



Participant Handbook

Sector
Logistics

Sub-Sector

Courier and Mail Services

Occupation

Gateway Operation

Reference ID: LSC/Q3030, Version 3.0
NSQF Level 4



Clearance Support Agent



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Logistics Sector Skill Council

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Shri Narendra Modi
Prime Minister of India

“ Skilling is building a better India.
If we have to move India towards
development then Skill Development
should be our mission. ”



Certificate

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SKILLING CONTENT: PARTICIPANT HANDBOOK

Complying to National Occupational Standards of

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We wholeheartedly thank all the organizations who have immensely helped us in endorsing the contents of this Participant Handbook thus contributing towards Government of India's initiative in skilling based on the Qualification Pack (QP) & National Occupational Standards for Clearance support agent.

About this Book

This Participant Handbook is designed to facilitate training to the Clearance support agent Qualification Pack (QP). It provides learners with the necessary knowledge to major courier activities. Its decision-making orientation provides a real-world approach focusing on large and small courier industry. The book elaborates how Individuals in this position to manage clearance support activities.

Key characteristics of this handbook:

- (i) It discusses concept of clearance support agent in an easy to learn manner.
- (ii) It presents courier concepts in interactive and professional way.
- (iii) It gives opportunity to learners to visualize themselves in a professional set-up.

Key Learning Objectives for the specific NOS mark the beginning of the Unit/s for that NOS. The symbols used in this book are described below.

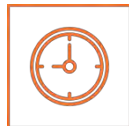
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	The book on New Employability Skills is available at the following location: https://eskillindia.org/NewEmployability Scan the QR code below to access the ebook	





1. Introduction to Clearance support agent



Unit 1.1 – Types of Consignment for Shipment

Unit 1.2 – Consignment shipment operation

Unit 1.3 – Document requirement for International Package Express Consignment

Unit 1.4 – What is Import Clearance?



Key Learning Outcomes

At the end of this module, participant will be able to:

1. Classify the components of supply chain and logistics sector.
2. Detail the various sub-sectors and the opportunities in them.
3. Explain job roles in courier and mail services.
4. Detail your job role as Clearance Support Agent and its interface with other job roles.
5. Explain various activities in courier and mail services.
6. Discuss the documentation requirements in courier and mail services.
7. Identify various activities in Courier and Mail services.

Unit 1.1 – Types of Consignment for Shipment

Unit Objectives

At the end of this unit, participant will be able to:

1. Explain briefly about Courier, Express and Parcel Services.
2. List the types of consignments.
3. Explain the Shipment types and its categories.
4. Elaborate about Airway bill / Tracking Label.
5. Identify Consignor/ Consignee Location.
6. Identify the Destination Code.

1.1.1 Types of Consignments for Shipment

What is Consignment?

*The delivery of **goods** to a carrier to be shipped to a designated person for Sale or for consideration.*

The **goods or property** sent by a common carrier from one or more persons from one place to one or more persons, who are in another place.

By this term is also understood the **goods** sent by one person to another, to be sold or disposed of by the latter for and on account of the former.



Fig. 1.1.1 Delivery of goods

Shipment types and categories: There are two types of consignment in Shipment sent through Express, Courier or Parcel mode they are

- i) **Documents** ii) **Non-Documents**

i) Document:

A document is generally defined as a written, typed or printed communication of No Commercial Value (NCV) and it requires no customs paper works. Includes any message, information or data recorded on paper, cards or photographs and of no commercial value which is for the time being not liable to any customs duty or subject to any prohibition or restriction on their export out of or import into India.



Fig. 1.1.2 Documents

ii) Non-Documents / Parcel or Package:

This refers to the package or Customs declarable goods are subject to customs clearance and may be liable for payment of duty at the destination country. A non-document or product defines all other shipments and printed materials of value. Examples include clothing, automobile parts, sports equipment, books, etc. All non-document international shipments require paper works for Customs clearance.



Fig. 1.1.3 Parcel or package

1.1.2 Information on Labels

On a **shipping label**, you'll see barcodes, numbers and letters.



Fig. 1.1.4 Shipping label

Usually, the barcode label will be pasted in the package and it is used to trace and track the shipment movement and the present status.

Airway bill / Tracking label

- Tracking / Air Waybill Number:** An AWB or Air Waybill is more commonly known tracking label. This is usually containing all of the package information as well as its barcoding and the digit number used to track the shipment on its journey.
- Content:** Indicates the type of content (For. E.g., clothing, automobile parts, sports equipment, books, etc with category)
- Destination:** Barcode provides information on its destination
- Piece Identification:** Individual piece identification code plays an important role in case tracking the multiple packages.

It contains all information needed for the delivery: postal code, country code, service class, tracking number, date, package quantity and weight, address validation, and ship street, city and state

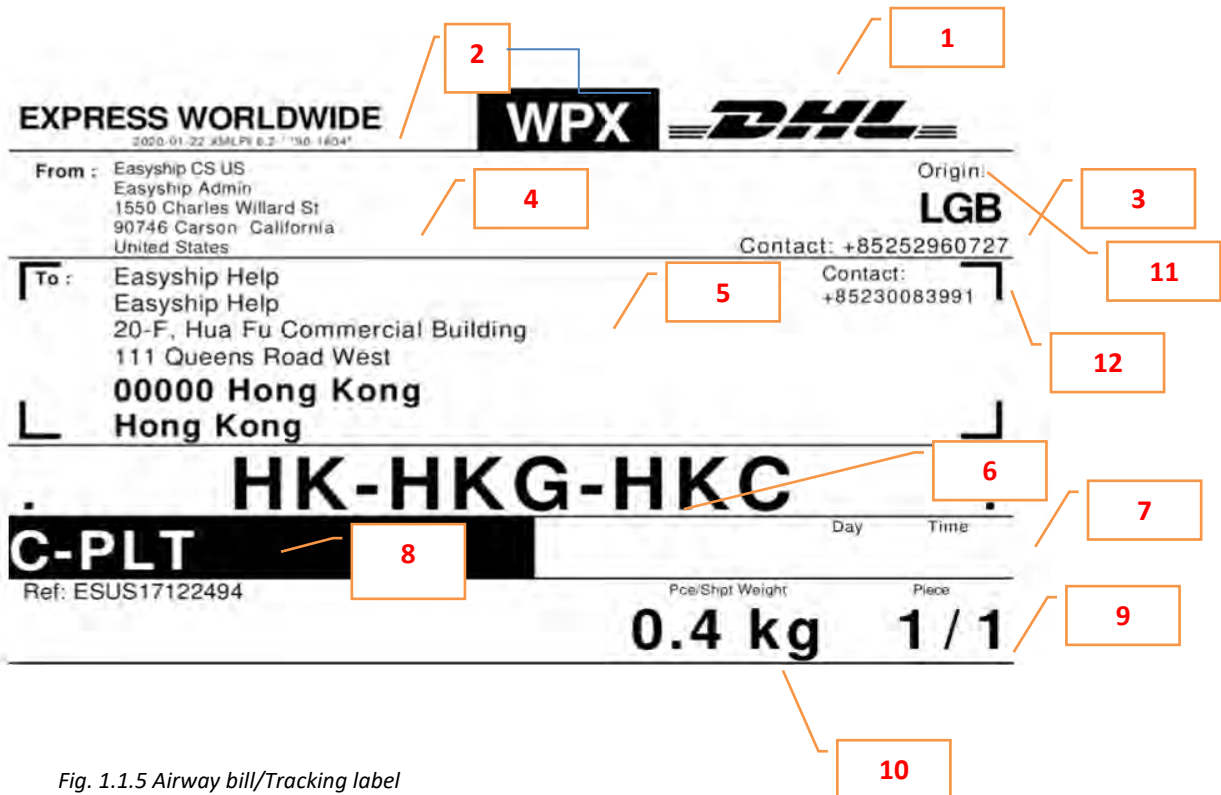


Fig. 1.1.5 Airway bill/Tracking label

With Reference to Fig. 1.1.5

1. Courier / Express Company Name
2. Category / Type of Shipment
3. Place of Booking / Origin
4. From Address (Consignor details)
5. To Address (Consignee details)
6. Place of delivery / Destination
7. Date and Time of Booking
8. Term of Trade
9. Number of Piece
10. Weight of Package
11. Consignor Contact Phone Number
12. Consignee Contact Phone Number

Consignor Location

When goods are sent by the manufacturer or the producer to the buyer, the act is referred to as consignment where the owners of the goods send the goods to their agents in another location is called Consignor location. The goods that are sent in this manner are referred to as consignment while the sender is called the consignor.

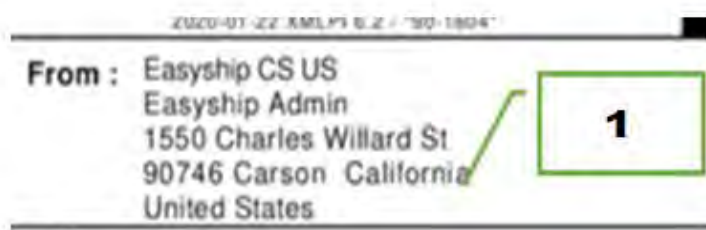


Fig. 1.1.6 Consignor location

Consignee Location

In a contract of carriage, the consignee is the entity who is financially responsible (the buyer) for the receipt of a shipment. Generally, but not always, the consignee is the same as the receiver.



