



**SOP**



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# STANDARD OPERATING PROCEDURES

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ONBOARD LOGISTICS GROUP USA



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**Date issued:** October 2024

The person responsible for the information described in this document is: Janery Saenz, USA Compliance & Process Manager.

# GENERAL INFORMATION

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**LANGUAGE:** English

**CURRENCY:** USD

## HEADQUARTERS

6745 NW 36th Street, Suite 260 Miami, Florida. 33166

Phone +1 (305) 471 0201

Web: [www.onboardlogistics.net](http://www.onboardlogistics.net)

## LOS ANGELES BRANCH

11099 South La Cienega Blvd. Suite 275 Los Angeles, California. 90045.

Phone: +1 (213) 784 1870

## ATLANTA BRANCH

4777 Aviation Parkway, Bldg. No.3 Suite C. Atlanta, Georgia. 30349.

Phone: + 1 (470) 451-0660

## CHICAGO BRANCH

205 Stanley Street. Elk Grove Village, Illinois. 60007

Phone: +1 (470) 451-0660

## OPERATION HOURS:

Monday -Friday  
09:00 am to 6:00 pm  
Eastern time zone.

Monday - Friday  
08:00 am to 5:00 pm  
Pacific standard time zone.

Monday -Friday  
09:00 am to 6:00 pm  
Eastern time zone.

Monday -Friday  
09:00 am to 6:00 pm  
Central Standard time zone.

## OFFICIAL HOLIDAYS

### Date(s)

January 1, 2024

January 15, 2024

February 19, 2024

March 29, 2024

May 27, 2024

June 19, 2024

July 4, 2024

September 2, 2024

October 14, 2024

November 28, 2024

November 29, 2024

December 25, 2024

January 1, 2025

### Official Office Holidays

New Year's Day - Office Closed

Martin Luther King Day - Half Staff

Presidents Day - Half Staff

Good Friday - Office Closed

Memorial Day - Office Closed

Juneteenth - Half Staff

Independence Day - Office Closed

Labor Day - Office Closed

Columbus Day - Half Staff

Thanksgiving - Office Closed

Black Friday - Office Closed

Christmas Day - Office Closed

New Year's Day - Office Closed

# MAIN CONTACTS

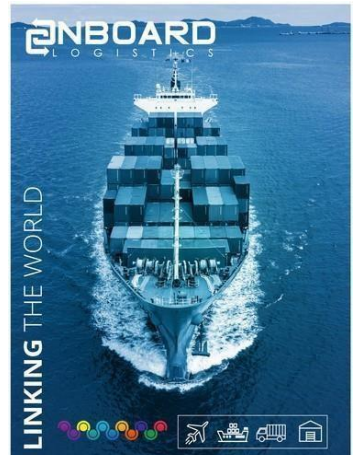
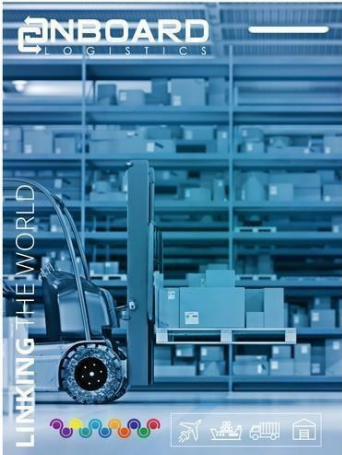
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## USA OFFICES

Name	Email
Rodrigo Sosa - VP Onboard Group Acting US Managing Director.	Rodrigo.sosa@onboardlogistics.net
Janery Saenz - USA Compliance & Wellness Officer.	Janery.saenz@onboardlogistics.net
Martin Molina - Miami Office. BranchManager.	Martin.molina@onboardlogistics.net
Enrique Brum - USA Sales Manager.	Enrique.brum@onboardlogistics.net
Manuel Dappo - Atlanta Office. Branch Manager.	Manuel.dappo@onboardlogistics.net
Diego Ramirez - Chicago Office. Branch Manager	Diego.Ramirez@onboardlogistics.net
Ruben Perez - Route Development Manager.	Ruben.perez@onboardlogistics.net
Carlos Soto - Los Angeles Office - Branch Manager	Carlos.soto@onboardlogistics.net
Roxana Garces - USA HR & Payroll Administrator. .	Roxana.garces@onboardlogistics.net
Gabriela Varela - Financial Controller.	Gabriela.varela@onboardlogistics.net
Pablo Ramírez - Mami WHSE Manager.	Pablo.ramirez@onboardlogistics.net
Operations - General email	mia@onboardlogistics.net
Imports - General email	prealert.mia@onboardlogistics.net
USA Pricing Dept.	pricing.usa@onboardlogistics.net
MIA Pre-alerts	prealert.mia@onboardlogistics.net
LAX Pre-alerts	prealert.lax@onboardlogistics.net
ATL Pre-alerts	prealert.atl@onboardlogistics.net
ORD Pre-alerts	prealert.ord@onboardlogistics.net
NYC Pre-alerts	prealert.nyc@onboardlogistics.net

# OUR MAIN SERVICES

- ◆ NVOCC / IAC Agent.
- ◆ Export & Import: Air and Ocean.
- ◆ Supply Chain Management.
- ◆ Trucking services & Interstate Transportation.
- ◆ Custom Brokerage.
- ◆ Warehousing, Distribution, Storage, etc.
- ◆ USFDA & USDA Hemp approved facility.
- ◆ USFDA registration and permit.
- ◆ Insurance coverage.
- ◆ Origen Certificates.
- ◆ Projects and bidding.
- ◆ DG consulting and documentation.



