WESTERN OVERSEAS CORPORATION

PARTNER GUIDE

PARTNER AGENT GUIDE



How Western Overseas Corporation works with partner agents worldwide - from consignment and pre-alert through quoting, billing, and compliance.
Follow it to keep cargo moving and documentation accurate on every shipment.

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COMPANY OVERVIEW

Western Overseas Corporation is a global leader in international shipping and logistics. For over 50 years, we've provided freight forwarding, customs brokerage, warehousing, distribution, cargo insurance, and e-commerce solutions to businesses of all sizes.

With global offices, licensed experts, and a tech-driven approach, we deliver seamless, door-to-door service with a personal touch. Our core values- **experience**, **integrity**, **service**, and **attention to detail** - are the foundation of our success.



STORY

Founded in 1948, Western Overseas began in San Pedro, CA, and grew into a global network with over 200 logistics professionals.

We continue to thrive by helping our clients grow — simplifying international trade through trusted partnerships.

MISSION

Deliver a superior logistics experience through service, technology, and expertise.

VISION

A world where shipping is stress-free, borderless, and efficient.

PROMISE

One company. One contact.
One seamless solution.

OUR CORE SERVICES

Whatever your shipping and importing needs are, Western Overseas Corporation has the services that support you. Whether it's Freight Forwarding, Customs Brokerage, Cargo Insurance and/or Carnets, Western Overseas Corporation is your all-in-one, seamless solution to transporting products across borders, from origin to destination.

Air Freight Forwarding

Our Air Freight Forwarding service is streamlined, cost-effective, and tailored to the needs of your business.

Ocean Freight Forwarding

We purchase massive global contracts, giving us the power to negotiate carrier rates and pass the savings on to our customer.

Land Freight Forwarding

Our web-based shipment tracking system provides real-time shipment updates, giving you full visibility and control of your supply chain.

Cargo Insurance

When shipping products across ocean, land or air, our Cargo Insurance solutions protect you from the unexpected.

Carnets

Your Carnet documents are our top priority. We are available 24/7 and will hand-deliver to New York, Los Angeles and Miami airports.

Consulting

As experts in global shipping, we equip you with the knowledge and solutions required to efficiently transport your commodity.

Customs Brokerage

When you need to get your cargo through Customs quickly and efficiently...we deliver.

YOUR ROLE AS A PARTNER

As our partner, you are an essential part of our global family - an extension of our brand. You represent us in your region with professionalism, care, and attention to detail, managing shipments and client interactions that reflect who we are.

Through your reliability, service, and local expertise, you help us deliver the personalized care and logistics excellence our clients depend on every day. Together, we make global trade feel seamless — and that's something we're proud to do alongside you.

YOUR GLOBAL SHIPPING NEEDS DELIVERED

8 OFFICES

150+ AGENCY PARTNERS



- Air Freight Forwarding
- Land Freight Forwarding
- Ocean Freight Forwarding
- Cargo Insurance
- Customs Brokerage
- Consulting
- Carnets

CENTRALIZED COMMUNICATION POINT

To ensure all routine, non-emergency communications are directed efficiently, please use the following primary contact. This contact will triage and distribute information internally as needed.

EMILIANO DE GREGORIS
VP, Global Business Development

OFFICE +1 (714) 243-5052
MOBILE +1 (949) 870-8677
EMAIL emilianod@westernoverseas.com



CONSIGNMENT & SHIPPING INSTRUCTIONS

All consignments must follow a specific format for accuracy. Show Western Overseas as consignee on every Air Waybill (AWB) and Bill of Lading (B/L), using the details below.

AIR · HOUSE AIR WAYBILL (HAWB)

Western Overseas Corporation
10731 Walker Street
Cypress, CA 90630, U.S.A.
P: +1 (562) 252-8600
E: Airbreakbulk@westernoverseas.com

OCEAN · BILL OF LADING (B/L)

Western Overseas Corporation
10731 Walker Street
Cypress, CA 90630, U.S.A.
P: +1 (562) 252-8600
F: +1 (562) 986-1345
E: OceanImports@westernoverseas.com

SHIPMENT DATA REQUIREMENTS



Every shipment must include complete and accurate details to ensure compliance with both U.S. and international shipping regulations. Each entry on the House Air Waybill (HAWB) or House Bill of Lading (HBL) must clearly state:

- The full name, address, and contact information for both the shipper and consignee.
- The total number of pieces, along with verified weight and dimensions.
- A detailed description of the goods, including the proper Harmonized System (HS) or Schedule B code.
- Clear and approved routing instructions that match the client's booking confirmation.

