



## Supplier Service Level Agreement SLA-05072024-1

Introduction & Overview .....	2
1.0.0 Pre-Move Survey .....	3
2.0.0 Origin Services.....	5
3.0.0 Transport.....	10
4.0.0 Destination Services .....	12
5.0.0 Storage.....	14
6.0.0 Invoicing.....	15
7.0.0 Insurance and Claims.....	16
8.0.0 Statement of Agreement and Compliance.....	18



## **Introduction & Overview**

As part of our commitment to quality and to ensure compliance with the strict quality management systems which Expat Relocation Solutions (ERS) / Arca International operate, we require all service partners to perform to the standards set out in this agreement. These standards are intended as a minimum level of expectation and should not be interpreted as a compromise to higher service levels routinely performed. Performance against these standards is regularly monitored and part of our approved supplier review. This agreement does not form part of a commercial contract between parties, nor does it guarantee any levels of business

## **Agreement and Commitment**

In accepting a booking from ERS to perform services on our behalf you indicate your understanding, agreement, and intention to comply with the standards set out in this agreement. This includes communicating the requirements with your staff involved in delivering the service and with any service providers within your supply-chain. If you have any questions or concerns, please contact: [Compliance@arca-intl.com](mailto:Compliance@arca-intl.com)

## **Compliance**

We require all service providers to always conduct their business in compliance with local, national and international laws and regulations applying to their business.

- Obtain and maintain relevant business licenses.
- Hold valid business insurances with appropriate levels of coverage & liability insurance
- Ensure your equipment meet local regulatory requirements.
- Comply with local Health and Safety regulations and ensure all staff is trained regularly, including manual handling (in line with local country regulations).
- Comply with the obligations set out in our Data Protection, Anti-Bribery & Anti-Corruption, Anti-Trust and Corporate Sustainability policies

## **Privacy and Security**

By signing this SLA you act as a representative of ERS and so agree to these privacy and security policies. This includes all service partners, owners, managers, stockholders, employees, contracted staff and subcontractors or anyone connected to your business.

- All employees within your business will be made familiar with the terms of this privacy and security policy. Proof should be available to ERS of this supporting staff familiarization upon request by ERS
- Information pertaining to personal information on the families to include credit cards, passport numbers, social security (or any type of local employment tax) numbers, and all other similar personal data or information must be removed from your files within 48 hours after completion of the service unless authorized to remain by ERS



- Storage of information can mean electronic storage or physical storage.
- All personal information of the families you are moving must be kept private, secure, and not shared with anyone.
- ERS name cannot be used, reproduced, or displayed without specific permission in writing.
- You and your contractors will enter into a written agreement requiring your sub processors to protect and maintain the confidentiality and security of the Personal Data in accordance with the requirements of this agreement as follows:
- To use such Data only to provide the requested Services, to refrain from transferring the Personal Data outside of the jurisdiction where service provider is located and To process the Personal Data in accordance with all the laws applicable to such Sub Processors
- Additionally, you are required to ensure the following steps are in place when providing services under this agreement:
  - Security Controls that will protect the confidentiality, privacy, integrity and availability of information and personal data. These controls should include as a minimum
  - Requiring a unique identification and authorization of all users and;
  - Limiting administrator-level control to only authorized persons.

### **1.0.0 Pre-Move Survey**

Confirmation of receipt of an ERS survey request is required within 2 business hours. A physical pre-move survey is required at residence. Where this is not possible ERS should be advised that supplied survey results have been calculated by an alternative method with explanation as to why a physical survey could not be conducted.

Pre-move survey results must be accurate to within 10% of actual packing / loading weight and volume. If after packing the actual weight / volume is 10% outside of the surveyed volume a written explanation of why the overage has occurred and which items were not originally surveyed will be required.

