

**SPECIAL CONDITIONS OF FORWARDING SERVICES RENDERING  
ON ORDER ISSUE IN HARD COPY**

1. These Special Conditions determine the particular features of the Order issue in hard copy, as compared to provisions of Section 4 of the General Conditions.

The terms and definitions used in the General Conditions shall be used in these Special Conditions.

2. The Order Form is attached as the Appendix to these Special Conditions.

3. The Order shall be issued, approved and amended according to Section 4 of the General Conditions, taking into account the particular features stipulated herein.

4. The Order issued in hard copy shall be submitted directly to the authorized representative of the Forwarder at the Forwarder's sales offices, unless otherwise agreed upon by the Parties.

The Order issued in hard copy shall be equivalent to the one issued electronically via the Personal Account.

5. The information exchange under the Contract (e.g. sending notifications to the Customer, obtaining information on the Order fulfillment progress etc.) shall be carried out at the Customer's option by one of the methods proposed by the Forwarder based on the technological capacity.

6. If necessary, the Forwarder shall render assistance with the Order issuance at the Customer's request.

7. The issuance of the Order in information system for the Customer by the Forwarder is performed for an extra remuneration, unless the Order cannot be issued in the Personal Account for the reasons depending on the Forwarder.

8. The Customer shall submit the Order within the periods of time sufficient for the Forwarder to agree upon the transportation conditions with the companies rendering Cargo transportation services but not later than:

3 business days for domestic transportation;

7 business days for Cargo transportation in combined railway & marine traffic;

10 business days for export, import and transit transportation over the Russian Federation.

The Order submission deadline can be amended upon agreement between the Parties.

9. A hard-copy Order shall be issued in two copies, signed by the Customer and recorded by the Forwarder's representative in the Forwarder's information system with assignment of unique number and date. If necessary, the Customer shall have the right to indicate its own number and submission date on the hard-copy Order; however, these details shall not be stated in certificates on services rendered and other primary documents.

Based on the Order review, the Forwarder shall make a note on approval of the Order terms or reject the Order approval.

10. If the Customer provides incomplete information required for the Services rendering and if there are any other obstacles to the submitted Order approval, the Forwarder shall have the right to require that the respective amendments and/or additions be made to the Order.

Upon receipt of the Forwarder's notification of these obstacles the Customer shall, as soon as reasonably possible, make the respective amendments and/or additions to the Order. Otherwise, the Forwarder shall have the right to reject the Order approval.

11. The Order shall be accepted for fulfillment if the Customer complies with the payment conditions of the Contract. If no payment is credited to the Forwarder within Three (3) business days (Seven (7) business days in case of international settlements) from the Order recording in the Forwarder's information system but in any case by 12:00 p.m. of the day immediately preceding the Service rendering commencement date, the Order shall be cancelled, unless otherwise stipulated in the Contract.

12. The Customer may at any time address the Forwarder to obtain a login and password for the Personal Account in the manner stipulated in the General Conditions. Any further cooperation between the Parties shall be by electronic means. All earlier issued documents shall be available to the Customer in the Personal Account.

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ORDER No. \_\_\_\_\_ dated \_\_\_\_\_ 20\_\_  
under Contract No. \_\_\_\_\_ dated \_\_\_\_\_ 20\_\_  
Customer: \_\_\_\_\_

### Section I. Description

Transportation subcode	
Service rendering commencement date and rate validity period *	
Transportation type *	
Dispatch station (point) *	
RZD entry station	
Consignor on the first transportation haul*	
Destination station (point)*	
RZD exit station	
Consignee on the last transportation haul*	
CIS border-crossing point	
Cargo name/ Classes of Transport Rates code***	
Cargo name/ Harmonized Commodity Description and Coding System code***	
Cargo weight in package (tons) *	
Wagon ownership	
Container quantity *	
Container size*	
Container ownership *	
Dispatch type	
GU-12 Form application number**	
Note****	

\* - Mandatory field for the Customer.

\*\* - Shall be filled in for dispatched from RZD stations if GU-12 form application was issued and submitted by the Customer (its consignor) to the carrier

\*\*\* - The Customer shall mandatorily fill in one of the fields on the Cargo name/codes

\*\*\*\* - If necessary, the Cargo properties, the transportation particular features, the customer's representatives and their contacts etc. shall be indicated

### Section II. Commercial Conditions

No.	Service name and features	Quantity	Unit	Rate (RUB)	Amount including VAT (RUB)
TOTAL:					
including VAT					

### Service Description


#### Customer:

I confirm that I have read, accept and undertake to comply with the applicable version of the General and Special Conditions, and that the reliable and comprehensive information on the Cargo and its properties was provided.  
I accept the Order conditions.

\_\_\_\_\_  
*(position)*

\_\_\_\_\_  
*(signature)*

\_\_\_\_\_  
*(full name)*

#### The Forwarder:

Order conditions are approved.

\_\_\_\_\_  
*(position)*

\_\_\_\_\_  
*(signature)*

\_\_\_\_\_  
*(full name)*