





The Department of Community and Government Services (CGS) is pleased to present this Reference Guide entitled *How to Sealift*. It is intended to be a reliable resource for Nunavummiut when planning sealift orders to meet annual re-supply requirements. The Reference Guide sets out responsibilities, provides helpful direction and details critical information to enhance the likelihood of a problem-free sealift order.

The Reference Guide was developed as part of the Department's ongoing commitment to communicate and simplify the services it provides across the Government of Nunavut (GN) and to assist Nunavut communities and their residents.

**For further information, please contact:**  
Traffic Officer  
Purchasing, Logistics and Contract Support Services  
(867) 975-5437  
(888) 390-0111  
[sealift@gov.nu.ca](mailto:sealift@gov.nu.ca)



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## 1. INTRODUCTION

This Reference Guide is designed to help you understand how annual re-supply works and how you can use it to get your goods into your community safely, on time and at the best price.

The Government of Nunavut (GN) has negotiated a new re-supply agreement with the shipping companies. There are some major changes that will improve service. The main points are:

- There is a contract of carriage that clearly sets out your rights as well as those of the shipping company.
- There are new limits of liability for the shipping companies. Maximum rates are now set at \$2,500 per package or unit of cargo and up to \$70,000 for a motor vehicle.
- There are base rates for carrying goods which may change depending on the price of fuel. The shipping companies may also charge extra for certain types of goods. Agreeing to these changes has enabled the GN to minimize increases in freight costs from the last contract.

However, there are certain issues that you must address when using the re-supply agreement:

- You must respect the dates given by the shipping companies for delivery of cargo to them. As all goods are loaded into ships according to the community and when that community's goods will be unloaded, late deliveries cause considerable problems and may not be acceptable. Goods could be refused.
- You must ensure goods are packaged well to protect them from weather, loss and damage throughout the voyage from the loading port to your community. With good packaging, goods will arrive safely.
- You must ensure that you can afford to pay for the goods, their packaging and their shipment as all need to be prepaid, unless you have arranged for credit.

It is **your responsibility** to make sure that the goods are:

- Ordered on time;
- Delivered to the ship before the cut-off date for the sailing;
- Packaged properly;
- Received by yourself on delivery or by someone you have appointed;
- Checked on arrival to make sure they have not been damaged.



Further, you must:

- Advise the shipping company immediately of any changes in the shipment; and
- Pay promptly for the goods, their packaging, shipment and delivery.

It is not enough to order the goods and expect them to appear in your community. You have to be involved and take responsibility for their safe delivery.



### Remember!

The shipping company can only do its part if you do yours.

## 1. PLANNING AHEAD

### Begin early!



Don't forget to include time needed to package goods for shipping (allow 2 weeks).

Obtain packaged weight and space requirements.



Certain goods require special handling and are therefore more expensive to ship.

### a) When should I start?

If you are buying stock items from a southern supplier, start making inquiries and receiving estimates **no later than the end of January** for the coming re-supply season.

If you are buying goods that need to be specially ordered or the shipment needs assembly from a number of different suppliers, then you should start **no later than the end of November** of the previous year.

In addition to estimates of cost, request commitments in writing by fax or email which indicates the time the supplier needs to fill an order from the time the order is placed to when it can be delivered to the ship, ready for loading. Make sure this includes time for packaging.

You also need to ask the supplier how much the goods will weigh and how much space they will take up. If they are doing the packaging, make sure this is the volume of the crate. This will be more than the goods themselves.

### b) What can I ship?

Some goods are classified by the federal government as Hazardous and Noxious Substances (or HNS) and have special requirements for documenting these goods for shipment and for carrying them in the ship. The shipping companies are permitted to charge extra for handling and transporting such items.

### c) How do I pay for the supplies?

Unless you have established a credit record with the supplier, you will need to pay for the goods before they are sent to the ship for loading. Make sure you allow enough time for your cheque or payment to reach the supplier and be processed.

Credit card payment is immediate, providing your account is in good standing with the credit card company. Cheques can take 1-2 weeks to be processed by the banks, so you need to make sure you have allowed enough time for the supplier to receive the funds and release the order for shipment.

### d) What do I do about packaging and marshalling?

Suppliers may arrange for packaging the goods you purchase but you should be certain that they understand how the goods will be handled in the ship and from ship to shore under all weather conditions. If you have any doubts about their capability to package the goods properly, you should make other arrangements to ensure safe delivery.

The GN has a **marshalling and packaging** contract with the NEAS Cargo Centre in Valleyfield, Quebec which ensures packaging will meet re-supply standards for a set tariff. You can also use another packaging company but you should be certain they can do the job properly. Please check the web sites of the



Payments by cheque must be sent ahead of time to allow for processing.

Protect your goods by making sure they are packaged well for travel and weather conditions.

If in doubt, contact the experts!



carriers or contact the carrier for information on other marshalling and packaging companies.

If you are buying goods from different suppliers, it will be more economic to have the NEAS Cargo Centre or another packaging company put all the items in a single crate rather than have a number of small crates.

The cost of packaging can be considerable, unless goods can be carried in a freight container. You should check with the shipping company whether they offer a container service to your community. If your goods take up a space less than 20 cubic metres, then this would be a “less than container load” (or LCL) shipment. For LCL shipments, you may not want to use a container. If over 20 cubic metres then you may find that a “full container load” (or FCL) price will save you money.

### e) What is the cost of shipping and how do I pay?

This varies according to which shipping company is providing service to your community, in which contract year and the price of marine fuel. The shipping companies will post information on their websites as to the rate for the season. Refer to Section 4 of this Reference Guide to see which shipping company is contracted by GN to provide service to your community.

The rates given for each community are based on a revenue ton. A revenue ton is either 1,000 kg or 2.5 cubic metres of space.

It is very important that you estimate the cost of shipping based on the expected weight of the goods and the cubic metres of the shipment. **The shipping company will charge you the highest of the two rates.**

The shipping companies do not have any obligation to transport your goods without receiving payment in full in advance. You must check with the shipping company to determine what payment

arrangements may be made. The use of a credit card, when accepted, provides the quickest means of payment. Otherwise, sufficient lead time must be allowed to ensure processing of a cheque or money order.

### f) Do I need to insure my goods?

There are higher levels of liability for the contract carriers<sup>1</sup> in the new GN contracts. These are: **\$2,500 per package or unit of cargo.** If you are shipping a motor vehicle, then the company’s liability is \$3.50/kg of weight up to the **lesser amount of the value of the damage, the value of the motor vehicle, or \$70,000.**

However, the shipping company will only pay this money to you if they caused



Consider all risks and the need to insure against them, particularly while goods are in transit from the supplier to the shipping company.

