



Intra Dextrans & Overseas Agents **Working Arrangement and Credit Procedures**

Nomination business

Guiding Principle

- All Dextrans offices must officially work with each other ie. if you have a free hand shipment or a nomination shipment please always use and work with a Dextrans office in that area or country. Hence if a shipment is from Shanghai, you must only use Dextrans Shanghai.
- If there is no Dextrans office in that area eg. Guangzhou, what must you do ? In this case always use the nearest office and in this case Dextrans Shenzhen.
- Any disputes between parties will be arbitrated by either Group CEO/COO and decision made is final.

Exceptions to the rule

- If the rates from Dextrans office is not competitive, you have the free will to solicit other quotes from other agents. Indeed if the rates obtained are more competitive, the first priority is always to make it known to that Dextrans offices. This provides them the first choice to compete for the business as we are all part of the same family. If that Dextrans office can match the service and price, the uncompromised rule is that you must use that Dextrans office. In the event that Dextrans office cannot compete, please always get approval from Group CEO/COO for approval to use the rate of another agent but the booking, liaison and handling of the nomination must still be handled by our own local Dextrans office.

1. **Profit sharing between Dextrans offices**

Guiding Principle

- In the absence of any pre-agreed formula, the profit sharing will be 50/50 basis for freight (only airfreight/seafreight) between offices for all nominated cargo ie. business brought to the nominating party (usually destination office) to the origin office. Each local office will keep the local services profit for each respective office.
- For export CIF shipments, the exporting office keep 100% of the profit and the destination office shall collect the local delivery charges from the consignee.

- For 3 party/cross-trade shipment, the pre-agreed formula will be Nominating office (office that generates the business – 50%), origin office (50%), destination office (0%).
- Any disputes between parties will be arbitrated by either Group CEO/COO and decision made is final.

Exceptions to the rule

- Bilaterally each offices may discuss with written agreement (usually via email) if certain shipments requires a different profit sharing computation. This can be done through handling fees, higher percentage for the nominating party etc.

Treatment of Profit sharing/incentives to Dextrans staff for 3 party/cross Trade shipment

- When a Dextrans staff generates a 3 party/cross trade shipment and sales invoice is issued to the customer (eg. A Dextrans China staff nominates shipments between Thailand to Singapore), then the Dextrans China staff is rewarded and sales code must be tag)

Treatment of Profit sharing/incentives to Dextrans staff for generating Sales Leads

- When a Dextrans staff generates a sales lead to an overseas Dextrans office and it becomes a firm business, the supplier/consignee that strongly recommends Dextrans services will be tag with the Dextrans staff. This is eventually for the purpose to accrue of benefits and incentives for compensation.

Dextrans Sales code designated in Cargowise Operating system

The Sales code in Dextrans Operations software Cargowise is managed by Dextrans Group Credit controller who has absolute autonomy over the management of all Sales codes. All Sales codes will only be set up in the system upon receipt of the signed copies of Customer Data Form (CDF).

1. SNG - Shelley Ng/DWSG
2. YLG - Yennie Leong/DWSG
3. MKW - Michael Kow/DWSG
4. HTG - Henry Tang/DWSG
5. XXA - Xavier Xia/DWSG
6. DCG - Desmond Choong/DWSG
7. SYN - Say Yeow Ng/DWSG
8. JHG - Jeffrey Heng/DWSG
9. DTN - Daryl Tan/DWMY
10. OSL - Oscar Lee/DWMY
11. VLM - Vanessa Lim/DWMY
12. JGH - Jorene Goh/DWMY
13. PAR - Parichard/DWTH
14. DRN - David Ren/DWTH
15. CKN - Chinnapakorn/DWTH

- 16. LBO - Larry Benardo//DWPH
- 17. ARS - Angie Rosagas/DWPH
- 18. CGZ - Cherry Gallarzan/DWPH
- 19. HGL - Hajji Galang/DWPH
- 20. NLU - Nelson Liu/DWID
- 21. JDI - Junaidi/DWID
- 22. GLE - Grace Lee/DWID
- 23. NVA - Nova Sinaga/DWID
- 24. HRA - Hendra/DWID
- 25. RSL - Risal/DWID
- 26. JRM - [Julmi Ramadhan/DWID](#)
- 27. DLM - Daniel Lim/DWTW
- 28. KLE - Ken Lee/DWTW
- 29. TCN - Tina/DWTW
- 30. ILM - Ivy Lam/DWCN
- 31. RSN - Roy Suen/DWCN
- 32. KSN - Kelly Shen/DWCN
- 33. RFN - Roy Fan/DWCN
- 34. JDG - Jacky Ding/DWCN
- 35. AWG - Alice Wang/DWCN
- 36. PZU - Peter Zhu/DWCN
- 37. SZU - Steven Zhou/DWCN

2. Payment/Settlement terms within Dextrans offices

The standard terms between Dextrans offices is month + 60 days ie. All invoices for month of January must be settled by 30th March. In the event of disputes on invoices this must be rectified before settlement date otherwise it will be brought before arbitration with the Group CEO/COO. In such a case the decision of the CEO/COO will be final. An appeal will only be granted for amounts smaller than USD 5000.

3. Payment/Settlement terms with overseas agents

Always check if they are WCAF network member by going into WCAF website (www.wcafamily.com) member listing to confirm if agent is a member of WCAF or not. Dextrans is a member of APLN, CGLN. Hence if agent is directly a member of these 2 networks, we are covered and protected up to USD 50,000. If agent is a member of other networks within WCAF such as WCA, IGLN, then Dextrans is covered and protected up to USD 25,000. Please note that WCAF protection limit is up to USD 1 million annually. What this means is that disbursement per year will be limited to this amount. Hence, if eg. By August of a particular year this amount is reached and we have a claim in eg. September, no reimbursement will be entitled. Claims will only be paid upon debtor's claim to being dissolve and it is not able to operate anymore as a gong concern. Claims will not be entertained by WCAF if there is a dispute on the invoice.

4. Recommended procedures if agent is registered WCAF agent member

- a. If we only get small handling fee, please effect shipment on MBL collect, HBL collect. Terms should be COD or pay via WCAF Partner Pay system.
- b. If we can have good mark up and get a small handling fee, suggest that we MBL prepaid, HBL collect. Terms should be COD or pay via WCAF Partner

Pay system as agent should be made to understand that we only earn on the handling fee.

- c. Recommendation for handling fee – USD 30-50 per FCL.
- d. If agent wants credit terms and margins are good and they are WCAF member where we are protected, we can consider provided the profit makes business sense. Country Managers/Directors to decide.

5. Recommended procedures if agent is non-registered WCAF agent member

- a. If we only get small handling fee, please effect shipment on MBL collect, HBL collect. Terms should be strictly COD.
- b. If we can have good mark up and get a small handling fee, suggest that we MBL prepaid, HBL collect. Terms should still be strictly COD as agent should be made to understand that we only earn on the handling fee.
- c. Recommendation for handling fee – USD 30-50 per FCL.
- d. If agent wants credit terms and margins are good we need to decide carefully. Seek Country Manager/Director's approval. For countries of Africa, Middle East, Indian sub-con and developing countries we should take extreme precaution where a large amount of discretion is needed.