

Dear Relation,

As always, we are sending you this newsletter to keep you up to date on developments within Base Logistics and the logistical matters that may be important to your organisation. If you have any questions relating to any of these topics, please do not hesitate to [contact](#) us at any time.



Base starts operations on Curaçao

Base Logistics opened its doors on the island of Curaçao this summer. Growing demand for 24-hour availability to provide proactive information to our customers, answer questions and handle rush orders day and night was the main reason for opening the new branch. In addition Base has been expanding its international customer base and partnerships, which means that time differences play an increasingly big part in its operations. As a result we needed this new location to ensure further growth on the international logistics market.

Our branch on Curaçao is available 24 x 7 and will take over part of the Control Tower operations from our department in Zwijndrecht. As a result, your shipments will be monitored proactively in part from the Netherlands and in part from Curaçao. Recent months have witnessed intense training and we are currently expanding the activities of the local team in stages. At present they focus primarily on monitoring our international rush orders. In months to come they will also start to track and verify all shipments from the moment they are scheduled.

What will change for you?

Nothing will actually change for you. The new branch aims to ensure continued optimised service throughout the world and monitor your shipments at any time of the day. Naturally you may well encounter our new colleagues over time and also receive queries and messages from us outside Dutch business hours. After all, we will be working on your behalf 24x7 from now on.

Our contact details have not changed. Thanks to modern technology, the distance between our headquarters in Zwijndrecht (NL) and the Curaçao office is just a physical distance. This expansion means we can be of service to you even outside Dutch business hours!



Specification of consignment note numbers on invoices

As you may know, you must include 1 shipping, pro forma or commercial invoice (CI) with the shipment and hand over 4 copies to the driver who picks up the parcel. The driver delivers the invoices to the transit depot office, where they are processed for export and import customs purposes. To minimise the risk of delays we recommend specifying the tracking number on the invoice included with international shipments. You may even write it by hand. We have found that the invoice may get lost during transport by international service providers such as TNT, DHL, Fedex and UPS because the office is unable to link it to the correct shipment. This causes unnecessary delays. Despite the fact that this occurs for only very few shipments, we still want to let you know about the method that minimises the risk of delays.



Shipping batteries

As we mentioned in previous newsletters, shipping companies are devoting increasing attention to hazardous goods (Hazmat / DG). One of the hazardous goods, which is included in a huge variety of electronics, is batteries. We are bringing this to your attention once more because not all shipping companies classify them as hazardous goods but they are present in many electronics (lithium ion / metal batteries and button cells).

Air transport of batteries (regardless of size, quantity and voltage) must comply with a number of conditions. The battery handling label is often a minimum requirement but it is vital that you also notify the company transporting the shipment *before* pick-up. In addition to the IATA requirements for such shipments, transport companies may set further conditions that must be taken into consideration by the sender. Such requirements may include adding an MSDS and/or Shipper's Declaration. If you have any doubts about the contents of your shipment, please consult the [IATA Guidance document](#) or contact our Compliance department via compliance@baselogistics.com. You may also contact us by telephone on +31 (0)88 – 555 2216.

Klairy developments

Development of our web-based system Klairy continues unabated. Below please find the most recent developments, which may benefit your organisation.



Security in Klairy

The connection between your computer and Klairy has been upgraded to a secure SSL connection. From now on you can also access Klairy via the link <https://live.klairy.com>. The secure connection is confirmed by the lock that is displayed in the address bar. This upgrade minimises the chance that unauthorised parties may obtain information you enter in Klairy or receive via Klairy. A comforting thought when you do online business with your logistics partner. The upgrade is not expected to have any negative impact but if you encounter any problems, please contact us on +31 (0)88 – 555 2222 or via salesupport@baselogistics.com.



Transport insurance

When registering your shipment you can take out transport insurance for your valuable goods. Go to 'Insurance' on the 'Parcel information' tab when registering a new shipment. You can calculate the premium of the transport insurance and confirm the policy directly.



One millionth transport order

More than 1 million orders have been placed since Klairy (formerly known as 'BLIITS') went live. We delivered a cake to celebrate this milestone to the customer who placed our one millionth order. Naturally we would like to thank all our customers who contributed to achieving this amazing milestone. We have worked hard to offer new and innovative services through the most advanced technology every day since Klairy's launch. Today Klairy is a total software solution for international logistics management with transport, warehousing, compliance and financial management modules. Focusing continuously on innovation, we are now on the road towards the next one million orders!



Croatia - new EU member state

On 1 July 2013 Croatia became the 28th member state of the European Union. One consequence is that you are no longer required to include a commercial invoice with shipments from other EU countries to Croatia and vice versa. As a result the free movement of goods now applies to Croatia as well. Shipments between Croatia and the other EU countries no longer require customs clearance.