



## Member Handbook

Last Updated: 17<sup>th</sup> June, 2020

### **Dear Security Cargo Network Member:**

Welcome to membership in Security Cargo Network and thanks for joining!

We are glad that you have chosen to enroll in our dynamic group. Following is a description of our SCN programs and how to become involved with them or receive further information.

**Just click on the linked topic index item you wish to read about and you will be taken to that portion of this document.**

We hope that your involvement with Security Cargo Network is a long and productive one for you, your company, and your staff. Please contact us if we may be of assistance to you in achieving success with the group.

Sincerely and with best wishes,  
Security Cargo Network, Inc.

Dave Lucia, Chairman

([dlucia@securitycargonetwork.com](mailto:dlucia@securitycargonetwork.com))

David Cook, President

([dcook@securitycargonetwork.com](mailto:dcook@securitycargonetwork.com))

(For SCN contact information, see the membership directory or [click here](#) to go to the end of this document for SCN staff details.)

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### **Overview of the Network**

Security Cargo Network is presently comprised of 420 enrolled member offices operated by 212 companies in 95 countries. The goal is to give individual member companies a pre-screened and trusted group of partners to work with worldwide to build sales in a secure environment. Dave Lucia and David Cook spend their time overseeing member interactions and are always available to assist with communications problems, slow payment, performance matters, etc. You may ask either one to step in and help, or merely inform them of a situation to be aware of without any immediate action. Either way, you always have a third-party “referee” watching over the trouble spots, and no other network does that as well as SCN because of the attention we pay to it.

### **SecurityPlus! Member-to-Member Payment Guarantee Program**

Following is a description of our unique program that protects members against the bankruptcy or extreme delinquency of another Security Cargo Network member.

## **SecurityPlus!**

### **Member-to-Member Payment Guarantee Program.**

### **Purpose of SecurityPlus!**

The purpose of the member-owned SecurityPlus! Program is to amass a pool of funds from which Security Cargo Network (SCN) member companies may be compensated for money owed for the handling of a transaction for or with another SCN member company that has become seriously delinquent (in default), insolvent, bankrupt or otherwise disbanded. Such issues must be brought to the attention of David Cook for resolution within 90 days of the invoice date. The claim will be prepared and submitted by David Cook once he has determined there is no other remedy and he has been provided with relevant invoices and statements. If such a claim is approved for payment, the claimant must assign the debt to SecurityPlus! for collection or otherwise assist in collection attempts as requested. Any company found against in the claims process will usually be terminated from membership in Security Cargo Network, and warnings against them will be published to the industry and the membership. Unless a decision is made by the Board of Directors regarding paying a member’s debt, the defaulting member may, at the SecurityPlus! President’s discretion, be then given a ‘suspended’ status for a maximum of 3 months if this will help resolve the situation and increase the possibility of SecurityPlus! recovering the owed funds.



## Compensation Limitation

The amounts of compensation are subject to the below limits per claimant SCN member company for losses caused by another SCN Member company, up to a maximum aggregate claim of 80 percent of the fund balance to be divided proportionally amongst the claimants. *Length of SCN Membership* is the time from the claimant company's date of enrolment in SCN to the date that a written notification of intention to claim is first received by David Cook. *Limit to SecurityPlus! Compensation* is the total maximum limit applicable per specific SCN member company and may include multiple transactions or shipments, but it is per claim, not per company.

<u>Length of SCN Membership</u>	<u>Limit to SecurityPlus! Compensation</u>
From enrolment to 3 <sup>rd</sup> anniversary	USD \$20,000
After 3 <sup>rd</sup> anniversary to 6 <sup>th</sup> anniversary	USD \$30,000
After 6 <sup>th</sup> anniversary to 9 <sup>th</sup> anniversary	USD \$40,000
After 9 <sup>th</sup> anniversary	USD \$50,000

## Exclusions

Account balances between members predating enrollment of both companies in Security Cargo Network are not covered under the program. Likewise, transactions engaged after one of the companies has been terminated or resigned from membership shall not be covered.

Offices owned by member companies but not enrolled in Security Cargo Network are not covered under the program.

Problem accounts brought to the attention of Security Cargo Network administration more than 90—120 days after the date of the invoice (which should be the same as the date of service completion) will not be eligible to be processed as claims against the fund.

