



ST HELENA, HM CUSTOMS & EXCISE



CARGO MANIFEST STANDARD OPERATING PROCEDURE

Prepared by

ASYCUDA World Project Team

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MANAGING THE IMPORTATION AND EXPORTATION OF CARGO

1.0 OBJECTIVE

To establish all required operations involved in receiving, delivering, processing and registering a cargo manifest at ports of entry and departure.

1.1 SCOPE

The present procedure will be utilised and applied at all ports of entry or departure where goods may arrive or leave the country. The Automated System for Customs Data hereinafter referred to as ASYCUDA World, will be the facility used to submit electronic declarations as required in this document.

1.2 LEGAL BASIS

The following Laws and Regulations provide the legislative basis for the contents of this manual:

(a) CHAPTER 145, CUSTOMS AND EXCISE ORDINANCE

(b) LIQUOR DUTY ORDINANCE

and any other legislation relevant to the importation of goods.

Throughout this manual, procedures that use the word "must" or "shall" indicate a mandatory legal requirement. Those that use the word "should" or "may" suggest methods, actions or processes that are most efficient, effective and widely accepted standards in the Trade and Customs community.

This Standard Operating Procedure (SOP) may contain procedures that may not apply uniformly in every circumstance. Although the SOP seeks consistency with existing governing laws, regulations and policies, these procedures are not intended to supersede or replace the adopted organisational and or governmental policies or other applicable laws to which the St. Helena Customs is subject. Any conflict between this document and applicable laws, including regulations and Departmental policies, should be resolved in favour of the applicable law.

Information contained in this SOP is up to date as of the date of publication. The National laws and regulations and Organisational/Governmental policies may change and the reader should be sure to check for the most recent versions for the most accurate information.

2.0 **DEFINITIONS**

- (a) **AGENT:** A person authorized, under the terms of the Customs Ordinance to act on behalf of a Master/Commander of a vessel.
- (b) **ASSESED DECLARATION**: is a declaration which has been accepted by the Officer and contains his signature.

(c) **BOARDING DOCUMENTS**: consist of the following

- (i) **Crews Effects List**: On this document, every crew member makes a signed Declaration of the items in his or her possession;
- (ii) **Crew List**: This document gives all the necessary information about the crew e.g. passport number date of birth, nationality, place of birth etc.
- (iii) **Passenger List**: This is to be submitted only if there are passengers on board, and gives all the necessary information concerning the passengers.
- (iv) **Clearance from the last Port**: is the clearance document issued to a ship to proceed into port or out of port, after compliance with health regulations and quarantine, given at or from the last port of call.
- (v) **Vessel's Registration documents**: This document will show the legal title of ownership of the vessel.
- (vi) **A List of stores**: This is to be submitted to show the stores on board the vessel on arrival at port.

N.B: The Master shall have all Boarding documents completed for presentation to Customs upon arrival.

- (d) **CARGO DECLARATION**: This gives specific details of the cargo to be landed, Transshipped or In-Transit. The cargo declaration must include all transport documents (Bill of Lading or Airway Bill). The transport document is the main source of information for completion of the cargo declaration.
- (e) **CLEARANCE**: a permission granted by the Customs Authority, to a shipping agent to prove that all applicable customs duties have been paid and the shipment has been approved for import or export.
- (f) **CONSOLIDATOR**: An Agent or Company that provides services to group shipments, orders, and/or goods to facilitate cargo movement."
- (g) **DE-GROUPED**: involves a single master Bill of Lading which relates to several different consignments sharing the same mode of transport.

