

HEIZWERTHY

EVERY SHIPMENT. EVERYWHERE. EVERYONE.

WWW.HEIZWERTHY.COM

1-855-WERTHY-1

209 Swanton Way, Suite 203B
Decatur, Georgia 30030

Why Heizwerthy?

Heizwerthy Customs & Freight Solutions LLC is a domestic and international logistics company. We provide customs clearance, import and export shipping, and delivery solutions. THEHUB AT HEIZWERTHY LLC is the information technology division of Heizwerthy. THEHUB affords small businesses, organizations, and non-profits the ability to brand professionally and economically. Coupled together, we are able to help organizations expand globally with a credible image.

WHAT WE BELIEVE

We are a Christian-based organization focused on “profits with a purpose” to serve our clients, community, and world in excellence. We strive to reach all nations by offering solutions that streamline supply chains and empower individuals to connect globally through logistics and technology.

WHO WE SERVE

Heizwerthy has positioned itself as a true contender among customers and peers. Earning several accolades along the way, Heizwerthy’s service excels them all. Our clients include:

- Small businesses
- Corporations
- Freight forwarders
- International buyers
- Food facilities
- Hollywood actors
- Ministries and non-profits
- Associations and organizations
- Government purchasers
- Individuals moving to or returning from abroad
- **and now YOU!**



BRANDING | WEB DESIGN | SIGNAGE | PRINTING

HOW WE SERVE

Heizwerthy is partnered with local agencies to teach international trade, marketing, and graphic design to disadvantaged individuals mostly taught through our online school, Heizwerthy University. We partner with local mission outreach programs to ship relief goods domestically and internationally. Through THEHUB, we help ministries and small businesses create and maintain a professional digital image affordably. THEHUB donates 10% of every purchase to Thy Kingdom Has Come International Ministries, a 501(c)(3) non-profit organization dedicated to serving our communities with workshops, conferences, service projects, and mentoring opportunities proven to transform lives through the power of Jesus Christ.



Jungle Gym Dedication in South Africa



Christmas toys and clothing to Kenya



Relief goods to St. Thomas after hurricane destruction



Female products to girls in Kenya



Getting your shipment through customs

If you have elected Heizwerthy as your forwarder to handle your cargo from door to door, our partner office in the country of import or export will ensure the customs clearance is handled according to that country's regulations.

1 SUBMIT A COMPLETED CUSTOMS POWER OF ATTORNEY.

The Power of Attorney allows the Heizwerthy to transact customs business on your behalf. All US Customs brokers are mandated to have a Power of Attorney on file prior to transacting any customs business on behalf of the importer.

2 DETERMINE IF YOU NEED A CUSTOMS BOND.

If you are importing merchandise into the U.S. for commercial purposes that are valued over \$2,500, or a commodity subject to other federal agencies requirements (i.e. firearms or food), you must post a Customs bond to ensure that all duties, taxes and fees owed to the federal government will be paid.

You have the option of obtaining a **single entry** or **continuous bond**. The type of bond you elect to obtain ultimately depends on how often you import into the U.S. For instance, if you only import on occasion, the single entry bond is recommended. If you import frequently (3 or more shipments annually) and through various ports of entry, the continuous bond is beneficial and economically the best choice.

A **continuous bond** covers all of your transactions **INCLUDING** ISF filings for a period of one year. If you opt to obtain a single entry bond for your customs entry, you must also post an ISF bond to file your ISF.

3 PROVIDE ISF DETAILS (FOR OCEAN SHIPMENTS ONLY).

All ocean shipments into the United States require an ISF filing. Untimely filings can result in a penalty of up to \$10,000.

4 PROVIDE DOCUMENTS FOR CUSTOMS CLEARANCE.

See following page for list of required documents.

5 PREPARE FOR PAYMENT.

See Standard Pricing sheet for rates.



Documents Required for General Cargo

Cargo subject to Partner Government Agencies (PGA) such as FDA, FWS, EPA, etc. is not considered "general cargo" and requires additional documentation as regulated by each agency. If you are importing cargo subject to PGA regulations, we will provide assistance in obtaining the proper documentation.

