



CAPLINQ ORDER FULFILLMENT SERVICES

A Complete User Guide



USER GUIDE CONTENT

What can I find in this guide?



Introduction

Page 3

- CAPLINQ's Order Fulfillment Services 3
- Setting up CAPLINQ as your Order Fulfillment service provider 4



1. Warehouse Inbound service overview

Page 6

- What's included in the service? 6
- What is CAPLINQ's process for inbound shipping? 7
- What is the process for Fiscal Representation? 11



2. Order Fulfillment service overview

Page 16

- What's included in the service? 16
- What is CAPLINQ's process for order processing? 17
- When should I charge VAT to my customers and how does this affect my invoices? 23
- *Not yet available: What if I want to sell my products through CAPLINQ's online store?*



3. Warehouse Storage service overview

Page 31

- What's included in the service? 31
- What is CAPLINQ's process for warehousing? 32
- What if I want to store my products in my own warehouse? 35



4. Last mile delivery service overview

Page 36

- What's included in the service? 36
- What is CAPLINQ's process for last mile delivery? 37
- What if I or my customer want to use our own courier for last mile delivery? 40

CAPLINQ ORDER FULFILLMENT SERVICES

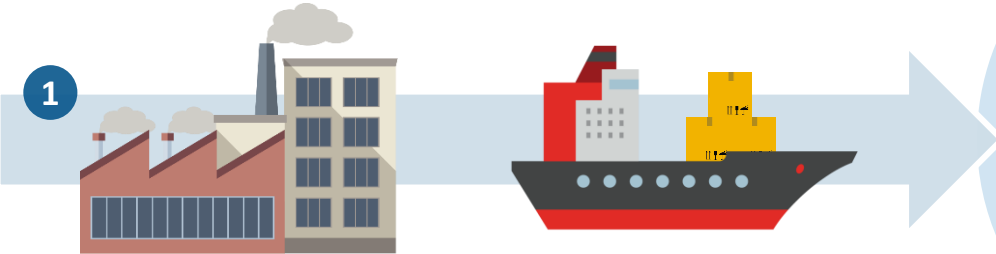
A four-part, modular service from factory to customer

1 INBOUND SHIPPING

BRINGING GOODS INTO EUROPE

CAPLINQ picks up your goods EXW supplier factory and arranges all paperwork and shipping documents.

Using CAPLINQ's fiscal representation license you stay the owner of the goods even as they enter into the European Union (EU). This way you can import goods against the production value or "Cost of Goods Sold" (COGS) price.



3 ORDER PROCESSING

PROCESSING AND PACKING ORDERS

When you receive an order from a customer you send the order to CAPLINQ. CAPLINQ will handle the order processing, packaging, customer service and returns (if any).

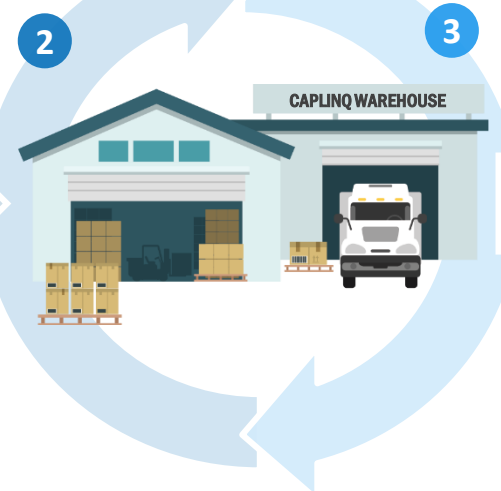
You can offer your goods to customers at EXW Rotterdam prices. None of your customers will pay extra duty charges and business customers (with a valid VAT number) are able to purchase goods without paying any additional value-added sales tax (VAT).

2 WAREHOUSING

STORING GOODS IN EUROPE

After your goods are custom-cleared, CAPLINQ will send them to your customer or store them in our warehouse in The Netherlands.

Using our warehousing service allows you to offer your customers' goods within a few days throughout Europe. For goods that are crucial in the production process of your customer you can offer safety stock for Just In Time (JIT) delivery in case of emergencies.



4 LAST MILE DELIVERY

DELIVERING GOODS TO CUSTOMERS WITHIN EUROPE

Once your order is processed the package is ready for delivery. Customers can choose to pick up the package themselves or you can use CAPLINQ's last mile delivery service to get your goods to any customer within Europe.

If your business customers prefer "Delivered Duty Paid" (DDP) prices then this can easily be arranged in combination with our order fulfillment services.



SETTING UP CAPLINQ AS YOUR ORDER SERVICE PROVIDER

What needs to be done before we can get started?

So you decided you want to use CAPLINQ's order fulfillment services to fulfill your orders to European customers. There are some things that need to be arranged before we can get started.

1. Sign an order fulfillment agreement

The first thing we will do if you decide you want to use our services is send you a copy of our order fulfillment agreement to read through. Feel free to contact us if you have any questions regarding the content of the contract. Once the contract is signed by both parties we are ready to move forward.

2. Sign a power of attorney letter for Limited Fiscal Representation

In order to deliver on our promises concerning importing against cost of goods sold and to be able to defer VAT to the final customer we will need you to assign CAPLINQ as your Limited Fiscal Representative. This is done by signing over power of attorney to CAPLINQ Europe BV.

3. Get your company and products set up in CAPLINQ's system

To be able to handle orders for your products we need to set up both your company and your products in our system. We have created an order fulfillment setup checklist especially for this purpose. It contains several forms where all the data we need can be filled in. Once these forms are completed and the data is transferred into our system we are ready to start processing your incoming products and orders.

4. Read through the order fulfillment user guide

This user guide contains many details on each specific service. It will tell you the processes CAPLINQ uses for the different services so that you will know what to expect. This guide also contains the information you need to provide for each service and it will give examples on how to correctly prepare shipping documentation for your goods and invoicing documentation for your customers.



CAPLINQ ORDER FULFILLMENT WORKSHEET

A. Product: Setting up your products in CAPLINQ's Order Fulfillment System

	①	②	③	④			⑤	⑥	⑦	⑧	⑨	①	②
#	Name	Product Storage	Repack Required?	Length (cm)	Width (cm)	Height (cm)	Gross Weight (kg)	HS Code* (if known)	Duty Rate* (if known)	Import* Value	SKU* (Unique)	Size Class	Billable Weight (kg)
1	Example "Sm Letterbox" Size Product	Room Temperature ▾	No ▾	29.7	21.0	1.0	0.0	4819.10.10	6.5%	€1.00	001	Mailbox	0.12
2	Example "Lg Letterbox" Size Product	Room Temperature ▾	No ▾	38.0	26.5	3.2	2.0	4819.10.10	6.5%	€2.00	002	Mailbox	2.00
3	Example "Small Parcel" Size Product	Room Temperature ▾	No ▾	30.0	30.0	30.0	15.0	4819.10.10	6.5%	€3.00	003	Parcel	15.00
4	Example "Medium Parcel" Size Product	Room Temperature ▾	No ▾	60.0	40.0	25.0	15.0	4819.10.10	6.5%	€4.00	004	Parcel	15.00
5	Example "Large Parcel" Size Product	Room Temperature ▾	No ▾	75.0	55.0	45.0	23.0	4819.10.10	6.5%	€5.00	005	Parcel	37.13
6	Example "Pallet" Size Product	Room Temperature ▾	No ▾	120.0	80.0	110.0	500.0	4819.10.10	6.5%	€10.00	006	Pallet	500.00
7	Example "Cubic Meter Pallet" Size Product	Room Temperature ▾	No ▾	100.0	100.0	100.0	750.0	4819.10.10	6.5%	€12.00	007	Oversize	750.00
8	Example "Oversized Pallet" Size Product	Room Temperature ▾	No ▾	110.0	110.0	110.0	700.0	4819.10.10	6.5%	€15.00	008	Oversize	700.00

- ① **Name:** This is the name that will be used to describe the product in the system and quoted on all order documents including import, order fulfillment and storage
- ② **Product Storage:** This is the required storage condition of the product and will be used to determine where and how the stored in our warehouse
- ③ **Repack Required:** This is either "Yes" or "No". If the unit arrives in the same box it will be shipped out in, the answer is "No". If for whatever reason the items needs to be put into another box prior to shipping out, then this needs to be set to "Yes". This will be confirmed and adjusted if necessary by our warehouse on arrival.
- ④ **Dimensions:** These are the length, width and height (in cm) of the unit. If the unit needs to be repacked, it will use the repackaged box dimensions.
- ⑤ **Gross Weight:** This is the gross weight of the unit. Assuming the unit does not need to be repacked, it will include the weight of the box and material used to ship it.
- ⑥ **HS Code:** The harmonization code used to import into European Union. If left blank, it will be adjusted/corrected by our team upon arrival.
- ⑦ **Duty Rate:** Similar to harmonization code, it's the rate used during import. If left blank, it will be adjusted/corrected by our team upon arrival.
- ⑧ **Import Value:** This will be the value assigned to the goods during customs clearance. If left blank, it will be adjusted/corrected by our team upon arrival.
- ⑨ **SKU:** A "Stock Keeping Unit" is a unique code used to identify this item. You may enter an internal reference number. If left blank, one will be added by our team.

