



FAQ (FREQUENTLY ASKED QUESTIONS) AIR CARGO

1. How does it work?

- i. **The customer selects their supplier and product** : The process begins with the customer choosing the supplier from whom they wish to purchase the product to import. This step often involves an in-depth search to find the supplier offering the best quality, most competitive prices, and most favorable sales conditions. Once the supplier is chosen, the customer selects the product they wish to import. This may include a range of products, from raw materials to finished goods, depending on the specific needs and requirements of the customer.
- ii. **Request for Quotation and Negotiation** : Once the supplier and product are selected, the customer submits a request for quotation to the supplier. This request generally includes details on the quantity of products to import, technical specifications, payment terms, and delivery deadlines. Negotiations may take place to reach a mutually satisfactory agreement. Once the agreed conditions are confirmed, the order is confirmed and the import process can begin.
- iii. **Order Payment**: The customer goes to the agency to pay the order amount which is set in the supplier's quote. An invoice is issued to them.
- iv. **Order Processing**: The supplier prepares the order for shipment, which may include the manufacturing of products, packaging, and necessary documentation for export.
- v. **Shipment and Tracking**: Once the order is ready, it is shipped to our warehouse in China, Dubai, or Turkey. During this time, the customer can track the shipment status through updates provided by the Tracking Number.





- vi. **Reception at our warehouse:** We ensure that it complies with regulatory standards. If not, it is returned to the supplier. The supplier will inform the customer. If it is compliant, we record it in our database, or the customer receives a notification via SMS with a link that redirects them to a platform with more information about their package.
- vii. **Shipment of the package:** Once all this is done, the package is ready to leave, and the customer just has to wait for the agreed-upon time while also making follow-ups with customer service if needed or in doubt.
- viii. **Package receipt :** the customer receives the package

2. How to prepare your shipment?

- **Fill in and order your package information correctly:**
 - Customer's name and first name
 - Customer phone number
 - Destination country of the package or customer's residence
 - Customer's place of residence
 - Package shipping method (By Air or by Sea)
 - Nature of the package
- **Well check the information provided to the supplier :** The information above
- **Keep the receipts and shipping proof :** Keep a copy of your shipping receipt or your shipping confirmation as proof that you have posted your package. This may be useful in case of loss or damage during transport
- **Plan your shipment in advance :** Schedule your shipment well in advance to ensure it will be ready on time for the desired delivery date. Avoid last-minute delays by planning your shipment in advance.
- **Ask your supplier to well protect fragile items:** If you send fragile items, make sure they are carefully packaged using appropriate packaging materials such as bubble wrap, polystyrene flakes, or air cushions to protect the items against shocks and vibrations during transportation





- **Ensure that the products are allowed to be shipped** : Check the shipping regulations to make sure that the items you are sending are allowed to be shipped by postal or courier service. Some items may be prohibited or subject to specific restrictions.
- **Plan for insurance for high-value shipments** : If you send high-value items, consider taking out insurance to protect your shipment against losses, damages, or theft during transportation to avoid any disputes with your clients if you are an entrepreneur/trader.

3. What is the tracking number?

The "Tracking Number" is a tracking number assigned by JFI Express - Joe Cargo to a package or shipment when it is dispatched. This number is generally unique and allows senders, carriers, and especially recipients (customer) to track and trace the movement of the shipment throughout its journey, from dispatch to final delivery.

4. I want to import goods, I don't have a supplier

When clients do not have a supplier, JFI JOE CARGO offers assistance by finding a supplier available in its database or through its established networks. However, if no appropriate supplier is available, the client will then be invited to search for and select their own supplier. This approach aims to ensure that clients always benefit from the best available options to meet their shipping and logistics needs.

5. What is a sensitive package?

A sensitive package, also known as a delicate package, is a package containing items that require special handling due to their delicate nature. These items may include electronic products, certain musical instruments, pharmaceutical products, perishable or non-perishable food products, hazardous chemicals, cosmetics, and any other element that may emit vibrations or temperature variations during transport. Sensitive packages often require specialized packaging and careful handling by carriers to ensure they arrive in perfect condition.

NB: A sensitive package is not the same as a fragile package.

A fragile package is a product that is likely to be damaged when subjected to shock, such as glass, eyewear, works of art, etc.