HEIZWERTHY PROVIDES FOR CLIENT TO COMPLETE

- U.S. Customs Power of Attorney
- Acceptance of Terms and Conditions of Service
- Customs Bond Application (if applicable)
- Customs ACH Account Setup (for payment of duty and taxes)
- ISF Form (for ocean imports only)
- Heizwerthy Credit Application
- Informed Compliance
- CTPAT Questionnaire

CUSTOMER PROVIDES TO HEIZWERTHY

- Commercial Invoice
- Packing List
- Certificate of Origin (if applicable)
- HTS Codes
- Bill of Lading (if not booked with Heizwerthy)
- Copy of Driver's License or Passport of the individual signing the U.S. Customs Power of Attorney
- Copy of Certificate of Incorporation or Articles of Organization

These documents are available for downloading on our website: www.heizwerthy.com



Heizwerthy is CTPAT Certified



Heizwerthy Customs & Freight Solutions LLC dba HEIZWERTHY is a CTPAT certified company. CTPAT is the Customs Trade Partnership Against Terrorism program implemented by U.S. Customs and Border Protection (CBP) after the September 11th terrorist attacks.

Heizwerthy is very proud to have been certified and validated by CBP as a trusted partner to ensure the safety of our borders through our business partnerships and practices.

As a certified company, Heizwerthy encourages all of clients and business partners to become CTPAT certified or at minimum, participate in the development of security procedures that ensure the safety of our borders. CBP asks that we communicate to our business partners to also establish security processes and procedures that are consistent with CTPAT criteria.

If your company has not obtained a CTPAT certification, Heizwerthy encourages you to review the information provided here by CBP: http://www.cbp.gov/xp/cgov/trade/cargo_security/ctpat/

We are required to have a CTPAT Supply Chain Security Survey and Security Criteria Awareness questionnaire on file for every business partner.

We respectfully request your time and attention to complete this document and return it to Heizwerthy within 2 weeks.

If you have any questions, please email to CTPAT@heizwerthy.com. We look forward to assisting you concerning any questions you may have regarding our CTPAT certification.

Additional Resources

[CTPAT Introduction Video](#)

[Customs-Trade Partnership Against Terrorism \(C-TPAT\) Video](#)

[CTPAT Minimum Security Criteria and Guidelines](#)



Heizwerthy Payment Terms

For accounting purposes, Heizwerthy has two classifications of customers: *Credit Customers* and *Cash Customers*.

Credit Customers: Customers with an approved credit application on file with credit terms.

Cash Customers: Customers without an established line of credit.

Cash Customers are required to pay for all services in advance via **CargoSprint.com**. Heizwerthy will not perform any work for Cash Customers until all documents and payments have been received.

Credit Customers remit payment according to the terms agreed upon. Payment may be issued by mail or ACH wire.



Remittance Information

CREDIT CUSTOMERS:

Unless other arrangements have been agreed upon, all credit customers should remit payment by mail, ACH, or Wire Transfer.

Mailing Address:

HEIZWERTHY
Post Office Box 13129
Atlanta, GA 30324

ACH or Wire Processing:

Bank Name: SunTrust Bank
ABA Routing: 061000104
Account #: 1000098535825
Swift Code: SNTRUS3A

CASH CLIENTS:



Heizwerthy is pleased to announce the implementation of **Cargo Sprint**, a simple and secure online freight payment system. With **Cargo Sprint**, your company will save time and money when making payments. This easy to use online system eliminates the need to prepare checks to mail or send by messenger.

Cargo Sprint provides the following features and benefits:

- User friendly interface
- Online, web-based, no software required
- Make payments electronically
- Heizwerthy is notified immediately
- Reduce Processing Costs (no more checks or costly wires)
- Pay by ACH or Credit Card

Getting started is easy! Please register your company as a member by visiting <https://www.cargosprint.com>, or call 251-272-9247 to reach the Support Team for any questions.



Paying your Duty, Taxes, and Fees to Customs

It is the responsibility of the importer to ensure U.S. Customs & Border Protection promptly receives payment of duty, taxes, and/or fees assessed on every import transaction. Unless prior authorization has been obtained from CBP, payment is due within 10 days of the release of your shipment.

You have options to make your payment to CBP:

1 - Heizwerthy can pay on your behalf.