SecurityPlus! will not reimburse finance or collection agency charges. Claims for profits, demurrage and detention, and fines and penalties will be evaluated on a case-by-case basis with SecurityPlus! reserving the right to deny coverage on a vote of its Directors. In general, SecurityPlus! reserves the right to determine which invoice items are eligible for coverage.

In claims where there is a possibility of collection through legal channels, claimants who do not submit the required documents and information to the specified parties will not be reimbursed under the fund.



SecurityPlus! does not pay for detention and penalty, cargo loss or damage, or any other freight service liability. The program and its fund are solely for the purpose of guaranteeing credit between members.

### **Controlling Authority**

The SecurityPlus! fund will be overseen by the SCN Technical Industry Advisory Panel acting in the capacity of the SecurityPlus Financial Corp. board of Directors (listed at the end of this document). The non-compensated Board of Directors will also approve or reject claims against the fund by a simple majority vote, the overall results of which will be available to all parties involved upon their written request. The votes of the specific members shall remain confidential. All SCN member companies will agree to the decisions of the Board of Directors and hold harmless its individual members or SecurityPlus Financial Corp. itself for the final determination. In case of claim rejection, the member company will remain free to pursue any other means of collection at its disposal, and the decision of the Board of Directors should not be construed as having any legal bearing on the collection process.

Immediate notification to the SCN membership will be given regarding any company against which claims are paid, and we will use all available means to recoup the money for the fund. The offending company will usually be suspended from membership if they remain in operation.

### **Corporate Structure**

SecurityPlus Financial Corp. is set up as an SCN member-owned, non-dividend paying Colorado Corporation, under its Articles of Incorporation and Bylaws and is recognized by the US Internal Revenue Service as a non-profit insurance association, which means that there will be no federal income tax on fund earnings. David Cook is President, secretary and non-compensated day-to-day administrator; and Dave Lucia is non-compensated Vice President and Treasurer.

Each member of Security Cargo Network will receive one share of no-par-value common stock in SecurityPlus Financial Corp upon enrollment, and will be entitled to an equal vote in matters put before the shareholders such as future elections of directors or other matters as may arise and be presented at the annual meeting, to be held in conjunction with the annual meeting of Security Cargo Network.

Security Cargo Network, Inc. will make no profit from the activities or investments of the corporation and contributes its administrative services at no charge.



## **Cost and Eligibility Guidelines**

The annual per-company contribution to the fund is US\$500, with a deductible per incident of \$250 that is waived in most cases. As agreed at the annual meeting held in Lisbon in 2019, any member after its 10<sup>th</sup> anniversary will no longer pay contribution to the fund. There will be no refund in the case of a member leaving the SCN group for any reason. All members of Security Cargo Network in good standing will be eligible for full available coverage once they have paid the annual fee.

Any member resigning from or not renewing enrollment in Security Cargo Network when due will forfeit its share of SecurityPlus Financial Corp. stock.

## **Fund Payout Restrictions**

Checks will be written against the fund balance by the administrator only for:

1. Loss compensation as described above
2. Collection expenses incurred by the program administrator with prior approval of the board of directors
3. State and local income taxes payable by the corporation.
4. Any professional fees and other out-of-pocket expense such as may be incurred by SCN in the setup and operation of the corporation.
5. Or as otherwise approved unanimously by the SecurityPlus! Board of Directors.

SCN will provide an accounting of any claim disbursements from the fund to its members as well as the fund balance and transactions to any shareholder company upon request.

## **Fund Administration**

Funds will be deposited in an interest-bearing account or Board of Directors-approved investment whose transactions will be open to the members of the board and any other SecurityPlus! shareholder company desiring to see them. David Cook will prepare a quarterly treasurer's report for review and approval of the treasurer and directors.

## **Disbanding of the Fund**

If the fund is ever disbanded for any reason and monies remain in the fund, they shall be paid out to all current shareholders on a pro rata basis.



## **Claims Procedures**

Prior to filing a claim, any Security Cargo Network member experiencing a delinquent account with another member must first contact David Cook for his intervention and attempted resolution. If either after 60 days or a formal declaration of bankruptcy by the delinquent company, the account has not been paid in full and the amount is deemed to be owing, then the injured member may submit his claim. Claims must be submitted within 90—120 days of the service date/date of invoice (which should be the same date).

