

 DA AX DG BL	Instruction ROUTING ORDER FOR SHIPMENTS FROM SHIPPERS IN ASIA OCEANIA, AFRICA, MIDDLE EAST	MNT-INST-0444 Page - 1/7 Version 15 01/06/2026
---	---	---

1. TABLE OF CONTENTS

1.	TABLE OF CONTENTS	1
2.	PURPOSE	2
3.	DEFINITIONS :	2
3.1.	ROUTINE	2
3.2.	AOG :	2
3.3.	CIPL :	2
3.4.	MSDS :	2
3.5.	STANDARD SHIPMENT :	2
3.6.	DANGEROUS GOODS :	2
3.7.	PACKING LIST :	2
3.8.	CUSTOMS INVOICE (FOR CUSTOMS) ::	2
4.	ROUTINE TRANSPORT ORDER PROCESS :	3
4.1.	GENERAL POINTS :	3
4.2.	PROCESS:	4
4.2.1.	PICK UP REQUEST TO AFI CDG/ORY, AFI SINGAPORE	4
	EXCEPT FROM INDIA, BANGLADESH, BAHREIN:	4
4.2.2.	PICK UP REQUEST FROM SINGAPORE TO AFI SINGAPORE :	4
4.2.3.	PICK UP REQUEST TO ANYWHERE : EXCEPT FROM INDIA, BANGLADESH, BAHREIN	4
4.2.4.	PICK UP REQUEST FROM INDIA TO AFI CDG/ORY, AFI SINGAPORE	5
4.3.	PREPARATION OF THE PARCEL(S) :	5
4.4.	COLLECTION OF THE PARCEL(S) :	5
5.	AOG TRANSPORT ORDER PROCESS :	5
5.1.	GENERAL POINTS :	5
5.2.	PROCESS :	6
5.2.1.	AOG CONFIRMATION :	6
5.2.2.	PREPARATION OF THE PARCEL(S) :	6
5.2.3.	TRANSPORT :	6
5.2.4.	COLLECTION OF THE PARCEL(S) :	7
6.	CONTACTS :	7
6.1.	CONTROL TOWER DSV MANILLE :	7
6.2.	DSV SINGAPORE :	7
6.3.	DSV CDG :	7
6.4.	DSV INDIA :	7
6.5.	AIR FRANCE INDUSTRIES :	7
6.6.	CIPL :	7

 DA AX DG BL	Instruction ROUTING ORDER FOR SHIPMENTS FROM SHIPPERS IN ASIA OCEANIA, AFRICA, MIDDLE EAST	MNT-INST-0444 Page - 2/7 Version 15 01/06/2026
---	--	--

2. PURPOSE

The following is the Air France Industries ROUTING ORDER that contains instructions for shipment :

ROUTINE shipments (NON DG, DANGEROUS GOODS, OVERSIZED and OVERWEIGHT DANGEROUS GOODS).

AOG shipments.

Except agreed differently in writing between supplier and Air France the instructions contained hereunder are to be followed for all Air France Industries shipments until further notice.

In the event that the Supplier does not comply the said instructions, Air France shall be entitled to have Supplier support the cost for transportation and Supplier shall be responsible for the risks of loss or damage during transportation.

3. DEFINITIONS :

3.1. ROUTINE

Lower priority / anticipated need

3.2. AOG :

« Spare parts required for Aircraft On Ground »

“Aircraft On Ground”; maximum priority / urgent need; in that case, parcels must be picked up as soon as possible.

3.3. CIPL :

Import Department

3.4. MSDS :

“Material Safety Data Sheet”: form containing data regarding the properties of a dangerous material.

3.5. STANDARD SHIPMENT :

Non dangerous (no UN code)

3.6. DANGEROUS GOODS :

Material has a UN and Class code (Can be “oversized” or not / Can be “overweight” or not).

3.7. PACKING LIST :

Detail the specific contents of each parcel.

3.8. Customs INVOICE (for Customs) ::

Document containing details of the shipment including at least the following specifics : intended date of shipping, quantities, total value of parts, and consignee’s address.

For French customs purpose, put following information on Pro-Forma Invoice :

- HS Code number
- Certificate number
- Country of Origin
- If customs regulated agreements are applied or not

The custom Invoice cannot be used by Air France to pay the supplier. To be paid, the supplier have to send its original invoice to the address specified on the purchase order.