VERIFY All measurements and descriptions must be verified before departure. Any discrepancies in weights or dimensions must be communicated immediately to the origin office before the file is finalized.

DOCUMENTATION AND FILING REQUIREMENTS

All shipments must include the correct set of supporting documents depending on the transport mode:

MODE	REQUIRED DOCUMENTS
All Shipments	Commercial Invoice and Packing List
Air Freight	House Air Waybill (HAWB)
Ocean Freight	House Bill of Lading (HBL)

These documents must be attached to the pre-alert email as separate, clearly labeled PDF files. Partners must confirm that all government filings such as AMS, ISF 10+2, or ICS2 (for EU shipments) are completed by the accountable party prior to departure.

Accurate HS or Schedule B codes are mandatory for customs clearance. Incorrect or incomplete codes can delay shipments or cause compliance violations. If Western Overseas Corporation has communicated a routing preference, it must be followed precisely.

U.S. EXPORTS

The origin agent is responsible for ensuring the cargo and documentation meet all export control requirements of the country of departure (e.g., Export Administration Regulations, Dangerous Goods classification, and security filings such as ICS2 for EU or AES/EEI for U.S. shipments).

U.S. IMPORTS

The destination agent must ensure all pre-alerts and documents are transmitted early enough to complete customs filings such as ISF 10+2, AMS, or entry declarations, and must verify that the importer of record (IOR) information and bond details are correct.

LABELING & PRE-ALERT PROCEDURES

All cargo must be labeled prior to hand-off to the carrier or consolidator. Labels must show:

- The AWB or HBL number.
- The destination office name and address.
- The consignee's name and reference number (if applicable).

Upon shipment departure, send a pre-alert email to the destination branch operations team.

Each pre-alert must include:

- Subject line with the AWB/HBL number and destination.
- A brief summary of the shipment contents.
- Attached PDF copies of the commercial invoice, packing list, AWB/HBL, and any regulatory filings.

U.S. EXPORTS

Pre-alerts should be sent immediately upon flight or vessel departure to allow the receiving office to plan for arrival and delivery.

U.S. IMPORTS

Destination agents must issue arrival notices promptly upon receipt of the pre-alert and coordinate customs clearance and delivery scheduling without delay.

SERVICE LEVEL AGREEMENTS

Foreign partners are expected to meet the following response and delivery times to maintain consistent global service standards:

MILESTONE	TARGET
Quote Requests	Respond within 24 hours of receipt.
Pre-Alerts / Arrival Notices	Within 12 hours of departure
Proof of Delivery (POD)	Within 48 hours after delivery

U.S. EXPORTS

Timely updates are crucial for departure confirmation and transmission of manifest data. Any delays or carrier rollovers must be reported immediately.

U.S. IMPORTS

Arrival confirmations, customs clearance milestones, and POD status updates must be shared proactively to ensure visibility and client satisfaction.

NOTE

All SLAs are measured in local business hours unless otherwise specified. If a delay in meeting an SLA is unavoidable, the responsible party must notify Western Overseas Corporation with an explanation.

DESTINATION OFFICE COMMUNICATION

Upon shipment departure, the origin agent must promptly notify the destination office with a full pre-alert package and routing details.

U.S. EXPORTS

Coordination between the origin and destination offices ensures visibility from departure through delivery, reducing customs delays and data discrepancies across filing systems.

U.S. IMPORTS

The destination office must confirm receipt of pre-alerts and immediately begin clearance preparation. Communication with the customs broker, carrier, and consignee should be maintained until the shipment is delivered and POD is obtained.

All correspondence should be directed to the designated operations email for tracking and recordkeeping.

QUOTING & PRICING PROCEDURES

HOW TO SUBMIT A QUOTE

Please send all quote requests via email:

AIR FREIGHT
airpricing@westernoverseas.com

OCEAN FREIGHT
oceanpricing@westernoverseas.com

QUOTE VALIDITY
All quotes are valid for 30 days unless otherwise specified.

REQUIRED INFORMATION FOR RATE REQUESTS

Collect the following before requesting a rate. Items tagged apply to that mode only.