### Special Note:

#### Using a Freight Container (“Seacan”)

Using a freight container can reduce costs, but until handling facilities are available in each community, you need to be able to fill it to make it worthwhile. One way of doing this is to join with another person or possibly with some other families to put together enough goods to make it worthwhile.

Each company providing re-supply service prices their containers differently. There will be a price for transporting the container, but there may also be prices for using the container, and returning it. The companies will also make a charge if you do not return the container with the ship or barge that brought it. Keeping the container until the next season could cost you as much as \$1,000, and the cost of using the container and then returning it could, with one company, be almost as much again.

A solution would be to purchase your own second hand container, particularly if you plan to store goods in it for some time, and the storage space would be useful in the future. Used containers vary in cost, but are generally about \$2,500 delivered to Montreal. If you do buy one, make sure it is 20’ long and has fork lift pockets for safe handling from ship to shore. You should purchase from a reputable supplier that guarantees that the container is water tight and has working door locks and seals.

Although using a container may sound expensive, you do not have to spend money on extra packaging. For example, if you were shipping 20 cubic metres of goods, packaging alone would cost about \$2,500, to which you would have to add as much again in freight costs.

<sup>1</sup> Meaning the shipping companies.

damage or lost your goods after they received them in Montreal, Churchill or Hay River or before delivery to the high water mark in the community. **If damage or loss occurs in the community or between the supplier and the dock, they are not responsible.** You should seriously consider taking advantage of the insurance offered by the shipping companies to cover damages or loss, particularly if the goods are valuable or important.

### g) How are the goods received?

It is **very important** that you are in the community when your goods arrive as you will need to inspect the crate for damage and to sign a receipt (manifest) that the goods have been delivered. If for any reason you cannot be present, then you need to arrange for another person that you know well to sign for the goods. You need to advise the shipping company who you have authorized to receive the goods on your behalf. That person must know what to do to inspect the packaging before signing for the goods and to arrange for them to be delivered from the beach or lay down area to the final destination.

### h) How do I arrange local delivery?

You may be able to take the goods away from the beach or lay down area, if the package is small enough to be lifted into the back of a pick up truck. If the package is large, you may need to have it delivered for you. The carrier can arrange delivery, but at a price.

### i) What is it likely to cost?

It is very important that you make as accurate an estimate as possible and that it includes all of the different parts of the shipment from supplier to where you need the goods in your community. At the end of this Reference Guide, there are worksheets for you to use when you consider placing your order.

### j) Can I afford to ship the goods this season?

Having completed the estimate, you need to decide if you can afford to purchase and order the goods. If the total amount is more than you can manage and credit is not available from the supplier, are there some things you can leave out of the order? If the order cannot be paid for and shipped this season, then you need to **make sure** that you arrange for a loan or credit or put money aside to cover costs next season.



Don't forget to inspect!



Be prepared, make an estimate!



## 2. MAKING ARRANGEMENTS

If you have decided that you will be using re-supply, you need to ensure that you make all the decisions in the correct order and that you follow up with all the people involved. This section of the Reference Guide is designed to help you successfully order, package, ship and receive goods using annual re-supply.

Try, whenever possible, to get confirmation of telephone details by fax or email so you have a **written record**. Always check between such confirmation and your notes to make sure they agree. If they don't, call back **immediately** and confirm which is correct.

### a) Important dates and contact numbers

There is a **pull-out sheet** in the Reference Guide that has spaces for all the names, dates, telephone, fax and email contact information. Keep this in a safe place or put it in a prominent place where you can check dates for follow up.

If you are shipping goods from a number of different suppliers, use **separate** sheets for each supplier so that information does not get mixed up.

### b) Booking space for shipping and arranging insurance

Before you place the order and arrange for packaging you **must** book space on the sailing that you want to use to your community. Some communities only receive one guaranteed shipment per year by the GN contracted carrier. You need to make sure there is adequate space. However, most communities are serviced by more than one carrier. It will be possible to book space on one of the other carriers. You should check the carrier web site for information on scheduled sailings.

Use the information from the estimate you made in the earlier section of this Reference Guide to book the space. The company needs to know:

- What you are shipping
- What it weighs
- How much space it takes
- What the value is

They will advise you if there is space and, if not, whether they have other sailings. If space is confirmed, they will give you a **booking number** that you will need to give to the supplier and (if different from the supplier) the packaging company as well. This number and the consignee, and final destination must be painted onto your shipment so that it is loaded in the correct place and is entered in the ship's manifest.

The company will advise you about the cost of the shipment and when you need to pay for the shipping. If you do not have a credit agreement with the company, they are not required to ship the goods unless they receive payment before the ship sails.

Once you have confirmed the order with the supplier(s) and know the actual weights and volume, you may need to call the shipping company to advise them of any differences. This may change what you need to pay them so you should check details as soon as possible.

<sup>2</sup> Consignee is the person, people or organization to whom something is delivered or addressed.



Maintain a good written record of critical information.



Call and book space early!

Keep your booking number handy.



The booking number, consignee<sup>2</sup> and destination must ALL appear on your shipment!



## MAKING ARRANGEMENTS

If you book space in the ship and then do not ship the goods, the shipping company is entitled to compensation, called dead freight, for space not used. Generally, if they are advised in good time that your goods will not be shipped, this fee will not be charged but if you cancel your order and do not advise the shipping company, they will send you a bill for their loss of business.

### c) Arranging for packaging

Unless you have arranged with the supplier to do the packaging for you, you need to confirm details with the company you have engaged to package your goods.

Remember, you may need to call the company back once you have final information from the supplier as the details of the shipment may have changed. It may weigh more or less, it may be more or less cubic metres, or it may be shipped in a different number of pieces. It is particularly important to confirm details with the packaging company if they are receiving goods from more than one supplier to go into the same crate or container.

Make sure you get any information that needs to be given to the supplier and that you pass it on.

**Don't forget to confirm all details.**

### Remember!

- You must advise the carrier of any changes to estimated weight or space requirements.
- You may be charged for booked space that is no longer required if the carrier is not given sufficient notice.