Fig. 1.1.7 Consignee location

Destination Code: Usually the destination code will be 3 Letter in line with (International Air Transport Association (IATA) Code. Express is a time-bound delivery and a s movement happening by Air.

UNIT 1.2: Consignment Shipment Operation

Unit Objectives

At the end of this unit, participant will be able to:

1. Discuss the various activities at warehouse.
2. Explain the job role carried at warehouse at bags, at loading area and at truck.

1.2.1 Consignment loading

Consignment Loading: The Consignment loading at warehouse, it happens between the warehouse and the mail truck.



Fig. 1.2.1 Consignment loading between warehouse and mail truck

At bags: The activity involved in this process, as given below

There are 3 major areas where care should be taken while bagging and loading the shipments.

They are:

- At the bags
- At the loading area

At the truck

- Collect the sorted outbound shipments.
- Place them in the bag and seal it,
- Label the bag with barcode sticker and labels
- Scan the barcode sticker or label on the bag
- Prioritize the mail bags
- Load the mail bags onto the MHE, if required
- Move the mail bags into the loading area

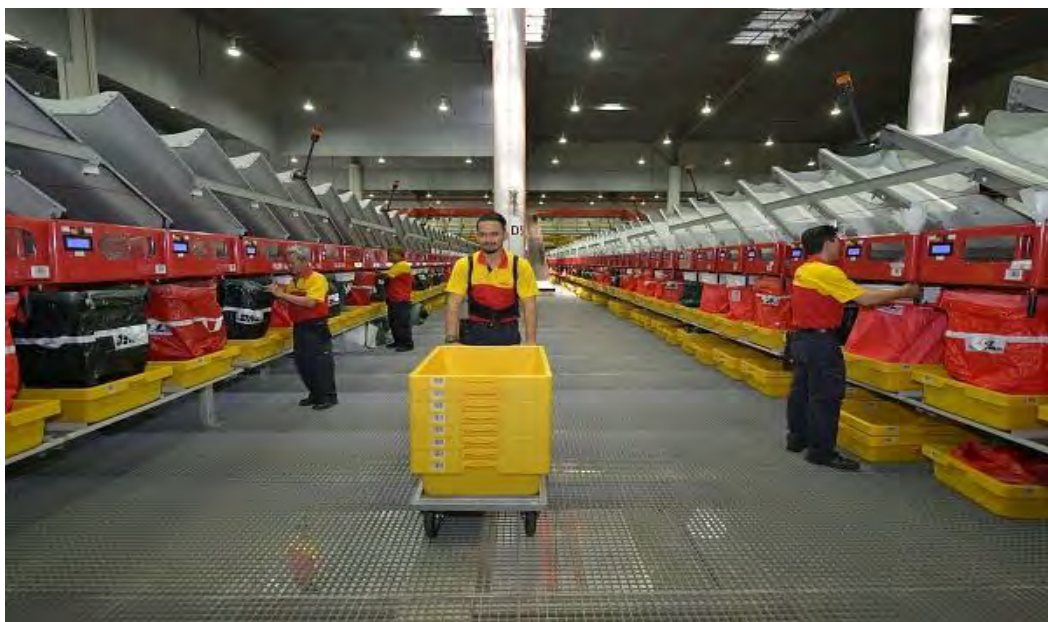


Fig. 1.2.2 At the bags

At the Loading area: In this the condition of the Shipment in the mail bags to be checked, and in case of damage or any suspicious shipments it needs to be reported to the immediate Superior. To assist in sampling inspection if required.



Fig. 1.2.3 At the Loading area

At the truck: The activity involved in this process is to Confirm the destination of the mail truck and to Load and arrange the sorted mail into the mail truck referred as scheduling the consignments.



Fig. 1.2.4 At the Truck

Notes



UNIT 1.3: Documents requirement for International Package Express Courier Consignment

Unit Objectives

At the end of this unit, participant will be able to:

1. Explain documents requirement in case of individual and business.
2. Discuss the various documentation requirements on courier mode

1.3.1 International Package Express Courier Consignment

Individual to Individual: Package sent from one Individual at Origin to Another Individual at Destination.

- 1) Proforma / Sample Invoice
- 2) Government approved Photo ID Proof of Sender
- 3) Sender KYC Document (Government approved Address Proof)

Business to Business: Sample shipment / Package sent from one Business Entity at Origin to Another Business Entity at Destination.

- 1) Proforma / Sample Invoice
- 2) Company KYC

Proforma / Sample Invoice:

It is an import document in a transaction sent along with shipment or package, a pro forma invoice is not a demand for payment. This document is like a pre-invoice. A pro forma invoice sent before completing work for a customer.

The pro forma invoice shows the customer how much to pay you once you deliver a product or perform a service. You can also use a pro forma invoice to show the value of items you give away, such as a gift.

Usually, a pro forma invoice estimates the work you will do and how much items will cost. The pro forma invoice represents a commitment to provide something. The terms in a pro forma invoice can change as the project proceeds.

Proforma Invoice					
Date :			CARRIER:		
SENT BY			SENT TO		
Name :			Name :		
Address :			Address :		
City/Postal Code :			City/Postal Code :		
Country :			Country :		
Telephone/Fax :			Telephone/Fax :		
FULL DESCRIPTION OF GOODS	QTY	ORIGIN COUNTRY	CUSTOMS COMMODITY CODE	UNIT VALUE AND CURRENCY	TOTAL VALUE AND CURRENCY
TOTAL VALUE AND CURRENCY:					

Value for customs purposes only.
No commercial value.

REASON FOR EXPORT :

TERMS OF DELIVERY (INCOTERMS 2000) :

NUMBER AND KIND OF PACKAGES :

GROSS WEIGHT :

NET WEIGHT :

Fig. 1.3.1 Proforma Invoice

What is a KYC document?

KYC stands for “**Know Your Customer**”. Generally, an identity proof with photograph and an address proof are the two basic mandatory KYC documents that are required to establish one's identity.

Why is KYC required for Courier, Express & Parcel Services?

Reference to Extract of Customs Circular No.9/2010 – Customs dated 8th April 2010 on KYC norms for Courier issued by Indian Customs

Please see documents applicable for your type of Organization (Client/ Customer

Identification Procedure)

Features to be verified and documents to be obtained from clients/ customers

The Address proof to be presented to Customs during shipment clearance (reference: Customs Circular No. 9/2010). Absence of these documents will mean clearance delay as shipments will go into Customs Bond until KYC documents are provided by the shipper or consignee based in India.

Government approved Photo ID Proof of Sender: The below are the Government approved Photo ID proof commonly can be produced for KYC:

1. Passport
2. PAN Card
3. Ration/ PDS Photo Card
4. Voter ID
5. Driving License

Government approved Address ID Proof of Sender: The below are the Government approved Address proof commonly can be produced for KYC:

1. Passport
2. Voter's Identity Card
3. Driving License
4. Electricity Bill
5. Telephone bill including mobile, landline, wireless, etc type of connections, not more than 6 months old.
6. Aadhar Card (Mandatory)

Company KYC document:

1. Registration certificate
2. Certificate/licence issued by the municipal authorities under Shop and Establishment Act.
3. Sales and income tax returns.
4. CST/VAT/GST certificate (provisional/final).
5. Certificate/registration document issued by Sales Tax/Service Tax /Professional Tax authorities.

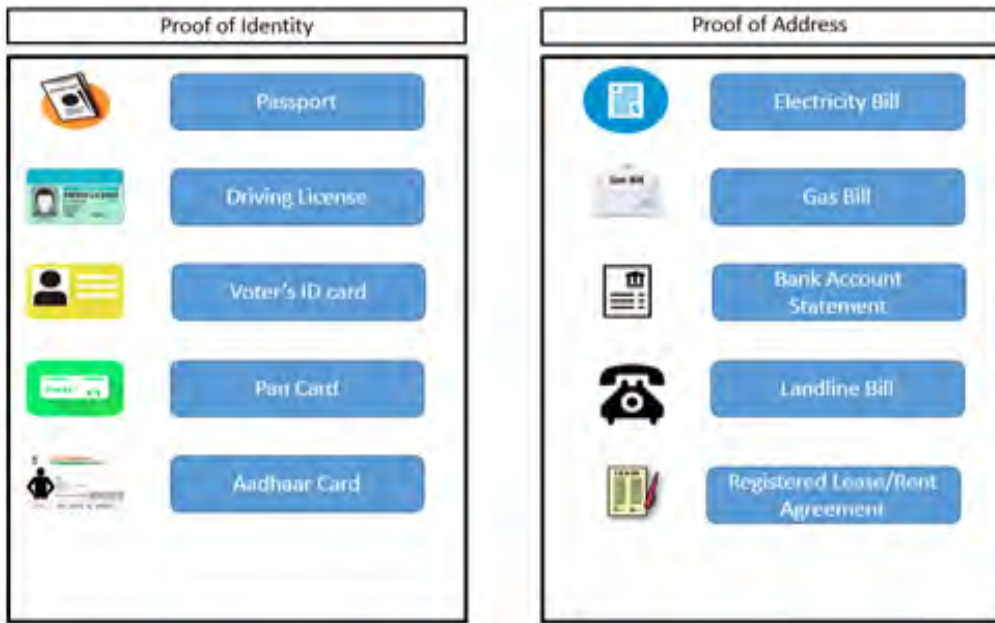


Fig. 1.3.2 Proof of identity and address

Notes 

UNIT 1.4: What is Import Goods?