To submit a claim, the claimant should supply all relevant documentation concerning the delinquent account including invoices and communications of understanding such as may have been initiated with the delinquent company.

The claim will then be summarized and submitted to the Board of Directors for their vote concerning whether or not the claim is payable. If it is, a check will be written against the fund and awarded to the claimant, possibly with assignation of the debt to SecurityPlus! Corp. If payment is not deemed appropriate, the full reasoning of the board shall be submitted to the claimant, who is then free to pursue other avenues of collection as may be available.

If the claimant should also gain satisfaction through the courts or a collection agency or be granted a payment from a bankruptcy court, all such money collected up to the amount paid by SecurityPlus! Corp. must be reimbursed to the fund.

### **Officers and Directors of SecurityPlus Financial Corp.**

President and Secretary: Mr. David Cook, Security Cargo Network, Inc., Barcelona, Spain [dcook@securitycargonetwork.com](mailto:dcook@securitycargonetwork.com)

Vice President and Treasurer: Mr. Dave Lucia, Security Cargo Network, Inc., Denver, USA, [dlucia@securitycargonetwork.com](mailto:dlucia@securitycargonetwork.com)

### **Additional Members of the Board of Directors:**

Mr. Vijay Anand, Kronos Logistics India Pvt. Ltd., Chennai, India  
[vijay.anand@kronoslogistics.in](mailto:vijay.anand@kronoslogistics.in)

Ms. Vicki Boisjolie, BC Logistics, LLC, Phoenix, USA [vicki@bclogisticsllc.com](mailto:vicki@bclogisticsllc.com)

Mr. Jeff Carlson, BC Logistics, Phoenix, USA [jeff@bclogisticsllc.com](mailto:jeff@bclogisticsllc.com)

Mr. Barry Bollinger, Bollinger Shipping Agency, Sydney, Australia [barry@bollinger.com.au](mailto:barry@bollinger.com.au)

Mr. A.G. Carayannis, Phoenix E.C.T.S. Ltd., Piraeus, Greece [agc@phoenixltd.gr](mailto:agc@phoenixltd.gr)

Mr. Stuart Gregory, Wallis Shipping Services, London, UK [StuartGregory@wssl.co.uk](mailto:StuartGregory@wssl.co.uk)

Mr. Jinsoon Kim, AGL Co., Ltd., Seoul, Korea [jinsoon.kim@agl.co.kr](mailto:jinsoon.kim@agl.co.kr)



### **SCN Technical Industry Advisory Panel**

The Security Cargo Network Technical Industry Advisory Panel (TIAP) has been established for the purpose of representing the regional interests within the group, assisting with resolving any disputes among members that may arise, and advising SCN administration concerning technical industry issues based on the panel members' expertise as freight forwarders. Because the functions overlap, the TIAP members also serve as the Board of Directors of the SecurityPlus! Corporation. The current voting members of the TIAP, who serve in a voluntary capacity for the benefit of the group, are:

Mr. Vijay Anand, Kronos Logistics India Pvt. Ltd., Chennai, India [vijay.anand@kronoslogistics.in](mailto:vijay.anand@kronoslogistics.in)

Ms. Vicki Boisjolie, BC Logistics, LLC, Phoenix, USA [vicki@bclogisticsllc.com](mailto:vicki@bclogisticsllc.com)

Mr. Barry Bollinger, Bollinger Shipping Agency, Sydney, Australia [barry@bollinger.com.au](mailto:barry@bollinger.com.au)

Mr. Jeff Carlson, BC Logistics, LLC, Phoenix, USA [jeff@bclogisticsllc.com](mailto:jeff@bclogisticsllc.com)

Mr. A.G. Carayannis, Phoenix E.C.T.S. Ltd., Piraeus, Greece [agc@phoenixltd.gr](mailto:agc@phoenixltd.gr)

Mr. Stuart Gregory, Wallis Shipping Services, London, UK [StuartGregory@wssl.co.uk](mailto:StuartGregory@wssl.co.uk)

Mr. Jinsoon Kim, AGL Co., Ltd., Seoul, Korea [jinsoon.kim@agl.co.kr](mailto:jinsoon.kim@agl.co.kr)

### **SCN Annual Conference**

Each year SCN holds an International Conference to bring together representatives of the many companies enrolled in our group. Typically these conferences contain morning general sessions followed by afternoon pre-scheduled one-on-one meetings between specific member companies. The conferences represent what, for many, is the biggest benefit of membership in SCN, particularly because of the one-on-one meetings. One would have to travel many months to be able to meet the number of forwarders with whom you can become acquainted over the course of the three-day meeting. Every SCN member should strive to participate in the Annual International Conference and begin developing face-to-face familiarity and friendship with other members.