6. I want to pay my supplier

At Joe cargo, we understand the importance of facilitating the payment process for our clients. That's why we offer the possibility to pay your supplier directly at our respective agencies based on your location. This practical option allows for the centralization of transactions. By choosing this payment method, you can make your payments securely and with confidence, while benefiting from reliability and efficiency. It is always possible to pay your supplier yourself.

7. Are there any additional fees?

If it's the supplier, we do not charge any additional fees but;
If it's the package, we can charge additional fees.

8. What should be done in case of losses?

In case of loss or any issue (error with the package, missing package, etc.) during the shipment or delivery of your shipment, we encourage you to contact the agency head of your locality immediately. Our agency heads are there to assist you and find solutions to any problem you might encounter. They are authorized to handle claims and work with you to find an amicable arrangement that suits you. Your satisfaction and the quick resolution of any incident are our priority at JFI Express. We thank you for your trust and collaboration.

9. How can I contact the customer service of JFI Express?

The official customer service number is 1

10. What is the return policy of JFI Express?

If the customer finds a problem with the package at the agency, JFI Express will take measures for repair or agreement between them and the customer.

But if the customer notices damage to their package after taking it home or with them, JFI Express will not take any responsibility for this package

11. What are the usual delivery deadlines?

The usual delivery deadlines are **7 to 15 working days for normal packages, and 21 to 30 working days for sensitive packages**





But they may vary depending on different conjectures encountered such as: Weather conditions (climates), events in the country, departure timings, or even customs, etc...; in this case, JFI Express cannot do anything

12. How can I track my order? See question 3

From JFI Express, private messages are sent to our clients with a tracking link that allows the client to know that the goods have been received and the expected date of arrival. As well as a tracking number

13. What payment methods are accepted?

For the moment, we only accept cash payment.

14. I have fragile items to ship, how should I pack them correctly?

Different types of packaging in transit each have their own specific uses and advantages for protecting goods. Here is what they are used for:

Kraft Paper:

- Use: Used to wrap objects and provide a protective layer.
- Advantages: Durable and resistant, it protects against scratches and dirt. It is also recyclable and environmentally friendly.

Polystyrene:

- Usage: Used in the form of chips, blocks, or panels to absorb shocks and fill empty spaces in boxes.
- Advantages: Lightweight and inexpensive, it provides excellent protection against impacts and vibrations. Ideal for fragile and electronic items.

Papier Bulle :

- Usage: Used to wrap fragile items to protect them from shocks.
- Advantages: Air bubbles absorb shocks, protecting delicate items. It is flexible and can be easily cut and adjusted.

The Wood :

- Usage: Used to manufacture sturdy boxes and pallets for the transport of heavy or bulky goods.





-Advantages: Offers superior protection against impacts and pressures. Ideal for very heavy items or those requiring high stability. The wood is durable and reusable.

These materials are often used in combination to provide maximum protection during the transport of goods.

15. Can I modify my order (Air or Maritime Service) after placing it?

Modifying the service will depend on (02) two criteria:

From the perspective of JFI Express:

- If the package has not yet been in transit or is still in one of our warehouses in China, in this specific case, yes, it is possible to modify or cancel the service by contacting one of our customer service numbers in China.
- If the package is already in transit, it may be a bit more complicated as you will need to contact the head of the agency or the customer service of the nearest agency to you, as they are better placed to handle the situation.

From the supplier's perspective:

- If the package has not yet arrived at one of our warehouses, please contact your supplier to modify or cancel your order?

16. What is the privacy policy of JFI Express?

Commenté [U1]: Voir ceci avec soit le boss soit monsieur Luciano

17. Are there discounts for bulk shipments?

Yes, we offer special discounts for bulk packages with a minimum of 100 kg in one shipment

18. What are the countries served by JFI Express?

JFI express is served in 10 African countries which are: **Cameroon, Gabon, Chad, Central African Republic, Nigeria, Ivory Coast, Congo Brazzaville, Democratic Republic of Congo, Equatorial Guinea, Senegal.**

19. How can I become a partner of JFI Express?

To become a partner at JFI Express, please contact an agency manager





20. What should I do if my package is damaged upon delivery? See question 8 and 10

21. Can I cancel my order? See question 15

22. How does the JFI Express groupage service work?

We do not offer a groupage service

23. Are there any restrictions on the items I can ship?

Importation in certain countries in Africa is subject to certain restrictions and regulations for various types of products. Here is a list of restricted, sensitive, and fragile products:

Restricted Import Products

1. Arms and Ammunition:

Importation is strictly controlled and requires specific permits.

