



Compliance Training & Transportation

Rules of engagement policies
& procedures

Implemented October, 2021
SunshipEcommerce.com



Official Rules Of Engagement Notice | Page 3

Go Sunship will receive containers outside of the appointment time; however, Go Sunship will not be responsible of the conveyance until the appointment time. Go Sunship should be informed at least 24 hrs in advance, when a customer requires special security to guard a loaded container. If Go Sunship is not properly informed (in writing), Go Sunship will not be responsible for such container. All Cargo Releases shall be created through Go Sunship Online System interface or releases via email. All Cargo Releases generated by Go Sunship personnel.

- Releases of more than 10 pallets or oversized skids should be with all the documentation and shipping instructions, at least 24 hrs in advance.
- Less than 10 pallets should be booked with all the documentation and shipping instructions, at least 4 hrs in advance.
- If special works (floor loading, labeling, etc.) are needed, we require at least 24 Hr. advance Work Order Request to have the necessary staff to support your needs. All
- Pick & Pack requirements should be scheduled (e-mail for scheduling)
- For bonded cargo all the documentation should be received before the processing time begins (allow at least 24 hrs over 10 pallets and 4 hrs less than 10 pallets).
- When expedited service is required customer should make a request and according to availability a 50% surcharge over normal rates will be assessed.

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Cancellations.

- Cancellations are allowed until 24 hrs before arrivals of containers and 2 hr before LCL works. After this time if any work has been performed to prepare for the cargo reception or the cargo release, the customer will be billed accordingly.

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Transportation late arrival.

- We know that traffic and congestion occurs fast, and as such, when transportation arrives within one hour of initial appointment, the work will still be performed without any consequences. However, if transportation arrives after this time, work will be postponed for next open time frame. If the remaining of the day and the following day are completely booked, then the customer will decide if work is performed with approved over-time rates or until a time frame is available.

Email us directly at info@ecommercesouthflorida.com for any additional questions.