

Before Cut-Off

- Quotation request.
- Offer sent by the sales representative.
- Confirmation of booking via our e-business platform.
- Validation of booking via the Customer care service.
- Withdrawal of empty container.
- BL details sent via e-business platform.
 - Shipping instructions(SI)
 - VGM

After Cut-Off

- Draft reception published on E-business in case of approval or rectification.
- Entry of container to the port.
- Filing the export documents to the authority.

PS: Scoring the export list via STAM. If a problem occurs (unregistered customs formalities /unfound container in port/lack of lead), customer service will notify its customers.

- Receipt of the notification from CCT:
 - In case of boarding: export invoice sent by export documentation to the customer.
 - In case of no boarding: customer service will inform the clients about the no boarding of their containers.
- Invoice payment
- Customer will receive the original BLs in exchange for the invoice payment + discharge (stamp+ signature)