Pre-move surveys must be performed as a courtesy to ERS within the agreed upon service radius. You may not invoice ERS or the transferee for pre-move survey costs without prior written agreement

All survey results are confidential and are only to be submitted to ERS

#### **1.0.1 Setting Up the Survey**

1.0.2 The transferee must be contacted by your office within 1 working day to set up survey dates stating you are an ERS Service Partner

1.0.3 You will confirm survey date & time back to ERS once arranged. If any changes are made to this date



ERS must also be informed

1.0.4 The pre-move survey must be performed by an experienced international pre-move surveyor with appropriate language skills capable of providing accurate survey results

1.0.5 You must follow ERS survey instructions. The surveyor must be aware of specific instructions, allowances / restrictions and our list of items prohibited from shipping.

### 1.1.0 In the Home

1.1.1 Following topics should ***not*** be discussed with the transferee during the survey or the process of the move without explicit instructions from ERS:

1. Insurance coverage - any questions / issues should be referred to ERS, but make us aware of any questions that came up during the pre-move survey
2. Transit times - but make us aware of any need / wishes that came up during the pre-move survey
3. Rates and pricing

### 1.2.0 Survey Results

1.2.1 After completion of the pre-move survey you will forward full results to ERS within 1 working day and quote necessary rates within 2 working days.

1.2.2 Full pre-move survey results include:

- v Packing / loading dates
- vi Number of days required for packing and loading plus any specific transferee wishes regarding days needed
- vii Survey cube sheets with totals for each mode type; i.e. Air, Sea, Permanent Storage, Local
- viii Estimated net weight
- ix Estimated net and gross volume
- x Estimated density
- xi Details of access at origin address
- xii Itemized list of items needing crating including room items are located in and crate measurements
- xiii Any Health & Safety issues outside usual standards that would affect the health & safety of the crew at either origin and/or destination e.g. heavy, bulky or toxic items or narrow stairs, missing hand rails, attics without flooring, etc.
- xiv Rates for origin services as specified in the survey request
- xv Details of any accessorial or 3<sup>rd</sup> party services needed and charges concerned. Charges for extra services outside the scope of normal origin services must be authorized by ERS prior to the services being performed or confirmed to the



transferee e.g. extra stops or pick-ups, crating, washer/dryer disconnect, appliance service, grandfather clocks, pool tables, waterbeds, etc.

## 2.0.0 Origin Services

- 2.0.1 ERS will confirm the booking in writing to you and advise the type of packing authorized for each shipment mode e.g. Export packing, Blanket wrap, LCL Air and FCL
- 2.0.2 You will confirm back to ERS receipt of the order within 1 working day
- 2.0.3 You will contact the transferee within 1 working day to set pack and load dates, and you will confirm these to ERS. Please advise ERS of any changes in pack and load dates as soon as known
- 2.0.4 You will confirm with the transferee that the items as viewed during the survey remain the same; if any differences exist ERS must be notified immediately with a list of changes
- 2.0.5 You will check any Restricted Items lists (by country or account) prior to packing, reconfirm these with the transferee and ensure restricted items are not packed
- 2.0.6 If approved, you will arrange pre delivery of packing materials upon request
- 2.0.7 Do not discuss transit times, sailing or flight information with the transferee unless authorized by ERS to do so
- 2.0.8 You will confirm the move schedule with crew arrival times to the transferee 1 business day prior to service. You will also provide an anticipated guide to crew finishing / departure times at the residence, and when the packing and loading is expected to be completed
- 2.0.9 You will ensure that all necessary export documents have been received from the transferee and advise ERS immediately if there are any problems obtaining these
- 2.0.10 In the event that the inclusion of additional items in the shipment results in a change of cost or shipping mode ERS should be informed immediately so we can advise the transferee
- 2.0.11 Any changes in cost, payment responsibility and / or mode will be discussed between ERS and the transferee / account. You must await the go ahead from ERS before forwarding the move and the shipment must therefore be held at warehouse pending a decision
- 2.0.12 Any cost to access the shipment to remove or add items based on any modification or change in mode or contents of the shipment will be communicated to ERS before taking any further action. Any applicable fees will be invoiced or collected as instructed by ERS
- 2.0.13 All crews must have a digital camera for recording access issues, existing damage etc. Two clear pictures must be taken of any trailer or FCL loads prior to sealing and locking the trailer or container.