Unit Objectives

At the end of this unit, participant will be able to:

1. Explain what are Import goods.
2. Elaborate about Customs Bonded warehouses.
3. Elaborate about Import clearance.
4. List the types of detention / hold at customs warehouse.
5. Identify the modes of Customs clearance.

1.4.1 Import goods and Bonded warehouse

Imports of goods and services are defined as transactions in goods and service of goods occur when the economic ownership of goods shifts from residents to non-residents.



Fig. 1.4.1 Import goods

As per Customs Act, 1962

Import means, “with its grammatical variations and cognate expressions, means bringing into India from a place outside India”

Imported goods means any goods brought into India from a place outside India but does not include goods which have been cleared for home consumption.

What is a Customs Bonded Warehouse?

Before customs has had a chance to process imported goods, shippers might hold them at a bonded warehouse. Customs duties do not apply to items kept in bonded warehouses. The time at which all applicable tariffs become due depends on when the items are delivered to their new location.

Customs warehousing is a practice in which imported products are kept in a designated location under customs control without having to pay import duties. Chapter IX of the Customs Act of 1962 contains the warehousing-related provisions.

1.4.2 Introduction to Customs Clearance

Customs clearance is a time-consuming and laborious process in India. The majority of customs clearance documents are the same, though some vary depending on the nature of the imported goods. Obtaining, preparing, and submitting the documentation required to facilitate export procedures and imports into the country, informing the client about the customs examination, evaluation, and payment of duty, and bringing the cargo into the country after it has been cleared with documentation are all part of the customs clearance services procedure.

What is Import Clearance?

All goods imported into India must pass through the procedure of customs for proper examination, appraisal, assessment and evaluation

This helps the custom authorities to charge the proper tax and also check the goods against the illegal import.

On Hold / Detention:

When expedited customs clearance is not possible, it may be required to hold the items while an inquiry is conducted. The Customs Department often seizes the items that are subject to confiscation under the Customs Act. However, the products are sometimes held back when seizure is not realistic.

Types of on hold at bonded warehouse:

Goods are held at customs bonded warehouses due to:

1. Customer
2. Customs
3. Carrier

Customer Hold: Under certain circumstances customers like to clear the shipment by using license, Scheme clearance or with duty benefit and hence will advise the clearance agent to hold the process till they give confirmation for customs clearance.

Customs Hold: In some situation Customs authorities may need more information to clear the goods, (determine exact rate of duty or for valuation purpose).

Carrier Hold: In some situation carrier will hold the shipment this may be due to missing or incomplete paperwork, waiting for clearance instructions from customer.

Shipments held at a warehouse will incur storage charges for the duration of their stay. These charges cover the use of storage space occupied by the container on terminal grounds, inside a warehouse, or at the container yard.

For both import and export, the storage period begins when the container enters the storage facility and ends when it is removed from the premises.

In general, a certain number of free days are granted to customers before any demurrage, detention or storage cost is charged to them. The exact number of free days depends to a large extent on the location and selected ocean carrier but is also influenced by the equipment and facility type. In some warehouses, no free time is allowed at all.

Customs clearance process: Customs clearance is required for shipments held in Bonded warehouses. Customs clearance is the process of passing goods through the customs authority to facilitate the movement of cargo into and out of a country (export).

In addition, customs clearance refers to a document issued by a customs authority to a shipper/importer indicating that all duties have been paid and the shipper's goods have been cleared. A Clearance Support Agent will assist the customer with the clearance process.

1.4.3 Modes of Customs Clearance

- Cargo moves through three modes of transport viz., Land, Air and Water (LAW). Customs Clearance is undertaken at all entry and exit points called Customs Stations
- Also, we have the Free Trade Warehousing Zone (FTWZ), which comes under the Special Economic Zone (SEZ) mode of transportation for Customs Clearance

Land Transportation

The movement of goods across the land's surface is referred to as land transportation. This is the oldest mode of transportation and is still widely used today. Land transportation is divided into three categories: road, rail, and pipeline.

Road

Road transportation is the most common mode of transportation and the quickest way to get anywhere. It is the most traditional mode of transportation. Many different types and sizes of vehicles are used for both short and long distances.

Road transportation has been more popular in most nations, including India, because it is more adaptable and can deliver goods right to customers' doorsteps. Road transportation makes it feasible to provide door-to-door service in containers to the final location.



Fig. 1.4.2 Road transportation

Rail

Since railroads have a higher carrying capacity than roads, they are preferred over highways for transportation. They offer additional potential for long-distance transportation of big loads and supplies in abundance. In the past, India employed three gauges, which led to transshipment’s of cargo at sites where the indicators differed (meaning that at some points, cargo couldn’t travel with the train due to the indicator's indication). A shipment was transported using a different mode of transportation at specific locations). The situation is the same in all nations, but it is now becoming more uniform. High gauge conversions in India enable for the smooth movement of freight traffic on the country's railways.



Fig. 1.4.3 Rail transportation

Air Transportation

The competition between air travel and other types of transportation has been fierce. The primary benefit of air travel is speed, whereas the primary drawback is the expense (highest cost). Air cargo is typically small in size and highly valuable, such as electronic devices, timepieces, medications, precious stones, and horticulture items. The design of aircraft has undergone a technical revolution that has made it feasible to convey a wide range of goods at affordable prices.



Fig. 1.4.4 Air transportation

Air Transport is of two types:

- 1. International**

Goods move by air between the two countries.

- 2. Domestic**

Goods move by air within one country.

Water Transportation

Water has been a very significant form of transport since the time the boat was invented. Water transport includes transportation through river lakes, canals, and oceans. This movement through water maybe:

1. Inland
2. Coastal or international.

The least expensive way of transportation is by water. Aside from this benefit, it is best for transporting massive, expensive goods across long distances. The movement of water, rapids and falls, a waterway's direction, width, and depth all affect inland transportation across rivers and canals. Poland, Holland, Belgium, and Germany are among the nations with a predominance of canal transportation.



Fig. 1.4.5 Water transportation

FTWZ/SEZ

Trading, warehousing, and other associated activities are conducted in the Free Trade Warehousing Zone (FTWZ), which is a Special Economic Zone (SEZ). Within the boundaries of India, it is treated as a foreign territory for tariff and trade purposes. It is a location where commodities will be manufactured, assembled, and re-exported without interference from the customs authority. There are two ways in which companies can work through FTWZ:

Trading Unit: To conduct authorized operations in FTWZ, such as trading, warehousing, and other related activities, a company can become a unit, and a company with permission can conduct all authorized operations in FTWZ. In FTWZ, these businesses are known as trading units.

Service Unit: To provide a service like trading, warehousing and other associated activities called licensed transactions, one intermediate company which can avail the services and as a unit in the FTWZ.

Pipeline

Pipelines are typically the most economical route to move huge amounts of crude oil, refined oil products, or natural gas over land. Given that they can be installed on land or in the water, pipeline paths are essentially limitless.



Fig. 1.4.6 Pipelines

Common Import documents required for Customs clearance

- Importer Authorization Letter
- Commercial Invoice
- Packing List
- Airway Bill / Bill of Lading-
- KYC (Know your Customer) documents
- Technical Write up / Catalogue-To be obtained
- Manufacturer price list or value evidence
- GSTIN and AD Code details

Clearance Support Agents are also known as Clearance Process Executives. Employees in this position, who work in corporate offices, are in charge of determining the additional information needed for shipment clearance, getting in touch with the consignee or consignor to obtain the necessary paperwork, and submitting it to customs in order to get an inbound or outbound shipment cleared. They play a crucial role in the clearing team since they interact with customers to gather the necessary documentation and inform them of the clearance status.

Tips

- This chapter will enable the participant to understand what imports is, Bonded warehouse, about shipment on hold at bonded warehouse
- It will give knowledge about customs clearance and various modes in it.
- It will also give knowledge about the common documents for import clearance and about clearance support agent.

Notes

Summary

This chapter introduced the participant to Courier and Express, Parcel Service in SCM, the different activities, the various stakeholders, the importance of Customs Clearance, the organization structure of EXIM Industries and to this course.

The chapter explained Logistics is a transportation process which provides us with the facility to transfer goods from one place to the other through different modes and documentation involved in it. It also explained about bonded warehouse and types of hold in it.

Exercise



Multiple Choice Questions

1. In documents NCV stands for?
 - A. Non-Commercial Value
 - B. No Commercial Value
 - C. Nil Commercial Value
 - D. Null-Commercial Value

2. Consignee refers to whom?
 - A. Sender of shipment
 - B. Person who books the shipment
 - C. Receive of shipment
 - D. None of the above

3. How many letters are there is destination IATA code?
 - A. 3
 - B. 2
 - C. 4
 - D. None

4. What is KYC means?
 - A. Know your consignment
 - B. Know your customers
 - C. Know your clearance
 - D. Know your contract

5. Three types of hold at bonded warehouse are Customer, Customs and _____?
 - A. Carrier
 - B. Consignee
 - C. Consignor
 - D. None

Fill in the Blanks

1. 3 major areas where care should be taken while bagging and loading the shipments they are at _____, loading area, at truck?