ADMINISTRATION (AUTO POPULATED)

- ① **Size Class:** The size classification used to determine shipping and storage rates
- ② **Billable Weight:** The weight used to determine Pick & Pack and Last Mile Delivery rates. It is the greater of the gross weight or the dimensional weight.

WAREHOUSE INBOUND SERVICE OVERVIEW

What's included in the inbound shipping service?



CAPLINQ's inbound shipping service includes:

- Fiscal representation
- Trucking of your goods from your factory or warehouse to a nearby port
- Shipping the goods from the departure port to a port in The Netherlands either by air or by sea
- Customs clearance and duty payment. The inbound shipping service includes the administration of the duty payment, but not the duty charge itself
- Trucking of the goods from the arrival port to one of our warehouses in the Netherlands
- Unloading, palletizing (if necessary), racking & stacking
- Administration and reporting
- (Optional) Additional Transport Insurance



How is duty calculated for my inbound shipments?

Duty is charged on the total value of the goods in the shipment plus the costs of the freight. The value of the goods is usually determined using the sales price. Typically the duty tariff charged is 6.5%, but some goods may have different tariffs depending on their harmonization code and country of origin.

What's the advantage of using CAPLINQ's fiscal representation license?

This allows foreign suppliers to operate as a multinational and import and pay duty against the Cost of Goods Sold (COGS) instead of sales price – which can mean a significant saving!

What's the advantage of using CAPLINQ's VAT deferment license?

This means no VAT needs to be paid at the moment of arrival, the VAT can be deferred to the moment of transaction to the final customer. This means if your customer is a business customer with a valid VAT number they can also defer VAT to their customers, meaning no VAT for your customers.

WAREHOUSE INBOUND SERVICE OVERVIEW

What is CAPLINQ's process for the inbound shipping service?



The inbound shipping service is initiated and quoted on a case by case basis. It starts when you decide you want to have a certain amount of goods shipped to The Netherlands. This can be because you have a customer order or because you want to replenish your stock, it is entirely up to you.

You send an email to fulfillment@caplinq.com letting us know that you are planning a shipment of goods to the Netherlands at least a week before the planned pickup date.

We will send you an official quote for the shipment including the expected shipment duration (for an example see page 8).

Depending on the type of inbound shipment you can contact our forwarder to arrange the pickup of the goods. Or our forwarder will contact you.

We will notify you once the goods have arrived at our warehouse, meaning they have arrived in the Netherlands and have been custom-cleared.

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We will ask you to send us the shipment details. These shipment details can be entered in the order fulfillment setup checklist ([for an example see page 7](#)).

When you approve the quote and the shipment you will have to prepare the shipment documentation. In most cases this will be a commercial invoice ([for an example see page 9 & 10](#)).

You will have to prepare the goods for shipping. This means packing the goods in suitable packaging and attaching the necessary documents; the Commercial Invoice and Packing Slip. When ready send them to planning@caplinq.com

After arrival we will send you an invoice for the inbound shipment service and duty ([for an example see page 11](#)).

WAREHOUSE INBOUND SERVICE OVERVIEW

Example of inbound shipping form and the details that need to be provided



Inbound shipping can be found in the Order Fulfillment Worksheet, in the tab named 1. Inbound

A. Inbound Shipping Calculator If you select 'Customer to arrange', you will be asked to provide the information in Customer Checklist and Caplinq Administration Section point 1 – 3

Please pay attention to the Special Notes for more information

B. Warehouse Arrivals Complete here the details of what will be shipped to our warehouse

A. INBOUND SHIPPING SERVICE CALCULATOR (GOODS PICKUP DETAILS)		
Pickup Shipping Details	By selecting to arrange inbound shipping you agree to:	CAPLINQ ADMINISTRATION SECTION
Who will arrange inbound shipping?	Customer to arrange	1. Provide Calculated Volume (cubic meters) 1.49
Planned Ship Date		2. Provide Estimated Shipping Charges
Shipping Tracking Number		3. Enter Commercial Invoice reference number
Total number of Pallets/Packages		4. Register Warehouse Arrival Date
Additional Comments (Special Transport, etc):		5. Register warehouse arrivals and send invoice
CUSTOMER CHECKLIST	Arrange delivery to:	SPECIAL NOTES
1. Fill in Planned Ship Date (D5)	CAPLINQ Europe BV	1. Customer will appoint broker for customs clearance
2. Notify fulfillment@caplinq.com form is complete	Attn: Order Fulfillment	2. Customer clears customs (using example CI)
3. Create commercial invoice (p. 9-10 of User Guide)	Industrieweg 15, 1566JN Assendelft	3. CAPLINQ is Fiscal Representative for VAT (taxes)
4. Arrange delivery & Send CI (see address on right)	The Netherlands	4. CAPLINQ will receive invoice and pay Duty
5. Fill in Shipping Tracking Number (D6)	Tel: +31 20 893.2224	5. CAPLINQ re-invoices duty to customer + 2% Provision
6. Pay Warehouse Inbound invoice on receipt	Receiving Hours: Mon-Fri 9.00-17.00	6. Any additional activities are billed at €47.70/hour

B. WAREHOUSE ARRIVALS (CHARGES AND FEES PER INBOUND DELIVERY)										
Qty	Product Description	Product Class	Size Class	SKU	Warehouse Arrival Unit Charge	Warehouse Arrival Line Charge	Harmonization Code	Duty ¹ Rate	Estimated Line ¹ Import Value	Estimated Line ¹ Duty Charge
1	Example "Small Parcel" Size Product	Room Temperature	Parcel	ACME-003	€ 1.10	€ 1.10	4819.10.10	6.50%	€ 3.00	€ 0.20
1	Example "Lg Letterbox" Size Product	Room Temperature	Mailbox	ACME-002	€ 0.20	€ 0.20	4819.10.10	6.50%	€ 2.00	€ 0.13
1	Example "Small Parcel" Size Product	Room Temperature	Parcel	ACME-003	€ 1.10	€ 1.10	4819.10.10	6.50%	€ 3.00	€ 0.20
1	Example "Medium Parcel" Size Product	Room Temperature	Parcel	ACME-004	€ 1.10	€ 1.10	4819.10.10	6.50%	€ 4.00	€ 0.26
1	Example "Large Parcel" Size Product	Room Temperature	Parcel	ACME-005	€ 1.10	€ 1.10	4819.10.10	6.50%	€ 5.00	€ 0.33
1	Example "Large Parcel" Size Product	Room Temperature	Parcel	ACME-005	€ 1.10	€ 1.10	4819.10.10	6.50%	€ 5.00	€ 0.33
1	Example "Cubic Meter Pallet" Size Product	Room Temperature	Oversize	ACME-007	€ 4.25	€ 4.25	4819.10.10	6.50%	€ 12.00	€ 0.78
1	Example "Lg Letterbox" Size Product	Room Temperature	Mailbox	ACME-002	€ 0.20	€ 0.20	4819.10.10	6.50%	€ 2.00	€ 0.13

WAREHOUSE INBOUND SERVICE OVERVIEW

Example of inbound shipping form and the details that need to be provided



Inbound shipping can be found in the Order Fulfillment Worksheet, in the tab named 1. Inbound

A. [Inbound Shipping Calculator](#) If you select 'Capling to arrange', you will be asked to provide the information in all empty fields, except Capling Administrative Section points 2 – 5

B. [Warehouse Arrivals](#) Complete here the details of what will be shipped to our warehouse

A. INBOUND SHIPPING SERVICE CALCULATOR (GOODS PICKUP DETAILS)

Pickup Shipping Details		CAPLING ADMINISTRATION SECTION	
Who will arrange inbound shipping?	CAPLING to arrange	1. Provide Calculated Volume (cubic meters)	1.49
Pickup Ready Date		2. Provide Inbound Shipping Rate Quote	
Pickup Reference Number		3. Enter Reference Number	
Total number of Pallets/Packages		4. Planned Cargo Pick Up Date	
Additional Comments (Special Transport, etc):		5. Register warehouse arrivals and send invoice	