## 2.1.0 Crews

- 2.1.1 You will ensure that all crew members working in the residence are known to you and have been vetted with a background / police record check with a copy of the background check kept on file (as applicable by law).
- 2.1.2 You will ensure that all crews are in uniform showing corporate identity
- 2.1.3 The crew leader must introduce himself and their crew on arrival at the residence. The crew leader must be available at all times for the transferee during packing



- 2.1.4 All crew members must have either corporate or local government photo ID and this must be shown on arrival at the residence, if local government IDs are not easily read then an alternate means of clearly identifying each crew member should be instituted (e.g. ID sewn or printed onto their uniform)
- 2.1.5 The packing and loading crew should stay consistent throughout the move. You must advise ERS if this is not possible so that we can notify the transferee
- 2.1.6 You must ensure that the packing and loading crews are competent to international packing standards, including manual handling and health and safety awareness
- 2.1.7 At least one of the crew must be able to communicate with the transferee in either local language, English or the native language of the transferee
- 2.1.8 The crew leader must complete a Walk-Thru / Property Damage report prior to commencing services. You must inform ERS of any discrepancies

## **2.2.0 Packing**

- 2.2.1 A copy of the survey sheet should be given to the crew for them to compare against the actual inventory
- 2.2.2 The packing crew must arrive at the agreed upon time. You must inform the transferee if the crew has more than a 30-minute delay. You must document the arrival time of crew on packing
- 2.2.3 Property must be protected e.g. marble or wooden floors, carpets, walls, staircases where necessary prior to commencement of services. If the customer does not want floor/wall protection to be provided then this must be noted on the Walk-Thru / Property Damage report
- 2.2.4 The packing, loading and securing of shipments must be completed in accordance with ERS Packing Guidelines including but not limited to obtaining an optimum density by using all available space and disassembling commonly disassembled items e.g. tables, desk units, shelf units
- 2.2.5 You must provide details of furniture items that have been disassembled including photos or a drawing to assist the delivery crew with reassembly.
- 2.2.6 Only new industry standard packing materials may be used
- 2.2.7 If additional items have been included in the shipment you will point this out to the transferee and notify ERS immediately

Under no circumstances are cartons Packed by Owner (PBO) to be accepted, any carton presented by the transferee to the packing crew as a PBO must have its contents thoroughly inspected and a complete description of the contents entered on the carton and inventory ensuring that the carton contains no restricted items and poses no threat to the safety or security of a ship, plane or other vehicle on which it is transported (International only). PBO cartons are acceptable for domestic moves if they are suitable for transport. The crew must use a parts/screws box for all bolts, keys, remote controls, screws etc... We suggest you use a box of a different color or colored sticker. All parts placed in the box should be separated and clearly labeled as the piece and location from where it came from e.g. dining room table legs

- 2.2.8 You must ensure that all vehicles and equipment meet the necessary local safety standards



