

These Local Sales Conditions apply to all sales of air cargo transportation departing from **Indonesia** including services incidental thereto, by or on behalf of Emirates SkyCargo. These Local Sales Conditions set out the specific booking and operational conditions which apply to Emirates SkyCargo cargo transportation sales in **Indonesia**.

We reserve the right to modify these Local Sales Conditions at any time and without notice we therefore, advise you to check the latest document regularly for updates and in particular, prior to making any new bookings.

Carriage of Cargo by Emirates SkyCargo is governed by the following:

- (i) Conditions of Carriage for Cargo and Conditions of Contract as displayed on the back of the Air Waybill can also be found at; <https://www.skycargo.com/conditions-of-carriage/>
- (ii) Local Sales Conditions, as applicable by country

These Local Sales Conditions are governed by and in accordance with the above-mentioned conditions. Except as otherwise stated, in the event of any discrepancies and/or inconsistencies the order of precedence shall be as listed above (i) to (ii).

The Shipper and/or the representing Agent (referred to as "Customer" hereinafter) are deemed to accept the above-mentioned documents in full for all bookings for Carriage of Cargo by Emirates SkyCargo.

Rate Applicability

Emirates SkyCargo rates for cargo transportation are based on the booking information provided by Customer, excluding any applicable surcharges, taxes, levies, fees, and other charges (e.g., related to screening, customs, DGR handling, etc.). Rates may be modified in the event of any change in the booking details. All rates are based on the issuance date of the Air Waybill (AWB).

The Emirates SkyCargo rates applicable for each booking are based on the country of and point of sale in **IDR** excluding fuel surcharge (the current RoE is IDR 15,200). The calculation of the applicable fuel surcharge will be as per the fuel surcharge mechanism available at <https://www.skycargo.com/shipping-services/fuel-index/>

Emirates SkyCargo reserves the right to terminate rates on the published tariff sheet with two (2) weeks' notification. Emirates SkyCargo also reserves the right to amend, add or subtract surcharges (subject to applicable laws and regulations) on fuel, security, or external cost factors beyond its control and any such changes will be published with seven (7) days' notice.

Weight breakpoints are only applicable for Emirates SkyCargo's net-rates, as specified on the published tariff sheet.

1. Spot Quotes

A spot quote is a one-time rate offered based on shipment details provided at time of the quote. All spot quotes are valid for seven (7) days only and should be accepted and booked within that period to avail the quote price.

The spot quote reference numbers should be provided at the time of booking to avail the spot quote rate. Capacity on spot-based cargo is subject to availability and approval by Emirates SkyCargo.

2. Charges Collect

The Emirates SkyCargo team at your respective station(s) will specify the applicability of Charges Collect by destination.

3. Other Charges

Applicable surcharges, taxes, duties, fees and other charges are applicable as mentioned in this document (see Annexure 1) or through your local Emirates SkyCargo office. We advise you to consult them regularly in case of changes, and particularly, prior to making a booking.

Ground Handling Agents ("GHA") may apply additional charges not included in the surcharges and other charges specified in this document. Please check with the local Emirates SkyCargo office for details.

4. Booking Conditions

Cargo shipment bookings for Emirates SkyCargo should be made in accordance with the terms of the Local Sales Conditions, either online via www.SkyCargo.com or via other contracted booking portals, or via a direct connection (system-to-system), by email, or by telephone using the contact details of the Emirates SkyCargo customer service office at your respective station(s).

Find your local Emirates SkyCargo office details on <https://www.skycargo.com/contact-us?tab=2>.

5. LTA, Low-Show and No-Show Policy

5.1. LTA

A Large Tonnage Agreement (LTA) is an agreed signed document required for shipments over:

- (i) Five (5) tonnes or more on a passenger flight
- (ii) Ten (10) tonnes or more on a full freighter

Cancellation, No-Show, and Low-Show charges will be applied as per Emirates SkyCargo's LTA policy.*

