

# Standard Operating Procedure

for

the transport logistics activities

## Description

This Standard Operating Procedure (SOP) describes the practical arrangements and agreements for transportation between Logistics Service Provider and Odyssey Logistics

Effective date: 10<sup>th</sup> October 2024

<b>Management of Change</b>			
<b>Version</b>	<b>Resp.</b>	<b>Date</b>	<b>Reason</b>
00.01		10.10.2024	Creation
00.02	Agnieszka Andruszkiewicz	19.06.2025	Changes in the process: Point 3.2 - a Note has been added Point 3.4 - the communication rules for non-expedite transports have been modified.
00.03	Agnieszka Andruszkiewicz	01.10.2025	Introduction of new section 4 CARRIER PERFORMANCE & KPI's; renumbering of subsequent sections accordingly.

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## Disclaimer

We act exclusively as a forwarding agent ("commissionair-expediteur") All our transactions are subject to the General Belgian Freight Forwarding Conditions 2024. These conditions can be accessed via the following link: [Terms of Use - Odyssey Logistics](#). Unless expressly protested, they are assumed to be tacitly accepted.

### 1. INVOICING PROCESS

Carriers will send Odyssey the original invoice via email in PDF-format, PDF to be named SCAC + invoice number to [swiftsolutionsPayments@odysseylogistics.com](mailto:swiftsolutionsPayments@odysseylogistics.com) email address.

Invoice frequency: per single shipment.

Invoice trigger: shipment delivery. Invoices sent before delivery will not be processed.

Invoice latency: the LSP must send the invoice to Odyssey within 14 days after the delivery of the shipment.

Bill to legal entity / Invoice address

Carrier's freight invoice is made out to Odyssey:

**Odyssey Logistics Europe BV**  
**Generaal Lemanstraat 55 B 8**  
**B-2018 Antwerpen**  
**Belgium**  
**VAT nr BE 0894.394.933**

Invoices must display:

- Invoice date plus payment terms (standard is 60 days)
- Sufficient information/description about the delivery including actual weight and billed weight and UOM.
- Order number (see annex 2) + ship date
- Supplier Contact Information: Clear and full data of an Accounts Receivable contact person (such as: Name, E-mail, and Telephone number) in case of issues to avoid delay and to speed up the process.
- Remit-to address or e-mail: This is the vendor address/email account where Odyssey Swift solutions should send the payments.
- IBAN-number and account information (name)

### Additional charges & charge codes

All charges on top of the base rate have their specific charge code (see annex 7) and should be reflected separately from freight amount. Additional charges must always be approved by sending a signed CMR to the Odyssey Swift Team prior invoicing. LSP is allowed to issue an invoice with extra charges only AFTER receiving a written confirmation of such costs from the Odyssey Swift Team.

### Credit Note Process

If during the invoice a written an error is detected, the LSP will be asked to send a credit note matching the amount of the original invoice, and then re-issue a new invoice. The LSP sends hard copies of the 2 invoices (wrong & correct) and the credit note to Odyssey.

No partial credit notes are accepted, i.e. the difference between the invoiced amount and the correct amount on the invoice line in dispute.

The same process will be used if Odyssey indicates that a VAT number and/or Legal entity is incorrect. The credit note and the corrected invoice cannot be processed on the same day.

Questions regarding payment/invoices, please direct to [swiftsolutionsPayments@odysseylogistics.com](mailto:swiftsolutionsPayments@odysseylogistics.com).

Audit disputes or updates on statement of accounts will be handled by Odyssey within 3 working days after receipt.

### **ATTENTION**

- **For all shipments, the LSP has to send a copy of POD / CMR (delivery note) signed by the consignee/customer, mentioning the actual delivery date, before sending the invoice**
- **Your invoice will not be paid until POD is provided**
- **All information required on the POD can be found on Annex 8 - POD requirements**

## **2. COMMUNICATION**

Please send operational emails to [swiftsolutions@odysseylogistics.com](mailto:swiftsolutions@odysseylogistics.com) and not to personal mailboxes. Daily operational email communication needs to be held in **English only**.

**Note:** In cases requiring an urgent response from the Odyssey Logistics Coordinator, and no reply is received, the LSP must initiate telephone contact with the Coordinator or another person listed in the contact list provided below.

Annex 4 - Odyssey contact Sheet contains all the necessary contact details. At no point is the carrier allowed to contact the shipper or the customer directly, other than to arrange a loading/unloading slot.

**Note: Answers about the status of planned expedite shipments should be within 30 min.**

### 3. TRANSPORT

#### 3.1. BOOKING, LOADING ADDRESS AND DETAILS

The LSP will receive the Transport Order by email in PDF together with shipping point details & requirements Annex 3). Unless no written objections are made up front, we will consider it as confirmation that LSP will adhere to the local legislation mentioned in shipping point details and requirements.