### d) Buying the goods

Before calling, faxing or emailing to order goods, make sure you have copies of the correspondence in hand when you did the estimate. This may have a reference number, which will make ordering quicker. It will also have the "order by" date as well as the commitment from the supplier to ship the goods in time for the sailing date for your community. You should also have the booking number from the shipping company and details from the packaging company if the supplier is not packaging the goods for you.

Determine whether the supplier will do the full packaging for you and include it in the price or whether they will simply send the goods to the company you have engaged to package your goods.

Make sure nothing has changed and that your goods will get to the ship or the packaging company in time.

Make arrangements for payment and ensure that you send cheques out promptly. **Make sure you have the reference information for the order – this may be an invoice number, order number or tracking number.** Make a note of it.

### e) Paying the shipping company<sup>3</sup>

Unless you have agreed credit terms with the shipping company, you must ensure that they are paid **before** the ship sails with your goods. If payment is not received, they are not required to load your goods onto the ship.

They will advise you what form of payment is acceptable, when and where to make a payment.

<sup>3</sup> Often referred to as the "carrier". Note, they all accept credit cards, but there are limits on the amount you can charge.

## MAKING ARRANGEMENTS



### f) Getting the goods to the ship

**You need to make sure that the supplier has included delivery costs to the ship in the price of the goods.** If the supplier does not wish to include delivery, then you

should request the names, and contact details of trucking companies from whom you can obtain a quotation. The port addresses for each company are as follows:



Payment must be received in advance of sailing.

For NEAS (ex Montreal) this is:

950 Cadieux Blvd.  
Port of Valleyfield  
Valleyfield, QC, J6T 6L4  
Tel 888 908 0000

For NSSI (ex Montreal) this is:

6565 Hebert Blvd.  
Ste. Catherine, QC, J5C 1B5  
Tel 450 635 7700/866 732 5438

For NTCL (Kivalliq ex Churchill) this is:

200 Kelsey Blvd.  
Rail Crossing CGR-8917  
Churchill, MB R0B 0E0  
Tel 204 675 2040

Winnipeg receiving location:

Harris Transport Ltd  
Unit 20 - 555 Hervo Street  
Winnipeg, MB R3T 3L0  
Tel 204 293 8114 delivery appointments (8:30-4:30 p.m.)

For NTCL (Kitikmeot ex Hay River) this is:

42003 Mackenzie Highway  
Hay River, NT, X0E 0R9  
Tel 877 770 NTCL

**You must ensure that cut-off dates are respected and that you follow through with suppliers after placing the order to ensure that the shipment will be on time.** If you deliver goods after the cut-off dates, they may not be accepted because the goods for your community have already been loaded on the ship and goods cannot be accepted out of sequence.

### g) Arranging to receive goods after they arrive

It is important that you are present to receive the goods when they arrive in the community. **If for some reason you cannot be present, you should make arrangements with someone you know, possibly a family member, to receive and sign for the goods on your behalf.** You need to advise the shipping company if you have

Do you know the cut-off date for your sailing?

If in doubt, contact the carrier.

Designate someone to receive the goods if you can not be there yourself.



## MAKING ARRANGEMENTS

### Remember

You have 10 days to file a claim for external damage and 30 days to report hidden damage.

External damage must be noted on the manifest and signed by the carrier.

authorized someone to sign on your behalf. The shipping company will need a signature on their copy of the shipping documents (manifest) to show that the goods have been delivered.

### h) Checking for safe delivery

You need to check *twice* with the goods following delivery. You have 10 days to advise the company of external damage to the crate(s) and 30 days in which to advise of hidden damage that could not be seen until the crate(s) were opened.

It is best to carefully inspect the goods before signing for them on delivery. You should look for tears or punctures in the packaging, and whether the crate has been dropped. (Check to see whether bracing, rails or corner posts have been damaged and/or whether there are any loose or missing nails or screws. You should also check for possible water damage or leakage of contents by inspecting the bottom edges of the crate(s) for discolouration). If you, or the person you authorized to receive the goods, see such damage it should be noted on the shipping documents. If possible, take a photograph, as this could be needed in any damage claim. If the item shipped was not in crates or a container, such as an automobile or pick-up truck, you should check carefully for body damage - such as scrapes, dents, aerials, wing mirrors, fenders and other items - on delivery to the beach or lay down area.

### i) Making a claim for damage

If there is no damage to the crate, then you have 30 days in which to complete an inspection for hidden damage. Such damage may be caused by water, punctures, or leaks from bottles, cans or jugs.

If there is damage, you should promptly advise the shipping company and provide a description of the damage. If possible, take photographs which show the damaged items and provide an estimate of the cost of replacing the damaged goods. ***If the crate(s) are damaged on delivery, you should promptly inspect the contents and make a report to the shipping company.*** The report should, if possible, include photographs showing the damaged items. As above, provide an estimate of the cost of replacement.

If you were advised by the shipping company that your goods would be on a particular sailing and they do not arrive, you should check with the shipping company to see whether they had to be delayed to a later sailing, or they have been sent to another carrier that will be calling at your community. If this is not the case, then you should ***promptly file a claim for the full value of the goods***, the cost of the freight and advise the company that they have a responsibility to deliver equivalent goods to you during the season.



Take a photo of any damage.



### 3. HANDLING DISAGREEMENTS WITH THE SHIPPING COMPANY

If you cannot come to an agreement with the shipping company on the amount they will pay for damaged or lost cargo, ***you will lose any right to claim against them after one year.*** If you want to protect your right to claim against the shipping company, you must begin a lawsuit against the shipping company within one year of the date your shipment was delivered. If the shipment never arrived, you must begin the lawsuit within one year of the date the goods were scheduled to arrive.

After 30 days, if you are unable to come to an agreement with the shipping company over a claim, you may contract the GN Traffic Officer to obtain further information about your options. (The contact information appears on the cover of the Reference Guide.)

Even if you have cargo insurance, until the insurance company agrees to pay your claim and gives you papers to confirm the insurance company will handle recovery against the carrier, it is your responsibility to give notice of claim to the shipping company and to begin a lawsuit within the correct timeframe.

#### Remember

You have ***one year*** from the date of delivery to file a claim.

### KNOWING YOUR RIGHTS

You should carefully read the Contract of Carriage under Section 4. This document explains what the shipping company must do to carry your goods safely and deliver them promptly. It also explains what you must do to take advantage of the annual re-supply agreement.