- (h) **DOCUMENT**: means
 - (i) any written information relating, directly or indirectly, to goods which are imported or exported;
 - (ii) any written declaration required by the Collector; and
 - (iii) any record generated in any manner whatsoever, including any record generated by an automated recording device or programme required to retrieve information in usable form.
- (i) **DUTIABLE GOODS**: goods of a class or description which are subject to any duty whether or not those goods are in fact chargeable with that duty, and whether or not that duty has been paid thereon.
- (j) **EXPIRED CARGO**: refers to all cargo remaining in the Transit Shed or Queens warehouse for a specified period and which is liable to be auctioned.
- (k) **GENERAL DECLARATION**: This declaration gives all the required information on:
 - (i) the conveyance (vessel/aircraft);
 - (ii) its journey;
 - (iii) its cargo; and
 - (iv) its agent.
- (l) **GOODS**: includes stores or baggage.
- (m) **CUSTOMS OFFICER:** any person appointed as such under Section 4 of the Ordinance, and includes the Collector.
- (n) **QUEEN'S WAREHOUSE**: any place provided by the Crown for the deposit of unexamined, detained or seized goods or other such goods as are required by the Customs Laws to be deposited therein for the security thereof or for the protection of the duty due thereon.
- (o) **AIRCRAFT/SHIP REPORT**: is a declaration made by the master or agent giving the full details of the Voyage, Carrier, Cargo, Stores, Passengers, and Crew.
- (p) **TALLY**: is the count and record keeping of the lists of incoming and outgoing cargo, by a tally clerk at the Airport or sea port.

3.0 CARGO REPORTING: General Aspects

(a) All cargo shall be reported electronically to Customs prior to the cargo's arrival into the St Helena Island. This information is critical for Customs and the other Government regulatory agencies to, among other things, make risk assessment decisions. The ability to expedite the risk assessment process will impact on the time it takes Customs to clear and release legitimate cargo. Cargo cannot be released without a manifest.

- (b) Part 2 Section 6 (1) of Chapter 145, Customs Ordinance requires that on arrival in the territorial waters of St Helena every ship shall proceed to the Port and the Master of the ship shall furnish such further particulars as may be required. Such notification should be given by storing the manifest on ASYCUDA before arrival.
- (c) All ships shall submit a cargo manifest in ASYCUDA twenty-four (24) hrs before its arrival.

All aircrafts shall submit a cargo manifest at "wheels up" at the point of departure.

Where no cargo is on board the vessel, the manifest shall state "In ballast".

- (d) *Part 2 Section 6 (3)* of Chapter 145, Customs Ordinance requires that when Reporting Inwards, the agent of any ship/aircraft shall, when required by a Customs Officer, submit for inspection any of the bill of lading so required.
- (e) Section 17 (2(a)) of Chapter 145, Customs Ordinance requires that a certificate of clearance shall not be granted until the Master of the ship has delivered to Customs in the approved form either an outwards manifest of the cargo taken on board at the port, or a report in the approved form that no cargo has been taken on board.
- (f) The Report Inwards or Content Outwards, also known as the manifest, is a declaration by the Master or Agent of the goods that the ship/aircraft is carrying. The purpose of filing a manifest (Report Inwards or Content Outwards) is to ensure that:
 - (i) all imports or exports are accounted for;
 - (ii) all documents relating to the ship or aircraft have been submitted and
 - are complete; and
 - (iii) the Master or Agent has satisfied all legal requirements.
- (g) The responsibility of submitting a Report rests with the Master. The Master may appoint an Agent to transact business with Customs. The Agent is equally liable as the Master to fulfil all obligations.
- (h) It is also the responsibility of the Customs Officer to ensure that the manifest is registered on the system for all ships or aircraft which enters the ports of entry.
- (j) All hazardous materials, arms and ammunition, explosives, alcoholic beverages, and prohibited/restricted items must be specifically identified.
- (k) All ships entering the territorial limits of St Helena, whether or not carrying cargo, must submit a manifest (inwards and outwards), unless they are exercising the right of innocent passage in accordance with Section 6 (1) of the St Helena Chapter 145, Customs and Excise Ordinance.

- (1) The same voyage number cannot be repeated in a given day. When a ship/aircraft travels into or out of the island on the same day, the Carrier or Carrier's Agent must assure of the supply of a unique voyage number for each journey.
- (m) The stored manifest is not considered a formal declaration hence it does not imply acceptance by St. Helena Customs.
- (n) Bills of Lading (B/L) for cargo on the manifest must be indicated using the following nature of bill codes in ASYCUDA:
 - (i) **Import; 23**
 - (ii) Transhipment; 28

(iii) In transit; 24

- (iv)Export; 22
- (o) All manifests must be registered before any ship/aircraft arrives in St Helena.
- (p) Every vessel or aircraft arriving at any port in St Helena is required to make a report in a specific form and manner directed by the Collector of Customs as stipulated in Sections 6 (1) of the Customs and Excise Ordinance.
- (q) According to Section 8 (2), the following shall be exempt from an entry on making a satisfactory declaration in such form and manner as the Collector may require:
 - (i) passenger baggage; and
 - (ii) other packages.
- (r) According to Section 13, the Collector of Customs may auction goods which remain in the customs area after twenty-eight days from the date of landing.

