



3-7, rue Schiller L-2519 Luxembourg - Grand Duché de Luxembourg

Managing Clearance Issues

Luxembourg, 14/03/2022

Dear Customer

We are about to implement a new functionality to streamline the process of managing issues with “Customs Clearance” for units you have shipped on our services.

The current process consists of frequent, yet unstructured, communications relating to consignments that have been signalled by the Customs authorities as having a Clearance discrepancy. Some examples are:

- Incorrect reference to the prior arrangement in the declaration (box 40)
- Mismatch between the weights and/or number of packages on the declaration and the booking
- Incorrect or invalid MRN number was supplied to obtain release at the terminal
- Shipments/consignments in a unit not declared

Starting 21 March 2022, on a weekly basis, you will receive an automatically generated overview with details of consignments identified as having a clearance issue. These will be sent automatically to the email addresses you have configured for receipt of the “Shipping Confirmations” in your profile. This will streamline and make more straightforward the exchange of information between each other and should facilitate in resolving outstanding issues more effectively with less administration.

Your immediate action for every consignment mentioned is required to avoid penalties by Customs Authorities whom are stepping up their enforcement policies rapidly.

Please refer to www.cweb.lu - Clearance Issue Manual - for more information on how to action these emails.

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

- 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.

We thank you for your understanding and appreciate your cooperation in this matter.

Best regards,



CLdN ro-ro S.A.