2. Pharmaceutical Products :

Subject to strict regulations, requiring authorization from the Ministry of Health.

3. Food Products :

Certain foods, particularly those that may pose health risks, are regulated and may require health certifications.

4. Chemical Products and Hazardous Substances :

Require special permits and certifications to ensure they do not pose a danger to health or the environment.

5. Counterfeits and Counterfeit Goods :

Strictly prohibited.

6. Pornographic Material :

Importation is prohibited.

7. Cultural and Historical Products :

- Regulated to protect cultural heritage.

Sensitive Products

1. Medicines and Medical Products :

Require strict authorizations and controls to ensure their safety and efficacy.

2. Food and Agricultural Products :

Regulated to ensure food safety and protect consumer health.





3. Information and Communication Technologies (ICT):

Some ICT equipment may be subject to specific regulations.

4. Environmental Products:

Products that may have a significant environmental impact may be subject to restrictions.

Fragile Products

1. Electronics:

Telephones, computers, televisions, and other electronic devices requiring special packaging to prevent damage.

2. Glass and Porcelain :

Glass and porcelain objects that are very sensitive to shocks.

3. Household Appliances :

Refrigerators, washing machines, microwaves, and others require careful handling and packaging.

4. Artworks :

Paintings, sculptures, and other artworks require special precautions to prevent damage.

5. Precision Instruments :

Scientific and medical instruments require careful handling and transportation.

These categories of products must be handled with care and often require special permits and adapted transport conditions to ensure their safety and compliance with the regulations in force in these countries.

24. What safety measures are taken by JFI Express?

25. Can I ensure my shipments with JFI Express?

Yes, you can

26. Where can I find the shipping rates for JFI Express?

You can find our various shipping rates on our different platforms, at the agency, through various customer service contacts

27. What are the opening hours of JFI Express agencies?

Our opening hours:

- Monday, Tuesday, Wednesday, Friday: 08h – 17h

Commenté [U2]: IL faut une réponse à ces questions





- **Thursday: 10h – 17h**
- **Saturday: 08h – 14h**

But according to specific events or an excess of packages, it may happen that we work on holidays and/or Sundays

28.Can I have my package delivered to a different address than the billing address? See question 15

29.I need an invoice for my order, how can I get one?

From the perspective of JFI Express

You can obtain your invoice directly at one of our nearest agencies through the agency's accounting department

From the Supplier's perspective

Please ask the supplier to provide you with an invoice for your items

30.Are there any restrictions on the size or weight of packages shipped by JFI Express?

Maximum weight : we do not have any restrictions

Dimensions : the maximum length is approximately 2 meters, additional fees will apply for over 2 meters.

31.What is the difference between standard shipping and express shipping ?

Standard Shipping : Ideal for non-urgent packages, with lower costs but longer delivery times (7 to 15 days).

Express Delivery : Ideal for urgent or high-value shipments, with fast delivery times but higher costs (2 to 5 days).

NB: An express delivery may encounter certain problems independent of the company

Geographical Availability: The express service may not be available in all regions, especially in rural or remote areas.

Risks of Dependence: Shippers may become dependent on the express service for all their shipments, increasing operational costs in the long term.





Complex Customs Issues : Even with express service, packages may be held by customs, and customs fees may be high.

Departure Timing : Some departures are often delayed to hours or even days, which reduces the number of shipping days.

32.Can I schedule a home parcel collection?

Yes, as long as the order is massive and intense

33.I need to send an urgent package, what is the best option? see question 31

34.How can I get an estimate of the shipping costs for my package?

You can get an estimate of the shipping costs for your package based on either the weight of your package or the CBM of your package

35.Are there any packaging options available at JFI Express? See question 14

Yes, there are appropriate packaging options based on the weight and size of the package.

36.What are the benefits of signing up for the JFI Express newsletter?

Commenté [U3]: Comprends pas la question

37.Can I request a weekend delivery?

Yes, you can request a weekend delivery, but these deliveries must be carried out during working hours, that is, from 8 am to 2 pm.

38.Are there specialized tracking services for sensitive shipments?

Yes, to the extent that you mention on your package that the package is a sensitive package, but in the case otherwise, we do not do so

39.What are the data security policies of JFI Express?

Commenté [U4]: Bien formulé la question

40.I forgot my tracking number, how can I retrieve it?

