

## Instruction Sheet – Import, Export, Transit

This document provides the mandatory instructions for submitting import, export or transit orders to ALS. Please review this instruction guide. Follow the steps below for sending your order to ensure correct and timely processing of your declarations.

### Send the order via email to ALS:

We ask you to send all your orders to the **email address mentioned in the email we have sent you.**

#### 1. Email subject line:

The correct subject line ensures your order is assigned to the right team. Please format the subject as follows:

**[Procedure] / [Customer Name] / [Your Reference]**  
*E.g.: IM / Logistics Ltd. / ABC987*

#### 2. Email body format:

Below is an email draft that you may use as a template for your email:

*Dear ALS Team,  
 Attached to this email are the required documents for the [import, export, transit] order of [Company Name].  
 Kindly proceed with the declaration before [15<sup>th</sup> Dec 2025].  
 Kind regards,  
 [Signature]*

#### 3. Attach the required documents:

To process your orders, certain documents are required. Please review the list below and submit all listed documents along with your order details.

List of documents	IM	EX	T
<b>Power of Attorney</b>	X	X	X
<b>Commercial Invoice</b> or Proforma Invoice (reason must be provided why – check with ALS if it is possible to proceed with declaration) and Purchase Agreement	X	X	X
<b>Packing List</b> (if available, otherwise the commercial invoice must include all customs-relevant details)	X	X	X
<b>Transport Documents</b> (e.g., AWB, B/L, CMR)	X	X	X
<b>Certificate of Origin</b> (if preferential treatment is requested)	X	X	
<b>Freight Costs</b> (depending on Incoterm)	X	X	
<b>Declaration of Plastic Packaging</b>	X		
<b>Customs Tariff Number</b> (HS Code, if not listed on the invoice or no detailed description of goods is available)	X		
<b>Discharged unload report</b> (in case road shipment – includes summary declaration and location of goods)	X		X
<b>Loading Address and Presentation Time</b>		X	X
<b>CR – certification of the receipt</b> (In case clearance will proceed in an authorized warehouse, include custom code of the warehouse)		X	
<b>Customs Office of Exit</b>		X	X
<b>Declaration of Commitment</b>			X
<b>Guarantee</b> (which one is used?)	X		X

**Please ensure all required documents are complete, clear, and attached to your email.**

Missing or incomplete files can delay processing. If there are any additional documents that are important for your order, kindly attach them as well. To ensure timely handling, **all documents must be submitted at least 48 hours before arrival/departure. In case there are more than 20 clearances per day or week, documents must be submitted one week in advance. Documents sent after the submission window may result in delays, storage charges, or missed departure times.**

#### 4. Answer of ALS:

When you have sent the email to the given email address, you will receive an automatic reply message. This message contains our internal ticket reference (e.g. ALS#123456789). It is important that our internal reference is included in the subject line of any further correspondence relating to an order. For all operational and shipment-related questions, please contact your dedicated coordinator.