<i>For All Products, except Perishables / Courier</i>	
<i>Notice of Cancellation by Customer</i>	<i>Agreed Compensation Payable by Customer</i>
Less than 48 hours but more than 24 hours written notice before the agreed Cut-Off time for the booking	50% of the total charges (including air freight rates and any other charges)
Less than 24 hours written notice before the agreed Cut-Off time for the booking	100% of the total charges (including air freight rates and any other charges)
<i>For Perishables / Courier</i>	
<i>Notice of Cancellation by Customer</i>	<i>Agreed Compensation Payable by Customer</i>
Less than 24 hours but more than 12 hours written notice before the agreed Cut-Off time for the booking	50% of the total charges (including air freight rates and any other charges)
Less than 12 hours written notice before the agreed Cut-Off time for the booking	100% of the total charges (including air freight rates and any other charges)

5.2. Low-Show Policy*

A Low-Show is where the chargeable weight on the booking is reduced by more than **one (1) tonne** without giving a notice of at least **twenty-four (24)** hours before departure. The tonnage reduction is the difference between the tendered chargeable weight and the chargeable weight of the last booking confirmation. In this instance, Emirates SkyCargo will charge **50%** of the tonnage reduction at the booked rate on freight amount as per booked product.

5.3. No-Show Policy*

A No-Show is a booking that is not cancelled or rebooked at least **twenty-four (24)** hours before departure, or which is delivered after the cut-off time. Any cancellation of a confirmed booking will result in a **100%** cancellation penalty. In case of a No-Show, the AWB will be frozen and cannot be reused. The applicable No-Show fee will be charged to the AWB used for the booking on freight amount as per booked product.

*Refer to Annexure 2 for local specificities

6. Cut-Off Time

The customer is responsible for tendering the shipment to the carrier as “Ready for Carriage” according to the terms stipulated in Article 3 of the Emirates SkyCargo - General Conditions of Carriage for Cargo.

Shipments departing **Indonesia** must be tendered before the cut-off time indicated below. Cut-off times may vary based on size, product, and station in the country of origin.

DENPASA (DPS)			
<i>Product</i>	<i>Built-up Unit (BUP)</i>	<i>Loose</i>	<i>Additional Information</i>
General Cargo	STD – 3 hours (180 mins)	STD – 4 hours (240 mins)	-
Priority Cargo	STD – 3 hours (180 mins)	STD – 3 hours (180 mins)	* STD – 4 hours (240 mins) for above 100Kgs
Special Products	STD – 3 hours (180 mins)	STD – 3 hours (180 mins)	-
JAKARTA (CGK)			
<i>Product</i>	<i>Built-up Unit (BUP)</i>	<i>Loose</i>	<i>Additional Information</i>
General Cargo	STD – 3 hours (180 mins)	STD – 4 hours (240 mins)	-
Priority Cargo	STD – 3 hours (180 mins)	* STD – 3 hours (180 mins)	* STD – 4 hours (240 mins) for above 100Kgs
Special Products	STD – 3 hours (180 mins)	STD – 6 hours (360 mins)	-

RCS and Documentation formalities must be completed prior to the above-mentioned cut-off timings.

7. Export Trucking

Drop-off location Cargo acceptance conditions

- The acceptance of transport by the carrier or its service provider from a shipper/shipper’s agent at drop off location (offline) does not imply that the cargo is ready to uplift.
- Cargo will be uplifted on a booked flight after completing all acceptance, security and safety requirement checks at Carrier’s gateway station after unloading of the cargo from the truck.
- Should the acceptance check fail at Carrier’s gateway station, the shipper or shipper’s agent is responsible to ensure cargo is make ready for acceptance or return it back at their own cost with no liability to Carrier.

8. Claims and/or Complaints

All claims and/or complaints (including requests to investigate temperature deviations) should preferably be sent through the Emirates SkyCargo customer support portal - <https://www.skycargo.com/feedback-and-complaints/>

9. Invoicing and Payments

Any dispute in the invoice amount should be notified to the carrier immediately or up until 90 days of the invoice date. If the dispute is not raised within this period, the invoice shall be deemed to have been accepted. A CCA can be raised up to a maximum of 12 months from AWB issue date and subjected to a CCA Fee.

A Charges Correction Advice ("CCA") fee of **IDR 154,000** will apply on all CCA's when issued post 90 days (based on invoice date).

