

Freight & Logistics Lexicon

In the realm of global logistics and freight forwarding, a unique lexicon exists, filled with intricate terminology. At Movers, we strive to be your ultimate guide through the intricacies of this industry. Presented here are select terms commonly used by our team, offering clear and concise definitions for your reference.

Movers holds no responsibility for interpretations of these definitions. They are not proprietary to Movers International Pvt Ltd.

A

Accessorial Service An additional service performed in conjunction with a Primary Service. Examples include Inside Delivery or Debris Removal, considered Accessorial Services for the Primary Service of Delivery (local cartage).

A.C.E.S

A= Autonomous vehicles utilizing self-driving technology, with different autonomy levels ranging from 1 (parking assist) to 5 ('hands-free' driving).

C= Connected vehicles, using semiconductors to exchange data between 'connected parties.'

E= Electric vehicles, describing alternative fuel-powered vehicles using battery technology. This includes a variety of transportation modes such as passenger vehicles, light commercial vehicles, heavy goods vehicles, motorcycles, bikes, scooters, campervans, and agricultural vehicles like tractors.

S= Shared riding services using technology to provide transportation solutions under lease or hire terms, without ownership. This business model includes taxis, rentals, and e-bikes, offering choices through app technology and various payment methods.

Advance A charge paid by Movers to another party on behalf of our Customer, for which Movers is reimbursed.

Advance Manifest Information about one or more Consignments submitted to a Customs Authority before departing the origin country.

Aftermarket Parts, products, and services used in the repair and maintenance of various vehicles, commonly referred to as spare parts or service parts, and may be sold by dealers, distributors, or independent stores.

Agent A strategically chosen forwarder in a country where Movers lacks its own office. The Agent acts on behalf of Movers in that location.

Air Waybill A documented agreement with an air Carrier, detailing parties, services, commodities, and rates for the movement of air freight.

Aircraft on Ground A status indicating an airplane in need of repair that triggers critical logistics handling and moves.

Arrival Notice A notification of cargo arrival mailed by ocean carriers a week or so prior to cargo availability to the named consignee.

Assembly of Cargo The collection of cargo from multiple sources, received at different times, into a single shipping unit, typically covered under a single contract of carriage.

Automated Export System AES strengthens the enforcement of U.S. export laws, collects harbor maintenance fees, and reduces government costs by streamlining diverse administrative processing into a single system.

Automated Manifest System AMS assists U.S. customs in selecting higher-risk cargo for inspection under the Exodus program.

Average Achieved Cost The average of Freight costs for a service across multiple Service Providers over a period of time, used for industry trend analysis and constructing rates in Pricing Responses.

B

Backhaul The return trip of a vehicle to its point of origin.

Back to Back A situation where a single House Bill moves on a single Master Bill. Also known as direct service.

Barge A vessel designed to carry cargo or perform specialized functions, often used for bulk transport.

Berth A portion or specific location alongside a wharf at which a vessel is moored.

Bid Request A request for rates for services across a list of lanes over time.

Bill of Lading

- A documented agreement for the transportation of Freight.
- Always includes parties entering the agreement (Carrier, Customer), involved parties (Shipper, Consignee, etc.), the Freight Lines to be transported, origin and destination Locations, and terms and conditions.
- Can be rated (includes costs and charges) or unrated.
- Has different pages of terms and conditions for the Contract of Carriage based on the mode (Air, Ocean, Truck, or Generic).

Billing Party The party to whom invoices are sent, usually the Shipper or Consignee, but may be any party related to the transaction, including third-party payment centers.

Blank Sailing When an ocean carrier cancels or skips a scheduled port of call or region in the middle of a fixed rotation, that route is considered a Blank Sailing.

Bonded Shipments A shipment carried under customs regulations and may not be delivered to the consignee without customs authorization.

Bonded Warehouse A secure warehouse where imported goods or goods intended for export can be stored, manipulated, or manufactured before payment of duty.

Branch Standard Rate The price for a service provided by a branch that is generally available to all Customers.

Branch Territory The geographic area a Branch is responsible for, usually the local customer service territory, but may refer to a different business purpose such as sales territory, product territory, etc.

Breakbulk Cargo All cargo not shipped in bulk; most cargo stowed in containers would be breakbulk if shipped loose.