 DA AX DG BL	Instruction ROUTING ORDER FOR SHIPMENTS FROM SHIPPERS IN ASIA OCEANIA, AFRICA, MIDDLE EAST	MNT-INST-0444 Page - 3/7 Version 15 01/06/2026
---	--	--

4. ROUTINE TRANSPORT ORDER PROCESS :

4.1. General points :

- Incoterm: **FCA** Suppliers facility (Incoterm 2020) pending of the contract signed between Air France Industries and the Supplier.
- Service day: pick up from Monday To Friday.
- Routine Delivery Address: the final delivery address will be given by the AFI's order: CDG or ORY or SIN.
- AFI Address:

CDG :

For Serviceable and Repaired Units :

AIR FRANCE INDUSTRIES / MS.LR
ZONE CARGO 8 – SOGARIS
BAT 2 – SERVICEABLE MATERIALS
RUE DE LA BELLE BORNE
93290 TREMBLAY-EN-FRANCE
FRANCE

For Unserviceable Units :

AIR FRANCE INDUSTRIES / MS.LR
ZONE CARGO 8 – SOGARIS
BAT 3 – UNSERVICEABLE MATERIALS
RUE DE LA BELLE BORNE
93290 TREMBLAY-EN-FRANCE
FRANCE

CLM :

AIR FRANCE INDUSTRIE
BATIMENT 34 HENRI FARMAN
ARRET 14C
2 AVENUE MARECHAL DEVAUX
94390 ORLY FRANCE

CLV :

AIR FRANCE INDUTRIE
100 AV DIDIER DAURAT
94290 VILLENEUVE LE ROI

SIN :

AIR FRANCE INDUSTRIES
C/O DSV SINGAPORE PTE LTD
N°.51 ALPS AVENUE, #05-06
SINGAPORE 498783

 DA AX DG BL	Instruction ROUTING ORDER FOR SHIPMENTS FROM SHIPPERS IN ASIA OCEANIA, AFRICA, MIDDLE EAST	MNT-INST-0444 Page - 4/7 Version 15 01/06/2026
---	--	--

4.2. Process:

The **AFI order number** must be used as the shipper reference number.

The **AFI order number** must be indicated in your email request and on the customs invoice

The Criticity ROUTINE must be indicated in the object of your request

4.2.1. Pick up request to AFI CDG/ORY, AFI SINGAPORE

Except from India, Bangladesh, Bahrein:

All Flows Standard / DGR / Non DGR / Big or Heavy Shipments	Via DSV The supplier must contact DSV Control Tower : ph.sha.afi.ct@dsv.com ; mail.import.apac.mea@airfrance.fr for shipment to Air France Industrie CDG/SIN/ORY/VLR to arrange for pick up
--	--

4.2.2. Pick up request from SINGAPORE to AFI SINGAPORE :

All Flows Standard / DGR / Non DGR / Big or Heavy Shipments	Via DSV The supplier must contact DSV SIN : SG.E.DL.airfranceoperation@dsv.com ; mail.import.apac.mea@airfrance.fr for shipment into SIN to arrange for pick up
--	---

4.2.3. Pick up request to Anywhere : Except from India, Bangladesh, Bahrein

All Flows Standard / DGR / Non DGR / Big or Heavy Shipments	Via DSV The supplier must contact DSV Control Tower ph.sha.afi.ct@dsv.com ; mail.import.apac.mea@airfrance.fr
--	---

 DA AX DG BL	Instruction ROUTING ORDER FOR SHIPMENTS FROM SHIPPERS IN ASIA OCEANIA, AFRICA, MIDDLE EAST	MNT-INST-0444 Page - 5/7 Version 15 01/06/2026
---	--	--

4.2.4. Pick up request from INDIA to AFI CDG/ORY, AFI SINGAPORE

All Flows Standard / DGR / Non DGR / Big or Heavy Shipments	Via DSV The supplier must contact DSV aeroparts.india@dbschenker.com mail.import.apac.mea@airfrance.fr cpy : Maheshwari Sumit Mail : sumit.maheshwari@dbschenker.com to arrange for pick up.
--	---

4.3. Preparation of the parcel(s) :

- Remove all old shipping labels from the parcel(s).
- Issue Dangerous Good Declaration (MSDS) if needed.
- Put correct shipping labels on the parcel(s) (especially if Dangerous Goods).
- All package(s) must contain the following documentation in a pouch attached to the **outside of the parcel(s)** :
 - ⇒ Packing list
 - ⇒ Airworthiness certificate **copy** (original to be placed inside the parcel)
 - ⇒ The customs invoice : it must show a proper description.
The customs invoice must show the actual consignee in France as the consignee.
The customs invoice must includes the following information:
 - Completed Shippers Letter of Instruction (SLI)
 - Total commercial value of parts
 - ⇒ MSDS if dangerous good
- **Certificates: all shipments must be accompanied with proper certificates of conformance or airworthiness (per FAA/JAA) or documents agreed upon with the airline.**
- **The AFI order number must be clearly marked on each parcel**
- The shipper must provide Customs export declaration if applicable

4.4. Collection of the parcel(s) :

- Ask the driver for the collection note and check the order mentioned on this document.
- Check the number of parcel(s).
- Forward only the parcels whose reference is mentioned.
- Sign the collection note and include date (responsibility transfer).

N.B : If a parcel is not available, clearly update the driver's collection note (modify quantity and reference) and re-ask for pick-up once parcel is available.