To retrieve your tracking number:

At JFI Express level:

- Contact one of our customer service numbers in China





At the supplier level:

Contact your supplier and share your issue with them

41. Can I arrange a bulk shipment with JFI Express?

Yes, but it is better to do it through the Maritime Service, as the service is less expensive despite the waiting time

42. How can I modify the details of my order after placing it? See question 15

43. Are there environmentally friendly shipping options available?

Commenté [U5]: Mieux reformuler la question

44. What are the response times for the JFI Express customer service?

The response times for customer service depend on the hours and days of operation

45. What is JFI Express's policy regarding shipping delays? See question 8

46. What are the available shipping options with JFI Express?

The options will depend on the cargo, distance, and duration

47. Can I ship packages internationally with JFI Express?

No, we do not ship packages to other countries. We import from China, Turkey, and Dubai

Yes, in the case where you are shipping from Cameroon to the 08 other African countries where we are located, except Nigeria, but the opposite is not possible from other African countries to Cameroon or to other African countries

48. What is JFI Express' policy on lost packages? See question 8

49. How can I cancel an order that is in process? See question 15

50. Can I request a delivery on a specific date? See question 11

- No in the case where the package is still in China
- Yes in the case where you want the package to be delivered directly to you by our delivery service

51. Are there any additional fees for deliveries to rural areas?

Yes but it will depend on the shipping destination of the package, the weight of the package, the size of the package, the type and nature of the package, and the customers





52. Can I get a refund if my package is damaged during transport? see question 8
53. What are the available tracking options for international shipments? see question 47
54. Does JFI Express offer any eco-friendly packaging options? see question 34
55. What are the response times for customer service in case of a claim? See question 35
56. How can I obtain a delivery proof for my package? See question 3
57. Are there any restrictions on prohibited items for shipment by JFI Express? See question 23
58. How can I change the delivery address of an ongoing order? See question 15
59. Can I schedule a package collection at a specific time? See question 32
60. What are the methods of calculating shipping fees at JFI Express?

Parcels sent by air

They are classified into two categories:

Regular parcels - The cost per kilogram is 7000frs and the delivery time is 7 to 15 working days

Sensitive parcels - The cost per kilogram is 9000frs and the delivery time is 10 to 21 working days

For a phone, the minimum cost of import is 10000frs according to the value, and 20,000frs for a laptop (by air) according to the value

NB: For parcels weighing between 0.1 to 0.5 kg for regular parcels, you will be charged 3500frs, and for sensitive parcels between 0.1 to 0.5kg, you will be charged 4500frs

These prices may vary according to conjecture and significant events in the delivery area, but they may also vary depending on dimensions.

Parcels shipped by sea:

Douala, CAMEROUN ; Akwa, Rue de DR BEBEY EYIDI





The cubic meter (cbm) costs 350,000frs

If your CBM is less than 1, you multiply this CBM by the cost of the CBM

Example: 0,1 CBM * 350000 = 35000f

Note: These prices may vary depending on the tonnage

61. Are there special services available for urgent shipments?

Yes, but please contact our agency in China and confirm this with **Hervé China** or with the head of the nearest agency to you

Commenté [U6]: Mettre le numéro de Hervé au cas où, j'oublie ou que Audrey a aussi oublié de me donner

62. What is JFI Express's policy regarding the protection of personal data?

Data Collection:

We collect only the necessary information to provide our services to you, including your contact details, the details of your shipment, and payment information.

Data Use:

The data collected is used to process your orders, carry out deliveries, and improve our services. It may also be used to send you notifications about the tracking of your packages and updates on our services.

Data Sharing:

We only share your personal data with third parties when necessary for processing your orders (for example, with logistics partners). We ensure that these third parties also adhere to strict confidentiality and security standards.

Data Security:

We implement technical and organizational security measures to protect your data against any unauthorized access, alteration, disclosure, or destruction.

Access and Control:

You have the right to access your personal data, correct it, delete it, or object to its processing. You can exercise these rights by contacting us directly.

Data Conservation:

We retain your personal data only for the duration necessary to achieve the objectives for which they were collected, or to comply with legal requirements.

Consent:

By using our services, you consent to the collection and use of your personal data in accordance with this policy.





Modifications of the Policy :

We reserve the right to modify this data protection policy at any time. The modifications will be published on our website and, if necessary, you will be informed.

63. How can I contact customer service outside of business hours? See question 44

64. Can I send bulk packages to multiple destinations with JFI Express? See question 2

65. What are the processing deadlines for refunds at JFI Express?

First step: Visit the nearest agency in your region to explain the problem.