SHIPMENT INFORMATION	
Incoterm	
POL / POD (port of lading / discharge)	
Commodity / value	
Cargo ready date	
Equipment type and number of containers	FCL
Stack or non-stack	
Cargo details — loose or palletized, qty, dimensions, weight + weight per pallet	LCL
Packing type	
Does the cargo contain buckets, drums, bags, jerrycans, or pails?	AIR

PICKUP DETAILS	
Pick-up address / contact	
Forklift / lift-gate / pallet jack required?	LCL

REQUIRED INFORMATION FOR RATE REQUESTS

DELIVERY DETAILS

Destination delivery Address	
Is there a hard deadline freight is needed by?	
Dock to dock?	
Drop or live unload?	FCL
Appointment required?	
Forklift / lift-gate / pallet jack required?	LCL/loose)

SPECIAL INSTRUCTIONS EXAMPLES

Type of Location (ie: Residence)
Any stairs inside or outside? Even 1 step, we need to know the physical terrain.
Labor on site to offload? What Equipment is on site?
Inside Delivery?
White Glove Needs? (Ie: Uncrating? Debris Removal)
Packing Type?
Do you have pictures? Packing list?
What is the declared value?

COMPLIANCE & INSURANCE

Insurance?
Hazmat? If yes, provide MSDS and/or Dangerous Goods Declaration

SERVICE & ROUTING OPTIONS

Direct or Transshipment service needed?
Expedited or deferred routing options, or both?

BILLING AND ACCOUNTING INSTRUCTIONS

INVOICING INSTRUCTIONS

Invoices are issued by Western Overseas Corp. upon shipment departure, once all services and related costs are finalized. Each invoice reflects the agreed quotation or rate confirmation and includes a detailed cost breakdown for transparency.

Statements must be sent electronically via to WOCIASgroup@westernoverseas.com in PDF format to the designated accounting contact.

CURRENCY PREFERENCES & CONVERSION GUIDELINES

Our preferred currency for invoicing is U.S. Dollars (USD). All invoices must be submitted in English and should align with the quoted currency.

If your billing currency differs, please use the exchange rate published on the shipment's departure date at www.oanda.com or another mutually agreed reference. The conversion rate used must be clearly indicated on the invoice.

Each invoice must correspond exactly with the original quotation and supporting documentation.

PAYMENT TERMS

Standard payment terms are 30 days from the end of the month following the invoice date unless otherwise stated in the agency agreement.

Payments are made via wire transfer to the bank account on file. Any bank charges related to currency conversion or international transfer fees are the responsibility of the sender unless prearranged differently.

IMPORTANT

This invoice includes cash disbursements made on your behalf to move your freight Interest at a rate of 1.5% per month will be applied after the payment due date.

REQUIRED BACKUP DOCUMENTATION

All invoices must include the following documents as supporting evidence of service completion:

- Copy of the Air Waybill (HAWB) or Bill of Lading (HBL)
- Commercial Invoice and Packing List
- Proof of Delivery (POD) or signed delivery receipt
- Any applicable government or carrier documentation, such as ISF, AMS, ICS2, or AES filings

Invoices lacking these required documents may be held until all supporting records are received and verified.

ACCEPTED PAYMENT METHODS

- Wire / ACH
- PayCargo (Credit Card)
- Scanned Check Copy to ar@westernoverseas.com (COD – under USD 2,000 only)
- Physical checks are not accepted (effective 2020)

NOTE

For COD terms, scanned check copies are accepted up to USD 2,000

DISPUTE RESOLUTION PROCESS

Any billing discrepancies or disputes must be reported to our accounting department within 7 business days of invoice receipt. Disputes should include the invoice number, date, and a detailed explanation of the discrepancy along with any supporting documentation.

We are committed to resolving all billing issues quickly and fairly, with written confirmation of resolution outcomes provided to both parties.

COMPLIANCE & DOCUMENTATION STANDARDS

Western Overseas Corp. is responsible for ensuring that all transactions moving under our name comply with U.S. Customs and Border Protection (CBP), the Federal Maritime Commission (FMC), the Transportation Security Administration (TSA), and other regulatory bodies.

Foreign partners are responsible for compliance with U.S. and their own country's export and import regulations, accurate data submission, and adherence to agreed operational standards.

Together, both parties must ensure that:

- All shipment data is accurate and transmitted on time.
- All required government filings (export and import) are completed before departure or arrival as required by law.
- Any discrepancies, holds, or requests from customs authorities are communicated immediately to avoid penalties or delays.

REQUIRED COMPLIANCE CERTIFICATIONS

All partner agents must hold and maintain current and valid licenses or certifications appropriate to their services and region. These may include:

- IATA accreditation (for airfreight handling and AWB issuance)
- NVOCC registration or bond (for ocean freight where applicable)
  FMC Registration
- C-TPAT or equivalent security certification (if participating in secure trade programs)
  EORI, VAT, or other government registration numbers for EU or country-specific operations

Copies of these certifications should be kept on file and provided to Western Overseas Corp. upon request or renewal.