- A. Warehouse
- B. Bags
- C. Road
- D. None of the above

True or False

1. All goods imported must pass through the procedure of customs for proper examination, appraisal, assessment and evaluation clearance and this process is called Import clearance.

Scan the QR code to watch the related video



What is Consignment?
<https://youtu.be/JgLKbEdekKM>



Consignment loading
https://youtu.be/di_7xiw2wt0





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National
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2. Collection and Analysis of Information



Unit 2.1 - Clearance Support Agent

Unit 2.2 - Summary and Key function



LSC/N3021

Key Learning Outcomes



At the end of this module, participant will be able to:

1. List the various information to be collected for clearance support.
2. Discuss the process of categorizing information based on shipment type.
3. Detail the steps involved in assessing additional information for customs clearance.
4. Identify the appropriate MHE's based on the type of good.

UNIT 2.1: Clearance support agent

Unit Objectives

At the end of this unit, participant will be able to:

1. Identify key functions of clearance support agent and opportunities.
2. State organizational procedures

2.1.1 Summary and Key functions

Facilitate the clearance of shipments by communicating with customers, their own entities and the authorities on clearance requirements and any discrepancies preventing the successful clearance of these shipments

coordinate with the customer/ their own entities /government agencies to obtain the necessary shipment information and documents for the clearance department to successfully clear the shipments through the regulatory agencies when the existing information or documents are insufficient to permit successful clearance of the shipments.

Clearance Support Agent is one who arranges and segregates the documents required for performing the Clearance activities. Either the documentation necessary for shipment on an inbound or outbound transportation will be included. The many forms of consignments, HSN - Harmonized System Nomenclature, Types of Clearance, documentation, duty structure, and EDI system, among other things, are things that the jobs require a solid understanding of. He or she must make sure that all paperwork is sufficient before the Customs clearance process starts because the documentation needed for each clearance will differ. The Clearance Support Agent (CSA) performs a crucial function in ensuring that all the legal compliance documents are in order. Any error or omission in the documentation will have a significant effect on the business as a whole. It may sometimes result in legal action being taken against the organization. Missing documents will cause delays in business and have a significant impact on the stability of the line of work. For example, if goods are imported for manufacturing and even a single document fails to be submitted at customs, the entire shipment is held until the original document is produced. This not only adds to the workload, but it also causes the entire production to halt until that part is received, which has a significant impact on the business.

Who is Clearance Support Agent

The job roles of Clearance Support Agent Roles include preparing for processing documents, performing documentation of Inbound and outbound consignments and completing the post document activities.

Summary of Key Functions

Acquiring every piece of information required based on shipments. In addition to the commonly specified documents, they also gather any other specialized documents needed for clearing, such as licensing documents, duty exemption documents, scheme documents, and so on.

Prepare, Process, Receive, and Verify Documents The clearance support agent will receive and acknowledge the document from the customer. Check the documents received from the customer to ensure they meet the requirements for clearance. The documents were prepared and kept in order as required by the field team, and the same procedure was followed for the subsequent clearance process.

Resolve document issues; if there is a discrepancy between the documents received and the requirements, they will notify the customer of the exact discrepancy and the correct requirements.

Update and report to management, they need to update the management on the clearance proceedings and document pendency or discrepancy through a report to management.

Establishing and Maintaining records or an electronic filing system, Certain documents to be maintained to enable electronic filing.

Storing and retrieving the documents as and when necessary, certain common documents received from customers need to be maintained as record for future requirement if any.

Indexing, Tracking and setting up documents as easily accessible formats, the documents recorded and kept for future use to be indexed and kept in easy accessible format.

Maintaining and ensuring that all information is available on the documents, review the document before submission to ensure that all necessary information is available. Also, review all documents in the record to ensure that all necessary information is available for future use.

Maintaining the document's safety and confidentiality. Ensure that all of the documents in your possession are kept safely and that the confidentiality of the documents is not easily accessible by any authorized person or source.

Clearance Support Agent Accountabilities

Contact customers (both origin and destination) for clearance-related shipment information or documents when the existing documents or information available are not sufficient to clear the shipments.

Provide customers with duty and tax advice notification and to seek payment approval from these customers.

Process

Collate the clearance documents and coordinate handover of these documents with the assigned broker for clearance. Review the “Shipment in Bond” inventory report to ensure that these shipments are worked on a daily basis. Manage maintenance of the customer instructions and customer general information databases to ensure that the databases are up to date and accurate.

Employment Opportunities for Clearance Support Agent

The role of the clearance agent at logistics function will be generally at the following four departments

- 1. Imports
- 2. Exports
- 3. Sea Freight
- 4. Air Cargo / Express Cargo



Fig. 2.1.1 Import Export and Courier service



Fig. 2.1.2 Sea freight and Air cargo

UNIT 2.2: Summary and Key functions

Unit Objectives



At the end of this unit, participant will be able to:

1. List the documents for clearance.
2. Identity various information required for clearance.
3. Identify various documents requirement for specific clearance.

2.2.1 Basic Documents required to arrange Clearance

These are basic documents that are required during clearance of goods. These will be some additional documents required during the clearance process in addition to the above documents also and vary based on the type of goods or clearance. These documents will be inspected by Bank, customs authority, and finance department and by import export supervisors

A. Bill of Lading

A bill of lading is a legal contract between the shipper of a specific commodity and the carrier outlining the kind, quantity, and location of the goods being transported. When the product is delivered to the specified location, the bill of lading also functions as a receipt for shipment.

K&K GLOBAL LLC		ORIGINAL BILL OF LADING	
SHIPPER		REFERENCE NO.	CARRIER DOCKETS NO.
CONSIGNEE - (IF NOT NEGOTIABLE BILLS CONSIDERED TO NONE)		IS B/L FOR NEGOTIATION	
POLICY PARTY		FORWARDED AGENT - REFERENCE	
FORM		ISSUE AND COUNTRY OF ISSUE	
VESSEL AND VOYAGE NUMBER		ALSO NOTIFY - NOTIFY'S INSTRUCTIONS	
DATE OF RECEIPT		PLACE OF RECEIPT BY THE CARRIER	EXTEND AGENT
DATE OF RECEIPT		DATE OF RECEIPT	
NO. & KIND/PACKAGE	QUANTITY	DESCRIPTION OF CARGO	GROSS WEIGHT
1 UNIT	1 UNIT	MACEINBRY	9071.94K
FREIGHT PREPAID			

Fig. 2.2.1 Bill of Lading

D. Inspection Certificate

A document certifying that merchandise (such as perishable goods) was in good condition at the time of inspection, which is usually right before shipment. Pre-shipment inspection is required for the importation of goods into many developing countries.



Fig. 2.2.4 Inspection certificate

E. Delivery Order

A delivery order is a document issued by the owner of freight, consignee, shipper, or carrier to another party to deliver goods. A delivery order must be distinguished from a bill of lading. The delivery order is not a negotiable document, nor does it serve as proof of delivery or receipt of goods.

F. Import License (when needed)

G. IEC Certificate

Importer Exporter Code Certificate issued by the Directorate General of Foreign Trade.



Fig. 2.2.5 IEC certificate

H. Insurance document

A supporting document against the Importer's declaration on terms of delivery is an insurance certificate. Insurance certificate is one of the documents required for import customs clearance procedures. It helps customs authorities under import shipment to verify whether the selling price includes insurance or not. It is required to find a significant value which determines import duty amount.

I. Bank transaction details

Additional documents may be necessary based on the nature and the value of the shipment and on the particular rules of the destination country

J. HSN code

The system introduced for the systematic classification of goods all over the world is known as the HSN code. The full form of the HSN code is "Harmonized System of Nomenclature." It was established by the World Customs Organization (WCO), and it came into effect in 1988. The HSN code is a 6-digit uniform code that classifies 5000+ products and is acknowledged worldwide. The HSN code has about 5,000 commodities groups identified by a six-digit code and arranged in a legal and logical structure.

The HSN code is used to classify goods from all over the world in an organized and consistent manner. It brings about a uniform cataloging of products and facilitates international trade.

K. INCOTERMS

INCOTERMS is an abbreviation standing for International Commercial Terms. Incoterms is a symbol of the International Chamber of Commerce, registered in several countries.

The INCOTERMS rules are the world's key terms of trade for the sale of goods. Whether a person is filing

1. Purchase order,
2. Packaging and labelling cargo for Freight Forwarding,
3. Preparing a certificate of origin at a port,

The Incoterms rules are there to guide importer/exporter. The Incoterms rules provide specific advice to individuals participating in the Import and Export of global trade daily.