Second step: Meet with a JFI Express representative or the Branch Manager to discuss the situation.

Third step: JFI Express will cover 25% of the losses and possibly more in the case where JFI Express is responsible for the destruction or damage of the package.

66. What are the cases for refunds?

A refund can only be made if JFI Express finds that the package has been lost after a long search or investigation, or if the package is damaged upon arrival at our facility

67. Are there specialized packaging services available for fragile items? See question 14 and 34

68. How can I track the progress of my ongoing claim? See question 6

69. Can I schedule a delivery to a residential address?

Yes, it is possible to schedule a delivery to a residential address; for this, please visit one of our nearby branches where you will fill out a location form, and this will incur additional costs

70. What is JFI Express's policy regarding unclaimed and undelivered packages?

In this specific case,

We send messages, we call clients for each monthly inventory, or we communicate through our various social media platforms (Facebook, Instagram, TikTok, WhatsApp...)





71. How can I modify the details of my customer account at JFI Express?

To modify the details of your account with us, please visit one of our nearest branches and present your issue

72. Are there express shipping options available for bulky packages?

For express shipping, the maximum volume is 32 kg for sensitive packages, and for regular packages, we do not accept bulky packages

73. What are the benefits of joining the JFI Express loyalty program?

You will be among the first to benefit from the prizes we offer at the end of each year
You will be among the first to be informed of promotions, discounts, etc.

74. May I request additional insurance for my package?

No see question

75. What is JFI Express' policy regarding bulky packages? See question 36 or 40

Bulky packages undergo special handling

76. What are the benefits of registering for a customer account with JFI Express?

We do not yet have a customer account

77. Can I change the delivery address of an order that has already been shipped? see question 15

78. How can I obtain a signed delivery proof for my package? See question 6

79. Are there any additional fees for deliveries in urban areas?

Yes, please contact the agency manager or the customer service of the nearest agency to your area

80. What is JFI Express's policy regarding damaged packages during transit? See question 8

81. Can I request gift wrapping for my order?

Check with your supplier for this service

82. How can I find out if my package is stuck at customs?





You go to the nearest agency to you and ask about the progress of your package or contact one of our customer service numbers

83. Are there any restrictions on flammable or dangerous articles?

See question 5

84. What is the retention period for unclaimed packages at JFI Express? Question 5

85. How can I obtain a return label for a defective item?

Commenté [U7]: Ici, Papa René est mieux placé pour avoir la réponse

86. Can I request same-day delivery with JFI Express? See question 32

87. What are the available billing options for professional clients?

There are none, but you can contact a responsible person or the head of the agency in your area of location

88. Are there any special services available for value shipments?

Unfortunately, NO

89. What is JFI Express' policy regarding delivery delays caused by unforeseen circumstances? See question 11

90. How can I get an estimate of customs fees for an international shipment?

We do not offer international shipping

91. Can I request a discreet or anonymous delivery?

No, but all products are anonymous because we do not inspect packages for more confidentiality

92. What are the available storage options for packages waiting to be delivered?

Commenté [U8]: Voir avec Papa Rene

93. Are there any size restrictions on packages shipped by JFI Express? See question 30





94. How can I benefit from reduced rates for frequent shipments?

See question 17

95. Can I get assistance in filling out customs forms?

No, as we customs clear directly and you come to pick up your packages at the nearest agency to your location area

96. What are the available shipping options for oversized items?

At the Air Cargo Service level, this is not yet available

Please contact the customer service at the Sea level for more detailed explanations

97. Are there any additional fees for deliveries in rural areas? See question 49

98. What is JFI Express' policy regarding lost packages during international transit? See question 46

99. How can I report a problem with a delivered package?

Contact the customer service or go to the nearest branch in your area of location

100. Can I request delivery to a postal box address?

Commenté [U9]: Revenir dessus plu tard

101. What is JFI Express's policy regarding packages damaged by the carrier's improper handling?

There is no policy, but you can approach the branch manager and present the issue to find a solution

102. How can I get a detailed invoice for my order?

From the supplier's perspective: contact your supplier to have them send you the invoice for your package with details such as the product name, quantities, unit prices, amounts, etc.

103. Are there any restrictions on the packaging materials used for the packages?

No, but for added safety, please check this with your supplier.





104. What are the guarantees offered by JFI Express regarding the safety of my packages during transportation?

We cannot give a guarantee regarding your packages when they are already in transit



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