### KEEPING CONTACT INFORMATION ON HAND

#### Shipping Companies

Nunavut Eastern Arctic Shipping (NEAS)

Tel: 877 225 6327

Fax: 514 523 7875

Email: [neas@qiniq.com](mailto:neas@qiniq.com)

Website: [www.neas.ca](http://www.neas.ca)

Nunavut Sealink and Supply Inc. (NSSI)

Tel: 866 SEA LIFT

Fax: 450 635 5126

Email: [info@transarctik.desgagnes.com](mailto:info@transarctik.desgagnes.com)

Website: [www.arcticsealift.com](http://www.arcticsealift.com)

Northern Transportation Company Ltd. (NTCL)

Tel: 867 874 5100

Fax: 867 874 5103

Email: [ntcl@ntcl.com](mailto:ntcl@ntcl.com)

Website: [www.ntcl.com](http://www.ntcl.com)



### **Packaging**

NEAS Cargo Service Centre  
Tel: 866 908 0807  
Fax: 450 377 1316  
Website: [www.neas.ca](http://www.neas.ca)

### **Government of Nunavut**

Traffic Officer  
Purchasing, Logistics & Contract Support Services  
Department of Community & Government Services  
Tel: 867 975-5437 / 888 390-0111 (toll free)  
Fax: 867 975-5450 fax  
[sealift@gov.nu.ca](mailto:sealift@gov.nu.ca)



## 4. CHECKING ADDITIONAL RESOURCES

### Department of Community and Government Services

The Department of Community and Government Services has developed a website with links to the shipping companies as well as helpful information and links to other companies and government resources.

You should check regularly during the season as this website will continue to be developed and new information will be added frequently. It will also respond to your problems with a section on Frequently Asked Questions. This section is expected to grow with time.

The website address is: [www.gov.nu.ca/sealift/](http://www.gov.nu.ca/sealift/)

### Carriers

The following table shows which carriers have been awarded contracts with the GN to service each community. NEAS, NSSI and NTCL may service communities in addition to those contracted with the GN. Many communities are serviced by two or three of the carriers. Please refer to the carriers' web sites for further information. Critical dates such as booking dates, sailing dates and arrival dates are subject to change. Please check with the carrier directly for the most current information.

Communities	Contractor
Arctic Bay	Nunavut Eastern Arctic Shipping Inc. (NEAS)
Arviat	Northern Transportation Company Limited (NTCL) - Services from Churchill
Arviat	Nunavut Sealink & Supply (NSSI) Inc. - Services from Montreal
Baker Lake	Northern Transportation Company Limited (NTCL) - Services from Churchill
Baker Lake	Nunavut Sealink & Supply (NSSI) Inc. - Services from Montreal
Bathurst Inlet	Northern Transportation Company Limited (NTCL)
Cambridge Bay	Northern Transportation Company Limited (NTCL)
Cape Dorset	Nunavut Sealink & Supply (NSSI) Inc.
Chesterfield Inlet	Northern Transportation Company Limited (NTCL) - Services from Churchill
Chesterfield Inlet	Nunavut Sealink & Supply (NSSI) Inc. - Services from Montreal
Clyde River	Nunavut Eastern Arctic Shipping Inc. (NEAS)
Coral Harbour	Northern Transportation Company Limited (NTCL) - Services from Churchill
Coral Harbour	Nunavut Sealink & Supply (NSSI) Inc. - Services from Montreal
Gjoa Haven	Northern Transportation Company Limited (NTCL)
Grise Fiord	Nunavut Eastern Arctic Shipping Inc. (NEAS)
Hall Beach	Nunavut Sealink & Supply (NSSI) Inc.
Iglolik	Nunavut Sealink & Supply (NSSI) Inc.
Iqaluit	Nunavut Sealink & Supply (NSSI) Inc.
Kimmirut	Nunavut Sealink & Supply (NSSI) Inc.



## CHECKING ADDITIONAL RESOURCES

Communities	Contractor
Kugaaruk	Canadian Coast Guard (CCG) - Services from Nanisivik
Kugaaruk (as far as Nanisivik)	Nunavut Eastern Arctic Shipping Inc. (NEAS)
Kugluktuk	Northern Transportation Company Limited (NTCL)
Nanisivik	Nunavut Eastern Arctic Shipping Inc. (NEAS)
Pangnirtung	Nunavut Sealink & Supply (NSSI) Inc.
Pond Inlet	Nunavut Eastern Arctic Shipping Inc. (NEAS)
Qikiqtarjuaq	Nunavut Eastern Arctic Shipping Inc. (NEAS)
Rankin Inlet	Northern Transportation Company Limited (NTCL) - Services from Churchill
Rankin Inlet	Nunavut Sealink & Supply (NSSI) Inc. - Services from Montreal
Repulse Bay	Nunavut Sealink & Supply (NSSI) Inc.
Resolute Bay	Nunavut Eastern Arctic Shipping Inc. (NEAS)
Sanikiluaq	Northern Transportation Company Limited (NTCL) - Services from Churchill
Sanikiluaq	Nunavut Sealink & Supply (NSSI) Inc. - Services from Montreal
Taloyoak, Umingmaktok	Northern Transportation Company Limited (NTCL)
Umingmaktok	Northern Transportation Company Limited (NTCL)
Whale Cove	Northern Transportation Company Limited (NTCL) - Services from Churchill
Whale Cove	Nunavut Sealink & Supply (NSSI) Inc. - Services from Montreal

### Rates

Base rates per revenue ton for each community are established for each year of the contract. However, these are subject to change depending on the price of fuel. For the current rates, please check with the carrier for your community.

Additional rates may also be applicable for the following:

- Containers (North and southbound as well as rates if you keep the container until next season)
- Recyclables
- Retrograde cargo
- Solid waste
- Empty drums and cylinders
- Vehicles shipped southbound
- Lateral cargo

**HNS<sup>4</sup> Rates** are for goods that are considered dangerous. Their shipment is controlled by the Federal government. Only the formula for calculating the rate is given. You should also check with the shipping company serving your community. Please note that some HNS goods are not considered dangerous if shipped in small quantities. For example, one bottle of bleach is not considered dangerous but if 100 bottles were shipped, then it is classified as dangerous cargo.

Please note that there are also special rates for explosives. You will need to discuss their shipment with the companies involved.

<sup>4</sup> HNS refers to Hazardous and Noxious Substances.



### Contract of Carriage

This Section outlines the general conditions of carriage with the carriers under the GN contract (only). The document will also be available on the carrier web sites. This is an important document that is new for annual re-supply and sets out your rights and responsibilities as well as those of the carrier. You should be familiar with this document.