Invoice queries should be addressed to:

DENPASA [DPS]	skycargodps@emirates.com
JAKARTA [CGK]	skycargojkt@emirates.com

INDONESIA

LOCAL SALES CONDITIONS (LSC) FOR EMIRATES SKYCARGO

Valid from 01 October 2023



Annexure 1 - Other Charges Applicable

CODE	DESCRIPTION	ORIGIN	DESTINATION	PRODUCT CODE	SPECIAL HANDLING CODE (SHC)	CURRENCY	CHARGE	CHARGE BY	ADDITIONAL INFORMATION	EFFECTIVE FROM	VALID TILL
AW	AWB FEE	ID	ALL	ALL HARD FREIGHT	ALL	IDR	15,200.00	MAWB	-	13-Apr-23	31-Dec-99
CB	MANUAL TRANSMITTED	ID	ALL	ALL	ALL	IDR	114,000.00	MAWB	-	13-Apr-23	31-Dec-99
CC	MANUAL TRANSMITTED	ID	ALL	ALL	ALL	IDR	114,000.00	HAWB	-	13-Apr-23	31-Dec-99
CD	ELECTRONIC TRANSMITTED	ID	ALL	ALL HARD FREIGHT	ALL	IDR	38,000.00	HAWB	-	13-Apr-23	31-Dec-99
CG	ELECTRONIC TRANSMITTED	ID	ALL	ALL HARD FREIGHT	ALL	IDR	38,000.00	MAWB	-	13-Apr-23	31-Dec-99
DH	AIRWAYBILL AMENDMENT FEE	ID	ALL	ALL	ALL	IDR	152,000.00	MAWB	-	-	31-Dec-99
DK	RELEASE ORDER	ID	IN	GCR	HUM	IDR	592,800.00	MAWB	-	13-Apr-23	31-Dec-99
IN	INSURANCE PREMIUM	ID	EBL	ALL	ALL	IDR	2,280.00	Per Kg (Chg. Wt)	-	13-Apr-23	31-Dec-99
MC	MISCELLANEOUS DUE CARRIER	ID	TRV	ALL	ALL	IDR	912.00	Per Kg (Chg. Wt)	-	16-Oct-22	31-Dec-99
MI	MISCELLANEOUS DUE CARRIER	ID	DAC	ALL	ALL	IDR	152.00	Per Kg (Chg. Wt)	-	13-Apr-23	31-Dec-99
RA	DANGEROUS GOODS PHYSICAL/DOCUMENTARY INSPECTION	ID	ALL	ALL HARD FREIGHT	RXS,RXG,REX,RXD,RXC,RXB,RSC,RSB,RRY,RRW,RRE,RPG,RPB,ROX,ROP,RNG,RMD,RLM,RLI,RIS,RGX,RFW,RFS,RFL,RFQ,REX,REQ,RDS,RCX,RCX,RCM,RCL,RBM,RBJ,MAG,CAO	IDR	1,216,000.00	MAWB	-	13-Apr-23	31-Dec-99
RC	REFERRAL OF CHARGE	ID	ALL	GCR	MUW/RCX/RGX/RXB/RXC/RXD/RXE/RXG/RXS/SWP	IDR	760,000.00	MAWB	-	13-Apr-23	31-Dec-99
RF	REMIT FOLLOWING COLLECTION FEE	ID	OM	GCR	SWP/MUW/RXS	IDR	2,584,000.00	MAWB	-	01-Dec-22	31-Dec-99
		ID	OM	GCR	RRY/RRE	IDR	1,976,000.00	MAWB	-	01-Dec-22	31-Dec-99
		ID	JO	GCR	SWP/MUW/RXS	IDR	851,200.00	MAWB	-	20-Nov-22	31-Dec-99
		ID	SA	VAL	VAL	IDR	684,000.00	MAWB	-	01-Dec-22	31-Dec-99
		ID	SA	GCR	DIP/RBM/RCM/RCX/RFQ/RFL/RFS/RFW/RGX/RIS/RLI/RLM/RMD/RNG/ROP/ROX/RPB/RPG/RRW/RRY/RSC/RXB/RXC/RXD/RXE/RXS	IDR	684,000.00	MAWB	-	01-Dec-22	31-Dec-99
TR	TRANSIT HANDLING FOR PET	ID	World Wide (except DXB)	PET	PET	IDR	1,824,000.00	1st Crate	IDR 395200 for each Additional Crate	13-Apr-23	31-Dec-99
	TRANSIT HANDLING - AVI	ID	World Wide (except DXB)	AVI	AVI	IDR	2,872,800.00	MAWB	Excluded commodity codes: 1024,1026,1054,1059,1091,1093,E0004,E0005,E0006,E0012	13-Apr-23	31-Dec-99
UH	METAL SEALS FOR VAL	ID	ALL	VAL	VAL	IDR	75,544.00	Per Seals	-	-	-
	XYP/XYS UNIT FOR VAL	ID	ALL	VAL	VAL	IDR	633,160.00	Per Units	-	-	-