#### **Recent Conference Dates and Locations**

February 25—28, 2014:	Hong Kong, China
April 14—17, 2015:	Sonoma County, California, USA
April 19—22, 2016	Barcelona, Spain
March 28—31, 2017	Kuala Lumpur, Malaysia
April 24—27, 2018	Vancouver, Canada
April 30—May 3, 2019	Lisbon, Portugal

### **SCN Member Directory and Website Listing**

Your company's information has been entered into our Member Directory and placed on the SCN website at <https://www.securitycargonetwork.com> under the Members Network Directory link. All member companies with websites will have a link to their URL. The Member Directory is also available as a Microsoft Excel file (spreadsheet) that can be





downloaded from the web using the following link;

<https://www.securitycargonetwork.com/my-account/scn-resources>

For a copy of the Member Directory to be e-mailed at any time, please contact Mrs. Sophie Mancebo, who is also the person to notify if you wish to make changes to any of your information or profile. Please specify if you want the Member Directory or the SCN Contact List spreadsheet. Stay in contact with SCN at [hello@securitycargonetwork.com](mailto:hello@securitycargonetwork.com).

Members may log in to the website using the User ID and Password issued to them upon enrollment. Principals of member companies can change any of the contact details for their offices, add users, change passwords and view all “Members Only” sections. Those designated as Branch Managers can change the contact details and passwords of users for their particular office; and those designated as Member Users can go in and change their password and view all “Members Only” sections. Be sure to request the specific letters of explanation and training for these three user levels.

### **Special Listings for Branch Specializations**

If your company specializes in one area (Project, Consolidation, Exhibitions, Pharma, Military Cargo,...) you can have a free listing on that portion of the SCN website. Please contact Mrs. Sophie Mancebo for the appropriate form to register. For examples, visit the SCN website network directory and search by either of these categories and by region.

### **SCN Terms of Member-to-Member Cooperation**

All SCN members have agreed to the following terms by means of signing the Terms of Cooperation document upon enrollment.

#### **TERMS OF MEMBER-TO-MEMBER COOPERATION**

As a member in good standing of Security Cargo Network (SCN), my company fully subscribes to these business ethics and practices in all dealings with other SCN members:

- ◆ To support fellow members to the fullest extent possible
- ◆ To pay all monies due members in a timely manner. The balance of a month’s invoices should be paid by the end of the following month unless other bilateral arrangements have been made.
- ◆ To invoice promptly for services performed and send a monthly statement
- ◆ To promptly respond to all communications (within 24 hours)
- ◆ To quote rates in full and accurate detail in a timely manner and to strictly adhere to those quotations





- ◆ To share profits according to prior agreement with another member and in accordance with the standard terms and conditions of the trading areas involved.
- ◆ To avoid bidding members in the same market against each other
- ◆ To be active in sales endeavors for mutual growth
- ◆ To respect other members' existing customer bases and refrain from backselling
- ◆ To not purposely hire employees away from another member and to not allow any other member's former employee to try to bring their business with him should they be hired
- ◆ To provide bona fide sales leads when possible
- ◆ To be properly staffed for the highest level of service
- ◆ To operate in accordance with all stated shipping advice
- ◆ To not cancel a pre-alert or suspend business with another member as a result of a dispute or sub-standard service without due notification to SCN Administration and the other member
- ◆ To seek the help of SCN administration for dispute resolution
- ◆ To accept the determination of the SCN Technical Industry Advisory Panel (TIAP) in dispute cases that cannot otherwise be resolved and must be submitted to them

### **Selecting an SCN Member to Work within Markets with More than One Member**

The SCN Terms of Member-to-Member Cooperation expressly prohibit bidding one SCN member company against another, but beyond this we have not indicated how to select a member in markets where there are more than one. We think it comes down to finding the one you are most compatible with, and that is best done by trying the one that seems best suited to your needs according to their profile in the Member Directory or from information on their website. We suggest a high-level contact with the company, containing questions about the nature of the possible relationship including policies, profit share, key contacts, and other matters of concern to you. A phone call might be in order, but an exchange of e-mail messages should, at the least, take place. Beyond that, we also encourage you to sign standard Agency Agreements with other member companies you do business with, particularly if the sums of money due back and forth are to be substantial.

