

EXPORT PROCESS FLOW

S/N	ACTIVITY	RESPONSIBILITY/COMPANY	DEPARTMENT	RESPONSIBILITY	TIMELINE
1	Client makes booking by completing the attached booking form and including the relevant documents	Client	Planning	bookings@connectrail.net / 09062535575	Atleast 24 hours before trucks are sent
2	Invoice of CRSL Barge Service Charge will be sent for payment with the booking number from CRSL	CRSL	Accounts	revenue@connectrail.net / 09062523909	1 hour after booking
3	Client makes payment referencing invoice number and sends evidence of payment [CRSL Barge Service Charge and Terminal Barge Handling Charge(BHC)]	Client	Accounts	revenue@connectrail.net / 09062523909	24 hours before trucks are sent
4	Client follows up with APMT to update Customs Clearance	Client	Client	Client	24 hours before units are trucked to ILT
5	Client pre advices truck and container details	Client	Planning	bookings@connectrail.net / 09062535575	24 hours before units are gated in
6	Clients seals containers	Client	Client	Client	Before truck is gated in
7	Client receives Status update on units loaded out	CRSL	EagleEye	eagleeye@connectrail.net	As soon as units are loaded out
8	Client receives EIR	CRSL	Planning		24hrs after units are discharged at the destination terminal