### GENERAL CONDITIONS OF CARRIAGE

**This contract gives you rights and responsibilities.  
This contract limits the legal responsibility of the carrier. Please read it carefully.**

**The Hague-Visby Rules on the water carriage of goods do not apply to this contract.  
This contract is not covered by any bill of lading.**

### The persons who are part of this contract

1. This contract applies to the person who is named as the shipper on the booking note, any person who owns the goods described on the booking note and any person who receives the cargo described on the booking note at the place of delivery. In this contract, all of these persons are called the Shipper. This contract also applies to the shipping company. In this contract, this is called the Carrier.

### The types of goods covered under this contract

2. In this contract:
- a) "Cargo" means goods presented by the Shipper for transport by the Carrier and goods received for transport by the Carrier from the Carrier's marine terminal to the places of discharge in the areas covered in this Agreement. Cargo includes Lateral Cargo and Retrograde Cargo.
  - b) "Lateral Cargo" means goods received for transport and carried by the Carrier between places in the Areas covered by this Agreement
  - c) "Retrograde Cargo" means goods received for transport and carried by the Carrier from places in the Areas covered by this Agreement to the Carrier's marine terminal.
  - d) Cargo does not include live animals or gold, silver, precious stones or other high value cargo unless it is declared to and accepted by the Carrier.

### What the Shipper needs to do before the Cargo is carried

3. The Shipper needs to contact the Carrier and reserve space for the Cargo
4. The Shipper needs to give the Carrier the information requested on the booking note form.



## CHECKING ADDITIONAL RESOURCES

5. After the Carrier tells the Shipper space for the Cargo is reserved, the Shipper must pay the price that the Carrier charges for transporting the Cargo before the Carrier will accept the goods for transport. In this contract, this price is called the Freight. If the Shipper wants extra time to pay Freight, the Shipper must apply to the Carrier for credit. The Carrier will decide for itself if it wants to give the Shipper extra time to pay Freight and on what terms. The Carrier has agreed to carry Cargo shipped by the Government of Nunavut on Freight credit terms.
6. If the size or weight of the Cargo when it arrives at the Carrier's marine terminal is different than the size or weight given by the Shipper on the booking note, the Carrier has the right to ask the Shipper to pay adjusted Freight. If the difference in size or weight is so much that the Cargo cannot be loaded on board the planned ship safely or would shut out other booked Cargo, the Carrier will choose for itself to transport the Cargo on a later voyage or to return the Cargo to the Shipper at the Carrier's marine terminal. The Shipper will pay any terminal storage charges before the Cargo is returned to the Shipper.
7. The Shipper has to arrange and pay for getting the Cargo to the Carrier's marine terminal before the cut-off date that the Carrier gives the Shipper. If the Cargo is late getting to the Carrier's marine terminal and there is another voyage to the delivery port planned for the season, the Carrier will try to fit the Cargo on a later voyage. If there is not enough capacity for the Cargo on the ship's next voyage, the Carrier will tell the Shipper and the Shipper has to arrange and pay for taking the Cargo away from the marine terminal or pay for its storage until the next available ship or next season. If the Shipper chooses to take the Cargo away from the marine terminal, the Carrier will refund the freight, less any terminal storage charges and any Dead freight.

Even if the Carrier already has confirmed space for the Cargo with the Shipper, or accepted Cargo for transport, the Carrier is allowed to refuse or delay accepting the Cargo at the Carrier's marine terminal, or refuse or delay loading the Cargo if the Carrier cannot operate or faces serious difficulties in operating, because of natural disasters, war, public violence, damage to port areas, severe port congestion, strikes, lockouts or labour disputes, or any happening which is not the fault of the Carrier or which did not arise from something the Carrier did or did not do.

8. The Shipper needs to package general Cargo strongly so the Cargo can be safely carried by sea and the packages can be palletized or stacked up to 3.7 metres (12 feet) high.
9. The Shipper must properly mark or label each package, crate, barrel or other unit of the Cargo so the Carrier can know what it needs to unload at each destination port and the name of the person it needs to deliver the Cargo to.
10. If the Shipper stuffs the Cargo into shipping containers, the shipping containers must meet ISO standards for international shipping containers and the containers must allow use of forklifts or other reasonable equipment to take the Cargo out of the containers at delivery port. The Shipper is responsible to properly tie down and brace the Cargo inside the shipping container so the container is safe



to be transported by sea. Bracing and dunnage needs to be clean and free from fungus, insects and rodents. The Shipper must load the container so the Cargo inside, the delivery port and names of persons taking delivery of the Cargo match the information which the Shipper gives to the Carrier in the booking note.

11. Before the Carrier agrees to accept frozen or refrigerated Cargo for transport, the Shipper must tell the Carrier the range of temperatures to keep the Cargo and confirm with the Carrier if the carrying ship has power sources suitable for any refrigerated containers which the Shipper plans to use. If the Carrier agrees to accept frozen or refrigerated Cargo for transport, the Shipper must arrange to have the Cargo arrive at the Carrier's marine terminal within required temperature limits.
12. If the Cargo includes explosives, chemicals, or other things that are covered by the Transportation of Dangerous Goods Act or the International Maritime Dangerous Goods Code, the Shipper must do everything required by the *Transportation of Dangerous Goods Act* and its regulations and the IMDG Code, which includes giving the Carrier full information about the type of Cargo and properly packaging and labeling the Cargo. The Carrier may charge additional Freight for transporting such Cargoes. The Carrier has the right to refuse to accept any dangerous or hazardous Cargo for transport if the Carrier believes reasonably the Shipper has not done everything that the Shipper is required to do before handing over that type of Cargo for transport.
13. The Shipper is responsible to pay the Carrier and the Carrier's contractors and employees for any government seizure, fines, claims by other Arctic Re-supply Users, legal expenses, delay, or any other damage or loss to the Carrier or its contractors or employees caused by Shipper's wrongful or negligent acts in allowing illegal substances such as drugs, diseased plant or animal material or waste products to be hidden or present in the Cargo, or in handing over contaminated Cargo unfit for transport. The Carrier has the right to refuse any Cargo that it has reason to suspect is illegal or does not have complete or correct documentation.
14. Where the Cargo is construction equipment, prefabricated building sections, or other types of heavy or large size Cargo, the Shipper must properly prepare the Cargo for ocean transport, such as fitting weather tight coverings for sensitive equipment, marked lifting points or lugs and skids. When booking such Cargo, the Shipper must warn the Carrier about unusual Cargo features such as off center points of balance. The Carrier has the right to refuse Cargo that is too bulky or heavy for its ships' capacity.
15. The Carrier can consolidate non-containerized Cargo with other Shipper's Cargo. If the Carrier does this, it will separate packages and units for different Shippers at the discharge port.