3.1 CARGO REPORTING: Storing the Manifest

Carrier / Agent

- (a) The Carrier or Authorized Agent shall prepare the required manifest data for submission on the system.
- (b) The required data shall be manually inputted or integrated using the approved XML format. A system data consistency check must be done before the data is stored. At the end of the consistency check, the system will display a "Document verified" dialogue box if successful. Otherwise, a list of errors will be presented for corrective action.
- (c) A manifest shall be stored before it can be registered.

3.2 CARGO REPORTING: Registration of Manifest

Carrier / Agent

- (a) The Carrier or Agent shall retrieve the stored manifest and conduct consistency checks before it is registered.
- (b) The Carrier or Agent shall register the manifest with the corresponding waybills. The system shall display a registration number for the manifest as a confirmation of the registration.
- (c) The following is an example of the particulars of a Manifest Registration Number: SHJAM 2016 1234 16/09/2013 14:02:22

Where:
SHJAM is the Customs Office code;
2016 is the Year of registration;
1234 is the Registration Serial Number;
16/09/2016 is the Date of Registration; and
14:02:22 is the Time of Registration (24 hrs. clock).

(d) The registered manifest is a legal declaration to Customs. Therefore, the Carrier or Agent must ensure that all data is complete and correct. The **REGISTERED** status of a manifest implies **ACCEPTANCE** of such information by the Customs Department.

4.0 CARGO REPORTING: REPORTING INWARDS

- (a) Manifests for vessels must be registered on the system.
- (b) Manifests for aircraft cargo including couriers must be registered on the arrival and before departure of the aircraft.
- (c) Notice of time of arrival must be indicated on manifest
- (d) Amendments to the manifest must be signalled to the officer not later than 72 hours after all cargo has been off-loaded. Reasons for the shortages or excesses must be given and will be permitted provided that the evidence indicates that there is no fraudulent intent.
- (e) Request for amendment by Deduction/Addition must be completed online by the Agent of the ship/aircraft and verified and approved by Customs.
- (f) All Consolidators must "degroup" bills of lading before all cargo has been off-loaded.
- (g) All landed containers must be sealed by Customs.

4.1 **REPORT INWARDS: Consolidated Cargo**

- (a) Consolidated cargo shall be reported on a Master Waybill using Type 711 for cargo by sea and MAB for cargo by air.
- (b) The Consolidator shall de-group a Master Waybill by preparing other way bills which reference to the said Master Way Bill.
- (c) The Consolidator shall prepare the required Waybills for submission on the system.
- (e) The required data shall be manually inputted or integrated using the approved XML format. A system data consistency check must be done before the data is stored. At the end of the consistency check, the system will display a "Document verified" dialogue box if successful. Otherwise, a list of errors will be presented for corrective action.
- (f) The Consolidator shall validate the degroupage once satisfied that all Waybills have been entered.

4.2 **REPORT INWARDS:** Arrival Notice Carrier/Agent

(a) The Carrier Agent shall submit notice of the estimated time of arrival on the manifest for every arriving vessel. Notice of such arrival shall be given to the Customs Boarding Officer.

Customs Boarding Office

- (a) The Notice of Arrival must contain the Manifest Registration number.
- (b) After receiving arrival notice, the Customs Officer verifies the registration of the manifest in the system.

4.3 **REPORT INWARDS:** Arrival of Vessel

Master /Agent

On arrival of the vessel, the Master or Agent shall submit to the Officer all documents pertaining to the voyage and cargo carried on board as the "ship's report". The Ship's Report shall include the following documents:

- (i) A copy of the list of passenger and crew;
- (ii) A Crew Declaration for each member of crew;
- (iii) The Clearance Outwards from the last port of call;
- (v) Ship's registration documents;

- (vi) The list of passengers and crew; and
- (vii) A list of stores on board the ship on arrival.

Customs Boarding Officer

- (a) The Customs Officer shall verify the contents of the Ship's Report and return a signed copy of the General Declaration to the Agent.
- (b) Upon satisfactory verification of the Ship's Report, Customs shall grant permission to discharge cargo.