### **2.3.0 Inventories**

- 2.3.1 Descriptive inventories are required for all ERS moves, including local moves
- 2.3.2 A parts/screws box must be used and be the first item on the inventory
- 2.3.3 Packed items and cartons must be clearly marked on the outside of the packing material with a unique inventory number, transferee name, room and where appropriate mode of shipment. Best practice is printed labels also including origin & destination cities
- 2.3.4 Inventory stickers / markings should be placed in a safe visible location on all the items, so they can be clearly seen by the delivery crew. Do not put stickers directly on furniture or any surface belonging to the transferee
- 2.3.5 All electrical/electronic appliances and mechanical items must be included on the inventory with brand, model and serial numbers and must be tested for functionality
- 2.3.6 All furniture must be listed using standard exceptions denoting condition at time of wrapping and highlighting existing damage
- 2.3.7 Writing the word "Carton", "PBO" or "Miscellaneous" alone on the inventory list is not acceptable, complete content descriptions must be shown
- 2.3.8 A separate inventory must be made for each shipment mode. In the event of multiple containers or cases being used for one mode, a loading chart or bingo sheet must be supplied per container or case
- 2.3.9 All inventories must be in English and clearly legible. You may need to type them if necessary. In this case you must also supply a copy of the original inventory showing transferee and crew signatures
- 2.3.10 All pages of completed inventories must be dated and signed by both the transferee and crew leader, acknowledging contents and condition of same
- 2.3.11 You will forward a copy of the inventory to ERS upon completion of packing along with all other documents within 2 working days of the pick-up of the shipment

### **2.4.0 Loading**

- 2.4.1 The parts/screws box must be clearly identifiable, labeled and loaded by the doors of the container / vehicle so that it is the first item off
- 2.4.2 Surface shipments (FCL & Road) are to be loaded at residence (if access allows) and sealed in the presence of the transferee. The seal number must be recorded on the inventory list. Small shipments (LCL or AIR) are to be loaded at residence in internationally compliant containers (if access allows) but may be cased at your local warehouse with appropriate advice in advance of service
- 2.4.3 The crew must confirm that all containers and vehicles are suitable for loading. No holes, damage or security violations prior to loading. A C-TPAT 7-point inspection must be completed. Please refer to Appendix on Page 17
- 2.4.4 A high security seal meeting ISO 17712 standards must be used on all containers
- 2.4.5 Contents of the containers and vehicles must be properly loaded, blocked, braced and bulk headed. Floor





loading is not acceptable and bulkheads must be used. Shipments that are floor loaded are subject to non-payment

2.4.6 The crew must take a digital photo after loading has been completed, and before the doors are closed, of the final load with bulkhead installed.

2.4.7 Please complete before container loading:

**Transferee** (first & last name)

**Job No.**

**Container No.** (4 letters und 7 numbers)

**Type of Container** (20' / 40' / 40'HC / 45')

TARE Weight in kg

2.4.8 On completion of loading you must confirm:

- i Actual weights, volumes and pieces
- ii Container and seal number

2.4.9 **Container Loading Check List**

Each container should be checked using the 7-point inspection process listed below upon arrival and prior to loading. The results of the check must be documented.



**C-TPAT 7 Point Container Inspection check**

Check for fake walls, floors or ceilings; make sure the interior space is the proper length, height & width, check for bonding material, different color points, bolts instead of rivets etc.

Front Wall - blocks & vents are visible	0	checked ok	
Left side	0	checked ok	
Right side	0	checked ok	
Floor	0	checked ok	
Ceiling/roof	0	checked ok	
Inside / outside doors & locking mechanisms	0	checked ok	
Outside / Undercarriage	0	checked ok	
Container clean & free from odor	0	Yes	0 No
Light test ok	0	Yes	0 No
Container C-TPAT Conform & suitable to load	0	Yes	

**Signature**

**Print Name**

If there is any doubt to the physical integrity of the container structure do not load and contact dispatch for further instructions

1. Check undercarriage (support beams should be visible)
2. Check door inside and out (check locking mechanism to make sure it is reliable)
3. Check right-side of container
4. Check front wall of container (make sure blocks and vents are visible)
5. Check left side of container
6. Check floor
7. Check ceiling roof

**Things to look for include:**

- Fake walls (use a hammer to tap the walls listening for fake walls or hollow sound)
- Make sure interior space of the container is the proper length, height and width
- Bonding material
- Different color points
- Bolts instead of rivets



### **Container Seals**

Only high security container seal should be used. Seal numbers must be recorded.

