



**BUSINESS DYNAMICS**  
*Where Change Is Consant*

**CLIENT SERVICE  
&  
INFORMATION GUIDE**





## *Business Dynamics*

### **Our Mission and Philosophy**

The company is specialized in Polypropylene Sacks/Bags, Polypropylene Fabrics, Flexible Intermediate Bulk Containers (FIBC), Tarpaulin, Geo-Textiles, Rachel Leno Bags and Fabric Rolls, Plastic Products of Household and Industrial Use. 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 we require to properly prepare to do business with you. 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 Team, that no one will work harder for you than Business Dynamics.

Sincerely,

For BUSINESS DYNAMICS

Sandy Mehra



*Business Dynamics*

**BUSINESS DYNAMICS**  
**Company Information**

<b>Address</b>	102 Sunil Apts, 17 Talmiki Road, Meera Baug, Santacruz West, Mumbai – 400054 INDIA
<b>Telephone</b>	+91 99 30064727, +91 98 20064603
<b>Fax</b>	+91 22 2661 0011
<b>E-mail</b>	<a href="mailto:businessdynamics21@gmail.com">businessdynamics21@gmail.com</a>
<b>Website</b>	<a href="http://www.businessdynamics.in">www.businessdynamics.in</a>
<b>Primary Markets</b>	Armenia, Australia, Belarus, Bulgaria, Brazil, Canada, France, Georgia, Germany, Greece, Italy, Kazakhstan, Kenya, Poland, Romania, Russia, South Africa, Spain, Sudan, UAE, Ukraine, USA, Zambia.
<b>Primary Products</b>	Polypropylene Sacks / Bags Polypropylene Fabrics Flexible Intermediate Bulk Containers (FIBC) Tarpaulin Rachel Leno Bags and Fabric Rolls Geo-Textiles Plastic Products of Industrial Use Plastic Products of Household Use



## *Business Dynamics*

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### **Benefits of Doing Business with BUSINESS DYNAMICS**

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

- Business Dynamics 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 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, 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 walk the extra mile reaching on after sales services.



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### **How to Place an Order with BUSINESS DYNAMICS**

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 Business Dynamics 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 Order Reference Number (Identification Number):** Upon receiving your order, Business Dynamics assigns you a order reference number. This number is how Business Dynamics 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.



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**BUSINESS DYNAMICS**  
**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. 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 only and which cannot be challenged under any clause or jurisdiction.

BUSINESS DYNAMICS 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 BUSINESS DYNAMICS.

Thank you.



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**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): \_\_\_\_\_



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**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: \_\_\_\_\_





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**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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**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:** \_\_\_\_\_



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**Bank Information**

**Bank name:** \_\_\_\_\_

**Contact name:** \_\_\_\_\_

**Account name:** \_\_\_\_\_

**Years at Bank:** \_\_\_\_\_

**Street Address:** \_\_\_\_\_

\_\_\_\_\_

**City, Country** \_\_\_\_\_

**Phone (s)** \_\_\_\_\_

**Fax (s)** \_\_\_\_\_

**Email (s)** \_\_\_\_\_

**Swift Code No.** \_\_\_\_\_



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**Ocean Shipments – Documentation Instructions**

BUSINESS DYNAMICS 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>Fax (Please circle)</u>
Commercial Invoice	<u>1</u>	_____	Yes   No.
Packing List	<u>1</u>	_____	Yes   No.
Certificate of Origin	<u>1</u>	_____	Yes   No.
Fumigation Certificate	_____	_____	Yes   No.
Analysis Certificate	_____	_____	Yes   No.
Insurance Certificate	_____	_____	Yes   No.
Bills of Lading	<u>3</u>	_____	Yes   No.
Any other (Please Specify)	_____	_____	_____
	_____	_____	_____
	_____	_____	_____

Bill of Lading (Consignee):                      To order of shipper  
 Bill of Lading (Notify Party):  
 Bill of Lading (Special Instructions): \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Ultimate Destination:                      Port \_\_\_\_\_ Country: \_\_\_\_\_

Shipping Marks:

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Other Special Instructions:  
\_\_\_\_\_  
\_\_\_\_\_



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**Fax Shipping documents to:**

Fax Number: \_\_\_\_\_

**Who should we call with documentation question:**

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

**Send DP Documents to:**

Bank Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

A/C No. \_\_\_\_\_

City, Country \_\_\_\_\_

Contact Name: \_\_\_\_\_

Phone: \_\_\_\_\_



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**Air Shipments – Documentation Instructions**

BUSINESS DYNAMICS 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>
Commercial Invoice	<u>1</u>	_____
Packing List	<u>1</u>	_____
Certificate of Origin	_____	_____
Fumigation Certificate	_____	_____
Analysis Certificate	_____	_____
Insurance Certificate	_____	_____
Airway Bill	<u>3</u>	_____
Any other Specification	_____	_____
	_____	_____
	_____	_____

**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: \_\_\_\_\_

**Shipping Marks:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Other Special instructions:

\_\_\_\_\_

**Copies of all documents will be faxed immediately after flight departure.**

Fax No: \_\_\_\_\_ For Order: \_\_\_\_\_  
Name: \_\_\_\_\_ Forwarder: \_\_\_\_\_  
Forwarder Phone: \_\_\_\_\_



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**Banking and Payment Information**  
(Use for payments only to Business Dynamics)

When remitting payment to BUSINESS DYNAMICS, 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**

Account Number : **0082002100075445**

Bank Name : **PUNJAB NATIONAL BANK**

Bank Address : Linking Road, Bandra (West),  
Mumbai 400050, Maharashtra, India.

Bank Telephone : +91 22 26420456, +91 22 26426174

IFSC Code : **PUNB0008200**

MICR Code : 400024004

Swift Code No : **PUNBINBBDBB**

Bank Forex Branch Address : International Banking Branch  
265 Birya House, Bazar Gate Street,  
Fort, Mumbai 400 001  
AD Code: 0303809  
6000009



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**Letter of Credit Payments**  
**(Use for L/C's only to Business Dynamics)**

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

<b>Bank Name:</b>	_____
<b>Swift:</b>	_____
<b>Bank Address:</b>	_____ _____ _____
<b>Bank Contact:</b>	_____
<b>Bank Telephone:</b>	_____
<b>Bank Fax:</b>	_____
<b>Swift Code No:</b>	_____

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





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**Letter of Credit Instructions – Business Dynamics**  
(Use for L/C's only to BUSINESS DYNAMICS 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 <b><u>in your Country.</u></b>
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.