Breakbulk Services A variety of functions performed to reverse the consolidation or assembly process. This includes physically receiving cargo and dispersing cargo into separate consignments for delivery to respective consignees.

Bulk Cargo Cargo shipped unpackaged and unmarked, assuming the shape of the vessel or conveyance.

Bulk Liquid Tanks/Containers Tanks on vessels, rail cars, trucks, and intermodal containers designed for the transportation of liquid bulk cargo.

Bunker Adjustment Factor

- BAF / Bunker Surcharge
- A surcharge added to the basic transportation rate by an ocean carrier to compensate for increased fuel costs.

C

Capacity Agreement An agreement between a Forwarder and a Carrier, where the Forwarder agrees to provide the Carrier with a certain amount of Freight on specific lanes and time intervals in exchange for guaranteed space and a preferred rate.

Cargo Acceptance The conditions, rules, and processes Carriers or Forwarders use for taking custody of Freight.

Cargo Insurance An agreement to compensate for lost or damaged cargo per the terms of the agreement.

Cargo Manifest A Cargo Manifest is a document that specifies the nature and quantity of all Freight on the Master Bill of Lading as Freight Lines for the Carrier.

Carrier A Carrier is a Service Provider contracted for the physical transportation of Freight.

Charge A Charge is the price paid or amount expected for a service.

Commercial Goods Commercial Goods are a set of Parts bought and sold using a Commercial Invoice.

Commercial Invoice A Commercial Invoice is a detailed bill from the Seller to the Buyer, containing information about the parties involved, Commercial Goods sold, charges, and payment terms.

Company Materials Company Materials (COMAT) are materials or supplies transported without being bought or sold. These are owned by the Customer and transported to support their own operations.

Consignee A Consignee is the party listed on the Bill of Lading responsible for ensuring the Freight is received from the Carrier.

Consignment A Consignment identifies freight received from one Shipper, intended to be transported together and delivered to one Consignee at a single Location.

Consignment Security Declaration A Consignment Security Declaration (CSD) is a standard document offering an audit trail of how, when, and by whom Freight has been secured along the supply chain.

Consignor A Consignor is the party listed on the Bill of Lading responsible for ensuring Freight is tendered to the Carrier, also known as Shipper.

Consolidation A Consolidation is when two or more Customer Shipments are represented on a single Carrier Shipment.

Container A Container is a uniquely identifiable, reusable item of equipment designed for the carriage of Freight.

Container Booking Confirmation A Container Booking Confirmation is an inventory control document issued by an ocean Carrier to a Booking Agent confirming space on the Carrier's Conveyance.

Conveyance A Conveyance is a uniquely identifiable vehicle used or operated by a Service Provider for transporting Freight, such as a plane, vessel, or truck.

Courier A Courier is a Service Provider delivering Parcels (documents or packages) to business and residential locations.

Customer A Customer is the party that can award business to Movers by agreeing to purchase services.

Customer Booking A Customer Booking is a Service Request for transportation services submitted to Movers by a Customer or on a customer's behalf.

Customer Invoice A Customer Invoice is a document sent to a party by Movers requesting payment for charges listed on the document with payment terms.

Customer Sell Rate A Customer Sell Rate is the price for a Sell Service based on the combination and values of relevant Service Factors.

Customer Shipment A Customer Shipment is the Customer's perspective of one or more Consignments assumed to be transported together.

Customs Authority A Customs Authority is the governmental party responsible for regulating the flow of goods to or from a country and collecting duties on imports and exports.

Customs Bond A Customs Bond is a contract ensuring that all duties and fees associated with importing or other Customs activities are paid.

Customs Broker A Customs Broker is a licensed Service Provider or Self-Filer entering and clearing goods through Customs as designated by the Customer.

Customs Manifest A Customs Manifest is a document specifying the nature, cost, and quantity of all Goods on the Bill of Lading for the Customs Authority.

D

Dangerous Goods

- Alternative Term: Hazardous Materials
- Dangerous Goods are freight containing items or substances that pose a risk to health, safety, property, or the environment.

DC Bypass A shipment moving directly from the point of production to delivery to the store or customer without passing through a distribution center.

Demurrage Charges applied when a container remains in a terminal beyond its designated "free" time.

