



 BUSINESS DYNAMICS F.T.

**CLIENT SERVICE
&
INFORMATION GUIDE**





Our Mission and Philosophy

The company is specialized in Polypropylene Sacks/Bags, Polypropylene Fabrics, Flexible Intermediate Bulk Containers (FIBC), BOPP Laminated PP Woven Bags/Sacks, AD Star Bags, Tarpaulin, Geo-Textiles, Roof Underlayment, House wraps, Shrink Films, Stretch Films, Slit Fencing, Non Woven Spun Bond Fabrics. We believe in providing you with the best service and performance in the industry today. We are a **Customer Centric** organization with a high volume of exports. We are also a service oriented organization designed to be an effective link in the distribution chain to create value for you and our trading partners. The business is rapidly changing and we intend to help you take advantage of emerging opportunities.

We have a commitment to towards our customers and go an extra mile to link the chain via our expertise and services. We strive to develop and nurture long-term mutually-beneficial relationships with our customers and we are committed to performance standards that meet or exceed industry standards and expectations.

In this time of information technology and communications being very effective we have made this Customer Service Guide and Credit Application so as to give you more information about our company and it is also designed to ask you for the necessary information which we require to provide excellent customer experience. You will find that we require your complete company name, address, phone, fax, and E-mail information. We also need to know what shipping documents you require and how you want your shipping documents prepared. *“Please take the time to carefully Read and Fill the Appropriate Information “*. This information will go a long way for both of our companies ensuring smooth and effective operations, coordination and working.

Thank you for the opportunity presented to us to work with your esteemed company – it is greatly appreciated. I promise, on behalf of the entire Business Dynamics F.T. Team, that no one will work harder for you than Business Dynamics F.T..

Sincerely,

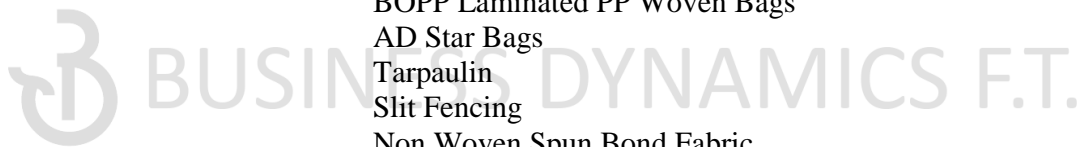
For BUSINESS DYNAMICS F.T.

Sandy Mehra



**BUSINESS DYNAMICS F.T.
Company Information**

Address	3 Trim Avenue North Brighton, South Australia 5048
Telephone	+61 (0) 449980022
E-mail	businessdynamics21@gmail.com
Website	www.ppwovens.com
Primary Markets	Albania, Armenia, Australia, Belarus, Bulgaria, Brazil, Canada, France, Germany, Greece, Italy, Mexico, New Zealand, Poland, Russia, South Africa, Spain, Switzerland, Ukraine, UK & USA
Primary Products	PP Sacks / Bags (WPP) PP Fabrics Flexible Intermediate Bulk Containers (FIBC) BOPP Laminated PP Woven Bags AD Star Bags Tarpaulin Slit Fencing Non Woven Spun Bond Fabric Geo-Textiles





Business Dynamics F.T.

Benefits of Doing Business with BUSINESS DYNAMICS F.T.

*“When you deal with BUSINESS DYNAMICS F.T.,
you deal with a professional team – not just an individual”.*

- Business Dynamics F.T. with all its product lines, acts as a one source for all the customers needs and services customers from United States in the west to New Zealand in the east.
- The Company has knowledgeable staff who understands your needs and are eager to provide you with personalized service.
- Our services are always available 365 days a year or as needed at the time of your suitability.
- Business Dynamics F.T. has its own team of quality assurance inspectors who work within the manufacturing facility. Inspects the product at every stage of manufacturing maintaining complete quality control and shipping perfectly suitable products to you as per your specification and requirements.
- The Company has close relationships with both conference and non-conference ocean carriers, as well as major break-bulk charter vessel operators and air carriers.
- When you do business with Business Dynamics F.T., you do business with a partner who has your best interests in mind at all times - both now and in the future. We are interested in developing long-term relationships. With our dedicated team of professionals we go the extra mile reaching on after sales services.



How to Place an Order with BUSINESS DYNAMICS F.T.

To process your orders accurately and timely, it is important to note the following when placing an order with us. These instructions will assist you and us in preparing and shipping smoothly an error-free order. The Companies goal is to have zero shipping and service errors. Your assistance and cooperation are critically important.