We will process your shipment and remit payment to customs on or before the payment deadline electronically. Our fee to advance payment on your behalf is 3% of the total amount due or \$5.00 minimum.

2- You can pay customs directly.

To pay customs directly, you must set up a CBP ACH Debit Account. Once your account has been set up, you will receive a payer unit number. Heizwerthy will need this Payer Unit number prior to clearing your shipment. Customs will deduct the payment directly from your bank account by the 10th day after release. There is no fee to set this up. Complete and submit the ACH application directly to customs to get started.

ACH Debit Process

- Heizwerthy receives Preliminary Statement from CBP of entry summaries scheduled for payment.
- Heizwerthy Transmits ACH Payment Authorization to CBP through ABI.
- Heizwerthy receives Confirmation Message that the authorization has been accepted.
- After ACH payment authorization is approved, funds transfer begins. CBP transmits payment information to your bank and the Treasury account is credited. Your account is debited usually two business days after CBP accepts the initial payment authorization.

Security Measures

ACH is preferred and secured. There are measures to safeguard the payer's account information and to ensure the correct amount is debited.

- A unique payer unit number is assigned to each payer and is used for all Transactions. CBP does not maintain on-line files of payer bank account information -- all transactions are designated by the payer unit number.
- CBP cannot begin the transfer of funds until Heizwerthy transmits payment authorization.
- Only the broker who originally transmitted the entries to CBP can transmit the payment authorization. An importer's designated broker can use the importer's payer unit number to pay only that importer's statements.
- Payment authorization is not accepted unless the payer's statement total equals the total recorded by ACS for the statement. If they differ, authorization is not accepted and an error message is transmitted to the filer so that the problem can be corrected.



LiveTrack Customer Kiosk

The LiveTrack Portal: Your Virtual Customer Service Kiosk !

Want to see your shipments and know when to expect them? Get connected to the information you want with LiveTrack, our web-based application that shows real-time details of your shipment's progress.

LiveTrack is an interactive online portal and tracking tool that provides 24/7 access to Pickup Orders, Warehouse Receipts, Cargo Releases, Shipments, Sales Orders, Purchase Orders, Jobs, Invoices, and more. You can log in to your account from any Internet-connected computer worldwide at any time!



SECURE ACCESS

LiveTrack is password protected, ensuring that only authorized users have access to shipment and inventory information. Permissions options include setting access per company or per individual. Each customer gets a unique ID number.



REAL-TIME STATUS UPDATES

Want to know if your cargo is in transit? Did it arrive at the destination port yet? Where is the Bill of Lading or Air Waybill? LiveTrack answers all these customer questions for you. Documents are attached and can be viewed and printed at any time.



UPLOAD DOCUMENTS

You can upload your documents online and a Heizwerthy customer service representative will be notified immediately.

Once your documentation has been processed, you will receive a welcome email with your login credentials to LiveTrack.



Contacting Heizwerthy

Important Notice: Our offices are closed daily from 1pm -2pm Eastern Standard Time.

Heizwerthy's operating hours are Monday - Friday, 9am - 7pm. We are closed on federally observed holidays.

404.937.6546 - Main Line and Fax

customerservice@heizwerthy.com - Email Address

Our operations teams are allocated specific regions to cover. You have been assigned a team based on the origin or destination of your shipments or office location. See following page for our Team Allocation Map.

TEAM 1 - EXT 7001 or 7004

TEAM 2 - EXT 7002 or 7006

TEAM 3 - EXT 7003 or 7005

Your dedicated operations team is your ultimate source for the most current status of your shipment. If you are unsure of your assigned team, please contact us immediately.

We also recommend you check LiveTrack regularly. Contact us for access if you have not received your credentials.

Shipment Status Reports are also available and customizable to fit your needs. Email customerservice@heizwerthy.com to get started.

If you need additional help, please email customerservice@heizwerthy.com.



THEHUB at HEIZWERTHY

Affordable web and graphic design at your fingertips!

Get your shipments moving with a credible image!

We build and host Standard Web Sites - E-Commerce Sites - and Online Learning Platforms!

Contact us for more details!
Affordable plans are available for every budget.
Email: thehub@heizwerthy.com

Logo & Graphic Designs



Web & Graphic Designs