Inbound Pickup Address		Pickup Address Contact Details		Goods Pickup Details	
Company Name		Contact Name		Pallet/Package #1: Dimensions (L x W x H) in cm	
Address Line 1		Last Name		Pallet/Package #1: Gross Weight (kgs)	
Address Line 2		Email Address		Pallet/Package #1: Dimensions (L x W x H) in cm	
City		City		Pallet/Package #1: Gross Weight (kgs)	
Zip/Postal Code		Zip/Postal Code		Pallet/Package #1: Dimensions (L x W x H) in cm	
Country		Country		Pallet/Package #1: Gross Weight (kgs)	

B. WAREHOUSE ARRIVALS (CHARGES AND FEES PER INBOUND DELIVERY)

Qty	Product Description	Product Class	Size Class	SKU	Warehouse Arrival Unit Charge	Warehouse Arrival Line Charge	Harmonization Code	Duty ¹ Rate	Estimated Line ¹ Import Value	Estimated Line ¹ Duty Charge
1	Example "Small Parcel" Size Product	Room Temperature	Parcel	ACME-003	€ 1.10	€ 1.10	4819.10.10	6.50%	€ 3.00	€ 0.20
1	Example "Lg Letterbox" Size Product	Room Temperature	Mailbox	ACME-002	€ 0.20	€ 0.20	4819.10.10	6.50%	€ 2.00	€ 0.13
1	Example "Small Parcel" Size Product	Room Temperature	Parcel	ACME-003	€ 1.10	€ 1.10	4819.10.10	6.50%	€ 3.00	€ 0.20
1	Example "Medium Parcel" Size Product	Room Temperature	Parcel	ACME-004	€ 1.10	€ 1.10	4819.10.10	6.50%	€ 4.00	€ 0.26
1	Example "Large Parcel" Size Product	Room Temperature	Parcel	ACME-005	€ 1.10	€ 1.10	4819.10.10	6.50%	€ 5.00	€ 0.33
1	Example "Large Parcel" Size Product	Room Temperature	Parcel	ACME-005	€ 1.10	€ 1.10	4819.10.10	6.50%	€ 5.00	€ 0.33
1	Example "Cubic Meter Pallet" Size Product	Room Temperature	Oversize	ACME-007	€ 4.25	€ 4.25	4819.10.10	6.50%	€ 12.00	€ 0.78
1	Example "Lg Letterbox" Size Product	Room Temperature	Mailbox	ACME-002	€ 0.20	€ 0.20	4819.10.10	6.50%	€ 2.00	€ 0.13

WAREHOUSE INBOUND SERVICE OVERVIEW

Example of inbound shipping invoice



CAPLINQ Europe B.V.
 Industrieweg 15E
 1566JN Assendelft
 The Netherlands

Phone: +31208932224
 Fax:
 Email: orders@caplinq.com
 https://www.caplinq.com/

Invoice Number
INVNL1812501

Consignee and Delivery Address:
CAPLINQ Europe B.V. Industrieweg 15E 1566JN Assendelft The Netherlands
Notify / Contact / Attention of:
Attn: Marjette Oosterveen Phone: +31 (20) 893 2224 Fax: - Email: fulfillment@caplinq.com
Tax ID/VAT No.

Billing Address:
Your company name Your company address
Notify / Contact / Attention of:
Your company contact details
Tax ID/VAT No.

Invoice Date	Reason for Export	Shipping Method			Account Number	Tracking Number
25-Sep-2018	Sold	N/A :				
Incoterms	Payment Terms	Net Weight	Gross Weight	Currency Code	Order Status	Payment Method
--	14 days NET	0 kg	0.4 kg	EUR	Pending	Bank transfer
Purchase Order		Customer Reference				

Description	Country of Origin	Qty	UOM	Unit Price (EUR)	Total Price (EUR)
1 FRT : Miscellaneous Freight Charge; Freight Charge - Door to Door Delivery	NLD	1	piece	€0.00	€0.00
2 LOGA4 : Miscellaneous Duty; Duty on Goods and Freight	NLD	1	each	€0.00	€0.00
Special Instructions: Please refer to invoice number when making inquiries or payments	Order Subtotal:				€0.00
	Tax / VAT / HST:				€0.00
	Delivery Charge:				€0.00
	Payment Charge:				€0.00
Customer's note:	Delivered Total:				€0.00

Invoice details

You will be send an invoice for the inbound shipping and the duty that was charged over the goods and freight after the goods have arrived at the CAPLINQ warehouse;

- **Consignee address:** Address of the receiver of the goods. CAPLINQ's details will be entered here.
- **Billing address:** Address of the company paying for the shipment. Your company details will be entered here.
- **Invoice date:** Issue date of the invoice
- **Reason for export:** Reason for invoice. Standard reason is because a product/service is sold.
- **Shipping method:** Method used for shipping the goods in the invoice. Not applicable to inbound shipping invoice as it concerns a service and does not require shipping.
- **Payment terms:** Payment terms of the invoice. Standard payment term is 14 days NET, which means 14 days after the goods have arrived at the warehouse.
- **Currency code:** Currency of the invoice. Standard currency is Euro.
- **Order status:** Depends on payment status of the order. Standard initial status is 'Pending'.
- **Payment method:** Payment method for the invoice. You can chose your own payment method. Most comment are either bank transfer or Purchase Order.
- **Product details:** Details of the freight and duty depending on shipment details provided by you and duty costs charged by the customs office.



WAREHOUSE INBOUND SERVICE OVERVIEW

What if I decide to use my own forwarder for inbound shipping?



As all of our order fulfillment services are modular you can choose not to use our inbound shipping service to deliver your goods to our warehouse. In this case we will still need to be notified of goods being shipped to our warehouse and we will charge a separate fee for arranging fiscal representation for the goods in this shipment. In case you use your own forwarder we ask you to use the following process steps.

You complete the requested information on the Order Fulfillment Worksheet, Tab 1 Inbound, following the examples on pages 8&9.

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You can send an email to fulfillment@capling.com, referring to the reference number, to inform us that we can expect a new Inbound shipment.

You will prepare the shipment documentation. The commercial invoice should be created following the example on page 13.

Once the shipment has left, please send us a copy of the commercial invoice and the packing list so we can prepare for arrival at our warehouse.

We will notify you once the goods have arrived at our warehouse, meaning they have arrived in the Netherlands and have been custom-cleared.

We will send you an invoice for the warehouse arrival fees and if applicable invoice the duty and fiscal representation charge which will be 0.75% of the total value of the commercial invoice (for an example see page 15)



Company Details

INSTRUCTIONS:

1. Fill in your company and contact details in the cells provided
2. Yellow field are required. Admin will assign you Supplier SKU

Company Details	
Company Name	
Address Line 1	
Address Line 2	
City	
Postal Code	
Province/State	
Country	
CAPLINQ ADMIN: SUPPLIER SKU CODE	ACME
Contact Details	
First Name	
Last Name	
Email Address	
Phone	
Mobile Phone	

Additional Information Required

Estimated yearly sales revenue into EU:

Rounded to the nearby Euro. Required to apply for fiscal representation license

Background

During the customer setup phase, one of the questions asked in the Company Details page is the estimated yearly annual sales revenue into the European Union (EU) in Euro. This amount is used by the Dutch Tax Authorities (Belastingdienst) to determine the "Guarantee" that CAPLINQ is required to deposit for the General Fiscal Representation License.

The deposit itself is **refundable** and the amount is determined by the Dutch Tax Authorities and not by CAPLINQ. It is returned once the General Fiscal Representation License has ended.

Settlement

CAPLINQ, and not the customer is required by the Dutch Tax Authorities to make the guarantee deposit. In turn, we provide our customers two options for handling this guarantee deposit.

1. The customer may choose to transfer this deposit amount to CAPLINQ to be held in trust until the service contract has ended.
2. The customer may choose to pay a 6% interest rate per year on the deposit, invoiced once at the time the deposit is guaranteed and one yearly thereafter.