The definition of high security seals is security seals that are constructed and manufactured of material such as metal or metal cable with intent to delay intrusion; they generally must be removed with quality bolt cutters or cable cutters. They require inspection to indicate whether tampering has occurred, or entry has been attempted.

### **2.5.0 Weighing of Shipments**

- 2.5.1 You must bring a hand scale to residence to ensure compliance to weight limitations for air shipments
- 2.5.2 Volume shipments should also be confined to the limits outlined in the move authorization Transport
- 2.5.3 You must notify ERS immediately of any changes or delays to scheduling
- 2.5.4 You must you must adhere to all local laws and regulations for vehicle maintenance and safety and have these available for inspection if required

### **3.1.0 Road Transport**

- 3.1.1 You must ensure that the vehicle used is suitable for moving household goods. No curtain-sided or refrigerated vehicles are to be used for loose loaded moves. For blanket wrap moves an adequate supply of clean fabric blankets, tie backs & tie off points for the volume to be transported must be available
- 3.1.2 You must ensure that all trucks & trailers are secured with locks at all times when not being loaded or unloaded
- 3.1.3 You must adhere to all applicable driving laws and working regulations
- 3.1.4 You are responsible for sending all documentation to ERS within 1 working day of Load
- 3.1.5 You are responsible to send shipping documentation (AWB/OBL) within 1 day of departure

### **3.2 Loading & Unloading Assistance only**

- 3.2.1 Where a moving van has been booked, you must provide a trained driver who will assist with loading and unloading. The driver is responsible for checking that all pieces on the inventory list have been loaded
- 3.2.2 Where a general haulage vehicle has been booked (Live load/unload) the driver is not expected to assist with loading and unloading - the loading / unloading crew in this case is responsible for checking off the inventory list

### **3.3 Sea Freight**

- 3.3.1 You must send all documentation to ERS within 2 working days of actual load date
- 3.3.2 You must ensure that all liftvans used for loading meet ISPM 15 standards (International shipments only), are of a suitable strength / condition and have been properly sealed / caulked

3.3.3 Loose loaded shipments must be secured with a bulkhead

**Required Documentation**

**Surface Shipments**

- Gross weight ticket (lift vans) Net weight ticket\*
- Number of inventory pieces\*
- Inventory\* (signed and dated)
- Container Number
- Seal Number
- Dimensions of each piece (lift vans)
- Loading Chart (if multiple containers)
- Bingo Sheets (if multiple containers)

3.3.4 You must ensure that there is clear separation between groupage shipments.

**3.4 Airfreight**

3.4.4 You must ensure that all air cases / triwalls used are within acceptable airline dimensions and are compliant with ISPM15 standards:

Type	Exterior Dimensions			Volume (cft)
	L	W	H	
E	42"	29"	25.5"	18
D	58"	42"	45"	62
LDN	54"	54"	56"	95

3.4.5 You are responsible for sending all documentation to ERS within 1 working day of actual load date:

**Required Documentation**

- Gross weight ticket
- Net weight ticket
- Number of inventory pieces
- Number of containers
- Dimensions of each container
- Loading Chart (if multiple containers)
- Bingo Sheets (if multiple containers)
- ERS Bill of Lading (signed and dated)



- Inventory (signed and dated)
- Customs form, if applicable
- FAA Security form (sample attached)

#### **4.0.0 Destination Services**

4.0.0 ERS will ensure that you are in possession of all the necessary information and documentation to perform a full destination service to the required standards

#### **Crews**

- 4.0.1 You will ensure that all crew members working in the residence are known to you and have been vetted with a background / police record check with a copy of the background check kept on file.
- 4.0.2 You will ensure that all crews are in uniform showing corporate identity
- 4.0.3 The crew leader must introduce himself and their crew on arrival at the residence. The crew leader must be available at all times for the transferee during packing
- 4.0.4 The delivery crew should stay consistent throughout the move. You must advise ERS if this is not possible so that we can notify the transferee
- 4.0.5 You must ensure that the delivery crews are competent to international moving standards, including manual handling and health and safety awareness
- 4.0.6 At least one of the crew must be able to communicate with the transferee in either local language, English or the native language of the transferee
- 4.0.7 The crew leader must complete a Walk-Thru / Property Damage report and a health & safety check prior to commencing services. You must inform ERS of any discrepancies