1. **BUSINESS DYNAMICS F.T. Order Reference Number (Identification Number):** Upon receiving your order, Business Dynamics F.T. assigns you a order reference number or a Proforma Invoice No. This number is how Business Dynamics F.T. tracks your shipment from placing the order to properly crediting payment upon receipt of funds. Please reference this number when discussing any shipment via phone, fax, email, snail mail, personal delivered messages or documents.
2. **Purchase Order Number:** If you assign a purchase order number when placing an order please advise us and we will make sure that it is properly referenced on all documentation, including commercial invoices, packing list, bills of lading, certificate of origin, banking documents and any other documents concerning the shipment or as will be requested by you.
3. **Transportation Instructions:** We need appropriate instructions on transportation of the goods on the purchase order or any document which tantamount to be a purchase order as per your country.
4. **Documentation Instructions:** Please reconfirm all documentation requirements when placing an order. This will avoid costly time delays and expedite the shipments. Also, please advise any special document requests at the time of placing the order.



BUSINESS DYNAMICS F.T. Terms of Trade and Payment

Sales terms and payment terms are to be negotiated and agreed to prior to shipment between you and BUSINESS DYNAMICS F.T.. Typical sales terms are FOB (free on board at the packinghouse/warehouse), CNF (cost and freight), and CIF (cost, insurance, and freight).

All terms and conditions must be strictly adhered to, to include payment method and payment due date. The payment due date is critically important. If payment is not received on the date that it is due according to the terms and conditions previously agreed to the time of sale, then future orders or documents may be placed on hold.

The company reserves the right to negotiate payment terms which can be from “100% Advance Payments to Giving a Credit Term”. Credit terms will not be given to new customers. Giving credit/credit line remains the prerogative of Business Dynamics F.T. and which cannot be challenged under any clause or jurisdiction.

BUSINESS DYNAMICS F.T. has formulated the following Credit Application to evaluate and establish credit in your favor, as well as to make sure your account is established properly with your correct address and other details. Please complete the following information and return to us by fax or email as soon as possible so that our Credit Department can evaluate and establish credit worthiness for current and future business associations between our companies.

Please Note; We will not be able to begin shipments until we receive the following information from you. We look forward to working with you and very much appreciate your interest in us.

Thank you.



Business Dynamics F.T.

Customer Information and Credit Application

Company name: _____

Street Address: _____

City, Country: _____

Phone: _____

Fax: _____

Email: _____

Website: _____

Contact name: _____

Street Address: _____

City, Country: _____

Home Phone(s): _____

Home Fax (s): _____

Pager / Mobile (s) _____

Email (s): _____

Owner name: _____

Street Address: _____

City, Country: _____

Home Phone(s): _____

Home Fax (s): _____

Pager / Mobile (s): _____

Email (s): _____



Business Dynamics F.T.

Credit References
(Please list 4 Credit References)

1) Company name: _____
Contact name: _____
Street Address: _____

City: _____ State: _____ Zip code: _____
Phone (s): _____
Fax (s): _____
Email (s): _____
Payment Terms: _____

2) Company name: _____
Contact name: _____
Street Address: _____

City: _____ State: _____ Zip code: _____
Phone (s): _____
Fax (s): _____
Email (s): _____
Payment Terms: _____

BUSINESS DYNAMICS F.T.



Business Dynamics F.T.

Credit References
(Please list 4 Credit References)

3) Company name: _____
Contact name: _____
Street Address: _____

City: _____ State: _____ Zip code: _____
Phone (s): _____
Fax (s): _____
Email (s): _____
Payment Terms: _____

4) Company name: _____
Contact name: _____
Street Address: _____

City: _____ State: _____ Zip code: _____
Phone (s): _____
Fax (s): _____
Email (s): _____
Payment Terms: _____

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Business Dynamics F.T.

Transportation Credit References
(Please list Ocean and Air Transportation References)

1) **Carrier name:** _____
Contact name: _____
Street Address: _____

City: _____
Phone (s): _____
Fax (s): _____
Email (s): _____
Payment Terms: _____

2) **Carrier name:** _____
Contact name: _____
Street Address: _____

City: _____
Phone (s): _____
Fax (s): _____
Email (s): _____
Payment Terms: _____



Business Dynamics F.T.

Bank Information

Bank name: _____

Contact name: _____

Account name: _____

Years at Bank: _____

Street Address: _____

City, Country _____

Phone (s) _____

Fax (s) _____

Email (s) _____

Swift Code No. _____

BUSINESS DYNAMICS F.T.



Ocean Shipments – Documentation Instructions

BUSINESS DYNAMICS F.T. prepares a standard document package for _____ (destination) as described below.

Please make changes if you have different requirements.

<u>Documents</u>	<u>Number of Originals</u>	<u>Number of Copy(s)</u>	<u>Scan Documents (Please circle)</u>
Bills of Lading	_____	_____	Yes No.
Commercial Invoice	_____	_____	Yes No.
Packing List	_____	_____	Yes No.
Detailed Packing List	_____	_____	Yes No.
Certificate of Origin	_____	_____	Yes No.
Fumigation Certificate	_____	_____	Yes No.
Pallet Certificate (ISPM 15)	_____	_____	Yes No.
Insurance Certificate	_____	_____	Yes No.
Other Document/s (If Any)	_____	_____	_____

Bill of Lading (Consignee): _____
 Bill of Lading (Notify Party): _____
 Bill of Lading (Special Instructions): _____

Final Destination: Port _____ Country: _____

Specific Shipping Marks (If any):

Other Special Instructions:



Business Dynamics F.T.