1 FISCAL REPRESENTATION

Filling out the Commercial Invoice: General Information



COMMERCIAL INVOICE		Page No. ____ of ____ Pages
SHIPPER/EXPORTER Your Company Name Your company address	DATE CUSTOMER P.O. NUMBER COUNTRY OF ORIGIN Country Name	COMMERCIAL INVOICE NO. DATE OF EXPORT B/L / AWB NUMBER EXPORT ROUTE / CARRIER Ocean/Air
CONSIGNEE CAPLINQ Europe B.V. Industrieweg 15E 1566JN Assendelft The Netherlands	FINAL DESTINATION CIF Assendelft	TERMS OF PAYMENT N/A
NOTIFY PARTY/ INTERMEDIATE CONSIGNEE CAPLINQ Europe B.V. Industrieweg 15E 1566JN Assendelft The Netherlands	TERMS OF SALE (INCOTERMS) CIF Assendelft	
FREIGHT: <input type="checkbox"/> PREPAID <input checked="" type="checkbox"/> COLLECT		
MARKS: CAPLINQ Europe B.V. NL850474401B02, acting as Limited Fiscal Representative in the European Union for: Your Company Name		

Shipment details

- **Shipper/Exporter:** This is the supplier/owner of the goods. Your company details will be entered here
- **Consignee:** This is the company the shipment needs to be delivered to. CAPLINQ's details will be entered here.
- **Notify Party:** This is the company notified on arrival of the goods or in case of customs issues. CAPLINQ's details will be entered here.
- **Country of origin:** Country of origin of the shipment. The country of departure will be added here.
- **Final Destination:** In case of sea shipments this will be CIF Rotterdam (arrival port). In case of air shipments this will be CIF Heemskerk (final arrival city).
- **Export Route:** In case of sea shipments this will be 'Ocean', in case of air shipments this will be 'Air'.
- **Freight:** Freight will be paid on collection by CAPLINQ. So the checkbox 'Collect' will be marked.
- **Marks:** The documentation needs to state that CAPLINQ is acting as fiscal representative. This is done by adding the following statement:

"CAPLINQ Europe B.V. NL850474401B02, acting as Limited Fiscal Representative in the European Union for: Your Company Name"

1 FISCAL REPRESENTATION

Filling out the Commercial Invoice: Product Information



QUANTITY	DESCRIPTION	H.S. NUMBER	UNIT PRICE	TOTAL PRICE
Quantity	Product Details	Harmonization Code	Production Cost	Extended Price
EXAMPLE				
22	Dryer Fabric, woven, white 1.2m x 500m roll in box SKU: 514896	591132.19	EUR 120.00/roll	EUR 2,640.00
500	Dryer Fabric, woven, red 1.8m x 500m roll in box SKU: 514877	591132.19	EUR 165.00/roll	EUR 82,500.00

Shipment details

For each product a separate line needs to be added. On this line the following details should be mentioned:

- **Quantity:** Amount of units of product on this line added to the shipment.
- **Description:** Description of the product. At a minimum, this should contain:
 - Product name and description
 - Product SKU
 - Unit
- **H.S. Number:** Harmonization code applicable to the product on this line.
- **Unit Price:** Price in EUR or USD per single unit of a product on this line.
- **Total Price :** Total price in EUR or USD of the total of units of a product on this line.

1 FISCAL REPRESENTATION

Example of fiscal representation charge invoice



CAPLINQ Europe B.V.
 Industrieweg 15E
 1566JN Assendelft
 The Netherlands

Phone: +31208932224
 Fax:
 Email: orders@caplinq.com
<https://www.caplinq.com/>

Invoice Number
INVNL1812501

Consignee and Delivery Address:
Your company name Your company address
Notify / Contact / Attention of:
Your company contact details
Tax ID/VAT No.

Billing Address:
Your company name Your company address
Notify / Contact / Attention of:
Your company contact details
Tax ID/VAT No.

Invoice Date	Reason for Export	Shipping Method			Account Number	Tracking Number
25-Sep-2018	Sold	N/A :				
Incoterms	Payment Terms	Net Weight	Gross Weight	Currency Code	Order Status	Payment Method
--	14 days NET	0 kg	0.4 kg	EUR	Pending	Bank transfer
Purchase Order		Customer Reference				

Description	Country of Origin	Qty	UOM	Unit Price (EUR)	Total Price (EUR)
1 FRC: Miscellaneous Fiscal Representation Charge 0.75% of Commercial Invoice #12345	NLD	1	piece	€0.00	€0.00
Special Instructions: Please refer to invoice number when making inquiries or payments				Order Subtotal:	€0.00
				Tax / VAT / HST:	€0.00
				Delivery Charge:	€0.00
Customer's note:				Payment Charge:	€0.00
				Delivered Total:	€0.00

Invoice details

You will be send an invoice for the fiscal representation charge equal to 0.75% of the total value of the COGS on your commercial invoice after the goods have arrived at the CAPLINQ warehouse;

- **Consignee address:** Normally this is the address of the receiver of the goods. In this case there is no actual shipment, so your company details will be entered here as receiver of the 'service'.
- **Billing address:** Address of the company paying for the shipment. Your company details will be entered here.
- **Invoice date:** Issue date of the invoice.
- **Reason for export:** Reason for invoice. Standard reason is because a product/service is sold.
- **Shipping method:** Method used for shipping the goods in the invoice. Not applicable to inbound shipping invoice as it concerns a service and does not require shipping.
- **Payment terms:** Payment terms of the invoice. Standard payment term is 14 days NET, which means 14 days after the goods have arrived at the warehouse.
- **Currency code:** Currency of the invoice. Standard currency is Euro
- **Order status:** Depends on payment status of the order. Standard initial status is 'Pending'.
- **Payment method:** Payment method for the invoice. You can choose your own payment method. Most common are either bank transfer or Purchase Order.
- **Product details:** Details of the fiscal representation charge depending on shipment details provided by you.





CAPLINQ's order processing service includes:

- Processing customer orders forwarded by you to CAPLINQ
- Picking, packing and preparing orders for pick-up or last mile delivery
- Acknowledging order status and creating packing slips
- Handling customer inquiries concerning the status of their order or possible returns
- With CAPLINQ as your limited fiscal representative you can use CAPLINQ's VAT deferment license to sell goods to your business customers without charging sales tax (VAT).
- Updating warehouse inventory levels
- Administrative and monthly report
- (Optional) use CAPLINQ's online store to promote and sell your products through our environment directly (only available for products that fit within CAPLINQ's portfolio of specialty plastics and chemicals)



What's the advantage of using CAPLINQ's order processing service?

CAPLINQ has years of experience in processing orders both as a distributor and through our own online store. We have used this experience to build a streamlined process that takes care of your European orders within a few business days.

Why do my business customers not need to pay VAT if I appoint CAPLINQ as my fiscal representative?

As a fiscal representative we can use the Dutch and EU VAT regulations. According to these regulations the VAT to business customers can be transferred to the final user, meaning any company with a valid VAT number doesn't have to be charged VAT as long as they charge it to their end customer.

What's the advantage of using CAPLINQ's online environment to promote and sell my products?

Our online store is focused on specialty chemicals and plastics. Our expertise in this area ensures top SEO results for your products. Adding your products on our online environment also allows your customers to pay their orders in Euro's without having to deal with exchange rates or additional bank charges.

ORDER FULFILLMENT SERVICE OVERVIEW

What's CAPLINQ's process for the order processing service?



The order processing service is initiated at the moment we receive an order from you. You can send us the customer and order details and we will add this order in our system to be able to process it correctly. The order processing service will be charged at the end of the month for all orders that were processed.

You can use our excel format to send your customer and order details to fulfillment@caplinq.com to let us know that an order should be processed (for an example see page 18)

Based on the order details we will have your order picked and packed and prepared for shipping or pick up. In the shipment we will include paperwork as agreed.

At the beginning of each month we will send you an overview of the orders that were processed the previous month (for an example see page 22).

If any VAT-liable orders took place we will invoice you for the VAT that you have collected with your customers

1

2

3

4a

4b

5

6

7

We will import the orders into our system and send you an acknowledgement. For each order please send us a copy of the invoice. Invoices have several requirements both for fiscal representation and VAT which are explained on pages 23-30.

In case of customer pick up or when using your own courier we will send the package details to the customer and notify you and them that the package is ready for pick-up.

If you use our last mile delivery service we will initiate the last mile delivery service for this order.

Based on this overview we will send you an invoice for order processing for that month.