Designated Port

- Alternative Term: Ground Port
- A Designated Port is a location used to calculate Extended Area charges, including any airport, ocean port, or service provider location.

Detention Charges incurred when a container, offloaded from a vessel, taken to a designated destination, is not returned within a predetermined time.

Dimensional Factor

- Alternative Term: DIM Factor
- Dimensional Factor is a mathematical factor used to calculate the dimensional weight (volume weight) of an object.

Direct Bill

- Alternative Terms: Direct, Direct Bill of Lading
- A Direct Bill is a documented transportation agreement between the Customer or their Trading Partner and the principal Carrier.

Direct to Consumer Delivery of a sales order directly to the customer from the point of production, often associated with smaller packages in ecommerce.

Direct to Gateway

Direct to Store Delivery of a shipment directly to a retail store location from the point of production.

Door Move A Door Move is a pickup from the dock of a Consignor/Shipper or delivery to the dock of a Consignee.

Drayage The transport of whole containers of goods over a short distance, often part of a longer move, such as from a ship to a warehouse.

Delivery Order A document issued by a carrier authorizing the release of cargo to a named party.

Delivery Terms Terms of sale defining when title passes from the seller to the buyer and which party has responsibility, cost, and risk for each service required for physical delivery.

Devanning The unloading of a truck, van, or intermodal container.

Domestic Bill of Lading A contract of carriage covering a consignment originating and terminating in the U.S.

Door-to-Door Movement that undertakes the transportation of cargo from a shipper's door to a consignee's door under a single carrier.

Draft An instrument for the exchange of funds.

Dry Cargo A standard fully enclosed intermodal container.

Duty Drawback The refund of customs duty paid on imported merchandise when such merchandise is exported after being used in the manufacture of another product or exported in the same condition as imported.

E

EDI Electronic Data Interchange is the exchange of electronic data among trading partners using a common format and communication protocols.

Endorse To place an endorsement on a negotiable document.

Endorsement A signature by the bearer or to the order of part on the reverse of a negotiable document, conveying ownership or rights.

Equipment Management The ability to mobilize and de-mobilize containers, chassis, and other equipment supporting the movement of freight.

Exclusive Use Vehicle An Exclusive Use Vehicle (EUV) is a conveyance dedicated to Movers' purposes, such as local pickups, deliveries, or GNS routes.

Express Bill of Lading A term describing an ocean/intermodal shipment where no original Bill of Lading is issued.

Exporter of Record

- An Exporter of Record is the party on whose behalf the export declaration is made.
- Responsible for obtaining export clearance and complying with export regulations.

Extended Area An Extended Area is outside a customer's pickup or delivery tariff, i.e., the Local Area.

F

FAK Rate Freight All Kinds Rate.

Federal Maritime Commission An independent U.S. agency created to regulate foreign and intercoastal ocean commerce.

Feeder Service

- A Feeder Service is recurring transportation between a major port and nearby secondary ports to consolidate Freight for shipment.
- Feeder Services are usually provided by Carriers.

Feeder Port An ocean or inland waterway port served primarily or exclusively by feeder vessels, typically smaller ports with restricted access.

Feeder Vessel A smaller ship providing cargo service to smaller ports not served by larger vessels.

FIFO First-in-first-out: a method of rotating inventory to ensure the oldest part is picked from stock or first in production.

Finished Vehicle Logistics The transportation, handling, and logistics operation for fully assembled vehicles.

Flammable Liquid A liquid with a flashpoint of not more than 60.5°C, posing a risk when transported.

Flatrack Containers An open intermodal container with a floor base, bulkheads fore and aft, used to transport long or heavy items.

Flashpoint The minimum temperature at which a liquid gives off vapor within a test vessel, forming an ignitable mixture with air.

Force Majeure Circumstances totally beyond a party's control that prevent them from fulfilling obligations under a contract.

Forwarder A Service Provider responsible for arranging the transport of a Customer Shipment, including services and Customs formalities.

Forwarder's Cargo Receipt A document issued by a Forwarder to the Consignor, confirming fulfillment of their obligation in supplying Commercial Goods and services.

Free Time

- Free Time is the allowed time for retrieving Freight or Containers from a Yard or CFS before accruing demurrage, detention, or storage charges.
- It may also refer to the time allowed to return equipment (containers, chassis) to their owner before additional charges accrue.

