

Definitions Effective April 1st

Short Notice Order

Order is placed without the required lead time in the delivery port.

Lead Time: the number of full working days (excluding weekends, public holidays and pre-scheduled non-operational days), in the delivery location, to process the order. Any delivery requested with less time than the required number working days notice is subject to the short notice fee. Certain products at certain ports may have exceptions (*).

Minimum Volume per Grade - Bulk: the minimum volume ordered for each bulk product (*) in the delivery port.

Minimum Volume Aggregate - Bulk: the total aggregated bulk order volume that can be supplied at the delivery port. Any aggregated bulk order volume below the threshold will be subject to a minimum order quantity (MOQ) bulk fee.

Minimum Volume - Package: the total aggregated volume of packaged products (*) ordered (including synthetics) for supply at the delivery port. Any aggregated packaged product order volume below the volume threshold will be subject to a minimum order quantity (MOQ) - pack fee.

At some ports where deliveries of packaged products can be made by barge in conjunction with bulk products in same order, the minimum package volume requirement may be waived.

* Exceptions on certain products' Lead Time and MOQs can be checked by putting the mouse on  at the left of subject product at subject port's 'Port Detail' screen.