ORDER FULFILLMENT SERVICE OVERVIEW

EMAIL DELIVERY DOCUMENT: *CAPLINQ's trigger for the order fulfillment service*



EMAIL DELIVERY DOCUMENT: This is the document that triggers CAPLINQ's order fulfillment service

Example of Excel format used to import your customer details and orders into our system

Bill to Customer Details

ID	Company Details		Contact Details				Address Details				
Customer ID	Company Name	VAT Number	First Name	Last Name	Phone	Email	Country	Address	Zip Code	City	State/Province
1											
2											
3											
4											

Ship to Customer Details (if different then Bill to Customer)

Name	Company Details		Contact Details				Address Details				
Address Name	Company Name	VAT Number	First Name	Last Name	Phone	Email	Country	Address	Zip Code	City	State/Province

Order Details

Customer	Order Details			Shipping
Customer ID	Date	SKU	Quantity	Shipping Method
1				
2				
3				
4				

ORDER FULFILLMENT SERVICE OVERVIEW

*Timing to communicate the **EMAIL DELIVERY DOCUMENT** to CAPLINQ for delivery*



*CAPLINQ relies on the incoming **EMAIL DELIVERY DOCUMENT** email from our customers to start the order fulfillment process. The timing of the incoming messages depends on the agreed delivery service. Please note that **NO OTHER CORRESPONDENCE** substitutes this Excel delivery document. All emails and documentation have to be sent to fulfillment@caplinq.com.*

Small Package Delivery (mailbox size, max 2kg)

*For orders being sent using the “Small Package Delivery” service, CAPLINQ must receive the **EMAIL DELIVERY DOCUMENT** by Wednesday of the week of delivery. Packages will be picked up on the Thursday morning of the same week for delivery.*

Economy Delivery (max 68kg)

*For orders being sent using the Economy delivery service CAPLINQ must receive the **EMAIL DELIVERY DOCUMENT** 24 hours prior to shipping*

Priority Delivery (max 68kg)

*For orders being sent using the Priority delivery service CAPLINQ must receive the **EMAIL DELIVERY DOCUMENT** 24 hours prior to shipping*



Customer Product Details											
#	Name	Product Storage	Repack Required?	Length (cm)	Width (cm)	Height (cm)	Gross Weight (kg)	HS Code* (if known)	Duty Rate* (if known)	Import* Value	SKU* (Unique)
1	Example “Sm Letterbox” Size Product	Room Temperature	No	29.7	21.0	1.0	0.0	4819.10.10	6.5%	€1.00	001
2	Example “Lg Letterbox” Size Product	Room Temperature	Yes	38.0	26.5	3.2	2.0	4819.10.10	6.5%	€2.00	002
3											

REPACK REQUIRED

NO: The answer is “No” when the units are supplied in the same packaging that they will ship out in; requiring only a label and packing slip before being picked up

YES: The answer is “Yes” if the units are supplied in any packaging that for whatever reason needs to be put into other packaging prior to shipping out

WHAT DOES THIS MEAN TO ME?

- To qualify for “Repacked Required: No” rates, items must be supplied in “ready to ship” packaging

- Products listed as “Repacked Required: Yes” will be charged an extra fee per unit pay for repackaging and material used. See [ORDER FULFILLMENT FEES](#) in overview for rates

FREQUENTLY ASKED QUESTIONS

Q1. What happens if the products arrive to the warehouse in “Repack Required: Yes” state. How does CAPLINQ manage these?

A1. Before the goods go out, the product is repacked into suitable shipping packaging and you will be charged the “re-packing” fee per unit per the [ORDER FULFILLMENT FEES](#)

Q2. It’s cheaper to ship all the inbound goods together in one box then to have them all individually packaged prior to arrival. How can CAPLINQ optimize this?

A2. If desired, CAPLINQ can accept all the “non pre-packed products” together (wrapped on a pallet for example). CAPLINQ can then repack all the units into shipping-suitable packaging at an hourly rate + material costs and put them into inventory as “pre-packaged” units.

Q3. What will happen to my item SKU if I send them in as “non pre-packaged products” and then CAPLINQ puts them for me into “pre-packaged products”?

A3. Once the products have been put into packaging ready for shipping, our team will Update the SKU and dimensions on your [CAPLINQ Order Fulfillment Worksheet](#). The “Name” will be the same name as the previous product SKU but include “Prepack” in the description. The SKU dimensions will then reflect the “prepackaged” dimensions.

Any other questions? Please call or email us a fulfillment@caplinq.com

REPACK REQUIRED?



NO

REPACK REQUIRED?



YES



Customer Product Details											
#	Name	Product Storage	Repack Required?	Length (cm)	Width (cm)	Height (cm)	Gross Weight (kg)	HS Code* (if known)	Duty Rate* (if known)	Import* Value	SKU* (Unique)
1	Example “Sm Letterbox” Size Product	Room Temperature	No	29.7	21.0	1.0	0.0	4819.10.10	6.5%	€1.00	001
2	Example “Lg Letterbox” Size Product	Room Temperature	Yes	38.0	26.5	3.2	2.0	4819.10.10	6.5%	€2.00	002
3											

REPACK REQUIRED

NO: The answer is “No” when the units are supplied in the same packaging that they will ship out in; requiring only a label and packing slip before being picked up

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WHAT DOES THIS MEAN TO ME?

- To qualify for “Repacked Required: No” rates, items must be supplied in “ready to ship” packaging

- Products listed as “Repacked Required: Yes” will be charged an extra fee per unit pay for repackaging and material used. See [ORDER FULFILLMENT FEES](#) in overview for rates

FREQUENTLY ASKED QUESTIONS

Q1. What happens if the products arrive to the warehouse in “Repack Required: Yes” state. How does CAPLINQ manage these?

A1. Before the goods go out, the product is repacked into suitable shipping packaging and you will be charged the “re-packing” fee per unit per the [ORDER FULFILLMENT FEES](#)

Q2. It’s cheaper to ship all the inbound goods together in one box then to have them all individually packaged prior to arrival. How can CAPLINQ optimize this?

A2. If desired, CAPLINQ can accept all the “non pre-packed products” together (wrapped on a pallet for example). CAPLINQ can then repack all the units into shipping-suitable packaging at an hourly rate + material costs and put them into inventory as “pre-packaged” units.

Q3. What will happen to my item SKU if I send them in as “non pre-packaged products” and then CAPLINQ puts them for me into “pre-packaged products”?

A3. Once the products have been put into packaging ready for shipping, our team will Update the SKU and dimensions on your [CAPLINQ Order Fulfillment Worksheet](#). The “Name” will be the same name as the previous product SKU but include “Prepack” in the description. The SKU dimensions will then reflect the “prepackaged” dimensions.

Any other questions? Please call or email us a fulfillment@caplinq.com

REPACK REQUIRED?



NO

REPACK REQUIRED?



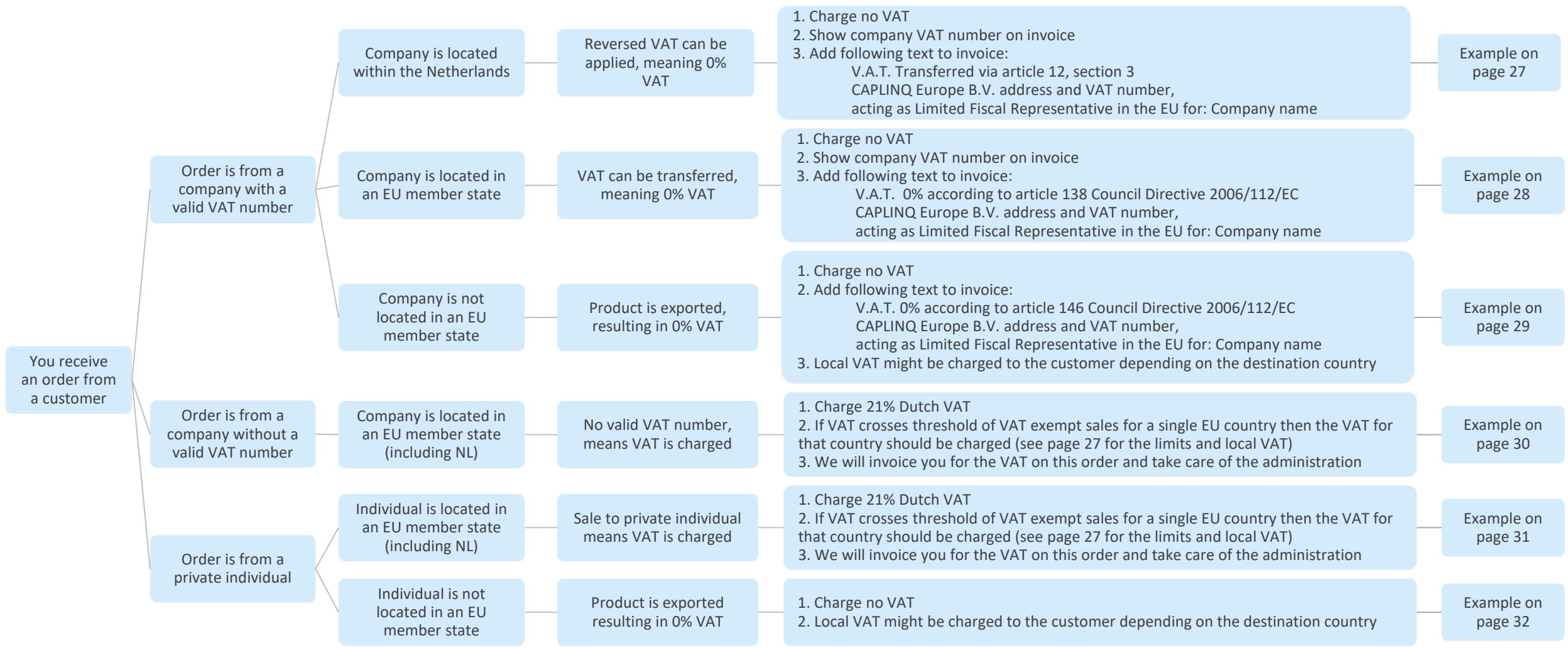
YES

ORDER FULFILLMENT SERVICE OVERVIEW

When should I charge VAT to my customers and how does this affect my invoices?