**Note:** Any cost caused by non-compliance with the local legislation will not be accepted.

#### ATTENTION

- LSP shall carefully check and follow the additional instructions in the order. This section contains final customer requirements for timeslot booking and opening hours, temperature ranges, tail lift and other additional equipment needed for unloading.
- Driver shall strictly adhere to the PPE requirements as provided in Annex 6 of this SOP and ensure he/she is wearing the correct PPE before entering the shipping site.
- All documents received upon collection shall accompany the delivery until the final unloading address. Unless specifically requested otherwise.
- The order number (see print screen Annex 2) shall be used for all communication with Odyssey Swift Solutions and the shipping point. In case the goods are not ready for loading or other circumstances make loading temporarily impossible, the Carrier must immediately inform Odyssey Swift Solutions, and the driver must remain at the loading site until further instructions are provided.
- Driver shall only leave the unloading site when the consignor has duly signed off the POD/CMR; date, full name, signature.

#### 3.2. DELIVERY REQUIREMENTS

The delivery date to the final unloading address needs to be always respected. Late delivery needs to be always avoided and will only be accepted in case unforeseen events occur such as strikes, extreme and unexpected weather conditions and technical breakdowns of equipment.

In case an unexpected event occurs, the LSP needs to contact Odyssey Swift Solutions team immediately with details and a new estimated time of arrival.

**Note:** The occurrence of any factors that may affect the execution of the transport in accordance with the agreed conditions (such as issues during customs procedures or unavailability of the goods described at the loading site) must be reported by LSP as soon as possible. Further actions should be agreed upon in coordination with Odyssey Swift Solutions.

The occurrence of such factors must be documented by the LSP as quickly as possible by providing, for example: photos of damaged vehicle components including the license plate number, a scan of a service document confirming the repair, a photo of a traffic map showing the congestion where the driver was stuck, a police report, or a written confirmation of the situation at the loading or unloading site noted on the CMR and signed by warehouse staff, or any other evidence that is deemed sufficient by the Odyssey Logistics Coordinator.

**Note:** Any cost caused by non-compliance with the correct procedure will not be accepted. Moreover, if any transport instructions are not followed due to the actions of the LSP (e.g. late arrival for loading), this may lead to further consequences such as a change of unloading date, waiting time, or a prolonged clearance process. In such cases, the LSP will be held responsible for any resulting consequences.

In case of earlier delivery, LSP will need to contact Odyssey Swift Solutions team as soon as possible to align with the customer upfront if receiver can accept earlier delivery

**Note:** Any cost caused by non-compliance with the correct procedure will not be accepted.

### 3.3 FOLLOW UP EXPEDITE SHIPMENTS

Odyssey Swift Solution is committed to providing an excellent service towards our customers, especially when it comes to Expedite shipments. Therefore, we will reach out to you more frequently for updates and we expect to get **answers within 30min.** timeframe, even if there is no update available. To minimize the communication stream, we strongly encourage you to proactively inform the Odyssey Swift Solutions team at the given timings below.

1. Status update 1 hour before loading time.
2. Confirmation upon arrival at the loading site.
3. In case more than 1 transit day, one update per day (preferably around noon)
4. Update 1 hour before scheduled delivery time
5. Confirmation upon arrival at the final unloading address

**Note:** Carriers should advise themselves with the **Order number** (see annex 2)(unless instructed otherwise) and not with the Odyssey shipment number as this will be unknown to the final unloading address.

### 3.4. DELIVERY CONFIRMATIONS/TRACKING MESSAGES

- For all shipments, the LSP must send information about the readiness for loading one day before the scheduled loading date, including the planned loading time and all other required details. If the loading is scheduled after 12:30 PM, the Carrier may provide this information on the same day.
- The LSP must provide the unloading time on the day it becomes known, but no later than one day before the scheduled unloading. If the unloading is planned after 12:30 PM, this information may be provided on the same day. In case of any changes to the loading time, the LSP is required to inform Odyssey Swift Solutions about the update.
- For all shipments, the LSP must send a loading/delivery confirmation email to the Odyssey Swift Solutions Team immediately after the activity is completed.

**Note:** Regarding expedited shipments delivery confirmation should be according to **chapter 3.3;** done upon arrival immediately!

### 3.5 CUSTOMS PROCEDURES

In case a shipment must cross borders outside the EU, Odyssey Swift Solution will mention which actions are required from the LSP in the quote request. Further details will be communicated at order booking.

### 3.6 POD/CMR REQUIREMENTS

Besides the delivery confirmation message, which is compulsory for all shipments, the carriers Must be able to supply the (signed) POD/CMR by email to [swiftsolutions@odysseylogistics.com](mailto:swiftsolutions@odysseylogistics.com) Within 24 hours after delivery if the POD relates to a recent shipment and request is mostly related to a dispute or non-conformance.

**Please note that your invoice will not be processed until the POD is received.**

## 4. CARRIER PERFORMANCE & KPI's

Odyssey will create carrier KPI's and organize performance review meetings (PRM) on regular basis to have a view at the performance of the carrier, in which Punctuality, Quality & EHSS and any operational issues will be discussed.