4.4 REPORT INWARDS: Discharge of Cargo Agent

- (a) The Agent shall tally all cargo landed.
- (b) The Agent shall submit a Landing Account to Customs.
- (c) The Agent shall notify Customs of the location of the discharged cargo. When applicable this notice shall be sent directly to ASYCUDA.
- (d) The Agent shall notify the Officer before opening containers.
- (e) The contents of a consolidated container shall be in accordance with the degrouped master way bill.

Customs

(a) Customs shall participate in the tallying process as follows:

Manifest Tally

- (i) the tallying officer shall count the number of pieces (containers and or lose pieces) off loaded from the ship/aircraft to verify the amount of containers off-loaded and the numbers and marks of containers and lose pieces;
- (ii) the quantities shall be verified against that of the manifest;
- (iii) the quantity of-loaded shall appear on the Landing Account;
- (v) any variances will necessitate and amendment to the manifest through ASYCUDA.

Consolidated containers

- (i) all consolidated containers shall be degrouped before the un-stuffing process commences;
- (ii) the piece count shall be verified against the pieces stated in the degrouped manifest;
- (iii) variances of the piece count, importer names or marks and numbers shall necessitate an amendment.

- (b) Customs shall compare the Landing Account against the manifest for correctness.
- (c) Customs shall seal all containers during the cargo discharge process.
- (d) In relation to containerized consolidated cargo, Customs shall verify that master way bills have been degrouped and validated before authorizing the breaking of consolidated container seals.
- (e) The Customs Boarding Officer shall record on the manifest in the prescribed manner, the time of issuance of the Clearance certificate.
- (f) The Ship's Agent shall notify the Customs Boarding Officer of the time of discharge of the last piece of cargo.

5.0 CARGO REPORTING: Consolidated Cargo

- (a) All master bills of lading must be defined within 48 hours after the registration of the manifest or after the parent master has been validated.
- (b) All Master Waybills must include the Consolidator consignee code.
- (c) Way Bills shall be viewed only by their owners and Customs Officials.

6.0 TRANSIT/TRANSHIPMENT

6.1 MOVEMENT OF CARGO BETWEEN PORTS

- (a) Cargo arriving at a port of entry intended for clearance at another customs office must be reported as Nature 2 and Type 821 Bill of Lading.
- (b) The movement of cargo between clearance offices shall be controlled on a T1.
- (c) Agents shall create manifests for the destination clearance office before the goods are transferred. The said manifest shall contain bills of lading for each consignment.
- (d) The officer at the dispatch clearance office shall access the system to verify that a manifest has been registered for the T1 at the destination office.
- (e) The officer at the destination office shall success the system to confirm the arrival of the goods.
- (f) The officer at the destination office shall access the system to retrieve the manifest in order to tally the goods received.

6.2 TRANSHIPMENT

Carrier/Agent

- (a) The Carrier or Agent shall verify that the transshipped goods are listed on the manifest of the exporting ship or aircraft.
- (b) The Carrier or Agent must forward the relevant transshipment information to the Customs Officer at the port of entry.

Customs Officer

(a) The Customs Officer shall verify that the transshipped cargo is loaded on the exporting vessel.

7.0 AMENDMENTS

Cargo amendments can be received from various sources inclusive of:

- (a) Carrier
- (b) Agents;
- (c) Consolidators; and
- (d) Shippers.

Carrier/Agent/ Consolidators/Shippers

- (a) A Landing Account shall be submitted to Customs for all landed cargo.
- (b) The system shall be used to submit applications for amendments.
- (c) An application to add way bills to a registered manifest must be submitted for cargo not manifested.
- (d) Once approval is granted, the Agent shall create a way bill for each consignment landed but not manifested.
- (e) Agents shall pay any fines applicable to amendments before Customs processing of goods.
- (f) The Carrier or Agent may request any number of amendments to a registered manifest. The request to amend a manifest must include a proper justification.

Customs

- (a) Customs shall verify the request for amendments against the information submitted on the Landing Account.
- (b) Customs shall verify the request against the Landing Account to approve amendments.
- (c) The Officer shall approve the request for amendments once the justification is acceptable.

- (d) The approved amendments, with the exception of new way bills, shall automatically update the corresponding registered manifest on the system.
- (e) Where an application for an amendment is rejected, the Officer shall give the reason for the rejection in the prescribed manner.
- (f) Where applicable, fines and penalties relating to the amendment must be paid before approval is granted.