- 1) EXW – ExWorks
- 2) FCA – Free Carrier
- 3) FAS – Free Alongside Ship
- 4) FOB – Free On Board
- 5) CFR – Cost and Freight
- 6) CIF – Cost, Insurance, Freight
- 7) CIP – Carriage and Insurance Paid
- 8) CPT – Carriage Paid To
- 9) DAF – Delivered at Frontier
- 10) DES – Delivered Ex Ship
- 11) DEQ – Delivered Ex Quay
- 12) DDU – Delivered Duty Unpaid
- 13) DDP – Delivered Duty Paid

L. Authorization letter for clearance

Letter addressed to Customs authorities authorizing clearing agent / Customs House Agent(CHA)for customs clearance.

Tips



This chapter will enable the participant to understand about the roles and responsibilities of Clearance support agent. It will make aware the process and procedures to be followed. It tells about the opportunities available for clearance support agent. This chapter will enable the participant to understand document required for clearance. It will also create understanding about Incoterms and HSN.

Notes



Summary



This chapter introduced the participant to understand the roles and responsibilities of clearance support agent, process and procedure to be followed by them, also the chapter explained the document requirements for customs clearance and also brief about HSN and Incoterms in logistics.

Scan the QR code to watch the related video



Clearance support agent
<https://youtu.be/GN1LmODta1c>



Documents required to Customs Clearance
<https://youtu.be/KleGO7q7P2Q>

Exercise

Multiple Choice Questions

1. The abbreviation for CHA is?
 - a. Clearance House Agent
 - b. Customs House Agent
 - c. Carrier House Agent
 - d. None
2. Incoterm FOB means?
 - a. Freight on board
 - b. Free on board
 - c. Free on bill
 - d. None
3. Who issues IEC certificate?
 - a. Directorate General of Foreign Trade
 - b. Directorate General of Finance Trade
 - c. Deputy General of Foreign Trade
 - d. None

Fill in the Blanks

1. Incoterms refers to _____?
 - a. International Commercial Terms
 - b. International Commerce Terms
 - c. International Common Terms
 - d. None
2. The HSN stands for _____?
 - a. Harmony System of Numbering
 - b. Harmonized System of Numbering
 - c. Harmonized System of Nomenclature
 - d. None

True or False

1. Commercial Invoice serves to exercise control over imports and help prevent over- and under-invoicing.



3. Receiving required information from Consignee



Unit 3.1 - Contact the consignee and receive the required documents

Unit 3.2 – Communication and Receiving documents



Key Learning Outcomes



At the end of this module, participant will be able to:

1. Detail the steps to be performed before contacting the consignee.
2. Detail the list of important details such as documents, duty/ tax advice to be communicated to the consignee for customs clearance.
3. List the steps to be followed for receiving the documents.
4. Dramatize the communication on important details with the consignee for customs clearance.

UNIT 3.1: Contact the consignee and receive the required documents

Unit Objectives

At the end of this unit, participant will be able to:

1. Identify what is bill of entry.
2. Explain how to calculate the Assessable value.
3. Define types of duties.

3.1.1 Receiving required information from consignee

Clearance Support Agent to get the consignee's/phone consignor's number and email address from the air waybill, any other paperwork included with the shipment, or any other source that lists contact information before contacting them about the documents needed for clearance.

Before contacting the consignee or consignor, learn the reason for the shipment's hold at a bonded warehouse from the customs clearance broker or through a report, as well as the information/documents required from them for shipment clearance.

To call the consignee/consignor, explain the consignment's arrival and the cause for the call, and explain why the shipment is being held at the customs bonded warehouse Both verbally and through email, you must provide the documents needed for shipment clearance as well as the address where they should be sent.

As a clearance support agent should know about all the regulation and acts regarding duty and tariff. He/ She should know about all the schemes regarding Duties. Also, should be aware of the duty calculation and should know about types of duty.

To obtain payment clearance from the consignee/consignor when the duty and tax amounts payable exceed payment restrictions, if applicable, provide the consignee/consignor with duty and tax advising notification through duty checklist. (This is clearance company specific; it may vary from one importer to another importer)

3.1.2 Customs Duty Bill of Entry

BILL OF ENTRY FOR HOME CONSUMPTION CHECK LIST FOREIGN TRADE ACADEMY (AAGPJ083HCH001)				Page No: Page 1 of 1		
Part of Submission: DELHI AIR CARGO		BE No - Date:		Print Date/Time: 06/08/2014 08:22:49		
Mode of Transport: AIR		Job No: 1 / 2014				
CHA Details: ORBITEE		Importer Details: 0389056395				
		Branch Code: 2				
FOREIGN TRADE ACADEMY 305,3RD FLOOR,NEELKATH HOUSE,SCHOOL-BLOCK, BHAJAKARPUR,NEAR LAXMINAGAR METRO STATION, DELHI		CALPRO FOODS PVT. LTD. SARASWATHI HOUSE , A-5 NARAINA INDL. AREA , PHASE-II , NEW DELHI DELHI INDIA				
Prior BE: Yes	Kachcha BE: No	Green Channel: No	First Check: No			
IGM Details						
IGM No:		Port of Loading: 10th of Ramadan City				
IGM Date:		Country Consig: CHINA				
Country Origin: CHINA		HAWB No:				
MAWB No: 1111111111		Port Report:				
Date: 05-04-2014		Gross Weight: 10.000 KGS				
No of Pkgs: 10 PACKAGES						
Gate IGM No:						
Marks & Nos: SAME AS ADDRESS						
Inv. No/Dr: RERWWREER		01-01-2014		Supplier Details:		
Inv. Value: 1290.00 USD		Tot: CIF		SAGDA GGENERAL TRADING ENTERPRISES RED SEA FREE ZONE SUDAN		
Freight: 0.00 %						
Insurance: %						
SVB Ref. No./Dr:				SVB Load (Dty): .00 Cust :		
SVB Load (Ass): .00				Discount Charges:		
Misc. Charges: 0.00 %		Fuel/Professional:		Discount Nature:		
Loading Charges: 0.00 %				Comm. Tax No:		
Agency Charges: 0.00 %						
HSS Charges:				Exchange Rate: 1 USD = 60.63 INR.		
SI No	RITC	Description	CTH	Cust Notn	Cust Dty Rate	SVB Loading
Quantity		Unit Price		Exc Notn	Exc Dty Rate	BCD Amt (Rs.)
Unit		Ass. Val (Rs.)	CETH			CVD Amt (Rs.)
T	73209090	TESTING				
1,200.0000		1.000000	73209090		A 10.00% Rs. 0.00 /	7348.36
NOS		73483.56	73209090		A 12.00% Rs. 0.00 / 0	9699.83
Excise Schedule 2						
Customs Edu. Cess:						2 %
Customs Edu. Cess Sec:						1 %
Additional CVD:						A 4.00% Rs. 0.00 /
Open General Licence:						Duty Foregone
Total:						21201.36
Invoice Total:						21201.36
BE Total:						21,201
Total SVB Load:		0.00	Total Excise Sch:	EDU CESS on CVD:		
Total BCD:			Total CESS:	Total Edu CESS:		340.96
Total CVD:		9,699.83	Total Health:	Total Add CVD:		3,641.73
			Total Edu CESS Sec:	EDU CESS CVD Sec:		170.48

Twenty One Thousand Two Hundred And One Rupees

Fig. 3.1.1 Bill of entry

Customs duty assessable value is the total of:

- CIF value of item in local currency. This is the sum of total FOB item value, freight, insurance, and other charges.
- Landing charges. This is 1 percent of the CIF item value. The user can change this amount on the BOE.

For example:

Assessable Value Calculation			
Slno	Details	Currency	Amount
1	FOB Invoice value	USD	100
2	Insurance	USD	1.125
	(1.125% on invoice value in the absence of actual insurance)		
3	Freight	USD	20
	(20 % on the invoice value in the absence of actual freight amount)		
4	CIF Value	USD	121.125
5	CIF value in Rupees	Rounded	₹ 9,084
	(Assuming Rs.75 exchange rate for USD, 121.125 x 75)		
6	1% Landing Charges	Rounded	₹ 91
7	Assessable Value for Customs	Rounded	₹ 9,175

Fig. 3.1.2 Assessable value calculation

Few duties at it types

Customs duty percentage vary from time to time

The Indian classification of the Customs Duty is based on HS code.

The Integrated Goods and Service tax (IGST) that is applied on all imports and exports is charged on the value of the good in addition with the primary customs duty on the commodity.

This structure can be defined as:

Value of the imported goods+ Basics Customs Duty + Social Welfare Surcharge = Value based on which IGST is calculated.

***** Refer to <https://www.cbic.gov.in/> for recent changes in customs duty and tax structure*****



Fig. 3.1.3 Types of duties

Basic Customs Duty

This duty is levied on a specific rate of the value of the goods. This duty is being levied since 1962 and has been amended from time to time. Today, the Customs Tariff Act of 1975 regulates it. The Central Government can remove any goods from the tax.

Countervailing Duty (CVD)

The Government has imposed this duty when an exporter who exports goods to India gets a subsidy from another country. getting the amount of duty would be equivalent to the subsidy. This duty is applicable under Section nine of the Customs Tariff Act.

Additional Customs Duty or Special CVD

To equalize imports with local taxes like VAT, Service tax and other domestic taxes which are levied from time to time, a special countervailing duty is levied on imported goods. Hence, it is imposed to bring imports on a similar track with the goods produced or manufactured in India. This duty is to promote fair trade & competition practices in our country.