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## IMPORT INSTRUCTIONS

- ◆ MBL needs to be consigned to Onboard Logistics USA Inc, verify with the local handling office for the correct address. (Same as notify party) Express Release/Telex Release or Sea Waybills are acceptable.
- ◆ For Direct shipments Onboard cannot act as the consignee.
- ◆ Shipments must be pre-alerted prior shipment arrival. (MBL, HBL, Invoice, handling inst.)
- ◆ Correct ETD and ETA are crucial.
- ◆ Complete consignee and customs broker contact.
- ◆ In-transit shipments require coordination prior shipping.
- ◆ Customs Broker services require POA & prior arrangement.
- ◆ Ocean Imports: ISF & AMS filing required; requests must be sent 3 days prior to vessel departure.

## EXPORT INSTRUCTIONS

- ◆ All export shipments require a commercial invoice with a USA registered entity and a valid TAX ID number or EIN.
- ◆ Every shipping order must have an SOP with the following details:
  - Precise commodity description in English.
  - NCM number if required
  - Any legend applicable to the country of destination.
  - Consignee complete contact information
- ◆ Pickup request should have: Pcs, weight, dimensions, commodity, complete address, and contact information.

### **Ocean:**

- ◆ Booking confirmations may take up to 24hrs.
- ◆ Out of state drayage arrangements need to be scheduled 1–2 weeks in advance.
- ◆ Local drayage needs to be plan 3 business days in advance.
- ◆ Container loadings should not be schedule on Fridays.

### **Air:**

- ◆ For passenger flights all shippers must be registered as KNOWN in the KSMS system.
- ◆ Spot rate and allocations request must be submitted 48hrs prior to departure.
- ◆ As per TSA regulations all cargo needs to be X-RAY, unscreened–able cargo will not board.
- ◆ Cargo over 7' will have to be modified in order avoid a TSA HOLD.
- ◆ Shipping instructions should be sent 24hrs prior to the flight.

# TO CONSIDER

## WAREHOUSE REGULATIONS

- Receiving process is from 4 – 6hrs.
- LTL is on first come first serve basis.
- Appointments need it for delivery of more than 6plts.
- We cannot receive cargo without proper documentation; BOL/Delivery order or commercial invoice. (As per TSA IAC Regulations.)
- Segregation request may take up to 48hrs for completion.
- Four our complete terms and conditions please follow the below link.  
<https://www.onboardlogistics.net/terms&conditions/OnboardUS-Warehouse.psd>

## PRICING DEPT.

- For general cargo the time frame is of 1 working day
- For hazardous cargo 2-3 working days (IMO and MSDS required)
- For special equipment 3-5 working days, extended time will likely be required depending on the cargo's characteristics.
- Our working hours are from 9 AM – 6 PM (ET)
- To get the proper quotation, please make sure your request has the following details:
  - Consignee & shipper's names.
  - Full delivery/pickup addresses including zip codes.
  - Origin & destination (air)ports.
  - Nature of goods
  - Packing details (dimensions and weight per piece)
  - Hazardous cargo (MSDS – DGD/IMO).
  - DDP charges, (HS Code, invoice value, technical data sheet)
  - Preferred carrier, monthly volume, etc. (if any available)

## ADMINISTRATION DEPT.

- Claims must be submitted within the first 30days of invoice.
- All payables must have our S file reference number, to be processed.

# TO CONSIDER

## COMPLIANCE DEPT.

Contact us for inquiries related to.

- ◆ US CUSTOMS & BORDER PROTECTION.
- ◆ BUREAU OF INDUSTRY & SECURITY – US DEPARTMENT OF COMMERCE.
- ◆ FMC
- ◆ NVOCC
- ◆ USFDA
- ◆ FDA
- ◆ IAC
- ◆ IATA

## GENERAL & SEASONAL INFORMATION.

- We strongly recommend you consider insuring your cargo.
- All shipments Pre-Alert must include your invoice/credit note.
- Visitors to any of our locations by appointment only.
- Expect delays for local/interstate drayage and LTL\FTL.
- All drayage companies are implementing a congestion fee until further notice.
- Kindly check with your local Onboard office for COVID 19 restrictions