Free Trade Zone

- Alternative Terms: Foreign Trade Zone, Free Zone
- A Free Trade Zone (FTZ) is a geographic area where goods may be landed, stored, displayed, handled, manufactured, reconfigured, and re-exported under specific customs regulation without customs duty.

Freight

- Freight is a collection of Commercial Goods or Company Materials intended for transportation.
- It is represented by one or more Freight Lines describing Freight Items packed with Parts, Company Materials, or other items.

Freight Charges Freight Charges are transportation-related charges on an invoice or for the Main Move of any Shipment in a quoting/bidding process, excluding services at Origin or Destination.

Freight Receipt

- Alternative Terms: Dock Receipt, Cargo Receipt
- A Freight Receipt is a documented acknowledgment that Freight has transferred custody to a receiving party.

Frustrated Cargo Cargo in a carrier's custody that cannot be transported, transferred, or delivered due to various causes including misplacement, misrouting, misloading, erroneous offloading, misstowage, separation from main portion of shipment, loss of documents, erroneous documents, illegible marks and numbers, or damage to packaging.

Fuel Adjustment Factor An ocean carrier surcharge to cover increases in fuel costs.

Fuel Surcharge A charge added periodically by carriers to compensate for increases in fuel costs since the rate was established.

G

Gantry Crane A crane type comprising two main structural elements:

- A vertical structure of sufficient height for the intended lifting.
- A horizontal structure extending over the length or area through which the lifted items travel from pick-up to set-down.

Garment on Hanger A retail apparel handling method involving the movement of clothing in containers and on racks, where the products are kept hanging.

General Average The contribution by all parties in a sea adventure to compensate for a loss incurred by one party due to sacrifices made voluntarily, such as part of the ship or cargo, to save the rest and lives of those on board from imminent danger.

Good Distribution Practices A quality standard used in the healthcare industry to assess supply chain quality.

General Average Adjuster An independent marine adjuster, appointed by the vessel owner declaring general average, responsible for determining losses among all involved parties.

General Average Guarantee A document typically required by the general average adjuster before releasing cargo subject to a general average declaration.

General Average Marine Cargo Insurance Insurance covering general average losses or claims.

General Cargo A broad category of cargo characterized by:

- Being packaged or safely shipped "stand alone" unpackaged.
- Not classified as dangerous goods.
- Unit sizes and weights that can be handled routinely with normal available MHE.
- Not requiring controlled temperature.
- Non-perishable.
- Not sensitive to damage in the normal course of transportation if properly packaged.
- Not requiring feeding or special care during transport.
- Not high-value cargo requiring security.

General Rate Increase An increase in transportation rates by all or most carriers serving a general trade route or market segment.

Governing Tariff A tariff containing transportation rates applying to a given shipment under specified circumstances, including cargo class rating.

Gross Weight The combined shipping weight of goods and packaging materials.

Groupage Freight consolidation or cargo pooling by forwarders to achieve a more economical shipping unit.

H

HS

- Alternative Terms: Harmonized Commodity Description and Coding System
- Product classification used by U.S. Customs and other members of the World Customs Organization for customs purposes.

HTS

- Alternative Terms: Harmonized Tariff Schedule
- Product classification codes between 8-10 digits determining tariff classification for imported goods in the United States.

House Bill A documented agreement between Movers and a customer for the transportation of a customer shipment.

I

Import Declaration A documented statement used in Customs filings attesting to the correctness of description, quantity, commercial value, tariff classification, etc., of commercial goods or company materials for import into a country.

Importer of Record A party responsible for ensuring goods are imported in compliance with the law of a Customs Authority.

Inbound Logistics Detailed plans focused on moving materials, products, and supplies from a manufacturer or distribution center to a warehouse or other storage area.

Inbound to Manufacturing The sourcing and transport of part and raw materials from their point of origin/manufacture to the manufacturing plant or assembly facility.

Incident Report A documented record of unforeseen events in the course of business, such as damaged freight, seal anomalies, shipment discrepancies, theft, disposal of cargo, cybersecurity threats, or other security concerns.

Inclusive Service

- Alternative Term: Legacy Program Type
- A bundle of services quoted and sold as a logistics solution under one name and rate.

Integrated Logistics Focused on integrating business operations into supply-chain logistics to ensure production optimization.