5. **AOG TRANSPORT ORDER PROCESS :**

5.1. General points :

- Incoterm: **FCA** suppliers' facility (Incoterm 2020) pending of the contract signed between Air France Industries and the supplier.
- AOG process is applicable for standard shipments, dangerous goods and oversize.
- Hours : 7 days / 7d 24h/24h
- Air France contact : CIPL
 - ⇒ Mail : mail.cia@airfrance.fr /
 - ⇒ Phone : +33 (0)1 41 56 00 00

 DA AX DG BL	Instruction ROUTING ORDER FOR SHIPMENTS FROM SHIPPERS IN ASIA OCEANIA, AFRICA, MIDDLE EAST	MNT-INST-0444 Page - 6/7 Version 15 01/06/2026
---	--	--

5.2. Process :

5.2.1. AOG Confirmation :

Only Air France Industries CIPL may declare a p/o "AOG" and request AOG transportation. If a shipment is not confirmed as an AOG by Air France Industries or if AOG status is not confirmed by CIPL within 12 hours, it must be shipped as ROUTINE according to the instructions above (operating process in chapter 4).

5.2.2. Preparation of the parcel(s) :

- Remove all old shipping labels from the parcel(s).
- Issue Dangerous Good Declaration (MSDS) if needed.
- Put correct shipping labels on the parcel(s) (especially if Dangerous Goods).
- All package(s) must contain the following documentation in a pouch attached to the **outside of the parcel(s)**:
 - ⇒ Packing list
 - ⇒ Airworthiness certificate **copy** (original to be placed inside the parcel)
 - ⇒ The customs invoice: it must show a proper description.
The customs invoice must show the actual consignee in France as the consignee.
The customs invoice must includes the following information:
 - Completed Shippers Letter of Instruction (SLI)
 - Total commercial value of parts
 - ⇒ MSDS if dangerous good
- Certificates: all shipments must be accompanied with proper certificates of conformance or airworthiness (per FAA/JAA) or documents agreed upon with the airline.
- The AFI order number must be clearly marked on each parcel.
- The shipper must provide Customs export declaration if applicable

5.2.3. Transport :

From SIN to ANYWHERE	From India to ANYWHERE
Via DSV The shipper must contact DSV for pick up All AOG shipments will be organized by the DSV AOG Desk : g.sha.sin.aog@dsv.com Phone : +65 6541 3300 AFI contacts : mail.prealertsin@airfrance.fr ; mail.cia@airfrance.fr	Via DSV The shipper must contact DSV for pick up All AOG shipments will be organized by the DSV AOG Desk : aog.india@dbschenker.com Phone : +91 124 464 5100 AFI contact : mail.cia@airfrance.fr
From Asia / Oceania / Middle East / Africa to ANYWHERE	
Via DSV The shipper must contact DSV for pick up. All AOG shipments will be organized by the DSV AOG Desk : aog.france@dsv.com ; AFI contact : mail.cia@airfrance.fr	

 DA AX DG BL	Instruction ROUTING ORDER FOR SHIPMENTS FROM SHIPPERS IN ASIA OCEANIA, AFRICA, MIDDLE EAST	MNT-INST-0444 Page - 7/7 Version 15 01/06/2026
---	--	--

5.2.4. Collection of the parcel(s) :

- Ask the driver for the collection note and check the order mentioned on this document.
- Check the number of parcel(s).
- Forward only the parcels whose reference is mentioned.
- Sign the collection note and include date (responsibility transfer)

N.B : If a parcel is not available, clearly update the driver's collection note (modify quantity and reference) and re-ask for pick-up once parcel available.

6. **CONTACTS :**

6.1. Control Tower DSV Manille :

Generic address for all communication:

ph.sha.afi.ct@dsv.com;

1 escalation level : Jason.Dela-Cruz@dbcschenker.com +63 917 273 7118

2 escalation level : jonas.alzola@dsv.com

6.2. DSV SINGAPORE :

Routine

Export Mail : g.sha.sin.aeroimport@dsv.com; mail.prealerts@airfrance.fr

Phone : +65 65410821

AOG Mail : g.sha.sin.aog@dsv.com

Phone : +65 65413300

6.3. DSV CDG :

Mail : fr.sha.roi-afi@dsv.com

Phone : +33 1 41 56 23 50 and +33 1 48 62 34 43

6.4. DSV INDIA :

Routine Mail : aeroparts.india@dbcschenker.com.

Maheshwari Sumit : sumit.maheshwari@dbcschenker.com

AOG Desk

Mail : aog.india@dbcschenker.com

Phone : +919 250070994

6.5. AIR France INDUSTRIES :

Mail : mail.transport.apac.mea@airfrance.fr

6.6. CIPL :

7/7 24H/24

Mail : mail.cia@airfrance.fr

Tél : +33 (0)1 41 56 00 00