

SGL IMPLEMENTATION

An aerial photograph of a winding asphalt road that forms a large, stylized 'S' shape through a dense forest. The trees are in various stages of autumn, with some showing bright orange and yellow foliage, while others are still green. The road has white lane markings. In the upper right section of the road, two white semi-trucks are visible, one following the other.

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UNCOMPLICATE YOUR WORLD »

SCAN GLOBAL
LOGISTICS

AGENDA

Standard Operating Procedures

Service Level Agreements

Annual Rates Proposal

Rates Indicator Sheet

Clearing Instructions



Standard Operating Procedures (SOP)

A complete SOP consists of the following:

- **General Client History/Industry**
- **Scope of work - Modes of Transport**
- **Contract period – If applicable**
- **KPI's**
- **Communication Matrix – Client contact details**
- **SGL Company Organigram**
- **Processes – Air, Ocean, Road and Projects, and Contract Logistics (Warehousing)**
- **Invoicing**
- **Reporting**



Annual Rates Sheet

Annual rates are increased as of 1st April:

- **Statutory rates annually implemented as of the 1st April**
- **New business implemented at time of sign-on**



Rates Indicator Sheet (RIS)

Rate sheet doubles up as the following:

- **Quick access to rates overview**
- **Regulated & managed monthly updates**
- **Accommodates various trade lanes**
- **Selling tool for rates negotiations**
- **Accommodates Cross Trades**
- **Limited access to be provided**



Automated Clearing Instruction

Benefits:

- **Populated per file**
- **Indent monitoring**
- **Pre-populate recurring information, such as Shipper / Consignee**
- **Client completion and sign-off**

Clearing Instruction in terms of Rule 39.01(a)



**A good process
implemented today, ...
is better than an imperfect
process implemented
tomorrow**

