



# Clearance Issues Manual

February 2022

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## 1. SUMMARY

This manual provides an overview and guidance regarding the process of managing Customs Clearance issues for cargo units you have shipped on CLdN services and will assist you to effectively provide the necessary information to resolve these.

On a weekly basis, automated reports are generated by CLdN systems with details of consignments having a reported issue with Clearance status. These reports are sent to the same email addresses you have configured to receive “Shipping confirmations (with pin and without pin)” in your C.WEB profile.

Depending on the severity of the issue, you will get a different report, requiring certain actions to be taken (details below) to ensure the circumstances do not result in severe operational, financial and legal consequences for both CLdN and yourselves.

We underline that under the applicable CLdN General Terms and Conditions for Carriage by Sea and CLdN General Terms and Conditions for Terminals:

- You are responsible for your contractual obligation to organize, procure, pay for or otherwise fulfil (correctly and on time) any customs procedures, formalities and obligations required, as well as to pay for all duties, levies, VAT, fines and penalties related thereto
- You are to ensure that your goods (in general, on a rolling basis as and when goods arrive/are collected) are at any given time whilst being at CLdN Ports’ temporary storage placed under a customs procedure or re-exported under the appropriate customs procedure and this without breaching any of these procedures
- You are obliged, under contractual terms, to indemnify us in respect of any cost, fine, damage, loss, expense suffered as a result of your failure to perform your customs obligations

This manual will assist you with the type of actions required from you based on the emails you receive.

Your immediate action is required on receipt of these emails to avoid issues.

## 2. SCENARIO I: CATEGORY 1 & 2

You may receive “Category 1 & 2” emails when we and/or the authorities have identified a shipment where a clearance contains a discrepancy. This may be, but not limited to one of the following situations: Package quantity / type discrepancy or Weight discrepancy between the booking and the clearance.

Whenever a report is received by yourselves for these categories, you are required to provide us with the requested information contained within the report as a matter of priority.

Email template as shown in **Figure: 1**

**Note:** You can find the information on documents and information that you need to provide in the excel file that is attached to the email as shown in **Figure: 2**

*Figure: 1 – Category 1 & 2 Email*

The screenshot shows an email header and the beginning of the body text. Callouts point to the following elements:

- Sender's Email:** From: CLdN, Customs <customs@cldn.com>
- Customer's Email:** To: Recipient
- Subject:** Subject: IMPORTANT - Customs Clearance issue reported by Belgian Customs Authorities - BULKHAUK
- Body of the email with instructions:** The main text of the email, starting with "Dear Customer," and "Please find attached an overview of unresolved (missing or incomplete) Clearance records reported by Belgian Customs authorities for your shipments."

The body text continues with instructions on clearance procedures and a list of requirements under the heading "ATTN:".

*Figure: 2 – Attachment containing details of issues identified*

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Arrival date	Today	Age	POL	POD	Call Ref	Vessel	BL	Client	Unit	Yref	D/Ref	Lloyd's Number	Info logged by client	Last Status update	Information needed	Document	External Comment	On Query Customs
21/03/2021	11/02/2022	17	PLR	RTM	LR1M210232	MAGARRE	CLVW00596916300	DHPEPA	L30265	42947	53637634	L377696		11/02/2022	Send copy of import transit document			Unchanged

Column ‘P’ (Information needed) will inform you about the documents, information or statements you need to provide to us.

Please respond by sending all requested details to [customs@cldn.com](mailto:customs@cldn.com)

1. Commercial Invoice(s)
2. Packing list(s)
3. Import Document(s)

Please send 1 email per Booking reference (= line on the report). Subject of the email should be “Clearance Issue documentation + Booking reference”

### 3. SCENARIO II: CATEGORY 3 & 4

Category 3 & 4 emails are not only **important** but also **urgent**, highlighting the fact that either no response has been received or the information provided was not accepted by the authorities.

Email template as shown in **Figure: 3**

It is imperative for you to send the necessary document to [customs@cldn.com](mailto:customs@cldn.com) as soon as you receive these emails. Failure to do so may result in significant operational and financial consequences.

**Note:** You can find the information on documents that you need to provide in the excel file that will be attached to the email as shown in **Figure: 4**

Figure: 3 – Category 3 & 4 Email

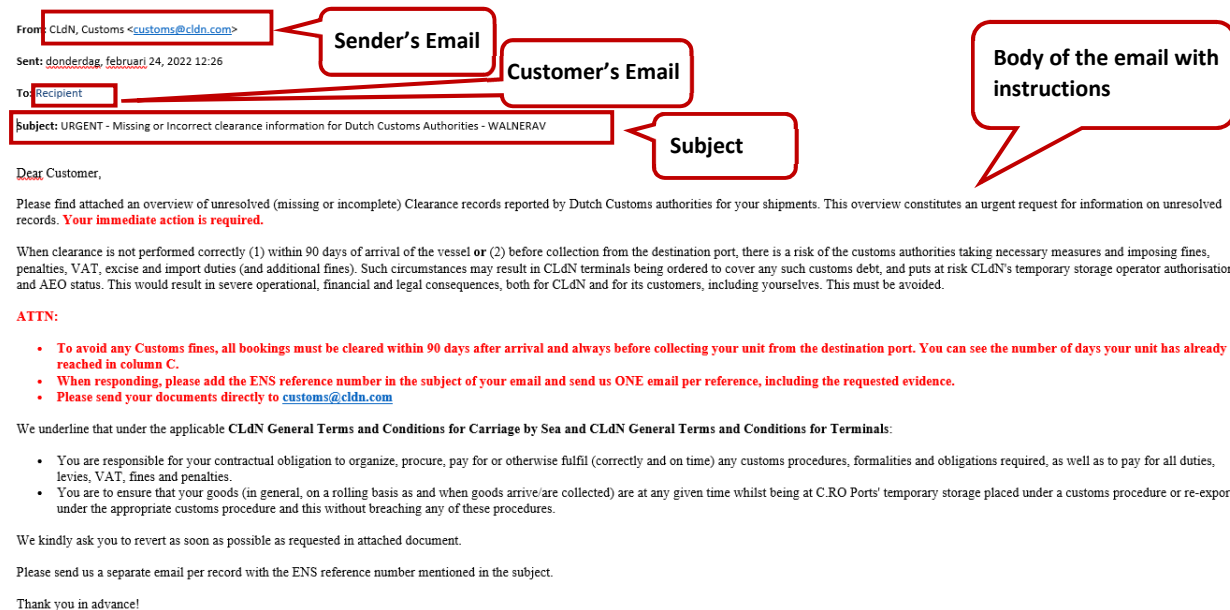


Figure: 4 – Attachment containing details of issues identified

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Arrival Entry	Today	Age	FCI	POD	Cell Def	Vessel	BL	Client	Dim	Yield	Client	Lloyd's Number	Info logged by client	en Status info	Information needed	Comment	External Comment	On Duty Systems
23062001	TW02022	137	PLR	RTM	LRTM10232E	MAZAPKE	CLVW00536613500	CHPERA	L320225	42847	53693284	L3278536		TW02022	Send copy of importer transit document			Discharged

Column 'P' (Information needed) will inform you about the documents, information or statements you need to provide to us.

Please respond by sending all requested details to [customs@cldn.com](mailto:customs@cldn.com)

1. Commercial Invoice(s)
2. Packing list(s)
3. Import Document(s)

Please send 1 email per Booking reference (= line on the report). Subject of the email should be "Clearance Issue documentation + Booking reference"