



VERSION SEPTEMBER 2020

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Please always refer to the most recent version of this manual.

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As a Regular Shipping Service operator, CLdN has certain obligations when shipping Non-Unions Goods such as, but limited to, ensuring that these goods are accompanied by a valid and complete Transit Declaration.

For this reason, we will soon implement some changes in the management of Customs Document information.

The introduction of these changes will also allow you to benefit from major simplifications to the Customs Handling of Through Shipments following the end of the Transition period.

1. CUSTOMS STATUS OF GOODS

A new mandatory field 'Customs Status of goods' will be introduced in the Create Booking Request screen.

(*For EDI we refer to the C.WEB EDI manual also published on the C.WEB Logon page).

Contract	Route	S.O.	Sailing time	Your Ref.	Equip.	Unit Nr.	Full	CSTOFG	DERP	Goods description	Len	Ta.Wt.	C.Wt.	Haz?	Actions
HEADBIRD	RTMLEI		09-09-2020 16:00		TRLR		Y		?						create

[Consignments](#) | [Temperature](#) | [Shipper, Consignee, Notify](#) | [Other Requirements](#) | [Pre/On Carriage](#) | [Seal](#)

Union Goods - Free circulation
 Union Goods already under Export Procedure
 Non-Union Goods under Transit Procedure

[Shipments](#) | [Mail Response](#)

Choosing the correct Customs Status will decide if a shipment becomes Customs required or not. These will be the options (1):

- | | |
|---|-------------------------------|
| - Union Goods - Free circulation (C) | Non-Customs required shipment |
| - Union Goods already under Export Procedure* (X) | Customs required shipment |
| - Non-European goods which already have a customs regulation* (T) | Customs required shipment |
- * (These are to be mandatorily accompanied by a valid export / Transit Declaration).

As a second step, it will become mandatory to add Customs information (called Consignment information) for Customs required shipments. Practically this is the same type of information currently supplied.

- Consignment information becomes **mandatory** for Customs required shipments and can be added during booking creation or modification but prior to delivery at our terminal.
- Input of consignment information is optional for Non-Customs required shipments and allows you to familiarise yourselves with this process as preparation for EU-UK shipments post Brexit.

We foresee to accommodate a transition period where you can book Non-Union goods in both:
The existing method, as well as the new method.

The time span of this transition phase for production is expected to commence beginning of October and run until mid-November.

1.2 TRANSITION PERIOD FOR NON-COMMUNITY SHIPMENTS:

Any shipment of non-Union goods must be mandatorily accompanied by an appropriate Customs Declaration when shipped on a service that holds a "Regular Shipping Service" authorisation.

This is usually a Transit procedure for which Customs details are given in C.WEB prior to the goods arriving at the terminal.

In C.WEB, the Input of Transit document info is currently done in the tab Seal & Customs documents. This option remains available during the transition period. After the transition period, this screen will disappear in C.WEB and input of consignment info will become mandatory

Seal & Customs | Seildrive | IMDG | Waste | Attachments | Mail Response

- Customs details in this location to be used for shipments under Transit status, mandatorily accompanied by an NCTS declaration, on our EU — EU services only (routes operating a Regular Shipping Service authorisation).
- For EU — Non-EU services, please use the "consignments" tab to enter your customs details.

Doc.Nbr. Doc.Type Valid To

Add Customs Document

2. CONSIGNMENTS IN C.WEB

Principles

- A Consignment is a collection of goods from a specific Exporter and Importer requiring a Customs Declaration.
- **In order to complete a Customs required booking, all Consignment information of the Transit Declaration (MRN) for Outbound shipments must be added to the booking prior to arrival at the port of loading.**
- Physical access to the outbound terminal is only granted for units with completed booking and consignment info.
- There are no consignment details required for the shipment of empty units.

Where can you enter the required consignment information?

This can only be done in C.WEB or by EDI*:

- While entering your booking request.
- While editing your booking request or booking.

**(for EDI we refer to the C.WEB Edi manual published on the C.WEB login page)*

It will not be possible to provide this information by telephone or by e-mail to CLdN.