Email Scanned Shipping documents to:

Email Address: _____

Who should we call with documentation question:

Name: _____

Phone: _____

Send DP Documents to:

Bank Name: _____

Address: _____

 BUSINESS DYNAMICS F.T.
A/C No. _____

City, Country _____

Contact Name: _____

Phone: _____



Business Dynamics F.T.

Air Shipments – Documentation Instructions

BUSINESS DYNAMICS F.T. prepares a standard document package for _____ (destination) as described below. Please make changes if you have different requirements.

<u>Documents</u>	<u>Number of Originals</u>	<u>Number of Copy(s)</u>
Airway Bill	_____	_____
Commercial Invoice	_____	_____
Packing List	_____	_____
Certificate of Origin	_____	_____
Fumigation Certificate	_____	_____
Insurance Certificate	_____	_____
Other Document/s (If Any)	_____	_____
	_____	_____
	_____	_____

Master Air Waybill:
 Consignee on MAWB: _____
 Notify Party on MAWB: _____
 Freight Rate on HAWB: _____

House Air Way Bill:
 Consignee on MAWB: _____
 Notify Party on MAWB: _____
 Freight Rate on HAWB: _____

Ultimate Destination: Airport: _____ Country: _____

Specific Shipping Marks (If any):

Other Special instructions:

Copies of all documents will be scanned and sent immediately after flight departure.

Email: _____ For Order: _____
 Name: _____ Forwarder: _____
 Forwarder Phone: _____



Business Dynamics F.T.

Banking and Payment Information
(Use for payments only to Business Dynamics F.T.)

When remitting payment to BUSINESS DYNAMICS F.T., it is important to always reference the order reference number and Invoice number with date on all payment advices, to include wire transfers, documentary collections, and letters of credit. Please ask your bank to always show this number on all remittances. Thank you.

Payments made by wire transfer must be made to (only wire transfer payments):

Account Name : **BUSINESS DYNAMICS F.T.**

Account Number : 195601171

Bank Name : **ANZ Bank**

Bank Address : 81 Jetty Road,
Glenelg, South Australia 5045

Bank Telephone : 13 13 14

BSB No. : 015250

Swift Code No : ANZBAU3M



Business Dynamics F.T.

Letter of Credit Payments
(Use for L/C's only to Business Dynamics F.T.)

All letters of Credit must be approved by BUSINESS DYNAMICS F.T. prior to shipment. To avoid shipment delays, Business Dynamics F.T. recommends you first inquire as to any special conditions that may apply. All letters of credit must be opened in favor of BUSINESS DYNAMICS F.T. and advised through:

Bank Name:	_____
Swift:	_____
Bank Address:	_____ _____ _____
Bank Contact:	_____
Bank Telephone:	_____
Bank Fax:	_____
Swift Code No:	_____

Please find our standard Letter of Credit Instruction on the following page.



Business Dynamics F.T.

Letter of Credit Instructions – Business Dynamics F.T.

(Use for L/C's only to BUSINESS DYNAMICS F.T. Invoices)

Advice by Full Tested Cable (Swift / Telex)

- 59A/ Beneficiary:
- 31D/ Date and Place of Expiry:
- 32B/ Currency code, Amount: USD (US Dollars)
- 40A/ Form of documentary credit: Irrevocable and Confirmed
- 41D/ Available with... by... Any Bank, By Negotiation
- 42C/ Drafts at: Drafts at sight
- 43P/ Partial Shipments: Allowed / Not Allowed
- 43P/ Transshipment: Allowed
- 44A/ Load on Board/ Dispatch All Ports and Airports **in your Country.**
- 45A/ Description of Goods:
- 46A/ Documents Required: 3/3original marine B/L's clean air waybills
Signed Commercial Invoice, Packing List,
- 47A/ Additional Conditions:
- a) Insurance to be effected by buyer
 - b) Stale BL's are acceptable
 - c) All Discrepancies and/or Typographical Errors Acceptable
 - d) Under No Circumstances Payment To Be Stopped Once Documents Handed Over To Seller Bank For Negotiation
- 78/ Instruction to paying Bank; Payment at the counters of advising bank
Accept direct Debit via their USD account,
T/T reimbursement is acceptable.

Please **DO NOT** require additional documents on the L/C. We will provide you with all of the documents you have requested based on your documentation Instructions, however, it is NOT always possible to have these additional documents (especially government issued) comply with L/C regulations.