Intermodal Transportation The transportation of freight using a combination of different modes such as land, air, or ocean.

Integrators Companies providing door-to-door domestic/international air freight service, owning and operating aircraft and ground delivery fleets.

Inventory Physical goods handled by Movers for customers, represented by parts, pieces, SKUs, or other collections.

Incoterms Standard definitions for delivery terms by the International Chamber of Commerce for use in international trade.

Inland CY An intermodal container yard located outside the port area, typically at a railhead, border crossing, or other inland point.

Intermodal Bill of Lading A form separating the designation of origin and destination land or air carriers in addition to water carriers.

International Maritime Organization An organization affiliated with the United Nations regulating international navigation and shipping safety.

In-Transit Cargo Cargo moving through a port, country, or customs jurisdiction with an ultimate destination other than the particular port, country, or customs jurisdiction.

J

Joint Service Agreement Agreement between ocean common carriers operating as a joint venture whereby a separate service is established.

Just-In-Time Term usually describing parts arriving or being produced just in time for the manufacturing process., JIT is a process for optimizing manufacturing processes by eliminating all process waste including wasted steps, wasted material, excess inventory, etc.

In this method of inventory control, warehousing is minimal or nonexistent; the container is the movable warehouse and must arrive "just in time;" not too early nor too late. The context of "JIT" in Automotive is often -/+ 15 minutes from the planned arrival timeslot. In Automotive logistics, JIT uses "pull" replenishment to ensure deliveries are completed at the right time in order to meet production schedules.

L

Laden On-Board Cargo physically placed on or into the subject conveyance.

Landed Cost The total cost an importer pays to have goods delivered into their premises, including the costs of goods, international transport, insurance premium, port charges, customs duties, delivery charges, bank charges, etc.

Lane A pair of ports, countries, or regions.

LCL Less than Container Load; consignment of cargo insufficient to fill a container to an economical shipping unit under a carrier's tariff.

Lead Logistics Provider A logistics service provider offering an end-to-end logistics solution and managing parts of a business's supply chain, including vendor management, transportation booking, detailed inventory in transit, etc.

Leg

- A conveyance's movement between two locations where freight can be loaded or unloaded.
- It has identifying information such as a voyage/flight number, and data for estimated/actual departure/arrival dates/times at all locations, including stops.

Letter of Credit A separate contract between a commercial bank, an applicant, and a bank's accountee, in which the bank promises a third party, the beneficiary, a certain sum of money upon the condition that the beneficiary performs a specific act.

Letter of Indemnity A written promise to a third party on behalf of oneself or a second party to indemnify the third party for stated costs or damages if the first or second party fails to meet a stated obligation.

Liability The common law concept that one is responsible to compensate or make good to another for the damage or loss one causes to another.

Limited Quantity The maximum amount of hazardous material for which there is a specific labeling or packaging exception.

Load Plan A set of instructions and/or a diagram proposing a plan for a warehouse agent to load freight into one or more containers.

Local Area

- A local area is defined in a customer's tariff as their local pickup or delivery area.
- Pickup or delivery within this area does not accrue an extended area charge.

Location Any geographically identifiable place.

Load/Loading Plan A detailed three-dimensional plan for loading cargo in a vessel, intermodal container, or other conveyance.

M

Main Move

- Alternative Terms: Linehaul, Main Carriage
- An abstract term for any transportation leg that is not a pickup, delivery, or local transfer.

Manifest A listing of cargo on-board a transportation conveyance, needed for load planning, cargo compatibility checks, cargo staging, and loading/unloading.

Manufacturer The party that makes or processes materials into a sellable product.

Master Bill A documented agreement with a carrier for the transportation of one or more customer shipments.

Master Data

- Complex collections of data representing real-world business concepts shared across the organization.
- These include relationships to other concepts like contacts, addresses, business rules, and rates.
- Master data generally require a dedicated system for management beyond what a simple list or spreadsheet can support.

Milk Run

- A recurring route using a dedicated conveyance on a consistent round trip visiting a fixed number of locations on a time-definite schedule.
- Planned as a consolidation schedule recurring for a designated period, documented by a Multi-Stop Master Bill.

Mixed Commodity Rate A term commonly used to describe a rate, with the rate basis being either a flat rate per container or subject to a minimum revenue rule.