Important note:

- A single booking in C.WEB consists of one transport unit.
- A single booking in C.WEB can have only one Customs Status of goods.
- A booking can contain several consignments but each having the same Customs Status.
- C.WEB does not handle consignments spread over multiple transport units.

3. HOW CAN I ADD CONSIGNMENT(S) TO MY BOOKING?

3.1 MANAGE ACCESS TO THE CONSIGNMENTS SCREEN

- Access to the consignments screen is restricted by default.
- C.WEB users intending to access this screen need to activate the **Webbook Customs Agent** role.
- This can only be done by the C.WEB Customer administrator of your company.
- **Go to Security Manager / Manage User / Edit.** Enable the **Webbook Customs Agent** role and click ok.
- This functionality enables access to consignment information on user level.

- SecurityManager_CUSTOMERADMIN
- cwebedi_CLIENT
- cwebedi_CUSTOMS_AGENT
- mclient_LOOKUP_YREF
- webbook_BYPASS_MAXREQUESTS
- webbook_CLIENT
- webbook_CPIN
- webbook_CUSTOMS_AGENT
- webbook_INVOICES
- websearch_BASIC
- websearch_RESENDPIN

Important note:

Besides the security management for internal C.WEB users we have made it possible to assign the **Webbook Customs Agent** role to a **third party**. This may be your customer or the Customs broker handling the consignments on your behalf. With your permission, this limited role will allow your delegate in this role to find and update consignment info based upon a specific booking reference. No other access to your account info in the C.WEB bookings system is given to this role in order to keep your commercially sensitive information confidential. As of today, it also remains possible to give broader administration rights to this C.WEB account on your behalf. The authorisation granted by this role is extended on the customer administrator's responsibility.

3.2 CREATE NEW BOOKING REQUEST

- Click 'create new booking request (1)' in the blue ribbon on top your screen.

The screenshot shows the 'CREATE NEW BOOKING REQUEST' interface. At the top, a blue ribbon contains navigation options: 'BOOKING INFO | MY SETTINGS | VALIDATE BOOKING REQUESTS | SECURITY MANAGER | C.PIN | BUSINESS HOURS | INVOICES | CONTACT INFO | HELP'. Below this, a secondary ribbon shows 'BAILING & BOOKING NEWS | SEARCH BOOKING INFO' and the main action 'CREATE NEW BOOKING REQUEST | EDIT BOOKINGS | BOOKING REQUEST FEEDBACK'. The main form area includes buttons for 'Clear input', 'Upload Excel', and 'Template'. A table with columns: Contract, Route, S.O., Sailing time, Your Ref., Equip., Unit Nr., Full, CSTOFG, DERP, Goods description, Len, Ta.Wt., C.Wt., Haz?, and Actions. The 'Full' column has a dropdown menu. Below the table, there are links for 'Consignments', 'Temperature', 'Shipper, Consignee, Notify', 'Other Requirements', 'Pre/On Carriage', 'Seal & Customs', 'Selfdrive', 'IMDG', 'Waste', 'Attachments', and 'Mail Response'. A modal dialog box is open, displaying a warning: 'Consignments not yet complete and correct. Unit cannot be shipped yet. Show more ...'. The dialog contains buttons for 'Upload Consignments', 'Get Consignments Template', 'Add Consignments', and 'Close'.

- Click **Clear Input (2)** to ensure all fields are blank before starting input.
- Fill in the booking request, **choose the appropriate Customs status of goods (3)** - as described on page 1, and click on the consignment tag **(4)**. Click 'Add consignments' **(5)** and fill in the required information as described further in this manual.

You can add the consignments before submitting to agent:

- During the creation of a booking request.
- Click 'Clear Input' after you clicked 'Create'. This prevents copying erroneous information to the next booking request.

After submitting to agent:

- Modify your booking request or booking. (Before or after approval by an agent).

