

# STATEMENT OF PROCEDURES S.O.P



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Dear Agent:

Please note Colombia there are procedures and rules to follow. Below, you will find the procedures according to the Colombian Custom's regulations, which you have to take notice, carefully for your exports to Cartagena / Buenaventura / Barranquilla or Santa Marta in order to avoid inconveniencies and customs fines.

The customs fines vary depends on the severity of the felony, contravention or regulatory offense according to the New Customs Facilitations Law for Trade.

The non – adherence to these procedures will generate fines, all additional costs of storage, handling and customs fines which will have to be billed back to your company.

**MBL Must be consigned to:**  
**ANKER LOGISTICA Y CARGA SAS**  
NIT: 900.183.090 – 2 ACI 463  
CARRERA 74 No. 55 – 66  
Normandía II Sector  
Tel. (571) 746 08 15  
Bogotá – Colombia  
CTC: JAMES ORTIZ  
[operaciones1@ankerlogistica.com](mailto:operaciones1@ankerlogistica.com)

**NOTIFY**  
**ANKER LOGISTICA Y CARGA SAS**  
NIT: 900.183.090 – 2 ACI 463  
CARRERA 74 No. 55 – 66  
Normandía II Sector  
Tel. (571) 746 08 15  
Bogotá – Colombia  
CTC: JAMES ORTIZ  
[operaciones1@ankerlogistica.com](mailto:operaciones1@ankerlogistica.com)

**HBL Must be consigned to:**  
**CONSIGNEEE**  
CLIENT: .....  
NIT: .....  
ADDRESS: .....  
TEL: .....  
CITY:.....  
CTC: .....

**NOTIFY**  
**ANKER LOGISTICA Y CARGA SAS**  
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2. Every cargo must come with **marks**.

Note: If cargo doesn't have marks or if marks declared on HBL do not agree as per freight is unloaded, it will cause Customs Fines.

3. **The description of Packing.** Detailed in the HBL'S and / or manifest must be the same in the moment we open the container. E.g. **"IF BL DETAILS 5 DRUMS. PHYSICALLY CUSTOMS HAVE TO FIND 5 DRUMS"**, if they find 5 pallets, it will apply Customs Fines.

4. We suggest weighing the consolidated cargo in origin. Once vessel arrives, it's weighed again at destination, and if **discrepancy exists higher than 10% of Customs tolerance, cargo will pay Customs Fines.**

5. The total weight, cubic meters and number of bulks / pieces must always be the same that MBL.

6. The shipping date of HBL'S **can not be the higher, neither lower** than freight amount of MBL. The shipping date of House BL'S must be the same as MBL.

7. For "transshipments" HBL must indicate: "Cargo in transshipping to port"

8. Documentation must be received with due anticipation (**Customs in not accepting late sending**) information must be sent 48 hours before vessel's arrival in correct way; it means, we should receive the documentation at least 72 working hrs before vessel's arrival.

If the information is sent late to Custom's System, a customs fine and correction fee will be applied.

9. HBL must indicate the **CONSIGNEE'S FULL ADDRESS** (showing complete company name, full address, phones, e-mail) if this information is false, according to the New Colombian Custom's law this is considered as an **AGGRAVATED CRIME** so this can be sanctioned even with jail and very high economic Customs fines.

We inform that to ask any correction / alteration, we should present to Customs many communications that support our request. The time from this procedure is 6 working days estimated, so Customs can determine if they accept or not to correction requested.



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The non-adherence to these procedures will generate fines.

All additional costs of storage, handling and customs fines which will have to be billed back to your company.

**MAWB Must be consigned to:**  
**ANKER LOGISTICA Y CARGA SAS**  
NIT: 900.183.090 – 2 ACI 463  
CARRERA 74 No. 55 – 66  
Normandía II Sector  
Tel. (571) 746 08 15  
Bogotá – Colombia  
CTC: JAMES ORTIZ  
[operaciones1@ankerlogistica.com](mailto:operaciones1@ankerlogistica.com)

**NOTIFY**  
**ANKER LOGISTICA Y CARGA SAS**  
NIT: 900.183.090 – 2 ACI 463  
CARRERA 74 No. 55 – 66  
Normandía II Sector  
Tel. (571) 746 08 15  
Bogotá – Colombia  
CTC: JAMES ORTIZ  
[operaciones1@ankerlogistica.com](mailto:operaciones1@ankerlogistica.com)

**HAWB Must be consigned to:**  
**CONSIGNEEE**  
CLIENT: .....  
NIT: .....  
ADDRESS: .....  
TEL: .....  
CITY: .....  
CTC: .....