8.0 REPORT OUTWARDS PROCEDURE

- (a) Contents for ships must be registered on the system before departure of the ship.
- (b) The Content shall contain particulars of all goods put on board a ship or aircraft in accordance with the particulars shown on the relative Waybills.
- (c) All shipping bills must be assessed before the cargo is loaded on the ship or aircraft.
- (d) Outward manifest must be registered no later than 24 hours after departure of the vessel.
- (e) The nature of Waybills must be one of the following:
 - (i) 28 (transshipment);
 - (ii) 24 (in transit); or
 - (iii) 22 (export).
- (f) Amendments to the shipping bill must be submitted to the Officer before the manifest is registered. Reasons for the shortages or excesses must be given and will be permitted provided that the evidence indicates that there is no fraudulent intention.
- (g) Failure to comply with the foregoing procedures shall render the Carrier or Agent liable to the penalties set out in the Chapter 145 Customs and Excise Ordinance.

9.0 EXPIRED CARGO

- (a) Customs shall generate a monthly list of all expired cargo within the transit shed.
- (b) After the expiry of not less than seven days after publication of a notice the Collector may sell or destroy any goods entered and remaining in a customs warehouse for a period exceeding 12 months.
- (b) All expired goods shall be transferred to the Queen's warehouse.
- (c) Customs shall generate a monthly list of all cargo remaining in the Queens warehouse for a period exceeding 28 days. Any unmarked goods remain unclaimed or unidentified after the said period shall be disposed of by the Collector who shall keep a record of the goods and the method of disposal.

10.0 ANNEXES

10.1 MANIFEST DATA FIELDS

(A) The following manifest General Segment fields are mandatory and must be completed by the Master, Commander or Agent of the ship or aircraft:

- (a) Customs office;
- (b) Voyage number;
- (c) Date of departure;
- (d) Date of arrival;
- (e) Time of Arrival
- (e) Place of departure;
- (f) Place of destination;
- (g) Carrier code;
- (h) Mode of transport;
- (i) Nationality of transport code;
- (j) Master's name;
- (k) Total number of bills;
- (l) Total number of containers; and
- (m) Total gross weight.
- (n) Vessel
- (o) Registration
- (B) The above fields are defined as follows:
 - (a) **Customs Office:** the office of clearance for an arriving or departing vessel or aircraft.
 - (b) **Voyage Number:** a unique number given by the ship or aircraft operators to a particular voyage from one point to another inclusive of all intermediate stops.
 - (c) **Date of Departure:** the date a vessel started its voyage. If multiple stops occur during the voyage, then the date of departure would be the date when it left the first port.
 - (d) **Date of Arrival:** the date when the ship or aircraft arrives in the territorial limits of the country.
 - (e) **Place of Departure:** the location or port code where the ship or aircraft started its voyage.
 - (f) **Port of Destination:** the location or port code where the ship or aircraft arrives to discharge the transported goods.
 - (g) **Carrier Agent:** the identification of the carrier.
 - (h) Mode of Transport: the means by which the goods were imported/exported

into/outside the country.

- (i) Nationality: the country in which the carrier is registered. The International Standard Codes (ISO) for means of transport must be used in this field.
- (j) Master's Name: the name of the Master of the ship or the Commander of the aircraft.
- (k) **Total Number of Bill:** the count of all bills of lading or airway bills included on the manifest.
- (1) Total Number of Containers: the sum of all containers included on all waybills.
- (m) Total Gross Weight: the sum of all the weight of the cargo included on all waybills.
- (n) **Vessel:** name of the vessel.
- (o) **Registration:** Place of registration for the vessel.
- (C) The following General Segment manifest fields are optional and may be completed by the Master, Commander, or Agent of the vessel:
 - (a) Time of arrival;
 - (b) Place of transport registration;
 - (c) Registration date;
 - (e) Total number of packages
- (D) The above fields are defined as follows:
 - (a) **Time of Arrival**: the time when the vessel arrived in the country.
 - (b) **Place of Transport:** the port where the transport unit is registered.
 - (c) **Registration Date:** the date when the vessel was registered.
 - (d) **Total Number of Packages:** the sum of all the packages on board vessel or aircraft that are included on all bills.
 - (e) **Tonnage:** The gross and net weight of the vessel

