

## Instruction Sheet – Import, Export, Transit

This document provides the mandatory instructions for submitting import 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 following email address: [xyz@als-cs.com](mailto:xyz@als-cs.com)

#### 1. Email subject line:

The correct subject line ensures your order is assigned to the right team. If you do not have a predefined subject line for your orders, please use the following:

**[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 import 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> (if already sent, no need to send it again) (For <u>Transit</u> : Individual order for transit clearance / Standing order for transit clearing)			
<b>Commercial Invoice</b> or Proforma Invoice (reason must be provided why) or Purchase Agreement			
<b>Packing List</b> (if available, otherwise the commercial invoice must include all customs-relevant details)			
<b>Transport Documents</b> (e.g., AWB, B/L, CMR)			
<b>Certificate of Origin</b> (if preferential treatment is requested)			
<b>Freight Costs</b> (depending on Incoterm)			
<b>Customs Tariff Number</b> (HS Code, if not listed on the invoice or no detailed description of goods is available)			
<b>Loading Address and Presentation Time</b>			
<b>Warehousing document</b> ((entry of goods into an authorized warehouse) / <b>customs office of clearance</b> (If cleared directly at the customs office)			
<b>Customs Office of Exit</b>			
<b>Declaration of Commitment</b>			
<b>Guarantee</b> (which one is used?)			

**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 X hours before arrival / X hour before departure for export / X hours before departure for Transit. 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 [xyz@als-cs.com](mailto:xyz@als-cs.com), 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.