Whether you should or should not charge VAT customers is dependent on several factors. The most important one being if your customer is a private individual or a company. The second factor is the location of the customer. If you follow the decision tree below it will show you how to handle VAT.



ORDER FULFILLMENT SERVICE OVERVIEW

When should I charge VAT to my customers and how does this affect my invoices?



When selling to private customers in EU countries outside The Netherlands you can use the Dutch VAT as long as you stay below the VAT threshold. This means your total value of supplied goods excluding VAT to a specific country within one calendar year stay below the threshold. If you exceed this threshold CAPLINQ will register for VAT registration in that country and notify you that you will have to start charging the VAT rate listed in column 3 from that moment for the remainder of that calendar year and at least the next calendar year.

EU Country	VAT Threshold	VAT %
Austria	€ 35 000	20
Belgium	€ 35 000	21
Bulgaria	€ 35 791	20
Croatia	€ 36 291	25
Cyprus	€ 35 000	19
Czech Republic	€ 44 873	21
Denmark	€ 37 595	25
Estonia	€ 35 000	20
Finland	€ 35 000	24
France	€ 35 000	20
Germany	€ 100 000	19
Greece	€ 35 000	24
Hungary	€ 35 000	27
Ireland	€ 35 000	23
Italy	€ 35 000	22
Latvia	€ 35 000	21

EU Country	VAT Threshold	VAT %
Lithuania	€ 35 000	21
Luxembourg	€ 100 000	17
Malta	€ 35 000	18
Netherlands	€ 100 000	21
Poland	€ 37 859	23
Portugal	€ 35 000	23
Romania	€ 25 305	20
Slovakia	€ 35 000	20
Spain	€ 35 000	21
Sweden	€ 31 390	25
United Kingdom	€ 80 197	20

ORDER FULFILLMENT SERVICE OVERVIEW

When should I charge VAT to my customers and how does this affect my invoices?



Example of company with valid VAT number: Company within The Netherlands



Billing Address:
Bill to company name Bill to company address
Tax ID/VAT No.
Bill to customer VAT Number

Invoice Number
Ship To Address:
Ship to company name Ship to company address
Tax ID/VAT No.
Ship to Customer VAT Number

Invoice Date	Purchase Order N°	Payment Terms	Due Date

Description	Quantity	Unit of Measure	Unit Price (EUR)	Total Price (EUR)
Special Instructions: V.A.T. Transferred via article 12, section 3 CAPLINQ Europe B.V. De Trompet 1126, 1967DA Heemskerk, The Netherlands NL850474401B02, acting as Limited Fiscal Representative in the European Union for: Your company name	Order Subtotal:			
	Tax / VAT / HST:			0 %
	Delivery Charge:			
	Payment Charge:			
	Delivered Total:			

Invoice details

After you receive an order you will send the customer an invoice as you normally do, but there are some notes and remarks that are important when creating the invoice:

- **Billing address:** Address of the company paying for the shipment. Your customer's details will be entered here.
- **Ship to address:** Address of the receiver of the goods. Your customer's details will be entered here. In most cases this will be the same as billing address
- **VAT number:** The VAT number of the customer. If the ship to customer is a different company with a different VAT number that should be entered separately
- **Product details:** Details and your sales price to the customer of the products in the order
- **Tax/VAT/HST field:** In this case VAT is 0%
- **Special Instructions/Remarks/Notes field:** Add remark concerning fiscal representation here and reason for 0% VAT

ORDER FULFILLMENT SERVICE OVERVIEW

When should I charge VAT to my customers and how does this affect my invoices?



Example of company with valid VAT number: Company located in an EU member



Billing Address:
Bill to company name Bill to company address
Tax ID/VAT No.
Bill to customer VAT Number

Invoice Number

Ship To Address:
Ship to company name Ship to company address
Tax ID/VAT No.
Ship to Customer VAT Number

Invoice Date	Purchase Order N°	Payment Terms	Due Date

Description	Quantity	Unit of Measure	Unit Price (EUR)	Total Price (EUR)
Special Instructions: V.A.T. 0% according to article 138 Council Directive 2006/112/EC CAPLINQ Europe B.V. De Trompet 1126, 1967DA Heemskerk, The Netherlands NL850474401B02, acting as Limited Fiscal Representative in the European Union for: Your company name	Order Subtotal:			
	Tax / VAT / HST:			0 %
	Delivery Charge:			
	Payment Charge:			
	Delivered Total:			

Invoice details

After you receive an order you will send the customer an invoice as you normally do, but there are some notes and remarks that are important when creating the invoice:

- **Billing address:** Address of the company paying for the shipment. Your customer's details will be entered here.
- **Ship to address:** Address of the receiver of the goods. Your customer's details will be entered here. In most cases this will be the same as billing address
- **VAT number:** The VAT number of the customer. If the ship to customer is a different company with a different VAT number that should be entered separately
- **Product details:** Details and your sales price to the customer of the products in the order
- **Tax/VAT/HST field:** In this case VAT is 0%
- **Special Instructions/Remarks/Notes field:** Add remark concerning fiscal representation here and reason for 0% VAT

ORDER FULFILLMENT SERVICE OVERVIEW

When should I charge VAT to my customers and how does this affect my invoices?



Example of company with valid VAT number: Company not located in an EU member state



Billing Address:
Bill to company name Bill to company address
Tax ID/VAT No.
Bill to customer VAT Number

Ship To Address:
Ship to company name Ship to company address
Tax ID/VAT No.
Ship to Customer VAT Number

Invoice Number

Invoice Date	Purchase Order N°	Payment Terms	Due Date

Description	Quantity	Unit of Measure	Unit Price (EUR)	Total Price (EUR)
Special Instructions: V.A.T. 0% according to article 146 Council Directive 2006/112/EC CAPLINQ Europe B.V. De Trompet 1126, 1967DA Heemskerk, The Netherlands NL850474401B02, acting as Limited Fiscal Representative in the European Union for: Your company name	Order Subtotal:			
	Tax / VAT / HST:			0 %
	Delivery Charge:			
	Payment Charge:			
	Delivered Total:			

Invoice details

After you receive an order you will send the customer an invoice as your normally do, but there are some notes and remarks that are important when creating the invoice:

- **Billing address:** Address of the company paying for the shipment. Your customer's details will be entered here.
- **Ship to address:** Address of the receiver of the goods. Your customer's details will be entered here. In most cases this will be the same as billing address
- **VAT number:** The VAT number of the customer. If the ship to customer is a different company with a different VAT number that should be entered separately
- **Product details:** Details and your sales price to the customer of the products in the order
- **Tax/VAT/HST field:** In this case VAT is 0%. After export the customer might still be charged local VAT by the courier.
- **Special Instructions/Remarks/Notes field:** Add remark concerning fiscal representation here and reason for 0% VAT

ORDER FULFILLMENT SERVICE OVERVIEW

When should I charge VAT to my customers and how does this affect my invoices?



Example of company without valid VAT number: Company located in an EU member state (including The Netherlands)



Billing Address:
Bill to company name Bill to company address
Tax ID/VAT No.

Ship To Address:
Ship to company name Ship to company address
Tax ID/VAT No.