Safeguard Duty

A safeguard duty is levied to safeguard the interest of our local domestic industries and to make sure that no damage is caused to the domestic industries of India. It is calculated based on the loss suffered by our local industries.

Anti-Dumping Duty

Often, a large manufacturer from abroad may export goods at low prices compared to prices in the domestic market. Such dumping may be practiced damaging the domestic industry or to dispose of their excess stock. To avoid such dumping, Central Government can levy, under section 9A of Customs Tariff Act, anti-dumping duty on such articles, if the goods are being sold at a cost less than its standard value. Tariff of such anti-dumping duty is permissible as per WTO agreement.

National Calamity Contingent Duty

This duty is imposed by Section 129 of the Finance Act. The duty is imposed on goods like tobacco, a masala or any items that are harmful to health. The rate differs from 10% to 45%, and rates vary for different reasons.

Education Cess on Customs Duty

It is levied at a certain percentage of the aggregate of customs duty. If goods are fully exempted from duty or are cleared without payment of duty under set procedure such as clearance under bond, no Cess would be levied.

Protective Duties

Tariff Commission has been established under the Tariff Commission Act, 1951. In order to protect the interests of Indian industry, a protective customs duty may be levied on foreign goods at a rate prescribed under section 6 of the Customs Tariff Act. The validity of the protective duty will be until the date prescribed in the notification.

UNIT 3.2: Communication and receiving documents

Unit Objectives

At the end of this unit, participant will be able to:

1. State various qualities required while communicating with customers.
2. Describe how to communicate with customer through email.
3. Define how to arrange to receive documents.

3.2.1 Other Communication skills

What keeps customers loyal?

1. Consistency and Quality of our products and services
2. Value for money
3. Reliability
4. Friendliness, Responsiveness and attentiveness of employees

(If we don't give customers good reason to stay with us, our competitors will give them a good reason to leave us)

Communication:

Communication is a process by which we transmit, convey or exchange information, ideas whether by speech, writing or signalling from one person to another.



Fig. 3.2.1 Communication

Communication needs to be clear, concise, concrete, correct, coherent, complete and courteous.

Telephone etiquette:



Fig. 3.2.2 Telephone etiquette

A. Telephone etiquette and its importance:

Telephone etiquette means the manners of using telephone communication which includes the way you represent your business and yourself, how you greet the receiver, the tone of voice and choice of words, listening skills, the closure to the call etc.

When communicating over the phone, telephone etiquette is essential. The customer evaluates you and your company based on your communication. The following example demonstrates the significance of telephone etiquette when speaking on the phone.

Professionalism: Telephone etiquette always demonstrates your professionalism. It gives customers the impression that their work is in good and safe hands. They would almost certainly repeat the transaction.

Impression: We only have to rely on the volume, pitch, tone, and speed of our voices along with the words we use, to deliver great customer service.

Telephonic Communication: Remember, as we can not see our customers. We can not see their facial expressions, manners or reactions. We can not see what the other person is doing or use illustration to help them understand what we mean. We must rely on the volume, pitch, tone, and speed of our voices along with the words we use, to deliver great customer service

Loyalty and Trust: The telephone etiquette builds the trust of your potential customers on you. It makes them loyal to you and purchase the products and services from you frequently.

Right questioning Techniques: use the right questioning techniques to probe and gather information, such as – Open ended, close ended, limiting, and leading questions (check these in Google for detailed understanding).

Patient listening: Listening (not hearing) is a conscious voluntary action. We must always make sure we are listening to customer completely.

This will help you understand – what is said (the real issue), how it is said (how the customer feeling), and what is not said (what the customer is concealing from us). Stay focused.

Amaze customer everyday: Use your knowledge, skills, behavior and the attributes (E.g., Can do or Right first time etc.) of <YOUR CO NAME>.

Fig. 3.2.3 Significance of telephone etiquette

B. Identify yourself

- ✓ **Always answer a telephone by saying:** “Good Morning/Afternoon/Evening, <YOUR CO NAME>, this ison line, how can I help you?”
- ✓ **When making an outgoing call, you must say :** “Good Morning/Afternoon/Evening, I amfrom <YOUR CO NAME>. May I please speak with Mr.?”



Fig. 3.2.4 Identify yourself

C. Be Sensitive

- Do not sound aggressive or pushy
- It is important your tone conveys confidence
- Do not lean back in your chair when speaking on the telephone
- Sit up in your chair during the conversation

Tip!

When at home, use a personal tape recorder to privately record your own conversations. You will then hear how you sound to others



Fig. 3.2.5 Significance of words

D. Plan before placing the call:

- Jot down the points you want to discuss and questions you want answer
- Ensure you have a list of documents that you will be asking the customer to provide
- In case you are placed on a voice mail system, plan your message to be as direct and specific as possible, asking the person to respond to specific alternatives or questions
- Do not say, "Hello, it's Pramod from <YOUR CO NAME>, call me back." At least state the subject about which you want the person to call you back about.



Fig. 3.2.6 Plan before call

E. Do not allow Interruption:

- Do not carry-on side conversations with other people around you while on the call with a customer
- Do not allow yourself to be distracted by other activities while speaking on the telephone, such as rustling papers, chewing and eating, working on the computer, or speaking with someone else
- In case you do need to keep the customer on hold, say, “Please excuse me for a moment, I’ll be right back.” And when you return, say, “Thank you for holding.”
- In case you feel that you will take much longer to answer customer’s query, inform the customer that you will call back within a specified time span.

ENSURE YOU CALL BACK AS PROMISED!

F. Clarity and Tone:

- Speak clearly and slowly
- Do not use broken phrases, slang, or jargon
- Always, always leave your return telephone number as part of your message
- Always speak into the telephone receiver with an even and low tone of voice
- Always treat every caller with the utmost courtesy and respect by giving him/her your undivided attention

Email Communication



Fig. 3.2.7 Email communication

Essential rules:

- ❖ Ensure to address the customers issue and provide a solution
- ❖ Check if there is any room for customer to misinterpret your message
- ❖ Use Clean and green (positive) languages
- ❖ Check for spellings/Grammar/sentence formation
- ❖ Ensure to paint a professional and positive image of <YOUR CO NAME> Express through your mail
- ❖ Avoid jargons or text language
- ❖ Comprehend well
- ❖ Avoid delaying a response
- ❖ Acknowledge, if you don't have a resolution at hand and provide a timeframe when you could revert back.

Things to remember while drafting email:

- ❖ Write an appropriate subject line.
- ❖ Ensure you start your mail by proper salutation, Dear Mr./Mrs.

- ❖ The body of the mail should have all the relevant information you plan to give and a clear list of your requirements/documents.
- ❖ Double check for spelling and grammatical mistakes.
- ❖ Do not be adventurous with changing several fonts and colours.
- ❖ Do not use block letters for your entire mail.
- ❖ Keep the mail short and simple but ensure no information is missed.
- ❖ Ensure to attach relevant documents in your mail if any.
- ❖ Ensure your mail is ended with, “Yours sincerely” / “Thanks & Regards” etc.

Examples:

From: ~~XXXXXXXXXX~~
 Sent: Thursday, July 01, 2021 2:22 PM
 To: 'blcontainers2@gmail.com'
 Subject: xxxxxxxxxx

Dear Sir,

This is to inform you that the subject shipment is on hold in Cargo mode in Chennai. Please find enclosed scan copy of AWB & Invoice and request you to provide us the below mentioned additional paperwork's for further custom clearance process at the earliest.

GATT Declaration - Original copy on plain paper with stamp, signature, name and designation of signing authority only. (Format attached)

Authority Letter on Letterhead duly signed and stamped - scanned copy, (format attached)

Technical Write-up with end use of product and content clarification (on Letterhead addressing to the Deputy Commissioner of Customs, NCH, New Delhi-37) - scanned copy and catalogue (if available)

Self attested invoice and packing list (original hard copy), Country of origin of Imported items (Manufacture country of goods) , IEC copy with address - same as on Invoice

As per customs circular no. 9/2010 on KYC norms, please provide following any two documents for customs clearance of the shipment:

Certificate of Incorporation, Memorandum of Association, Articles of Association, Power of Attorney granted to Managers, officers or employees to transact business on its behalf, Copy of Pan Allotment letter & Copy of Telephone Bill.

Best Regards,

Fig. 3.2.8 Drafting mails

Remember four golden rules:



Make sure you really understand what the customer is asking



Use proper email framework to construct your response



Always use positive language in your mails



Double check your email before you press 'send'

Fig. 3.2.9 Four golden rules

Receive the required documents

Follow up with the consignee or consignor regarding the necessary documents to receive a soft copy of the paperwork and verify that it corresponds with the paperwork needed for shipment clearance. Make arrangements to receive the necessary paperwork at the shared address, if necessary.

Physical documents must be compared to the necessary documentation with the paperwork needed for shipment clearance and to assure shipment clearance.

Tips 

This chapter will enable the participant to understand about duties and various types of customs duty. It explains on the etiquette to be followed while sending email and communicating over phone.