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LOCAL SALES CONDITIONS (LSC) FOR EMIRATES SKYCARGO

Valid from 01 October 2023



(Continued) Annexure 1 - Other Charges Applicable

CODE	DESCRIPTION	ORIGIN	DESTINATION	PRODUCT CODE	SPECIAL HANDLING CODE (SHC)	CURRENCY	CHARGE	CHARGE BY	ADDITIONAL INFORMATION	EFFECTIVE FROM	VALID TILL
VA	VAL HANDLING	ID	ALL	VAL	VAL	IDR	1,109,600.00	MAWB	-	13-Apr-23	31-Dec-99
VB	SECURITY(ARMED GUARD ESCORT) HANDLING	ID	MCT	VAL	VAL	IDR	608,000.00	MAWB	-	13-Apr-23	31-Dec-99
		ID	COK/CCU/BLR/TVR	VAL	VAL	IDR	836,000.00	MAWB	-	13-Apr-23	31-Dec-99
		ID	KWI	VAL	VAL	IDR	197,600.00	MAWB	-	13-Apr-23	31-Dec-99
		ID	LCA	VAL	VAL	IDR	912,000.00	MAWB	-	13-Apr-23	31-Dec-99
		ID	EG	VAL	VAL	IDR	1,520,000.00	MAWB	-	13-Apr-23	31-Dec-99
		ID	LON	VAL	VAL	IDR	3,982,400.00	MAWB	-	13-Apr-23	31-Dec-99
		ID	PRG	VAL	VAL	IDR	319,200.00	MAWB	-	13-Apr-23	31-Dec-99
		ID	BRU	VAL	VAL	IDR	8,056,000.00	MAWB	-	13-Apr-23	31-Dec-99
		ID	FCO	VAL	VAL	IDR	3,024,800.00	MAWB	-	13-Apr-23	31-Dec-99
		ID	IST	VAL	VAL	IDR	1,900,000.00	MAWB	-	13-Apr-23	31-Dec-99
		ID	AMM	VAL	VAL	IDR	760,000.00	MAWB	-	13-Apr-23	31-Dec-99
		ID	ATH	VAL	VAL	IDR	516,800.00	MAWB	-	13-Apr-23	31-Dec-99
		ID	DE	VAL/VUN	VAL/VUN	IDR	5,122,400.00	MAWB	-	13-Apr-23	31-Dec-99
		ID	DE	GCR	RXS/SWP/MUW	IDR	5,122,400.00	MAWB	-	13-Apr-23	31-Dec-99
		ID	SA	VAL	VAL	IDR	2,021,600.00	MAWB	-	13-Apr-23	31-Dec-99
		ID	SG	VAL	VAL	IDR	881,600.00	MAWB	-	13-Apr-23	31-Dec-99
		ID	MXP	VAL	VAL	IDR	1,778,400.00	MAWB	-	13-Apr-23	31-Dec-99

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Annexure 2 –Local Specificities

*Emirates Cancellation/No-show/Low-show charge in Indonesia based on below conditions:

1. The calculation charge is based on the agreed freight rate against the chargeable weight.
2. The surcharge will be under Other Charges Due to Carrier.
3. The surcharge will be indicated with the code MO.
4. The surcharge will be invoiced through IATA Cass link/Local Manual Invoice.
5. AWB fee will apply.
6. The Cancellation/No-show/Low-show fee will be billed thru the CASS/Invoice.
7. The AWB imposed will be frozen and cannot be re-used for the future booking.