation, please note that Customs resolve this kind of matter only on Tuesdays. The storage occurred will be charged from the origin station.