Notes 

Summary

This chapter introduced the understand what assessable value is and what are all duties charged by customs. It is explained the etiquettes to followed while communicate to customer through email and also over the phone and about the follow-up on the required documents.

Exercise

Multiple Choice Questions

1. At what percentage the landing charges is charged
 - a. 1.125%
 - b. 1%
 - c. 10%
 - d. None

2. In the absence of actual freight amount / not ascertainable what % being charged on assessable value?
 - a. 15%
 - b. 21.125%
 - c. 20%
 - d. 10%

3. Large manufacturers from abroad may export goods at low prices compared to prices in the domestic market in India. This may damage the domestic industry in India and to curtail it, what duty is charged on imports?
 - a. Counter Vailing duty
 - b. Education Cess on Customs Duty
 - c. Protective Duties
 - d. Anti-Dumping duty

Fill in the Blanks

1. The Indian classification of the Customs Duty is based on ____?
 - a. HS Code
 - b. Commercial invoice
 - c. Assessable value
 - d. None

True or False

1. Value for IGST is = Value of the imported goods+ Basics Customs Duty + Social Welfare Surcharge?
2. Clearance Support agent must make arrangements to receive the necessary paperwork at the shared address of customer, if necessary.

Scan the QR code to watch the related video

Bill of Entry
<https://youtu.be/ZXwagx0PAY4>



Communication Skills
<https://youtu.be/pgrJcegUheE>





Skill India
कौशल भारत - कुशल भारत



सत्यमेव जयते
GOVERNMENT OF INDIA
MINISTRY OF SKILL DEVELOPMENT
& ENTREPRENEURSHIP



N S D C
National
Skill Development
Corporation

Transforming the skill landscape



4. Document Submission and Follow Up

Unit 4.1 Shipment clearance



LSC/N3023

Key Learning Outcomes

At the end of this module, participant will be able to:

1. Discuss the steps to be followed while submitting documents to customs.
2. Details the important steps and checks to be followed while following up with custom brokers.
3. Discuss the various information to be shared with the consignee about shipment clearance.

UNIT 4.1: Shipment clearance

Unit Objectives

At the end of this unit, participant will be able to:

1. Define the follow-up activities post document hand over to filed team.
2. List activities during the customs clearance.
3. Explain about the updating to consignee on clearance status.
4. Explain post clearance follow-up for delivery.

4.1.1 Follow-up activities

Clearance Support Agent to contact the relevant customs agent/broker to intimate regarding shipment clearance and share the documents received with the customs agent/broker

Follow up with the customs agent/broker to ensure documents are submitted to customs and ensure that shipment is cleared will follow up with the customs agent/broker to check the latest status of the shipment clearance

- Clearance support agents will follow up with the Field Executive on the processing in the Field with Customs whether facilitated or not.
- Clearance support agents will ensure that Field executive has all necessary documents including funds for release from Custodian.
- Clearance support agents should assist the client or shipper in clarifying with additional documents, in case any query is raised by Customs officer.
- Clearance support agents should do preparation of the invoices and process of payment for accounting purposes in line with organization requirements.

A customs officer examines your customs paperwork. These documents must be accurate and complete, specifically the shipping label and commercial invoice. The commercial invoice is most important because it lists the contact information for the shipper, the receiver, as well as the export date and airway bill number.

Import duties and taxes are assessed using the customs paperwork. Import fees vary depending on the type of goods, their value, and specific import regulations in the receiving country.

Import duties are assessed on goods and levied as per the law of the land on the imported goods.

Clearance Support Agent to update consignee/consignor on the latest status of the shipment clearance and notify consignee/consignor if any additional documents are required.

In case of additional documentation requirements, request the consignee/consignor to send the additional documents, if required, and submit them to customs. Do follow up with filed clearance team for shipment release.

Shipment will be customs cleared once all duties are paid.

Inform the consignee/consignor once the shipment is cleared and redirect him to the customer service team for any queries on the delivery date of the shipment.

Monitor the system for shipment release from the customs bond.

Tips



This chapter will explain about clearance support agent’s follow-up activity with internal customers.

Notes



Summary



This chapter will explain about clearance support agent’s role in clearance post document receipt from customer. It is explained the follow-up activities by clearance support agent when the shipment under clearance and post clearance till delivery.

Exercise

Multiple Choice Questions

1. Post document submission, for faster clearance the clearance agent should ensure on what?
 - a. Ensure all documents available as per requirements
 - b. Ensure necessary duty approval in place
 - c. Ensure to update and arrange to get additional document if required
 - d. All the above

Fill in the Blanks

1. The commercial invoice is most important because it lists the contact information for the _____, the _____, as well as the export date and airway bill number.
 - a. Shipper & Receiver
 - b. Consignor & Carrier
 - c. Carrier & Consignee
 - d. None

Scan the QR code to watch the related video



Custom clearance process
<https://youtu.be/npPaOrpKcWk>



Shipment clearance
https://www.youtube.com/watch?v=fNvo_to9Nxs



5. Compliance to health, safety and security standards



Unit 5.1 – Implementing safety in the warehouse

Unit 5.2 – Safety instructions and Personal protection equipment



Key Learning Outcomes



At the end of this module, participant will be able to:

1. Discuss the health, safety and security norms to be followed during shipment clearance.
2. Detail the data safety regulations.
3. Explain the escalation matrix for reporting deviation.
4. Explain the precautionary data handling procedures.

UNIT 5.1: Implementing Safety in the Warehouse

Unit Objectives

At the end of this unit, participant will be able to:

1. Define Data security system and Identify corrupt practices.
2. State what is business ethics compliance with regulatory requirements.
3. State Code of conduct and etiquettes.
4. State Ethical Issue in any Organization, ensuring regulatory compliance.

5.1.1 Data security system

Data is an essential key for any successful business. Thus, every business must maintain its security. Two important variables that need careful attention in any firm are data and information. Employees in a company should therefore place a high priority on safeguarding the data from illegal access or modification while it is being kept or moved, whether electronically or physically. Cybersecurity calls for extra attention because so much of the information keeping and transmitting activities are done online. Installation of security software and hardware, avoiding unsolicited emails, using secure Wi-Fi that is encrypted and concealed, turning on firewall protection, and routine data backups are some of the technical safeguards that should be used to protect information. It will be beneficial to take steps like designating a person to handle security-related matters, educating staff members, and restricting access to offices and data centers. There are numerous solutions today for protecting the data of any firm, but the cloud service is the greatest option. The data security system in industries also uses NAS (Network Attached Software). The company has to store a manual backup in a different location.

The company would take care of all the software for data security, but at the employee level, a person should take care of some essential points like:



Fig. 5.1.1 Data security

5.1.2 Identifying Corrupt Practices

Corruption in a business is basically the abuse of entrusted power for private gain, which could appear in the form of bribery, fraud etc. In order to avoid financial loss and reputational damage, it is crucial for any company to recognise corrupt activities. An entrepreneur should keep close tabs on all company dealings in order to avoid financial problems. It should also be taken into consideration to implement anti-corruption programmes, which could make it simpler to identify corruptive behaviour. The company needs to operate transparently, with clear policies, and make sure to conduct background checks on all of its personnel. To secure data following key point should be take care,

1. Prevention of Corruption Act, 1988 (49 of 1998)

The Prevention of Corruption Act, 1988 (No. 49 of 1988) is an Act of the Parliament of India passed to fight against corruption in government agencies and public sector businesses in India. According to the act,

2. The intellectual proprietary of all concerned should be respected.
3. Pirated software must not be used.
4. Avoid usage of images/data to which one does not have legal access
5. Customer's data should not be misused.



Fig. 5.1.2 Corrupt practices

Business Ethics

Ethics, by definition, is the quality which affects an individual's moral judgement about right and wrong. It has a significant impact on every aspect of business because a company's ethics determine how it will develop. The same holds true for an EXIM company; employees in an export-import business should always behave in accordance with the ethical standards of the organisation of which they are a part. Customers should be the centre of the development of ethical standards, and the business should value them throughout the entire EXIM process. Employees in an EXIM company should work hard to give consumers high-standard amenities and should ensure that customers receive services that live up to the standards that were promised. Financial honesty and transparency are also major factors to be considered from an ethical point of view. Maintaining ethical standards could bring about many benefits to the firm including attracting the customers.

Comply with regulatory requirements

All employees must adhere to the organization's regulations in order for the business to operate effectively. The staff members should make an effort to follow the company's policies, rules, guidelines, and directives. An organisation can succeed only if every member complies with legal standards. The staff members need to be well-versed in the rules and legislation that the company follows in order to do this.



Fig. 5.1.3 Regulatory requirements

5.1.3 Code of conduct and etiquettes

To advance both personally and professionally, an individual must uphold specific standards of behaviour while working as a member of an organisation. A worker should never view the company where they are employed as nothing more than a means of support. Every employee should make an effort to be on time and learn to appreciate their co-workers. Avoiding using one's position for personal gain is a key component of corporate etiquette.

Additionally, he or she should have respect for the clients, who are a company's most valuable asset and who are crucial to its success.