Important note:

A Customs required booking is accepted for shipment only:

- When all consignments of your shipment are complete.
- When you confirm that all consignment info is correct and complete. see 3.4b)

3.3 ENTRY OF CONSIGNMENT INFORMATION

The screenshot shows a web interface for creating a consignment. At the top, there are navigation tabs: 'Clear input', 'Upload Excel', 'Template', 'Load...', 'Reload', 'Save...', 'Save as Excel', and 'Delete...'. Below this is a table with columns: Contract, Route, S.O., Ultimate sailing time, Your Ref., Equip., Unit Nr., Full, CSTOFG, DERP, Goods description, Len, Ta.Wt., C.Wt., Haz?, and Actions. The table contains one row with 'HEADBIRD', 'PURRTM', a checkmark, 'TRLR', 'Y', 'spare parts', '13.60', '3500', '20000', 'N', and a 'create' button. Below the table are links for 'Consignments', 'Temperature', 'Shipper, Consignee, Notify', 'Other Requirements', 'Pre/On Carriage', 'Seal & Customs', 'Selfdrive', 'IMDG', 'Waste', 'Attachments', and 'Mail Response'. A warning message states: 'Consignments not yet complete and correct. Unit cannot be shipped yet. Show more ...'. The main form is divided into three sections: 1. 'EXPORT' section with 'Consignment ID: CON11323' and 'Detail custom document' fields. 2. 'Consignment reference number: Detail Consignment' section with fields for Consignor (EORI, Name, Address, Country, Zip, City, VAT, Email), Consignee, and Notify. 3. 'Detail Consignment Items' section with a table for items, including columns for 'Nr Of Colli', 'Package Item', 'Code', 'Description', 'Shipping Marks', 'Commodity code', 'Nett Weight (Kgs)', 'Gross Weight (Kgs)', 'Un Number', 'Primary Class', and 'Technical Name (Imdg)'. There are buttons for 'Add Items', 'Add Consignments', and 'Close'.

Each consignment consists of three information blocks:

- 1) Details referring to the outbound (export) or inbound (import) Customs procedure. (Consignment ID, details Customs document).
- 2) Details referring to the exporter (consignor), the importer (consignee) and Notify.
- 3) Details about Consignment items.

Not all information may be available during creation of a booking.

Therefore, it is possible to create a consignment prior to having a valid Customs document.

It is not possible to change the Customs state of the goods once consignments are added to a booking.

Please keep in mind to update the status prior to adding a consignment.

Following fields are mandatory during consignment creation:

This screenshot is similar to the previous one but highlights mandatory fields with red boxes and numbered callouts: 1. 'Doc. type' in the 'Detail custom document' section. 2. 'EORI', 'Name', 'Address', 'Country', 'Zip', 'City', and 'VAT' in the 'Detail Consignment' section. 3. 'Description' in the 'Detail Consignment Items' table. 4. The 'Add Consignments' button. 5. 'Un Number' in the 'Detail Consignment Items' table. 6. The 'Add Items' button. A warning message is also present at the top: 'Consignments not yet complete and correct. Unit cannot be shipped yet. Show more ...'.

- 1) Document type (choose from drop down list). The available choices will depend on the Customs status of goods.
- 2) Consignor EORI number **OR** full address details including VAT number & Consignee EORI number **OR** full address details including VAT number

- 3) Item details for one item* at minimum (see below for specification of fields)
- 4) Add additional consignments by clicking the '**Add consignments**' button or delete them by clicking.(5) 
- 6) Add additional items by clicking '**Add Items**' or (6) **delete** them by clicking . 

3.4 COMPLETE CONSIGNMENT

A consignment is considered complete when (A) all the mandatory information shown on the customs document is given and (B) the consignment info is confirmed as complete and correct.

A) CONSIGNMENT INFORMATION

Mandatory details Export Customs document.

Doc. type:	Select the Customs document type for this consignment. (depends on Customs status)
Doc. number:	Fill in the MRN (MUCR / DUCR for UK) that refers to the consignment.
Expiry date:	Mandatory for Transit documents.
Office of Destination	NCTS Location code. Mandatory for Transit documents.

Conditional details Export Customs document

Receipt place:	Destination (UN location code) of the consignment.
Consigned place:	Location (UN location code) where the consignment is created.

Mandatory details Consignee & Consignor

Valid EORI Number for the Consignor (exporter) **OR** VAT Number + full address details.
 Valid EORI Number for the consignee (importer) **OR** VAT Number + full address details.

Conditional information: Notify details including email.