#### **4.1.0 Unloading at Warehouse or Residence**

- 4.1.0 Containers/ seals / cases may only be opened at warehouse with explicit permission from ERS or the transferee (unless upon request of Customs or a government authority). Before breaking the seal, a digital photo of the intact seal should be taken and sent to ERS within 2 working days
- 4.1.1 On opening the container doors / case you must take a digital photo of the intact bulkhead / load / inside of the case (as applicable). This photo should be sent to ERS along with any noted abnormalities, within 2 working days of unloading
- 4.1.2 The volume of shipment should be compared against the volume mentioned on paperwork. ERS must be notified immediately of any variations



4.1.3 During unloading you must check each item off against the packing list. Any exceptions / unmarked items / damages to the packing material / shortages must be noted. Information on exceptions must be provided to ERS within 2 working days of unloading photos required for damaged items, unmarked items, etc.

#### **4.2.0 Delivery to Residence**

4.2.0 The delivery crew must arrive at the agreed time. You must inform the transferee if the crew has more than a 30-minute delay. You must document the arrival time of crew and container on delivery paperwork

4.2.1 Property must be protected e.g. marble or wooden floors, carpets, walls, staircases where necessary prior to commencement of the delivery. If the customer does not want floor/wall protection to be provided then this must be noted on the Walk-Thru / Property Damage report

4.2.2 If the container is being unloaded at residence, the crew should focus on unloading the container entirely first, within the time available.

4.2.3 The crew is responsible for checking off each item on the packing list. Any exceptions / unmarked items / damages to the packing material / shortages must be noted. Information on exceptions must be provided to ERS immediately. The crew should not make any comments about the condition of the shipment in any other than a positive manner and take photos of damaged items.

4.2.4 All items must be taken inside the house in the original wrapping material, unless access conditions prevent this

4.2.5 All items must be positioned in the designated rooms. Re-positioning is not part of normal destination service, but the crew should make every effort in honoring each reasonable request

4.2.6 Once the container/case is empty, the crew must show the transferee the empty container / case and that everything has been unloaded

4.2.7 The crew must unwrap furniture, noting any apparent new damages on the inventory list and highlighting these to the transferee upon discovery. Crew should provide photographic evidence of damages.

4.2.8 All cartons should be unpacked and items placed safely and securely on directly accessible surfaces

4.2.9 All items that have been dismantled by the origin crew should be reassembled, providing all screws and keys as well as reassembly instructions are available or alternative instructions have been received from ERS

4.2.10 The crew must re-assemble normal furniture. ERS assumes that if any extra resources were used at origin for the dismantling the same will apply for re-assembly at destination

4.2.11 At delivery the crew is responsible for assuring that all traces of material used for packing the shipment have been removed from the premises

4.2.12 When all services have been completed the crew will do a full check of the residence, in the presence of the transferee, to ensure that delivery has been performed to the satisfaction of the transferee.

4.2.13 The crew is responsible for completing documentation and obtaining verifying transferee signatures. Documents required are; packing list and crew instructions, plus any other associated documents

4.2.14 The completed documents must be returned to ERS booking office within 2 working days of delivery



#### **4.3.0 FCL, LCL & Air Shipments**

- 4.3.1 On collection of container / shipping case / liftvan from the (air)port you should check FCL - container number and seal against paperwork, LCL & Air - dimensions and numbering against paperwork. ERS must be immediately notified of any differences
- 4.3.2 On FCL shipments you must ensure that the container is returned to port / terminal in a clean and good condition.
- 4.3.3 Storage includes long term storage, storage in transit (SIT) and vehicle storage
- 4.3.4 ERS must authorize all storage. Storage shipments must not be released or accessed without prior notification and authorization from ERS.
- 4.3.5 Any storage origin, handling or delivery services without prior written authorization may result in nonpayment of the outstanding charges
- 4.3.6 Any additional charges for specialized services at origin or destination also require pre approval by ERS and must be notified and approved in writing prior to commencement of services