## CHECKING ADDITIONAL RESOURCES

### The Carrier's responsibility

16. The Carrier agrees to take responsibility for the Cargo from the time non -containerized Cargo leaves railcars or truck tailgates at the Carrier's marine terminal or from the time Shipper stuffed containers arrive at the Carrier's marine terminal, until the time Cargo is transported above high water mark at destination ports, and for Retrograde or Lateral Cargo, at all times when the Cargo is under the operational control of the Carrier.
17. The Carrier will take reasonable steps to keep, care for, load, transport, discharge and deliver the Cargo under this contract during the whole time the Carrier takes responsibility for the Cargo
18. The responsibilities and defences of the Carrier apply to Cargo that is loaded on deck and under deck.
19. The Carrier agrees to receive, temporarily store, load, stow and deliver dangerous goods and explosives to meet the requirements of the Transportation of Dangerous Goods Act, the IMDG Code, and the highest standards of safe industry practice. If certain types of dangerous goods or explosives cannot, by law, be handled at the Carrier's regular marine terminal or port of loading, the loading will be done at places permitted by law. The Carrier will tell the Shipper at the time of booking the alternate places to receive such Cargo for transport and tell the Shipper about any additional Freight for handling charges.
20. The Carrier does not provide heated or ventilated Cargo space. The Carrier is not required to accept bookings for un-refrigerated perishable Cargo if the Carrier believes the Cargo could be damaged from lack of ventilation or low temperatures. The Carrier has the right at any time before loading or during the voyage to refuse to load or to remove and dispose of perishable Cargo that the Carrier reasonably believes has become spoiled or infested. The Carrier has the right, after giving notice to the person receiving the Cargo, to discharge perishable Cargo immediately after the ship arrives at discharge ports even if the Cargo could be damaged by weather conditions.
21. If the Carrier agrees to transport refrigerated containers, the Carrier must supply power to operate container refrigeration plant from the time the refrigerated containers arrive at the Carrier's marine terminal to the time of offloading at the discharge ports of the refrigerated containers, with sufficient reserves of power and fuel for reasonably foreseen delays during the voyage. The Carrier is not responsible for providing power to refrigerated containers during transfer between the carrying ship and above high water mark.
22. The Carrier agrees to:
  - a) use due diligence to make the carrying ship seaworthy;
  - b) to secure that the ship is properly manned, equipped and supplied; and
  - c) to make the holds, refrigerating and cool chambers and all other parts of the ship in which goods are carried fit and safe for their reception and carriage.



23. The Carrier agrees to take reasonable steps to follow the scheduled order of ports. The Carrier has the right to transship the Cargo. The Carrier has the choice to change port rotations, discharge a part Cargo and return to the same port to complete discharge or change the order of discharge of Cargo during any one voyage if reasonably necessary to avoid being trapped in ice, to use the whole cargo space efficiently or for the safety of the carrying ship.
24. To service intended discharge ports, the Carrier will use all reasonable efforts to select carrying ships whose capacity and ice class will permit them to complete voyages to planned ports under ice and weather conditions forecast for the season and the voyage. The Carrier agrees to use all reasonable efforts to transship Cargo or use substitute carrying ships of a higher capacity or ice class if forecasted or actual ice and weather conditions for planned voyages worsen over a shipping season. The carrying ship is not required to force ice. Where icebreaking assistance is arranged for voyages to certain discharge ports named by agreement between the Carrier and the Government of Nunavut, the Carrier agrees to follow icebreakers in conditions within the carrying ship's and icebreaker's permitted combined ice class capacity and where prudent under arctic navigation.
25. If the Carrier foresees that an intended discharge port will be icebound beyond the ship's ice class capacity or ice or weather conditions will prevent the safe completion of a voyage to any intended discharge port, the Carrier will give notice to the Government of Nunavut and to the chief municipal officer or administrative officer at the intended discharge port. These parties will consult with a view to agreeing on an alternate way to transport the Cargo by water to the intended discharge port or to an alternate discharge port. The carrying ship may sail to a convenient open place to await the Government of Nunavut's instructions. Instructions will be provided by the Government of Nunavut within two days of the Carrier giving notice under this clause. By this contract, the Shipper gives the Government of Nunavut the power to agree on the Shipper's behalf for delivery to an alternate discharge port. If this type of agreement is made, delivery to an alternate discharge port of all Cargo in an undamaged condition is complete performance of the Carrier's responsibility to deliver to the originally planned discharge port on that voyage. The consultation is to avoid the Cargo being returned to the loading port or being shut out of the Arctic for the season. The Carrier will give notice to Shippers about the location of the alternate discharge port.
26. The Shipper understands the Carrier has to use lighters to transfer the Cargo from ship to shore at Nunavut discharge ports. The Carrier may use any reasonable floating vessel or amphibious vehicle as a lighter. The Carrier may use any reasonable method to shift Cargo from lighters to above the high water mark.



## CHECKING ADDITIONAL RESOURCES

### Shipper's responsibility at delivery

27. The Shipper agrees to be ready itself or to give to the Carrier the name and address or telephone number of a responsible person to take delivery of the Cargo from the Carrier above high water mark at discharge ports.
28. The Carrier agrees to give two days prior notice to Shippers or Shippers' named persons to take delivery, of the estimated actual time of beginning of unloading of the carrying ship at discharge ports.
29. In discharge ports without a warehouse, the Shipper is responsible for taking delivery of Cargo from the Carrier as soon as the Cargo is landed above the high water mark.
30. Where the Shipper keeps a Carrier's shipping container after the Cargo is landed, the Shipper is responsible to deliver the shipping container back to the Carrier at the usual wharf or landing place above the high water mark in an undamaged condition, fair wear and tear excepted. The Shipper agrees to pay the Carrier a fee for keeping back the shipping container until the time the Shipper returns the shipping container to the Carrier. This rate is shown in the Carrier's list of fees.