Detail consignment Items

	All item details as declared on the Customs document.	
Number of coli:	Number of packages	(Mandatory)
Package code:	UN coded type of package	(Mandatory)
Item description:	Description of goods	(Mandatory)
Shipping Marks:	Marks & Numbers of the goods	(Optional)
Commodity code:	HS code (minimum 6 digits)	(Optional)
Nett Weight (kgs):	Net weight of goods in kg	(Optional)
Gross weight (kgs):	Total weight of goods + packaging	(Mandatory)
For IMDG:		
UN Number:	Four-digit identification number of dangerous goods	(Conditional)
Primary class:	'class' or 'division' without prefix	(Conditional)
Technical name (Imdg):	As described on dangerous goods declaration	(Optional)

B) CONSIGNMENT CONFIRMATION

When creating or editing a booking request you will be prompted to confirm that the information is correct and complete.

Please note that C.RO ports will not accept units, booked on Customs required destinations, on their terminals if they do not have this confirmation.

Contract	Route	S.O.	Sailing time	Your Ref.	Equip.	Unit Nr.	Full	Goods desc
EADBIRD	VLIDAG		08-10-2019 15:00	FULL INVENTOR	TRLR	MT2108	Y	cb-lh mat

Shipment Details - 1	Shipment Details - 2	Selfdrive Info	Imdg	Waste	Consignments	Request H
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Entry procedure type ⚠ Consignments not yet complete and correct. Unit cannot be shipped yet. Show more ...

[Upload Consignments](#) [Load Consignments Template](#)

Confirmation of consignments

?

I confirm that I have entered complete and correct Consignment Information for each Consignment comprised in this Unit's booking request.

I accept it is my risk that the Unit will not be permitted to enter the Terminal of Departure and/or will not be permitted to ship and/or will not be permitted to be released from the Terminal of Arrival if this Consignment Information is not complete or correct.

I also undertake to arrange any mandatory visit of the Unit to a Border Inspection Post within 24 hours from scheduled vessel arrival

Please make your choice.

[Confirm consignments correct and complete](#) [Consignments not yet complete](#)

Detail Consignm
EORI
Consignor GB248
Consignee GB248
Notify

Commodity code
800800

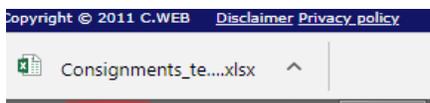
3.5 UPLOAD EXCEL

It is also possible to upload consignments via Excel. This eases the input of multiple consignments.

⇒ Click on 'Load consignment Template' in the Consignments tab to download the Excel Template.



⇒ Open the template by clicking on it at the bottom of your screen.



⇒ Save the template to disk (for example to your desktop, it will be read-only otherwise).

⇒ Fill in the fields: All consignment info entered in the same way as on C.WEB.

⇒ Go back to C.WEB and upload the modified Excel file by clicking 'Upload consignments'.



⇒ Once Clicked, the Upload consignments screen opens::

Upload Consignments from Excel

With this function you can upload Consignments from an Excel File.
Uploaded Excel Files must follow the C.WEB Consignment Excel Template Structure.

Please note that by uploading the consignments the existing consignments are deleted:

No file chosen

- ⇒ Click Choose file and browse to the location.
- ⇒ Click Submit, this uploads the information in your consignment.

Please note that, by uploading the consignments, the existing consignments are deleted. It is not possible to combine manual input and excel upload within the same booking.

It is not possible to upload consignments over different bookings.
 The upload is only used for consignments within the same booking.

4. INTRODUCTION OF NEW HOLDS

Due to the regulations for Customs required shipments, we have introduced new hold types.