#### **5.0.0 Storage**

- 5.0.1 **Storage** must be placed in a dry, secure and climate-controlled facility that is well maintained and free from rodents and other pests. The facilities security must be monitored 24 hours a day and secured from unauthorized access
- 5.0.2 The facility must have suitable fire precautions in place (i.e. No Smoking), there should be ample firefighting equipment and it must be equipped with a fire alarm system that is regularly tested
- 5.0.3 Any change of the physical storage facility must be approved by ERS in writing

#### **5.1.0 Packing Specification**

- 5.1.1 Long term storage shipments must be fully export packed, unless alternative arrangements are approved by ERS in writing. ERS Origin SLA terms apply
- 5.1.2 Storage containers/vaults should be loaded directly at the client's residence whenever possible
- 5.1.3 Packed by Owner goods (PBO's) must not be accepted for storage

#### **5.2.0 Destination Services**

- 5.2.1 Delivery from storage - ERS Destination SLA terms apply
- 5.2.2 Storage containers/vaults should be unloaded directly at the client's residence whenever possible

#### **5.3.0 Vehicles**

- 5.3.1 Must be suitably prepared for storage, making sure the fuel tank is as empty as possible and the battery is disconnected where consistent with the manufacturer's recommendations

5.3.2 Nothing should be stored inside the vehicle except for the original factory equipment; the vehicle must be stored inside safe and secure warehouse premises

5.3.3 A car condition report must be completed at origin / warehouse / destination and signed by client and foreman with all exceptions noted including list accessories etc.

#### **5.4.0 Insurance**

5.4.1 Storage insurance will be administered by ERS or the account/transferee. You must maintain adequate insurance to cover your minimum legal requirements and policies should be made available for inspection on request

#### **5.5.0 Invoices**

5.5.1 You must confirm final charges to ERS within 5 working days after services have been completed. Only the charges notified at this point will be accepted

5.5.2 ERS requests that invoices are raised as soon as possible after services are performed, and no later than 15 days after completion of service provided

5.5.3 All invoices must identify the ERS reference number, transferee name and a description of

5.5.4 services provided and be issued in accordance with billing instructions from ERS

5.5.5 You must issue Invoices in the same currency as the original quotation.

5.5.6 A separate invoice should be issued for each shipment e.g. Air, Surface etc. with appropriate back-up documentation, which should be sent separately before the invoice is issued

5.5.7 Any third-party invoices must be accompanied by supporting documentation

5.5.8 You may not issue any invoices directly to the transferee or account unless explicitly authorized by ERS

#### **6.0.0 Invoicing**

6.1.1 Electronic billing is preferred where legally acceptable. Invoices can be addressed to

[APIInvoices@arca-intl.com](mailto:APIInvoices@arca-intl.com)

6.1.2 Invoice Documentation

6.1.3 You must supply following ERS documents with the initial storage invoice

6.1.4 ERS Bill of Lading duly signed by the transferee and the crew leader

6.1.5 Full inventory with exceptions noted, duly signed by the transferee and the crew leader

6.1.6 Condition reports (Vehicles) duly signed by the transferee and the crew leader

6.1.7 Weight Certificates - (in US - certified scales)

6.1.8 Loading charts / Bingo sheets for multiple storage contain ERS

6.1.9 Physical address of the warehouse facility

6.1.10 You must supply following documents with the final storage invoice

6.1.11 Delivery order signed by the transferee.

6.1.12 Full inventory with exceptions noted duly signed by transferee and the crew leader





6.1.13 Condition reports (Vehicles) duly signed by the transferee and the crew leader

### **6.1.0 Storage Invoicing**

6.2.1 Invoices for storage are to be pro-rated based on a 30-day month and reflect the following 3 month bill cycle:

January 1 to March 31

April 1 to June 30

July 1 to September 30

October 1 to December 31

6.2.2 Permanent storage rates are to remain fixed in the first two years of the shipment coming into store. Any adjustment after two years must be notified in writing and approved by ERS at least 90 days before any adjustment is made effective.

