



FREQUENTLY ASKED QUESTIONS

1. Who is the consignee and who is the consignor or shipper?

The consignor (or shipper) is the person who is the originator of the shipment. A consignee is the person who is the receiver or buyer of the shipment.

2. Should we let our supplier handle the international freight arrangements?

The person that arranges the international freight is in control of the routing and costs. If your cargo is time critical or high value you may want to be in charge of these arrangements. We will act on your behalf to ensure your cargo is moved on a service that will meet your delivery deadlines. Please contact our Customer Service Department for more information.

3. How many cubic meters of cargo can I put in a 20' container, 40' container and 40' High Cube container?

A 20' General Purpose (20'GP) container has a volume of 33 cubic metres and will usually hold approx. 27-28 cubic metres of cargo – depending on the packing.

A 40' General Purpose (40'GP) container has a volume of 67 cubic metres and will hold 55-60 cubic metres of cargo - depending on the packing.

A 40' High Cube (40'HC) container has a volume of 76 cubic metres and will hold about 65-70 cubic metres of cargo – depending on the packing.

4. How many tonnes can I put in a container?

Each container has a maximum cargo weight (please refer to fact sheet on Container Specifications). Generally the maximum weight limit on roads is 28.5 tonnes gross (including weight of container, trailer and goods) and a maximum weight limit of 23 tonnes for sideloader deliveries. Please contact our Cartage Department should you wish to discuss this further.

5. What is the volumetric charge for seafreight shipments?

Seafreight shipments of less than a container load (LCL) are charged on a "one to one" basis. This means that every one tonne (1,000kgs) equals 1 cubic metre (cbm).

For example, for a shipment which is 2.65cbm and 3 tonne volumetric measurement is 3 tonne (3 tonne is greater than 2.65cbm).



6. What is the volumetric charge for airfreight shipments?

IATA regulations state that 1kg will be charged for 6,000 cubic Centimeters of volume. This is the equivalent of 167 Kilos per cubic metre.

For Example a shipment that weighs 285kgs and is 2 cubic metres the volumetric measurement would be 334kgs (2 cubic metres x 167=334kgs which is greater than 285kgs).

7. What is the maximum permitted size for an airfreight shipment?

This will be determined by the aircraft. Most international air cargo is moved on passenger aircraft. Cargo should be less than 3 metres in length, 2 metres in width and 1.5 metres high. Please consult our Airfreight Department should you need to ship cargo greater than these dimensions.

8. Can I arrange a shipment of personal effects with Magellan Logistics?

No, unfortunately Magellan Logistics does not handle personal effects. Please contact us should you wish for us to provide contact details for a specialist in this area.

9. Why do I need a packing declaration for my seafreight shipments and what details does it need to show?

Australia needs help to protect its important agricultural industries and unique natural environment from exotic pests and diseases. By providing a packing declaration you will ensure the fastest clearance of cargo and help Australia keep out exotic pests and diseases.

A packing declaration is required by the Australian Quarantine Inspection Service (AQIS) for all seafreight shipments. The packing declaration should be completed by the packer of the goods, on their letterhead and must show a numerical link to the shipment (eg. Bill of Lading Number, Container Number, Commercial Invoice Number). This declaration will provide details of container cleanliness and whether straw and timber have been used as packing material. If you don't provide this information the container will have to be opened and inspected at a Quarantine approved premises.

You can apply for an annual packing declaration if you import on a regular basis. Please contact a member of our Customs Department for further information.

10. What documents do I need to provide for customs clearance when importing goods?

You need to ensure you have the following documents:

- ❖ Bill of Lading (seafreight) or Airway bill (airfreight)
- ❖ A commercial invoice which is in English and includes a description of each type of item, the country of origin, invoice amount and currency.
- ❖ A packing declaration for seafreight cargo

You may also require an overseas fumigation certificate from an approved fumigation company, a phytosanitary certificate, a permit issued by a regional health authority, and import permit, a certificate of origin. Please contact our Customs Department for further information on required documents for your shipment.



11. What are the duty rates applicable for items entering Australia?

Duty rates are dependent on the commodity of cargo being imported. Please contact our Customs Department for further information on the Duty rates applicable for your shipment.

12. How can I claim back GST paid on imported goods?

Australian GST paid on imported goods can only be claimed back in an Australian GST return. If your company is registered for GST in Australia this is a simple process. If not please contact your business accountant for further details.

13. Does Magellan Logistics offer insurance?

Unfortunately Magellan Logistics cannot complete an insurance policy for your goods. Please contact our Customer Service Department who can recommend a specialist marine insurer for your cargo.

14. Does Magellan Logistics accept payment in foreign currency?

Yes, Magellan Logistics accepts payment in US Dollars. Please contact our Accounts Receivable Department for account details.

15. Does Magellan Logistics accept credit card?

Yes, Magellan Logistics accepts payment by Visa or Mastercard. There is a 1.25% service fee applicable on all credit card transactions to cover the transaction cost. Please contact our Accounts Receivable Department for the applicable forms.

More Questions? Call Magellan Logistics for answers.

International Callers please call +61 3 8318 9600

Callers within Australia please call: 1300 651 888

Or visit our website: www.magellanlogistics.com.au

For more detailed information on Sea Freight Importing, Air Freight Importing or Customs Handling please contact Magellan for the relevant white papers.