CUSTOMS GATE IN HOLD	The booking is missing mandatory consignment info. (At least 1 consignment with 1 item and completed MRN-information) In case a booking has multiple consignments, complete the MRN information of all these consignments.	Gate-in is not allowed
CONSIGNMENT COMPLETE HOLD	The consignment is not yet confirmed as 'Correct and Complete'.	Gate-in is not allowed
MISSING CONSIGNMENT HOLD	The booking is missing consignment info.	Loading not allowed
EXIT	The booking still has at least one consignment for which Customs did not send a 'permission to proceed'.	Loading not allowed
ENTRY SUMMARY DECLARATION	Once unit is loaded and sailed, we sent the Entry summary declaration to Customs. The unit receives an 'ENS-Hold'. Once released by the Customs we receive an ENS number for each consignment. This ENS number is required for Customs clearance and is shown in C.WEB on the consignment info page.	Gate-out of this unit not allowed
ENTRY	Temporary storage & next Customs regime unknown.	Gate-out of this unit not allowed
BONDEDWAREHOUSE	Bonded warehouse & next Customs regime unknown	Gate-out of this unit not allowed

4.1 HOLDS STATUS OF YOUR BOOKING

Once our agents approved the booking request you can find the hold status on the booking details in CWEB.
(Use Search booking info)

BOOKING INFO | MY SETTINGS | VALIDATE BOOKING REQUESTS | SECURITY MANAGER | C.F

SAILING & BOOKING NEWS | **SEARCH BOOKING INFO**
CREATE NEW BOOKING REQUEST | EDIT BOOKINGS | BOOKING REQUEST FEEDBACK

BOOKING INFO
Most recent bookings with status Booked and sailing from Rotterdam to Purfleet
Report generated on 07-03-2019 17:14 for Customer ID HEADBIRD

Rows 1 - 20 of 70 [«](#) [»](#) [1](#) [2](#) [3](#) [4](#) [»](#)

Our Ref	Route	S.O.	Sailing Time	Your Ref	Unit Number	Equip	Description	Full	Len	C.Wt.	Ta.Wt.	Status	Hold	Contract	Tariff	Details
40857558/2	RTMPUR	<input type="checkbox"/>	03-06-2019 13:00		MAXJ431691	TRLR	STEEL BARS	Y	13.60	23700	2000	Booked	MG	HEADBIRD		
40857559/3	RTMPUR	<input type="checkbox"/>	03-06-2019 13:00		MAXJ6641310	TRLR	IRON BARS	Y	13.60	25200	2000	Booked	MG	HEADBIRD		
40857560/5	RTMPUR	<input type="checkbox"/>	03-06-2019 13:00		MAXJ2773562	TRLR	PLATINUM BARS	Y	13.60	21500	2000	Booked	MG	HEADBIRD		
40857561/6	RTMPUR	<input type="checkbox"/>	03-06-2019 13:00		MAXJ9472319	TRLR	WOODEN PLATES	Y	13.60	12000	2000	Booked	MG	HEADBIRD		

[Colour / Icon legend](#)

(or Edit bookings)

BOOKING INFO | MY SETTINGS | VALIDATE BOOKING REQUESTS | SECURITY MANAGER |

SAILING & BOOKING NEWS | SEARCH BOOKING INFO
CREATE NEW BOOKING REQUEST | **EDIT BOOKINGS** | BOOKING REQUEST FEEDBACK

Booking details: Click on Details to find more information on the holds. (Tab Shipment Details -1).

Details for booking 50941499 (request ID 4684276)

Request status: Booking Request (Approved) Booking status: Booked Last modified: 08-11-2019 10:31 by kvostaey

Contract	Route	S.O.	Sailing time	Your Ref.	Equip.	Unit Nr.	Full	DERP	Goods description	Len	Ta.Wt.	C.Wt.	Haz?
HEADBIRD	ZEEPUR	N	06-11-2019 15:00	MANUAL	TRLR	TRLR11111	Y	?	100 SPARE PARTS	13.60	4000	8000	N

Shipment Details - 1 | Shipment Details - 2 | Selfdrive Info | Imdg | Waste | **Consignments** | Request History | Movements | Contact

Unit type:
 One Cell
 Two Cells, one plug
 Two Cells, two plugs

Temperature Info:
 Temperature: °C Min: °C Max: °C

Plug / Monitor...
 Port of Loading Vessel Port of Discharge

File Number: 9.57.680
 Vessel: VALENTINE
 Operated By: Cobelfret Ferries nv
 Departure Date/Time: 06-11-2019 15:00
 Arrival Date/Time: 06-11-2019 23:00
 Holds:

Type	Remark	Date
Customs Gate In		08-11-2019 10:31
Missing Consignment		08-11-2019 10:31
Consignment Complete		08-11-2019 10:31