Fig. 5.1.4 Code of conduct

Recognition of Ethical Issue in any Organization

It is essential to have a thorough awareness of all the potential problems in an organisation before recognising ethical ones. A company may experience a wide range of ethical problems, such as bribery, disloyalty, harassment, and dishonesty. So, in order to recognise the problems, one must have a thorough awareness of what the organisation regards as unethical. It is important to continuously monitor all of the activities of the organization's members in order to identify ethical difficulties that may be present. It would be preferable to delegate this responsibility to department heads in major corporations who are then evaluated by their superiors.



Fig. 5.1.5 Recognition of ethical issues

Ensuring Regulatory Compliance:

Integrity: Integrity is an important area in a business which makes sure that the document creation and exchange processes are safe, sound and correct. It is much significant as documents are the major method of communication for a business enterprise which is then stored for further references.

Integrity should be maintained in EXIM business also as errors with the documents could create many problems which in turn could affect the growth of the firm. Inaccurate information could create issues with government and other stakeholders involved in the process, and this could create delays or even cancellation of the shipping processes. Integrity ensures the safety and accuracy of the documents which could prove helpful in the success of an EXIM firm.

Ethical Violation: Ethical violation is the act of deviating from the general moral codes followed by a firm and can appear in the forms of safety violations, poor customer service and discrimination etc. This also includes practices like bribery, forgery and theft. There could be such practices in the Export Import process also. When an EXIM firm adheres to ethical practices, customers will consider the firm reliable, and when the company deviates from these standards there is a chance that the customers would decline the service of the firm.

CSA as some EXIM personnel should always remember that ethical violence is a criminal offence which can badly affect both the person and the company, and hence, should try to maintain integrity and follow ethical practices in order to perform well in his career. Personnel should also be courageous enough to point out and question ethical violations that he/she witnesses.

Notes



Multiple horizontal lines for writing notes.

UNIT 5.2: Safety instructions and Personal protection equipment

Unit Objectives

At the end of this unit, participant will be able to:

1. Identify the safety requirements at workplace.
2. List of activities to be performed for documents security.

5.2.1 Safety Instruction at workplace

Each organization is different, and their procedures are different. Hence as a clearance support agent, the priority of jobs will be to understand the business & the products that the organization is involved in, their rules and procedures of doing an activity. The documents required for each consignment will also vary.

For example, if there are any chemicals used, a hazardous materials certificate has to be incorporated along with. Similarly, for each type of product used the number of documents will vary. The security should be maintained for all documents responsible as they are a matter of legal compliance. No unauthorized person should be allowed to view or handle documents and maintaining it would be a primary security responsibility of the documentation Executive

Follow the standard protocol of the organization in case of any emergency situation or accident or breach of safety and deploy action



Fig. 5.2.1 Safety and precautions



Fig. 5.2.2 Safety symbols

Personal Protective Equipment's:

The approach in selecting PPE must encompass an “mutual” of clothing and equipment items which are easily integrated to provide for an appropriate level of protection and still allows one to carry out CSA activities. Express companies need to identify hazards and provide appropriate PPE to employees to carry out their work activities.

Some examples are listed as follows:

- i. Feet protection (safety shoes) is to protect the foot from injury; for example, falling or rolling objects, objects pierce through shoe sole, slip, water, chemicals and heat (burns)
- ii. Hands protection (a pair of gloves) is to protect from chemical absorption, cuts, abrasions or erosions, burns, piercing and cuts.
- iii. Respiratory protection is to protect from airborne contaminants such as dust, fumes, gas and smoke. A disposable facemask is used for dusty environments and is not suitable for toxic dusts, vapours or toxic gas.
- iv. Hearing protection is to protect from excessive noise (> 85 dBA) and prevent workers from getting permanent hearing damage.
- v. Eye protection is to protect from flying dust, splashing chemicals such as liquid, gas / fumes / vapour, and light /glare.
- vi. Head protection (safety helmet) is to protect from falling objects and overhead hazards. HUB & Warehouse Requirement



Fig. 5.2.3 Safety equipments

PPE that should be provided to the back office staffs at HUB such as:

- Gloves
- Safety Shoes
- Body Back Support
- Face mask Etc.

5.2.2 Importance of safety and security

Documents carry the sensitive information of an organization and, therefore, protecting the documents is a prime responsibility of a clearance support agent.

Due regards to the document

Report unsafe conditions in maintaining the documents and always keep protected in terms of location and vulnerability of safety

The company follows standard operating procedure (SOP) for each of the processes. If in case there is an emergency or a situation arises, follow the SOP to solve the issue. Every organization has a plan of action in terms of occurrence of any kind of event. So, plan and work accordingly based on the plan.

There is a safety procedure for handling the documents with Do's and Don'ts in handling and security procedures in maintaining. Hence gathering relevant information on it is very important as per the organizations.

Documents Security

1. Do not share log in id and Password of email or software appliances
2. Do not keep the documents unattended

3. Do not hand over documents to unauthorized people
4. Handle all documents with utmost care in front of you
5. Based on types, Documents will be classified into:
 - a. Confidential
 - b. Secret
 - c. Top Secret
 - d. Classified
6. Location of keeping documents should be always safe and protected. The keys, passwords should be with a concerned person only. The passing of keys or allocating somebody in charge should not be carried out.



Fig. 5.2.4 Keys and passwords

7. Document Retention, the receiver, clearance support agent must retain shipping documents for at least two years.

Tips

- This chapter will enable the participant to know about the how to secure customer and company data. It will make aware the about the ethical practices at workplace. It tells about the compliance requirements etc.
- This chapter will enable the participant to know about his own personal safety and security. It will make aware the about the PPE at workplace. This chapter will enable the participant to know about record retention and safety policy.

Notes



Summary



This chapter will enable the participant to know about the how to secure customer and company data. It will make aware the about the ethical practices followed by organization and its SOP's also it talks about the compliance requirements etc.

Further it will enable the participant to know about his own personal safety and security and work culture at offices and It will make aware the about the PPE for safety. It explains as post performance follow-up what is to be done with records.

Exercise

Multiple Choice Questions

1. As per record retention for how many years that CSA should be holding the documents with him?
 - a. One year
 - b. Two year
 - c. Three year
 - d. It must be scraped immediately
2. What does company SOP means?
 - a. System Operating Procedures
 - b. Standard Operating Process
 - c. System Operation Process
 - d. None
3. What if a company commits an ethical violation and if it is not practiced?
 - a. Customers would decline the service
 - b. No Impact
 - c. It is way of business
 - d. None
4. Under data security system, which important variables that need careful attention?
 - a. Data
 - b. Information
 - c. Both a & b
 - d. None

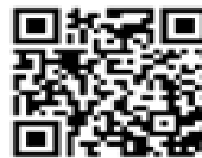
True or False

1. In business, ethics is the quality which affects an individual's moral judgement about right and wrong.

Scan the QR code to watch the related video








Types of PPE
https://youtu.be/_NyioZRt5wY






Safety Instruction at workplace
<https://www.youtube.com/watch?v=o27ZTpmBhul>



Annexure: QR codes

S.No	Chapter No.	Unit No.	Topic Name	URL	Page No.	QR code(s)
1	Chapter - 1 Introduction to Clearance support agent	Unit 1.1 – Types of Consignme nt for Shipment	What is Consignment?	https://youtu.be/JgLKbEdekKM	27	 What is Consignment?
2	Chapter - 1 Introduction to Clearance support agent	Unit 1.2 - Consignme nt Shipment Operation	Consignment loading	https://youtu.be/di_7xiw2wt0	27	 Consignment loading
3	Chapter - 2 Obtain existing information and assess additional information required for shipment clearance	Unit 2.1: Clearance support agent	Who is clearance support agent?	https://youtu.be/GN1LmODta1c	40	 clearance support agent
4	Chapter - 2 Obtain existing information and assess additional information required for shipment clearance	Unit 2.2: Collection and Analysis of Information	Basic Documents required to arrange Clearance	https://youtu.be/KleGO7q7P2Q	40	 Documents required to Customs Clearance
5	Chapter - 3 Contact the consignee and receive the required documents	UNIT 3.1: Contact the consignee and receive the required documents	Customs duty bill of entry	https://youtu.be/ZXwagx0PAY4	59	 Bill of Entry

6	Chapter - 3 Contact the consignee and receive the required documents	UNIT 3.2: Communication and receiving documents	Other Communication skills	https://youtu.be/pgrJcegUheE	59	 Communication skills
7	Chapter - 4 Document Submission and Follow Up	UNIT 4.1: Clearance Support Agent follow-up to ensure shipment clearance	Follow-up activities	https://youtu.be/npPaOrpKcWk	65	 Custom clearance process
8	Chapter -4 Document Submission and Follow Up	UNIT 4.1: Shipment clearance	Shipment clearance	https://www.youtube.com/watch?v=fNvo_to9Nxs	65	 Shipment clearance
9	Chapter -5 Health and Safety and security standards during shipment clearance	Unit 5.10 – Personal Protective Equipments	Types of Personal Protective Equipments	https://youtu.be/_NyioZRt5wY	79	 Types of PPE
10	Chapter-5 Compliance to health, safety and security standards	UNIT 5.2: Safety instructions and Personal protection equipment	Safety Instruction at workplace	https://www.youtube.com/watch?v=o27ZTpmBhul	79	 Safety Instruction at workplace



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