### Defences and Limits of Liability of the Carrier

31. The Carrier is not responsible for loss of or damage to the Cargo caused by reasons which are listed in article 4 of the Hague-Visby Rules. These reasons are listed as part of this contract. These reasons apply during the whole time the Carrier is responsible for the Cargo under this Contract.
32. The Carrier's contractors, agents and employees have the same defences and limits of liability that the Carrier has under this contract. The wording of article 4*bis* of the Hague-Visby Rules applies to the Carrier's contractors, agents and employees. The modified wording of article 4 and article 4*bis* of the Hague-Visby Rules is included as part of this contract.
33. The Carrier is not responsible for any loss or damage to the Cargo or loss to the Shipper caused by delay, unless the damage resulted from an act or omission of the Carrier done with intent to cause damage, or recklessly and with knowledge that damage would probably result.
34. Unless the Carrier intentionally or recklessly destroys or damages the Cargo as described in paragraph 33, the amount of money the Carrier has to pay is limited to:
  - \$ 2,500 per package or unit of Cargo lost or damaged; or
  - Where the Cargo is a motor vehicle, \$ 3.50 per kilogram of the motor vehicle lost or damage, up to the lesser of the amount of the damage, the value of the motor vehicle or \$ 70,000.
35. The Carrier has the right to abandon, destroy or damage Cargo without responsibility to pay the Shipper if this is necessary to save the ship and the rest of the Cargo. The Carrier only has this right if the Carrier gives notice to the



Shippers of General Average. General Average will be adjusted in Canada under the York-Antwerp Rules 1974 as amended 1994. The Carrier must agree to a non-separation agreement and a Bingham clause acceptable to the Government of Nunavut as part of any General Average it declares. The Carrier agrees it will not seize or lien any Cargo or begin any legal proceeding in rem against the Cargo as security for Shippers' contribution to General Average until the Government of Nunavut and the Carrier first agree on a system to fund security for Shippers' contribution to General Average. If the Carrier's failure to follow its responsibilities under this contract caused or contributed to the situation of danger leading to General Average, the Carrier must, after General Average is adjusted, refund all or part of the Shippers' contribution to General Average to the Shippers or the persons giving security on the Shippers' behalf

### Making claims under this contract

36. If damage to Cargo is foreseen before the carrying ship reaches a discharge port, or Cargo is seen to be damaged at the time of discharge, the Shipper and Carrier agree to co-operate to make a joint inspection and keep records of the damage.
37. If a Shipper believes Cargo is damaged, the Shipper must give notice of claim to the Carrier within 30 days of the discharge of the Cargo for concealed damage, or within 10 days for damage which can be seen on the outside of the Cargo. If the Shipper believes that the Cargo has been lost by the Carrier, notice of claim to the carrier must be made within 30 days of the date lost Cargo was scheduled to be discharged.
38. Any lawsuit or other legal proceeding for a claim by the Shipper against the Carrier or by the Carrier against the Shipper under this contract must be started within one year of the date of discharge of the Cargo related to the claim, or within one year of the date lost Cargo related to the claim was scheduled to be discharged. This contract time limit does not apply to claims between the Shipper and the Carrier for contribution or indemnity under Part 2 of the *Marine Liability Act*.
39. All lawsuits or other legal proceedings for claims under this contract must only be started in the Superior Court of Nunavut or the Federal Court. If a claim is started in the Federal Court, the Shipper and the Carrier agree to both request the Federal Court that all pre-trial hearings will be heard in Nunavut or by video or teleconference access to any Carrier or Shipper in Nunavut and to request that the trial of the action will be heard in Nunavut.
40. The Shipper and Carrier may agree to alternate dispute resolution in Nunavut of claims under this Contract.
41. This Contract is governed by Canadian Maritime Law.



## CHECKING ADDITIONAL RESOURCES

### MODIFIED ARTICLE IV WORDING AND MODIFIED ARTICLE IV bis WORDING OF HAGUE-VISBY RULES INCLUDED AS PART OF THIS CONTRACT

#### Rights and Immunities

1. Neither the carrier nor the ship shall be liable for loss or damage arising or resulting from un-seaworthiness unless caused by want of due diligence on the part of the carrier to make the ship seaworthy, and to secure that the ship is properly manned, equipped and supplied, and to make the holds, refrigerating and cool chambers and all other parts of the ship in which goods are carried fit and safe for their reception, carriage and preservation.

Whenever loss or damage has resulted from un-seaworthiness, the burden of proving the exercise of due diligence shall be on the carrier or other person claiming exemption under this article.

2. Neither the carrier nor the ship shall be responsible for loss or damage arising or resulting from:
  - (a) act, neglect, or default of the master, mariner, pilot or the servants of the carrier in the navigation or in the management of the ship;
  - (b) fire, unless caused by the actual fault or privity of the carrier;
  - (c) perils, dangers and accidents of the sea or other navigable waters;
  - (d) act of God;
  - (e) act of war;
  - (f) act of public enemies;
  - (g) arrest or restraint of princes, rulers or people, or seizure under legal process;
  - (h) quarantine restrictions;
  - (i) act or omission of the shipper or owner of the goods, his agent or representative;
  - (j) strikes or lock-outs or stoppage or restraint of labour from whatever cause, whether partial or general;
  - (k) riots and civil commotions;
  - (l) saving or attempting to save life or property at sea;
  - (m) wastage in bulk or weight or any other loss or damage arising from inherent defect, quality or vice of the goods;
  - (n) insufficiency of packing;
  - (o) insufficiency or inadequacy of marks;
  - (p) latent defects not discoverable by due diligence;
  - (q) any other cause arising without the actual fault and privity of the carrier, or without the fault or neglect of the agents or servants of the carrier, but the burden of proof shall be on the person claiming the benefit of this exception to show that neither the actual fault or privity of the carrier nor the fault or neglect of the agents or servants of the carrier contributed to the loss or damage.



3. The shipper shall not be responsible for loss or damage sustained by the carrier or the ship arising or resulting from any cause without the act, fault or neglect of the shipper, his agents or his servants.
4. Any deviation in saving or attempting to save life or property at sea or any reasonable deviation shall not be deemed to be an infringement or breach of these Rules or of the contract of carriage, and the carrier shall not be liable for any loss or damage resulting there from.
5. (a) Wording in first clause of Article 5(a) not included in this contract.

Neither the carrier nor the ship shall in any event be or become liable for any loss or damage to or in connection with the goods in an amount exceeding

\$ 2,500 per package or unit, or where the goods are a motor vehicle, \$3.50 per kilogram of the motor vehicle lost or damaged, up to the lesser of the amount of damage, the value of the motor vehicle, or \$ 70,000.

- (b) The total amount recoverable shall be calculated by reference to the value of such goods at the place and time at which the goods are discharged from the ship in accordance with the contract or should have been so discharged.