Mode of Transportation A term used to distinguish substantially different ways to move freight, such as air, ocean, ground, and rail.

Move An abstract term for any transportation leg represented by a single master bill.

Multi-Stop Master Bill A truck bill that picks up and/or delivers freight at more than one location between the master bill's origin and destination.

N

Network People, processes, offices, warehouses, and technologies executing globally to provide services to customers in cooperation with service providers and third parties.

Notify Party A party authorized to receive notifications about the status and movement of a customer shipment.

NVOCC A Non-Vessel Operating Common Carrier providing ocean freight services on vessels it neither owns nor operates.



Ocean Bill of Lading An Ocean Bill of Lading serves as a documented agreement with an ocean carrier, detailing parties involved, services provided, commodities transported, and rates for ocean freight movement. This type of bill of lading can be negotiable, known as Original Bills of Lading.

Ocean Carrier A party engaging in a contract to transport cargo via ocean, whether directly or indirectly.

OEM Original Equipment Manufacturer; a term representing companies assembling and selling finished vehicles.

Off-Dock CFS Refers to a situation where a Container Freight Station (CFS) is located physically outside the ocean carrier port terminal, often beyond the immediate port area or a significant inland traffic center.

Ongoing Quote Request An Ongoing Quote Request is a continuous request from an existing customer for a quote applicable across multiple future transactions, eliminating the need for a formal bidding process.

Outsized Cargo A general term used in ocean shipping to describe cargo requiring special handling due to its size, making standard ocean terminal processing impractical.

Over, Short, and Damaged This category is used to document discrepancies between received freight and the expected quantity, noting instances of overage, shortage, or damage.



Packing List A document created by the shipper listing the parts identified in the customer shipment.

Pallet A movable platform designed for efficient cargo handling and protection during transportation.

Pallet Container An intermodal container with a rigid base to secure cargo for shipment.

Parcel A package of commercial goods or documents shipped with a courier.

Part Alternative Term: Stock Keeping Unit (SKU) A part refers to a piece of merchandise, characterized by its supplier and supplemented with additional details from the customer.

Pick Plan A list of parts for a warehouse agent to gather for one or more consignments, organized for efficient picking.

Plan A plan is a pre-developed list of actions to achieve a specific objective.

Preferred Network Route Any lane in a consolidation schedule promoted due to a business initiative or directive.

Pro Forma Invoice A documented, itemized bill for goods and/or services based on estimated or projected values, issued by a freight forwarding company, for example, for Company Materials (COMAT).

Profile A profile is a documented and governed collection of master data and business rules controlling the behavior of manual and/or automated business processes.

Proof of Delivery Information supplied by the carrier containing the name of the person who signed for the shipment, the time and date of delivery, and other relevant delivery-related details.

Purchase Order A documented request from a buyer to a seller indicating types, quantities, and agreed prices for products or services under specified terms and conditions.

Q

Quality Control The process of ensuring and maintaining product quality through tests and adherence to specifications.

R

Reference Data Simple lists containing standard names and codes shared across the organization.

RFI A Request for Information (RFI) is a written request for information about a provider's capabilities, financial information, reliability, experience, and qualifications.

Reverse Logistics The process of collecting, handling, and transporting used, damaged, unwanted, and end-of-life goods and/or packaging for disposal, recycling, or recovery.

RFI Response A written response containing information about a provider's capabilities, financial information, reliability, experience, and qualifications in response to a Request for Information (RFI).

Roll on / Roll off A type of ocean vessel commonly used for transporting finished automobiles and other large industrial machinery.

Route

- A series of one or more legs to move a customer shipment.
- The activity of determining the series of legs to move a customer shipment is known as routing.

Route Design The creation of standard operating procedures specifying how the forwarding company will transport freight on a customer's lanes.

Route Development A strategic sales activity for researching opportunities for future growth on a lane, resulting in route development initiatives or directives shared with sales and service provider management.

Route Optimization The process of selecting service providers and their services to move a customer shipment based on specific requirements, resulting in a route plan that minimizes freight charges while considering other factors.

Route Plan An itinerary for booking consisting of one or more transportation legs to move a customer shipment on one or more carrier shipments.

S

Seal A uniquely identifiable device attached to the door of a container to detect and deter theft and tampering.