REGULATORY FILING RESPONSIBILITIES

Responsibilities are split between the foreign agent and Western Overseas, by direction of trade:

FOREIGN AGENT

EXPORT

The origin agent is responsible for completing all export-related filings required by their local authorities, such as Export Declarations, Security Filings (e.g., ICS2 for EU shipments), or advance manifest submissions. Agents must ensure that all export data — including shipper, consignee, commodity description, and HS code — is correct and filed before the export deadline.

IMPORT

For inbound shipments, the destination (import) agent is responsible for ensuring that all pre-arrival filings (e.g., ISF 10+2, AMS, or local equivalents) are completed accurately and within regulatory time-frames. Agents must also coordinate with the customs broker to ensure prompt clearance and delivery.

WESTERN OVERSEAS

EXPORT

For U.S. exports, WOC will ensure compliance with the Automated Export System (AES) and the submission of Electronic Export Information (EEI) where required under 15 CFR Part 30. We will also verify that any required export licenses, permits, or controlled goods documentation are valid before departure.

IMPORT

For U.S. imports, WOC will ensure compliance with CBP entry procedures, coordinate with licensed customs brokers, and monitor the timely submission of ISF and AMS filings. We will maintain records for all import entries in accordance with 19 CFR Part 163 and CBP recordkeeping requirements.

DATA ACCURACY AND DOCUMENTATION STANDARDS

Data accuracy is non-negotiable. Both Western Overseas Corp. and partner agents must ensure that shipment information is complete, consistent, and accurate across all documents.

Critical data elements include:

- Full shipper and consignee names and addresses
- Harmonized System (HS) codes and full commodity descriptions.
- Piece count, weight, and dimensions.
- Declared value and Incoterms.

MATCH

All commercial documents (invoice, packing list, AWB/HBL, and manifest) must match. Any remeasurement or reweighing should be reported to the origin office before documentation is finalized.

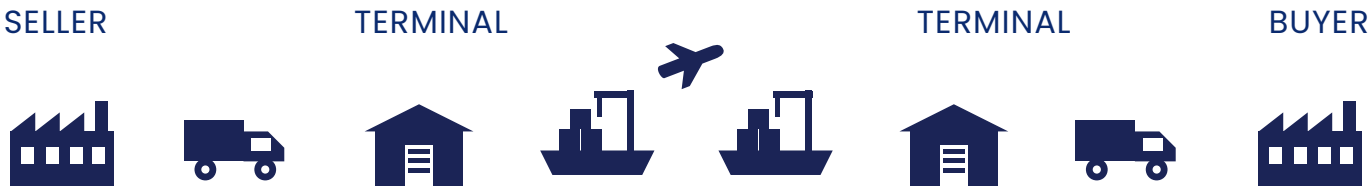
RECORDKEEPING

All shipment files and related documents must be retained for at least five (5) years, or longer if required by local law.

Acceptable formats include electronic or physical copies, provided they are legible, secure, and retrievable upon request.

Records must be made available to Western Overseas Corp. and government authorities upon request for audits or investigations.

INCOTERMS 2020



EXW Ex Works	SELLER	BUYER
	SELLER	BUYER
	SELLER	BUYER
FCA Free Carrier	SELLER	BUYER
	SELLER	BUYER
	SELLER	BUYER
CPT Carriage paid to	SELLER	BUYER
	SELLER	BUYER
	SELLER	BUYER
CIP Carriage and Insurance Paid to	SELLER	BUYER
	SELLER	BUYER
	SELLER	BUYER
DPU Delivery at Place Unloaded	SELLER	BUYER
	SELLER	BUYER
	SELLER	BUYER
DAP Delivery at Place	SELLER	BUYER
	SELLER	BUYER
	SELLER	BUYER
DDP Delivered Duty Paid	SELLER	BUYER
	SELLER	BUYER
	SELLER	BUYER
FAS Free Alongside Ship	SELLER	BUYER
	SELLER	BUYER
	SELLER	BUYER
FOB Free on Board	SELLER	BUYER
	SELLER	BUYER
	SELLER	BUYER
CFR Cost and Freight	SELLER	BUYER
	SELLER	BUYER
	SELLER	BUYER
CIF Cost, Insurance and Freight	SELLER	BUYER
	SELLER	BUYER
	SELLER	BUYER

ALL MODES OF TRANSPORT · SEA AND INLAND WATERWAYS · COSTS · RISK · INSURANCE

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YOUR GLOBAL SHIPPING NEEDS DELIVERED

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PROUD MEMBER — GLOBAL LOGISTICS FAMILY (GLF)