Invoice Number

Invoice Date	Purchase Order N°	Payment Terms	Due Date

Description	Quantity	Unit of Measure	Unit Price (EUR)	Total Price (EUR)
Special Instructions:	Order Subtotal:			
	Tax / VAT / HST:			21 %
	Delivery Charge:			
	Payment Charge:			
	Delivered Total:			

Invoice details

After you receive an order you will send the customer an invoice as your normally do, but there are some notes and remarks that are important when creating the invoice:

- **Billing address:** Address of the company paying for the shipment. Your customer's details will be entered here.
- **Ship to address:** Address of the receiver of the goods. Your customer's details will be entered here. In most cases this will be the same as billing address
- **VAT number:** In case of a company with no valid VAT number this field can be left empty
- **Product details:** Details and your sales price to the customer of the products in the order
- **Tax/VAT/HST field:** In this case VAT is 21% or after passing threshold the VAT of the ship to address country
- **Special Instructions/Remarks/Notes field:** No remark concerning fiscal representation needs to be added

ORDER FULFILLMENT SERVICE OVERVIEW

When should I charge VAT to my customers and how does this affect my invoices?



Example of private customer invoice: Customer located in an EU member state (including The Netherlands)



Invoice Number

Billing Address:
Bill to customer name Bill to customer address
Tax ID/VAT No.

Ship To Address:
Ship to customer name Ship to customer address
Tax ID/VAT No.

Invoice Date	Purchase Order N°	Payment Terms	Due Date

Description	Quantity	Unit of Measure	Unit Price (EUR)	Total Price (EUR)
Special Instructions:	Order Subtotal:			
	Tax / VAT / HST:			21 %
	Delivery Charge:			
	Payment Charge:			
	Delivered Total:			

Invoice details

After you receive an order you will send the customer an invoice as your normally do, but there are some notes and remarks that are important when creating the invoice:

- **Billing address:** Address of the customer paying for the shipment. Your customer's details will be entered here.
- **Ship to address:** Address of the receiver of the goods. Your customer's details will be entered here. In most cases this will be the same as billing address
- **VAT number:** In case of a private individual this field can be left empty
- **Product details:** Details and your sales price to the customer of the products in the order
- **Tax/VAT/HST field:** In this case VAT is 21% or after passing threshold the VAT of the ship to address country
- **Special Instructions/Remarks/Notes field:** No remark concerning fiscal representation needs to be added

ORDER FULFILLMENT SERVICE OVERVIEW

When should I charge VAT to my customers and how does this affect my invoices?



Example of private customer invoice: Customer not located in an EU member state



Billing Address:
Bill to customer name Bill to customer address
Tax ID/VAT No.

Ship To Address:
Ship to customer name Ship to customer address
Tax ID/VAT No.

Invoice Number

Invoice Date	Purchase Order N°	Payment Terms	Due Date

Description	Quantity	Unit of Measure	Unit Price (EUR)	Total Price (EUR)
Special Instructions:	Order Subtotal:			
	Tax / VAT / HST:			0 %
	Delivery Charge:			
	Payment Charge:			
	Delivered Total:			

Invoice details

After you receive an order you will send the customer an invoice as your normally do, but there are some notes and remarks that are important when creating the invoice;

- **Billing address:** Address of the customer paying for the shipment. Your customer's details will be entered here.
- **Ship to address:** Address of the receiver of the goods. Your customer's details will be entered here. In most cases this will be the same as billing address
- **VAT number:** In case of a private individual this field can be left empty
- **Product details:** Details and your sales price to the customer of the products in the order
- **Tax/VAT/HST field:** In this case VAT is 0%. After export the customer might still be charged local VAT by the courier.
- **Special Instructions/Remarks/Notes field:** No remark concerning fiscal representation needs to be added



CAPLINQ's warehousing service includes:

- Warehouse space, security and electricity with no required minimum storage quantities.
- CAPLINQ is able to provide specialty storage, including locations that offer cooled (5°C), frozen (-20°C) and dangerous goods storage.
- Online access to an overview of your stock currently available in our warehouses.
- Our standard box sizes, envelopes and filling material are included in the pick & pack charge of the service. (All custom stationery and packaging materials are paid for by the customer. If CAPLINQ supplies any materials, cost price plus a 20% surcharge apply.)
- Goods insurance is not included above the CMR rate, but can be arranged on request.
- Additional handling is possible (re-labeling, repacking, etc.) and will be charged at the hourly rate of €50/hour.



What's the advantage of using a European warehouse?

If you decide to offer your products on the European market your customers will expect their orders to be delivered within a short time frame. Keeping stock in a warehouse located in Europe will give you the opportunity to offer delivery within a few business days.

What's the advantage of using CAPLINQ's warehousing service?

CAPLINQ's warehouses have a central location near the port of Rotterdam (the largest port of Europe) and from there we can access 99% of customers within 3 business days. When you use our warehousing in combination with our other order fulfillment services we can optimally streamline the process and ensure the best service to your customers.

How does CAPLINQ calculate the length of the warehousing period that is charged?

CAPLINQ's warehousing service starts the day your product arrives at one of our warehouses. Warehousing will be charged based on the stock available in the warehouse at the end of the month.



Example of available stock overview in our online environment

Start End

Stock available

Display # 20 ▾

Product Details	Warehouse	Arrival Date	Departure Date	Stock Balance		Days on stock	Lot #	Expiration Date
				Unit	Kgs			
Product A 25 kg box SKU: 12345 Shelf Life: 365 days	Caplinq Europe	1-Jan-2018		+2	50	+ 243 days	15122018-A	15-Dec-2018
	Caplinq Europe	1-Jun-2018		+12	300	+ 92 days	18042018-A	18-Apr-2019
	Total				14	350		
Product B 5 kg jar SKU: 12378 Shelf Life: 365 days	Caplinq Europe	1-Jan-2018		+1	5	+ 243 days	15122018-B	15-Dec-2018
	Caplinq Europe	1-Jun-2018		+1	5	+ 92 days	18042018-C	18-Apr-2019
	Caplinq Europe	1-Aug-2018		+20	100	+ 31 days	21072018-A	21-Jul-2019
Total				22	110			



Example of overview of available stock at the end of the month

SKU	Product name	Storage fee	Warehouse	Stock balance start of the month	# of Departures	# of Arrivals	Stock balance end of the month	Storage fee
SKU01	Product A	€ 0,03	Caplinq Europe B	120	2		118	€ 3,54
SKU01	Product B	€ 0,03	Caplinq Europe B	7	1		6	€ 0,18
SKU03	Product C	€ 0,02	Caplinq Europe B	6			6	€ 0,12
								€ 3,84

WAREHOUSE STORAGE SERVICE OVERVIEW

What's CAPLINQ's process for the warehousing service?



Example of monthly warehousing invoice



Caplinq Europe BV
De Trompet 1126
1967DA Heemskerk
Netherlands

Phone: +31208932224
Fax:
Email: orders@caplinq.com
https://www.caplinq.com/

Invoice Number
INVNL1812501

Consignee and Delivery Address: Your company name Your company address	Billing Address: Your company name Your company address
Notify / Contact / Attention of: Your company contact details	Notify / Contact / Attention of: Your company contact details
Tax ID/VAT No.	Tax ID/VAT No.

Invoice Date	Reason for Export	Shipping Method			Account Number	Tracking Number
25-Sep-2018	Sold	N/A :				
Incoterms	Payment Terms	Net Weight	Gross Weight	Currency Code	Order Status	Payment Method
--	14 days NET	0 kg	0.4 kg	EUR	Pending	Bank transfer
Purchase Order		Customer Reference				

Description	Country of Origin	Qty	UOM	Unit Price (EUR)	Total Price (EUR)
1 WRH: Miscellaneous Monthly Warehousing Service Charge September 2018	NLD	1	piece	€0.00	€0.00
Special Instructions: Please refer to invoice number when making inquiries or payments				Order Subtotal:	€0.00
				Tax / VAT / HST:	€0.00
				Delivery Charge:	€0.00
Customer's note:				Payment Charge:	€0.00
				Delivered Total:	€0.00

Invoice details

You will be sent an invoice for the warehousing service on a monthly basis. At the beginning of a new month you will receive the invoice for the previous month based on all products in stock at the end of the month.

- **Consignee address:** Normally this is the address of the receiver of the goods. In this case there is no actual shipment, so your company details will be entered here as receiver of the 'service'.
- **Billing address:** Address of the company paying for the service. Your company details will be entered here.
- **Invoice date:** Issue date of the invoice.
- **Reason for export:** Reason for invoice. Standard reason is because a product/service is sold.
- **Shipping method:** Method used for shipping the goods in the invoice. Not applicable to inbound shipping invoice as it concerns a service and does not require shipping.
- **Payment terms:** Payment terms of the invoice. Standard payment term is 14 days NET, which means 14 days after the goods have arrived in the warehouse.
- **Currency code:** Currency of the invoice. Standard currency is Euro
- **Order status:** Depends on payment status of the order. Standard initial status is 'Pending'.
- **Payment method:** Payment method for the invoice. You can choose your own payment method. Most common are either bank transfer or Purchase Order.
- **Product details:** Details of the warehousing service charge.