10.2 WAYBILL DATA FIELDS

(A) The following waybill fields are mandatory and must be completed by the Master, Commander or Agent of the ship or aircraft:

- (a) Officer of Arrival
- (b) Voyage number;
- (c) Date of Departure;
- (d) Waybill reference number;
- (e) Waybill type;
- (f) Nature;
- (g) Waybill line;
- (h) Exporter/Shipper;
- (i) Consignee information;
- (j) Total number of containers;
- (k) Code type of packages;
- (l) Marks and numbers;
- (m) Manifested packages;
- (n) Manifested gross weight;
- (o) Volume (CBM);
- (p) Description of goods;
- (q) Value for transport;
- (r) Currency for transport;
- (B) The above fields are defined as follows:

(a)	Office of Arrival:	the office of clearance for an arriving or departing vessel or aircraft;
(b)	Voyage number:	a unique number given by the ship or aircraft operators to a particular voyage from one point to another inclusive of all intermediate stops;
(c)	Date of Departure;	the date a vessel started its voyage. If multiple stops occur during the voyage, then the date of departure would be the date when it left the first port;

- (d) **Waybill Reference Number**: a unique number given for each waybill on a specific voyage.
- (e) **Waybill type**: a code which identifies the type of transport document issued (eg '710' for Bill of Lading, '711' for Master Bill of Lading etc.).
- (f) **Nature**: the manner in which the goods will be treated. These are indicated by the Codes 22 (export), 23 (import), 24 (in transit), and 28 (transhipment).
- (g) **Waybill line:** a sequential number given to each waybill carrier.

- (h) **Exporter/Shipper**: the name of the person/company sending the goods to or from St Helena Island.
- (i) **Consignee Information:** the name and address of the person of company named in the freight contract to whom the goods have been shipped or turned over for the care of in St Helena Island.
- (j) **Total number of containers:** the sum of all containers carrying goods, which belong to the waybill.
- (k) **Code type of packages:** the identifier of the type of packaging the goods are packed in.
- (1) **Marks and numbers**: the markings that the shipper placed on the packages to identify the cargo.
- (m) **Manifested packages**: is the piece count of the packages under each bill of lading or airway bill.
- (n) **Manifested gross weight:** the weight for goods under each bill of lading or airway bill.
- (o) Volume (CBM): the cubic measure of the shipment.
- (p) **Description of goods:** the narrative that portrays the type of goods being transported.
- (q) **Value for transport:** the overall cost of the freight.
- (r) **Currency for transport:** the currency used to pay transport cost
- (C) The following Waybill data fields are optional and may be completed by the Master, Commander, or Agent of the vessel:
 - (a) Master waybill;
 - (b) UCR;
 - (c) Port of loading:
 - (d) Port of unloading;
 - (e) Exporter/shipper

- (f) Notify;
- (g) location;
- (h) Delivery terms;
- (i) Freight amount and currency;
- (j) Value for customs;
- (k) Value for insurance;
- (1) Seals number: the count of the seals affixed to the container or package.
- (m) Marks;
- (n) Party;
- (o) Information;
- (D) The below terms are described as follows:

(a)	UCR:	Unique cargo reference is used to link goods arriving at different voyages but on the same waybill.
(b)	Port of loading:	the location or port where the goods will be loaded onto the ship or aircraft.
(c)	Port of unloading:	the location or port where the goods will be discharge from the ship or aircraft.
(d)	Exporter/shipper:	the name of the person sending the goods to St. Helena.
(e)	Notify:	name of a person who requires notification upon the goods Arrival.
(f)	location:	location of the goods in the port.
(g)	Delivery terms: agreed between the b	The terms under which the goods should be delivered as uyer and shipper.
(h)	Freight amount and currency: The 'Freight Currency' is the currency of the freight amount.	
(i)	Value for customs:	value of goods declared for customs.
(j)	Value for insurance:	insurance cost.
(k)	Seals number:	the count of the seals affixed to the container or package.

(1)	Marks:	the markings that the shipper placed on the packages to identify the cargo. It follows no particular sequence and can be any set of words, numbers or other signs that the shipper affixes.
(m)	Party:	the code used to identify who sealed the packages.
(n)	Information:	any other relevant information which the Carrier or Agent deems necessary.

APPENDIX: Flowcharts