6.2.3 Volume or weight modifications to a permanent storage shipment must be immediately notified to ERS and approved.

6.2.4 No direct invoicing to ERS customers is permitted for permanent storage without explicit written instructions from ERS. Where instructions are provided by ERS for direct invoicing, the terms of the invoicing must be made available to ERS (i.e. best practice is to continue the existing storage rates) and the collection of storage receivables becomes your responsibility and not that of ERS

### **6.2.0 Vehicle Invoicing**

6.2.1 The net household goods weight provided must exclude any vehicles in the shipment. Vehicles must be invoiced on a lump sum basis and not the weight of the vehicle

### **6.3.0 Payment Terms**

6.3.1 Agreed payment terms are 60 days after invoice receipt unless otherwise agreed

### **7.0.0 Insurance and Claims**

7.0.1 Detailed inventory lists noting exceptions are required for all ERS moves, and must be signed by the transferee and crew at both origin and destination

7.0.2 You are required to advise ERS of any damages / missing items to the household goods or/and personal effects within 1 working day of these being noticed. A note must be made on the inventory list and verified by the transferee's signature along with photos of damaged items.

7.0.3 Where required by ERS, assistance is to be provided to locate a suitable local repair firm to obtain an estimate for repairs and restoration in a timely manner. ERS approval is necessary prior to repair work taking place

7.0.4 If significant water, mold or mildew damage is discovered at the time of delivery you must contact ERS immediately and seek further instruction before continuing with delivery services



- 7.0.5 A property damage form should be completed prior to commencing of any work in the residence and verified by the transferee's signature. If no pre-existing damage is visible, the form should still be completed and noted as "no damage" and verified by the transferee's signature
- 7.0.6 Upon the completion of work at the residence a second check should be completed and newly occurred damages noted on the property damage form
- 7.0.7 All property damage caused during the move should be reported to ERS immediately with full details and supporting photos
- 7.0.8 If you do not have access to such a property damage form this can be provided upon request
- 7.0.9 Clear and obvious evidence of neglect will be handled on a case by case basis.
- 7.0.10 Property damage caused during the move is the responsibility of the origin/destination agent

**8.0.0 Statement of Understanding and Compliance**

The term of this Agreement is effective from date of signing until terminated. This SLA will be reviewed annually between the Parties. In the event of any changes or updates to the agreements, all parties will receive notification.

By signing below, the Supplier acknowledges their understanding, agreement, and intention to adhere to this SLA. Any subsequent agreements, and any addenda to this agreement as mutually agreed upon by the parties. Please return acknowledgement to: **Compliance@arca-intl.com**

<p style="text-align: center;"><b>COMPANY LEGAL NAME</b></p> <p style="text-align: center;"><b>ARCA INTERNATIONAL</b> <b>DBA EXPAT RELOCATION SOLUTIONS</b></p>	<p style="text-align: center;"><b>SUPPLIER COMPANY NAME</b></p> <p style="text-align: center;">Click or tap here to enter text.</p>
SIGNATURE:	SIGNATURE:
Print name: Click or tap here to enter text.	Print name: Click or tap here to enter text.
Print initials: Enter initials.	Print initials: Enter initials.
Title: Click or tap here to enter text.	Title: Click or tap here to enter text.
Signature date: Click or tap to enter a date.	Signature date: Click or tap to enter a date.