**NOTIFY**  
**ANKER LOGISTICA Y CARGA SAS**  
NIT: 900.183.090 – 2 ACI 463  
CARRERA 74 No. 55 – 56  
Normandía II Sector  
Tel. (571) 746 08 15  
Bogotá – Colombia  
CTC: JAMES ORTIZ  
[operaciones1@ankerlogistica.com](mailto:operaciones1@ankerlogistica.com)

2. Documentation must be received with due anticipation (customs is not accepting late sending) The correct information must be sent 24 hours before airplane arrival. It means, we should receive the documentation as maximum 48 working hrs before airplane's arrival to can check it and if any doubt exists, we will be able to request you on time.

3. AWB must indicate the **CONSIGNEE'S FULL ADDRESS** (showing complete company name, full address, phones, e-mail) if this information is false, according to the New Colombian Customs Law this is considered as an **AGGRAVATED CRIME** so this can be sanctioned even with jail and very high economic Customs fines.



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4. The total of weight, number of bulks / pieces must always be the same that AWB.
5. All freight must be labeled with number of HAWB and MAWB, also must have a copy of manifest cargo.
- 6 Master AWB must show sentence: "Consolidated cargo as per attachment manifest".
7. In cargo manifest you must state gross weight.
8. **IMPORTANT !!!**, in the envelope that your company deliver to Air Line with original HAWB, HAWB ´S manifest. Cargo and MAWB ´s manifest cargo. Out of envelope you must be attach a copy of both manifest cargoes. (Mandatory).
9. For all intructions and ROs sending by Anker to handle all shipments, always the agent at origin should contact shipper, doublé check the information and send news to Anker, after Anker receive this information will proceed to approve instructions and the agent at origin can make any operation that implies any charge or money, if Anker don't receive this news won't proceed to cancel any money or value generated. Very important All pre – alert must be send to our operation department.

## PLEASE CHECK OUR MAIN CONTACT DETAILS:

NAME	POSITION – RESPONSABILITY	EXT	CITY	EMAIL ADDRESS
Claudia Castaño	Traffic Coordinator – Local transport en OTM service	104	BOGOTA	<a href="mailto:operaciones2@ankerlogistica.com">operaciones2@ankerlogistica.com</a>
Estefanía Serna	Traffic Coordinator - Europe and America	101	BOGOTA	<a href="mailto:operaciones@ankerlogistica.com">operaciones@ankerlogistica.com</a>
Yully Dallos	Traffic Coordinator – Export Service and Panama	103	BOGOTA	<a href="mailto:operaciones1@ankerlogistica.com">operaciones1@ankerlogistica.com</a>
Liliana Lopez	Traffic Coordinator - Far East Origin	102	BOGOTA	<a href="mailto:customer@ankerlogistica.com">customer@ankerlogistica.com</a>
Edy Martinez	Traffic Coordinator - Far East Destination	107	BOGOTA	<a href="mailto:operaciones4@ankerlogistica.com">operaciones4@ankerlogistica.com</a>
Cristina Piñeros	Accounting Manager	402	BOGOTA	<a href="mailto:administrativo@ankerlogistica.com">administrativo@ankerlogistica.com</a>



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David Rodriguez	Accounting - statement reviewer	404	BOGOTA	<a href="mailto:facturacion@ankerlogistica.com">facturacion@ankerlogistica.com</a>
Kiara Valencia	Pricing	301	BOGOTA	<a href="mailto:pricing@ankerlogistica.com">pricing@ankerlogistica.com</a>
Andrea Manrique	Controller - all issues	305	BOGOTA	<a href="mailto:a.manrique@ankerlogistica.com">a.manrique@ankerlogistica.com</a>
James Ortiz	General Manager - all issues	401	BOGOTA	<a href="mailto:james.ortiz@ankerlogistica.com">james.ortiz@ankerlogistica.com</a>



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