The value of the goods shall be fixed according to the commodity exchange price, or, if there be no such price, according to the current market price, or, if there be no commodity exchange price or current market price, by reference to the normal value of goods of the same kind and quality.

- (c) Where a container, pallet or similar article of transport is used to consolidate goods, the number of packages or units enumerated in the bill of lading as packed in such article of transport shall be deemed the number of packages or units for the purpose of this paragraph as far as these packages or units are concerned. Except as aforesaid such article of transport shall be considered the package or unit.
- (d) Not included as part of this contract
- (e) Neither the carrier nor the ship shall be entitled to the benefit of the limitation of liability provided for in this paragraph if it is proved that the damage resulted from an act or omission of the carrier done with intent to cause damage, or recklessly and with knowledge that damage would probably result.
- (f) Not included as part of this contract



## CHECKING ADDITIONAL RESOURCES

- (g) By agreement between the carrier, master or agent of the carrier and the shipper other maximum amounts than those mentioned in sub-paragraph (a) of this paragraph may be fixed, provided that no maximum amount so fixed shall be less than the appropriate maximum mentioned in that sub-paragraph.
  - (h) Neither the carrier nor the ship shall be responsible in any event for loss or damage to, or in connection with, goods if the nature or value thereof has been knowingly mis-stated by the shipper Phrase not included as part of this contract
6. Goods of an inflammable, explosive or dangerous nature to the shipment whereof the carrier, master or agent of the carrier has not consented, with knowledge of their nature and character, may at any time before discharge be landed at any place or destroyed or rendered innocuous by the carrier without compensation, and the shipper of such goods shall be liable for all damages and expenses directly or indirectly arising out of or resulting from such shipment.

If any such goods shipped with such knowledge and consent shall become a danger to the ship or cargo, they may in like manner be landed at any place or destroyed or rendered innocuous by the carrier without liability on the part of the carrier except to general average, if any.

### ARTICLE IV BIS

#### Application of Defences and Limits of Liability

1. The defences and limits of liability provided for in these Rules shall apply in any action against the carrier in respect of loss or damage to goods covered by a contract of carriage whether the action be founded in contract or in tort.
2. If such an action is brought against a contractor, servant or agent of the carrier, such contractor, servant or agent shall be entitled to avail himself of the defences and limits of liability which the carrier is entitled to invoke under these Rules.
3. The aggregate of the amounts recoverable from the carrier, and such contractors, servants and agents, shall in no case exceed the limit provided for in these Rules.
4. Nevertheless, a contractor, servant or agent of the carrier shall not be entitled to avail himself of the provisions of this Article, if it is proved that the damage resulted from an act or omission of the contractor, servant or agent done with intent to cause damage or recklessly and with knowledge that damage would probably result.

# ESTIMATING THE COST



## 5. ESTIMATING THE COST

LOADING PORT:

DISCHARGE COMMUNITY :

1	Goods that I plan to ship:		
2	Price from the supplier:	\$	
3	Weight in kilograms:		Put figure in line 9 as well
*4	Volume in cubic metres:		Put figure in line 10 as well
<b>Does the price include packaging?</b>			
5	<input type="checkbox"/> Yes		Put 0 in line 20
6	<input type="checkbox"/> No: Contact NEAS Cargo Centre for a price		Put it in line 12
<b>Does the price include delivery to the port of loading?</b>			
7	<input type="checkbox"/> Yes		Put 0 in line 21
8	<input type="checkbox"/> No: Contact a trucking company for a price.		Put this in line 21
<b>Deciding now many revenue tonnes are in the shipment</b>			
9	Line 3:	Divide by 1,000 =	
10	Line 4:	Divide by 2.5 =	
11	Which is greater?		
	Put the larger number here:	revenue tonnes	
<b>Calculate packaging costs</b>			
12	Price per cubic metre from NEAS Cargo Centre		
	/cu.m. x line 4	=	
13			Put this number in Line 20
<b>Calculate freight cost</b>			
14	Freight cost		
	per revenue tonne x line 11	=	
15			Put this number in line 22.
<b>Insurance Costs</b>			
Insurance cost calculations are different for each company and may involve a minimum amount that has to be paid. You will need to get a quote from the company.			
<b>Delivery costs in the community</b>			
16	<b>Is this based on weight?</b>		
17	<input type="checkbox"/> Yes: Put the rate		
	per kilogram here: x line 3	=	
			Put this number in line 24
18	<input type="checkbox"/> No: put the price given to you		in line 24

  

<b>Adding up the cost</b>	
19	Price of goods:
20	Packaging costs:
21	Shipping to port of loading:
22	Freight cost:
23	Insurance costs:
24	Delivery cost in community:
25	Total cost:
26	Add a 10% contingency
	line 25 ÷ 10 =
27	Total budget amount:

\*Be sure to allow for the weight and/or volume of the packaging/crating. Packaging and crating may add 25-30% to the volume of freight.



## 5. MAINTAINING A CHECKLIST

Shipping company: \_\_\_\_\_

Website: \_\_\_\_\_

Contact person: \_\_\_\_\_

Department: \_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_

Sailing date: \_\_\_\_\_

Goods to be at dock by: \_\_\_\_\_

Date ship is expected in community: \_\_\_\_\_

Booking number: \_\_\_\_\_

Freight rate: \_\_\_\_\_

Does the freight rate include the Fuel Adjustment Factor?:  Yes  No

If no, when will the rate be fixed?: \_\_\_\_\_

Insurance purchased?:  Yes  No If yes, cost: \_\_\_\_\_

Payment will be by:  cheque  cash  credit card  account

Payment for freight must be received by: \_\_\_\_\_

Supplier name: \_\_\_\_\_

Web site: \_\_\_\_\_

Contact person: \_\_\_\_\_

Department: \_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_

Goods priced: \_\_\_\_\_

Amount, including taxes: \_\_\_\_\_

Weight in kilograms: \_\_\_\_\_ Volume in cubic metres: \_\_\_\_\_

Payment will be by:  cheque  cash  credit card  account

Goods must be ordered and paid for by: \_\_\_\_\_ to meet the ship cut-off date

Packaging by: \_\_\_\_\_

Contact number: \_\_\_\_\_

Cost of packaging: \_\_\_\_\_

Goods delivered in community by: \_\_\_\_\_

Contact number: \_\_\_\_\_

Cost of delivery in community: \_\_\_\_\_