



### Partner ties in the AOP network, terms & conditions:

- 1) AOP is a non-exclusive network of forwarding agents. Members are not obliged to use only AOP-agents. Each partner may continue to work with his tried and trusted agents.
- 2) AOP is a network with a shipment obligation. AOPartners shall insert a reasonable number of shipments into the network to achieve appropriate return shipments. This is observed and evaluated by monthly reports.
- 3) Partners are enjoined to use the AOP logo on letterheads, business cards and Internet appearances showing "Member of AOP".
- 4) Membership is legally effective after receipt of the membership fee. At the same time, partners are informed when a new member joins the network.
- 5) The membership will be renewed automatically for another 12 months period. Notice to terminate membership must be given 6 months prior to the expiry of the membership year.
- 6) AOP is entitled to terminate the partnership for specific reasons with immediate effect. Such reasons can be: extraordinary financial problems, extraordinary bad service, serious conflicts or disputes with other members that cannot be solved otherwise and would risk the reputation of the whole network, and others.
- 6) AOP commits to a limitation in network size of maximum 2 agencies per city, with an exception in special markets e.g. China, India, where a third member may be considered.  
This ensures a well range of quality and competence per city but also keeps the business profitable for all parties involved.
- 7) The AOP-administration is seriously involved in the quality of cooperation among partners. Problems about reliability or about financial issues must be reported immediately to the AOP-management in order to uphold the financial protection program. Further information about that topic will be found in the CC-protection fund terms & conditions.
- 8) AOPartners pay each other within 30 days or even faster for higher amounts involved. This is observed by monthly reports.
- 9) AOPartners reply to each other within 24 hours or even much faster as a swift business requires fast action.
- 10) AOPartners commit to be active in doing sales for other AOPartners
- 11) AOPartners provide only real net rates. AOPartners provide only real selling rates.



## CC protection program

AOP runs a financial protection program by the name "CC-protection program". The terms & conditions of this program are to be found in the document "terms & conditions CC protection.pdf" which is available in the Partner's Area of the internet. The application of this program is based upon the awareness of each member, means:

- each AOPartner must report outstanding amounts within the timeframe given in the terms & conditions
- each AOPartner must prove whether a forwarding agency is a member of AOP prior to handling the consignment. For this purpose AOP ensures that the AOP-memberlisting is always updated.

## General basis of calculation

### CC risk

The CC risk always rests with the destination partner. He decides whether to work on the basis of payment by cash or cheque or on account. Exception: CC fees cannot be collected by the consignee for the following reasons, e.g.

- refusal to accept delivery by the consignee,
- problems with import clearance,
- other reasons making the collection of CC fees impossible for the destination agent.

In these cases the shipment can be returned using the cheapest method or destroyed or treated otherwise based on an individual arrangement as agreed and at the expense of the departure agent.

### Break bulk

No break bulk fee is charged, only splitting charges or similar fees as incurred.

### Profit share

Collect shipments 50/50, Prepaid shipments routed by the destination agent are also 50/50. No profit share for normal prepaid shipments. The destination agent has the opportunity of profiting from local charges in this case.

Partners may make other agreements.

FOB costs remain with the departure partner, DDU costs remain with the destination partner. As a basic rule, any losses are to be borne by the partner who generated the business.



### Something about Communication in the network:

- 1) Placing a message to all members: please send your message to [info@ao-partners.com](mailto:info@ao-partners.com) with the remark "Forward to AOPartners". AOP will then distribute this message among all members.
- 2) First contact with another member: please put "AOP-Member" in the subject-line in order not to be mistaken, as these days many forwarders send out First-contact-messages and those are likely to be deleted.
- 3) Please keep a fair manner and a decent tone in your correspondence, even when things might not go the way they were planned before.
- 4) Feedback on quotations: in the rush of daily business life it has become normal manner not to reply on given proposals. But we ask our members to give appropriate feedback upon bigger inquiries e.g. general rates inquiries, specific inquiries for projects or tenders and others.
- 5) Be frank, be open! It's not good to keep your opinion for yourself – if something went wrong or not for your satisfaction, then say so. Improvement is a process, which can only be achieved by learning out of mistakes. This also includes your AOP-management, of course. But always consider the right tone, of course.
- 6) If you are in need for an agency abroad, do not hesitate to contact the AOP-management. Due to our intense travel work and our global contacts we shall be able to provide you with certain information about any market or at least start an inquiry among all members.
- 7) Disputes, queries should also be carried out in a fair manner. Please discuss any problems inside the AOP-network with us first, we will do our very best to help in solving the problem.
- 8) AOP is always open for proposals on improvement, changes of the AOP-network and its basics. Please let us know your ideas.