### KPI DEFINITIONS & TARGETS

Definitions		
Pick-up Performance	On Time	Shipments whereby scheduled pick-up date is = to actual pick-up date
	Too Early	Shipments whereby the scheduled pick-up date is > actual pick-up date
	Too Late	Shipments whereby the scheduled pick-up date is < actual pick-up date
Delivery Performance	On Time	1. Shipments whereby scheduled delivery date = actual delivery date. 2. Shipments whereby the scheduled date < or > actual delivery date but with a 'valid' explanation code assigned.
	Too Early	Shipments whereby the scheduled delivery date is > actual delivery date
	Too Late (*)	Shipments whereby the scheduled delivery date is < actual delivery date
Delivery Latency confirmation		Time between actual unloading date and delivery confirmation
Error Free Delivery (EFD)		Shipments executed conform expectations; no customer complaint recorded

KPI	Target
Pick up performance	98 %
Delivery performance	99 %
Delivery latency confirmations	1 day
NCR Error-Free Shipments	99,00% - Percentage of shipments without non-conformance reports divided by the number of shipments
Safety Error-Free Shipments	99,90% - Percentage of shipments without Safety-related non-conformance reports divided by the number of shipments

Note (\*)

In case a shipment is delivered as not scheduled - too early/too late - we expect the carrier to inform Odyssey. This message will not convert the 'too early/too late' status of the shipment in status 'on time' but this message will be considered as a communication performance.

For expedite shipment organized not as per ordered, Odyssey Swift Solution reserves the right paying what we consider as a regular rate and not the premium expedite rate since the shipment was not done as premium expedite service.

For regular shipments which became expedite shipment due to a failure of a carrier (e.g. not loaded on time, etc) Odyssey Swift Solution expects from carrier (whose failure was the root cause for higher cost shipment) to provide financial compensation and the amount will be discussed on case-by-case basis.

## 5. NON-CONFORMANCES & CLAIMS

### 5.1 GENERAL INFORMATION

Any failure by the LSP to comply with the requirements laid down in this SOP and Appendixes can result in a formal non-conformance notification, which can either be initiated by the customer itself or by Odyssey Swift Solutions.

In addition, damages/accidents/incidents/near-misses, reported as per **section 5.1 & Annex 5** of this SOP, also result in a non-conformance.

Odyssey Swift Solutions operates as a Forwarding agent and thus keeps the carrier liable in all cases.

### 5.2 NON-CONFORMANCE RESOLUTION

Odyssey Swift Solutions shall inform the LSP about a 'new' non-conformance via email notification.

We expect the LSP to provide detailed analysis of the root cause to define the gaps in the current work processes. Based upon the gap analysis and to avoid reoccurrence of issues, a corrective action plan including target dates will be designed by LSP and shared with Odyssey's Quality & EHSS team ([Quality@odysseylogistics.com](mailto:Quality@odysseylogistics.com)).

- LSP to share RCCA within 5 working days.

### **5.3 CLAIM HANDLING**

In case a LSP related non-conformance has a monetary impact (e.g. damages, loss of material...), the claims process is activated.

Odyssey Swift Solution will inform the LSP about the claim file. Via email the LSP will be held liable and details about the claim value calculation will be submitted.

Claims for international shipments are subject to the CMR regulation. Claims for domestic shipments are subject to the country regulation, if applicable, otherwise the CMR regulation will be applied.

We expect the LSP to open a claim dossier and confirm the claim file handling to have the claim value reimbursed towards customer.

- LSP to confirm acceptance of liability within 20 working days.

## **6. SPECIAL ARRANGEMENTS / AGREEMENTS**

### **6.1 EMERGENCY NUMBER**

For ALL Chemical Spills, Leaks, Fires, Exposures or Accidents that occur while in transit, the LSP must ensure the 24/7 Emergency telephone number is called/activated

The shipper 24/7 ER number is mentioned on the CMR/ delivery note and/or product labels.

Immediately after having called the 24/7 Emergency telephone number, the LSP shall advise Odyssey Swift Solution of the occurrence of the accident. See emergency contacts in Annex 4.

### **6.2 DAMAGE POLICY**

Besides accidents, all incidents, near-misses and any special or unusual circumstances occurring during loading, transit or unloading shall be reported immediately to Odyssey Swift Solutions according to the damage Policy described in Annex 5.

### **6.3 ENVIRONMENT, HEALTH & SAFETY**

At all times drivers shall strictly respect & adhere to the site safety rules of both collection and unloading sites. Site Safety Rules are distributed via the shipping point details and requirements (see under point 2.1) or made available to the driver upon arrival.

At all times the All shipments shall be executed conform existing national and international transport regulations. In case goods classified as dangerous for transport are collected and shipped, the LSP shall ensure the shipment is executed in full compliance with the ADR/RID and IMDG regulations.

Annexes

Annex 2	Load tender information
Annex 3	Shipping point details & requirements (provided at the time of booking)
Annex 4	Emergency contacts
Annex 5	Damage policy
Annex 6	PPE policy
Annex 7	Additional charge codes
Annex 8	POD requirements