If a quotation is involved and you find that the company cannot get you the price you need, then it is permissible to try another member. Likewise, if one company does not give you the response or attention you require, we suggest you try another member in the market if there is one. Companies are like people. All are different and have different preferences and practices, and finding the right one is a matter of finding one that is most



in accord with your view of things. We believe that Security Cargo Network's ability to offer such a choice has been one of the strengths of the concept.

If you would like to contact Dave Lucia or David Cook for an initial suggestion based on their experience with the companies, please feel free to do so. Sometimes they may be aware of a particular strength a company may have that might be helpful to you. Likewise, they are always available to suggest agents in markets where we do not have a member, usually based on past references from members or our own recruitment efforts.

Should a problem arise with another SCN member, particularly regarding communications and payments, please let us know as early as possible so that we may get involved in finding a solution.

In the end, the SCN Terms of Member Cooperation is mostly a guidepost pointing towards the kind of cooperation that should exist within the group. We hope it works for you, and we are prepared to enforce it as necessary.

### **Weekly Newsletter of Announcements to Security Cargo Network Members**

All members can transmit any news or information on their company to be sent out by SCN's mailing service, via our weekly newsletter.

Such matters can be:

Projects, collaborations, notable traffic and interesting shipments by members  
New certifications (ISO, C-TPAT GDP etc), awards and accomplishments  
Personnel & office address changes

All information is appreciated to maintain all members informed of developments of the companies around the network as well as acting as visible publicity for the member submitting. Information can be sent to: [hello@securitycargonetwork.com](mailto:hello@securitycargonetwork.com).

### **Security Cargo Network Identification**

Members are urged to use the Security Cargo Network logo (member version) on their websites, business cards, stationery etc. The logo is available from David Cook in EPS or JPG format. We recommend EPS for printed applications and JPG for websites and desktop publishing. If your printer or webmaster requires another format, please specify.

### **Security Cargo Network Contact Information**



For accounting questions and matters relating to the SecurityPlus! fund:

Dave Lucia  
Chairman/CEO  
Security Cargo Network, Inc.  
PO Box 22477

[dlucia@securitycargonetwork.com](mailto:dlucia@securitycargonetwork.com)

Phone: +1 303-759-8697

Fax: +1 303-759-9066

Mobile: +1 303-257-8178

Denver, CO 80222-0477

Website: <https://www.securitycargonetwork.com>

Street Address:

Security Cargo Network  
5580 E. Amherst Ave.  
Denver, CO 80222

For all network matters including disputes, payment issues, and notifications:

Mr. David Cook  
President  
Security Cargo Network  
Calle Tarragona, 8<sup>a</sup>  
08329 Teià (Barcelona)  
Spain

[dcook@securitycargonetwork.com](mailto:dcook@securitycargonetwork.com)

Phone: +34 (93) 742.6399

Mobile: +34 (654) 050006

Website: <https://www.securitycargonetwork.com>

For any other matter:

SCN Team

[hello@securitycargonetwork.com](mailto:hello@securitycargonetwork.com)

### **Security Cargo Network Banking Information**

All payments of SCN invoices should be made by wire transfer, US\$ check drawn on a US bank, or credit card. We accept Visa, MasterCard and American Express for payment of any SCN invoice. If you wish to pay by this method, please contact [Dave Lucia](#) for our form to use. A special handling charge may apply.

Account Name:	Security Cargo Network, Inc.
Mail:	PO Box 22477, Denver, CO USA 80222-0477
Physical:	5580 E. Amherst Ave., Denver, CO USA 80222
Account Number:	2879230627
Routing:	121000248
Swift Code:	WFBIUS6S
Bank:	Wells Fargo Bank N.A. 420 Montgomery St. San Francisco, CA 94104 Phone: +888-384-8400