Seller The party responsible for providing commercial goods or company materials to a buyer.

Service Order A documented request for one or more transportation or other services that facilitates the fulfillment of those services.

Service Provider A party responsible for executing services under contract, managed under the Service Provider Management program.

Service Provider Booking A service request from freight forwarder to a service provider for one or more services.

Service Provider Profile A collection of business rules and reference data to initiate and manage service execution.

Service Provider Service Name

- The name used by a service provider for a service they offer.
- These names may be used as charge names when providing quotes or invoicing.

Service Request Alternative Term: Customer Booking A documented request for one or more services categorized as freight and related services, services only, or a reservation for space (freight).

Shipment

- A generic term referring to consignments, customer shipments, carrier shipments, and related contracts.
- Always used with a modifier to communicate its context.

Shipper

- Alternative Term: Consignor The party responsible for preparing freight for transport and consigning it as stipulated in the bill of lading.

Shipper's Export Declaration A documented statement submitted at the port of export attesting to the correctness of information for commercial goods or company materials.

Shipper's Letter of Instruction A letter from the shipper instructing a service provider on the transportation of a customer shipment, including routing, handling instructions, insurance needs, and more.

Slot Booking A request for an appointment window to pick up or deliver freight at a facility, such as a Container Freight Station.

Spot Market Rate A service provider buy rate determined by a carrier based on current market conditions and available capacity.

Spot Quote Request

- An inquiry requesting rates for transportation services for an imminent shipment.
- Requires information like origin, destination, weight, and may include other shipment-specific details.

Spot Quote Response

- A documented reply specifying rates for services as defined in a spot quote request.
- Valid for a limited period.

Stop A location where a conveyance stops on its route from origin to destination.

String A recurring sequence of ports on a sailing itinerary that vessels plan to call on.

Supplier A party providing goods or services to a vendor or manufacturer in a supply chain.

Surcharge An additional fee charged in addition to the normal cost for a service, such as fuel, road toll, or peak season charges.

T

Tariff

- **Quoting & Rating:** A documented agreement setting prices for services for a period of time.
- **Customs:** Duties, taxes, or fees paid for the import or export of goods to a customs authority.

Tier Supplier Companies supplying component parts or raw materials to the vehicle manufacturing process, with Tier 1 suppliers providing finished products directly to OEMs.

Tracking Number

- A reference to freight identified by an agreement, label, or other document.
- Primary use for identifying the estimated time of arrival of a shipment.

Trading Partner Any party in a customer's supply chain that is not part of the customer's organization.

Transaction An instance of executing an operational process.

Transactional Data

- Collections of data supporting operational process execution and reporting.
- Active life span limited to the processes they support.

Transfer A local ground move between any combination of freight forwarder and/or service provider's facilities, excluding customer pickup, consignee delivery, or main move.

Transload The process of transferring freight directly between conveyances or containers.

Truck Bill A documented agreement with a truck carrier identifying parties, services, commodities, and rates for freight movement.

Truck Broker A ground transportation intermediary providing truck freight services without owning or operating the assets.

U

Ultimate Consignee The party receiving the freight. In most cases, the consignee and the ultimate consignee are the same, but they may differ in practice.

Unit Load Device A container designed specifically to load freight into an aircraft.

Unitary Information Statistical aggregation of shipment data for reporting purposes.

User Authentication The process of establishing an identity for accessing a system or facility.

User Authorization Providing or limiting access to a system or facility.

V

Value-Add Services Services performed before delivery to the end customer, including packaging, ticketing, labeling, pressing, and inspection.

Vendor A party purchasing goods or services from manufacturers or suppliers to sell commercial goods to the customer.

VIN Vehicle Identification Number, a unique alpha-numeric identifier issued to each vehicle primarily for identification and registration.

VOR Vehicle Off Road. A service parts status where a customer's car is in for service, and necessary parts are not in stock, requiring fast transit for shipping.

W

Waybill A domestic contract of carriage used by motor and rail carriers, similar to a bill of lading but not negotiable.

Workboard and Workflow

- A workflow organizes operational tasks visually and prioritizes them for efficiency.
- A workboard is a workflow tool allowing users to take action on a given task within the same interface.

Z

Zone An area or territory with specific characteristics, purposes, uses, or restrictions subject to business rules.