As mentioned before in this user guide all our services are modular meaning you can turn them on or off depending on your preferences. However there are some exceptions to what is possible.

1. Using our warehousing service as a stand alone service

You cannot use our warehousing service as a stand alone service. Using only our warehousing services might look like a good deal to you, but because we combine the warehousing service with the order processing service we can keep our prices competitive. You are free to use your own inbound shipping and use your own courier for last mile delivery, but if an order needs to be picked up from one of our warehouses then we will have to be the one who prepares the order for shipping, hence you will need our order processing service.

2. Using our order processing service as a stand alone service

This is actually the same story as point 1. We cannot process orders that are not stored as our own warehouses. Therefore you cannot use our order processing service as a stand alone service. You are free to use your own inbound shipping and use your own courier for last mile delivery, but if an order needs to be processed by CAPLINQ then we will need to have access to the storage location of the goods, hence you will need our warehousing service.

3. Using our inbound shipping or last mile delivery as a stand alone service

These are the two services that you could use as a stand alone service. If you have goods that need to be imported into the Netherlands and then brought to your own warehouse or facility you can request an inbound shipment quote from CAPLINQ. Or if you have goods stored at your own warehouse or facility and you want to ship them to a customer in the EU then you can request a last mile delivery quote from CAPLINQ.

4. So, can I store my products in my own warehouse?

The simple answer to this question is yes of course you can always store your goods at your own warehouse. However if you want to use our order processing service and our fiscal representations service then we will require you to also use our warehousing service.



LAST MILE DELIVERY SERVICE OVERVIEW

What's included in the service?



CAPLINQ's last mile delivery service includes:

- Gives customer option to have goods shipped, or to pick it up from the warehouse
- Is typically paid by customer, not supplier (though this option is also available)
- CAPLINQ's last mile delivery service includes:
- Door-to-door delivery of any product in the warehouse
- Shipping conditions as required by the product class
- No need to pay any duties or administrative charges
- Competitive delivery rates using CAPLINQ's discount rates
- 75% of Europe deliveries within 24 hours, 99% delivered within 72 hours

What's the advantage of using CAPLINQ's last mile delivery service?

CAPLINQ has a network of delivery options available. We are also able to deliver special cases, such as cooled, frozen and dangerous goods shipments. And all our delivery options offer track and trace details to your customer.

My customer would really prefer to pick up their order themselves. Is this possible?

Of course this is possible. Orders can be picked up at all our warehouses during regular office hours (9am – 5pm) if CAPLINQ is notified at least 24 hours in advance. If a package is picked up by your or your customer's own courier, we will charge a own carrier pick up fee for arranging the pickup and preparing the shipment documentation.

I don't ship a few products, but full pallets. Can CAPLINQ handle this through their last mile delivery service?

...Yes we can. We have experience in dealing with small private customer orders and large business orders through our online store and as distributor. With this experience we have built up a network of both couriers for small shipments and trucking companies for large shipments.



LAST MILE DELIVERY SERVICE OVERVIEW

What's CAPLINQ's process for the last mile delivery service?



The last mile delivery service is initiated at the moment an order has been processed by CAPLINQ for which our last mile delivery service has been requested. Based on the shipping method selected for a single order or based on a shipping method agreed for all orders we will arrange delivery to the customer.

After an order has been processed by CAPLINQ you have three options:
1. Use CAPLINQ's last mile delivery service
2. Customer arranges shipping
3. Use your own courier
(For option 2 and 3 see slide 44)

If not mentioned in the order excel we will ask you for the preferred shipping method. Or if you want us to use the same shipping method for all orders this can be agreed ahead of time.

We will send out a notification of the shipment to you and the customer including a track and trace code that allows them to track the shipment.

At the beginning of each month we will send you an overview of the orders that have been shipped out the previous month.



When you decide to use CAPLINQ's last mile delivery service you will have to notify us on the order excel stating which service you would like to use; small, economy, priority or pallet shipping.

We will ship out the package using the shipping method as selected by you or your customer.

After the package has been delivered at the customer you will get a notification that the last mile delivery has been completed.

Based on this overview we will send you an invoice for last mile delivery for that month.

LAST MILE DELIVERY SERVICE OVERVIEW

What's CAPLINQ's process for the last mile delivery service?



Example of overview of shipped out orders at the end of the month (both shipped by CAPLINQ and own carrier pick up orders)

Order Number	Product Details	Date	No. of Units	Last mile delivery
5379	Product A	07-03-2020	1	€ 8,08
5344	Product A	09-03-2020	1	€ 6,69
5393	Product B	10-03-2020	1	€ 7,40
				€ 22,17

LAST MILE DELIVERY SERVICE OVERVIEW

What's CAPLINQ's process for the last mile delivery service?



Example of monthly last mile delivery invoice



Caplinq Europe BV
De Trompet 1126
1967DA Heemskerk
Netherlands

Phone: +31208932224
Fax:
Email: orders@caplinq.com
https://www.caplinq.com/

Invoice Number
INVNL1812501

Consignee and Delivery Address:
Your company name Your company address
Notify / Contact / Attention of:
Your company contact details
Tax ID/VAT No.

Billing Address:
Your company name Your company address
Notify / Contact / Attention of:
Your company contact details
Tax ID/VAT No.

Invoice Date	Reason for Export	Shipping Method			Account Number	Tracking Number
25-Sep-2018	Sold	N/A :				
Incoterms	Payment Terms	Net Weight	Gross Weight	Currency Code	Order Status	Payment Method
--	14 days NET	0 kg	0.4 kg	EUR	Pending	Bank transfer
Purchase Order		Customer Reference				

Description	Country of Origin	Qty	UOM	Unit Price (EUR)	Total Price (EUR)
1 LM: Miscellaneous Monthly Last Mile Delivery Service Charge September 2018	NLD	1	piece	€0.00	€0.00
Special Instructions: Please refer to invoice number when making inquiries or payments				Order Subtotal:	€0.00
				Tax / VAT / HST:	€0.00
				Delivery Charge:	€0.00
Customer's note:				Payment Charge:	€0.00
				Delivered Total:	€0.00

Invoice details

You will be sent an invoice for the last mile delivery service on a monthly basis. At the beginning of a new month you will receive the invoice for the previous month based on all orders that were shipped out within that month:

- **Consignee address:** Normally this is the address of the receiver of the goods. In this case there is no actual shipment, so your company details will be entered here as receiver of the 'service'.
- **Billing address:** Address of the company paying for the shipment. Your company details will be entered here.
- **Invoice date:** Issue date of the invoice.
- **Reason for export:** Reason for invoice. Standard reason is because a product/service is sold.
- **Shipping method:** Method used for shipping the goods in the invoice. Not applicable to inbound shipping invoice as it concerns a service and does not require shipping.
- **Payment terms:** Payment terms of the invoice. Standard payment term is 14 days NET, which means 14 days after the goods have arrived at the warehouse.
- **Currency code:** Currency of the invoice. Standard currency is Euro
- **Order status:** Depends on payment status of the order. Standard initial status is 'Pending'.
- **Payment method:** Payment method for the invoice. You can choose your own payment method. Most comment are either bank transfer or Purchase Order.
- **Product details:** Details of the last mile delivery service charge.



LAST MILE DELIVERY SERVICE OVERVIEW

What if I or my customer want to use our own courier for last mile delivery?



The last mile delivery service is initiated at the moment an order has been processed by CAPLINQ for which our last mile delivery service has been requested. If you or your customer want to use your own courier instead we will notify you once the package is ready for shipment.

If you or your customer want to use your own courier you will have to notify us on the order excel. Or if you never want to use our last mile delivery service this can be agreed ahead of time.

1

2

3

4

5

6

7

When the shipping is arranged the person responsible for shipping will have to send us the shipping labels so we can attach them to the package.

We will need to receive proof of delivery from the customer responsible for shipping to be able to fulfill our duties as fiscal representative

Based on this overview we will send you an invoice for last mile delivery for that month.

At the end of the order processing we will send the package details to the person responsible for shipping (you or the customer) and notify them that the package is ready for pick-up.

The shipper can contact us to arrange a pick-up moment during office hours (Monday – Friday from 9 am to 3 pm). We will make sure the package is available for pick up at our reception desk.

At the beginning of each month we will include the list of own carrier pick-up orders on the overview of the orders that have been shipped out the previous month.