



Neptune

THE GLOBAL NVOCC AND LCL CARGO NETWORK

SECURITY
AGENCY LIST
AND
PAYMENT
PROTECTION
GUIDE

PAYMENT PROTECTION GUIDE

The live payment monitoring system allows our Neptune Secretariat to capture any late-payment incidences and inform the network of any irregularities. All members are sent a monthly PDF of the Network Security Agency list, which highlights the updated status of every member. By having this system in place we are able to vastly reduce the network's exposure to wrong intended forwarders and keep our striving community of forwarders going.

1. Prior to transacting with Neptune members, please verify from the network agency list that your partner is in good standing.
2. Send pre-alerts (HAWB, MAWB, and Billing) within 14 days of shipment
3. Agent to submit a statement of account (AR/AP) within the first 10 days of each month
4. Members must be updated with membership payables
5. The agent must pass the screening process of Neptune
6. Agents must file a late-payment-report within 45 days of transaction.
7. Only Neptune members are eligible for security claims. Expired member status is not entitled to submit claims to Neptune.
8. The Neptune security blanket covers for invoices within a maximum of 45 days before the claim date. Neptune does not provide coverage for shipments with payment terms of more than 30 days.
9. Immediate dispute protection is covered up to USD 5, 000 per member and will increase to USD 10,000 after your 3rd year in the network and up to USD 20,000 maximum amount for members that are 5 years and above with a self participation of 10% of the total claim amount.
10. The lower coverage of two transacting agents is considered for claiming purposes. Charges that have not been mutually agreed to prior to any shipment are excluded from the payment security.
11. The NEPTUNE payment security will only cover up to 50% of the claim amount, if the claiming agent is part of other freight forwarding networks and 0% if both parties (claiming agent and other party) involved are both members of same network outside NEPTUNE.
12. Any single transaction/invoice beyond USD10, 000 is not eligible to claim
13. Security coverage is only granted to members that have attended the latest conferences. Neptune reserves the right to refuse any claims from members who have not attended the last conference.
14. Only invoices relating to the offices/cities that are registered will be eligible to participate in this fund i.e. if a company only registers its Hong Kong office, but has several other offices in China, only invoices covering freight originating from/destined to their Hong Kong office will be considered as eligible.
15. Neptune does not cover for disputes caused by service errors
16. Neptune only covers for freight charges
17. Neptune reserves the right to update the above terms at any time.
18. For payment issues that have been resolved, the payee will undergo a 60-day probationary period, for the purpose of payment monitoring. The Neptune Management has the right to downgrade payment status of members with payment issues. This is to ensure that the entire Neptune is kept safe.
19. Neptune Cargo Network is not in charge for the collection/collecting of the payment between the agents. This is solely the responsibility of the parties involved.
20. Neptune Cargo Network does not recommend to provide more credit than the security coverage provided and that any amount beyond is at their own risk.
21. Lost Pre-alerts: It is important to always check if your agent has received your pre-alert, therefore please ask the receiving party to acknowledge receipt of your pre-alert. If you have not received an acknowledgment email prior to the arrival of the shipment, please call your agent to do so. Claims associated with shipments with no timely acknowledgment of the shipment prior to the arrival of shipment are invalid.
22. Claims do not cover for demurrage, detention, storage charges, or costs associated to abandoned shipments.
23. Cargo that accumulates Demurrage/detention /destroying charges at a destination is at the full responsibility of the originator/agent. In cases of direct shipments (from origin to destination) the origin agent is liable to pay within 30 days of the destination agent's settlement. In cases of triangle shipments, the origin agent is fully liable for above charges within 30 days of settlement by the destination agent.
24. It is the duty of the origin/originating agent to ensure that the consignee at the destination will pay for all costs associated to delays that maybe borne by the destination agent, and guarantees settlement to the destination agent being the only party known and associated to the destination agent.








NETWORK AGREEMENT












Neptune members maintain a professional working relationship amongst each other by adhering to the Network Ethics and Guide.











- To pay all monies due to members in a timely manner (the network recommends 30 days upon invoice date, unless otherwise agreed upon). The network suggests to formalize credit amongst agents prior to any shipments in form of writing.
- To be active in sales endeavors for mutual growth
- To attend annual conferences of the alliance to ensure activeness of members within the organization
- To respect other members' existing customer bases and refrain from back selling
- To reflect the true cost of all rates quoted from the Neptune Member to Neptune Member for common markup and profit sharing, should the cost change (even during shipment) the NEPTUNE agent partner/s must update accordingly. Overcharging is considered unethical within Neptune and Neptune reserves the right to expel members with unethical practices.
- To provide bona fide sales leads when possible
- To be properly staffed for the highest level of service
- To operate in accordance with all stated shipping advice
- To promptly respond to all communications (standard: within 24 hours)
- To quote rates in full detail in a timely manner
- To share freight profits 50/50, unless otherwise agreed upon in writing
- To seek the help of Neptune administration for dispute resolution.










Send all the details to: info@neptunecargonetWORK.com
















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ITALY	
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