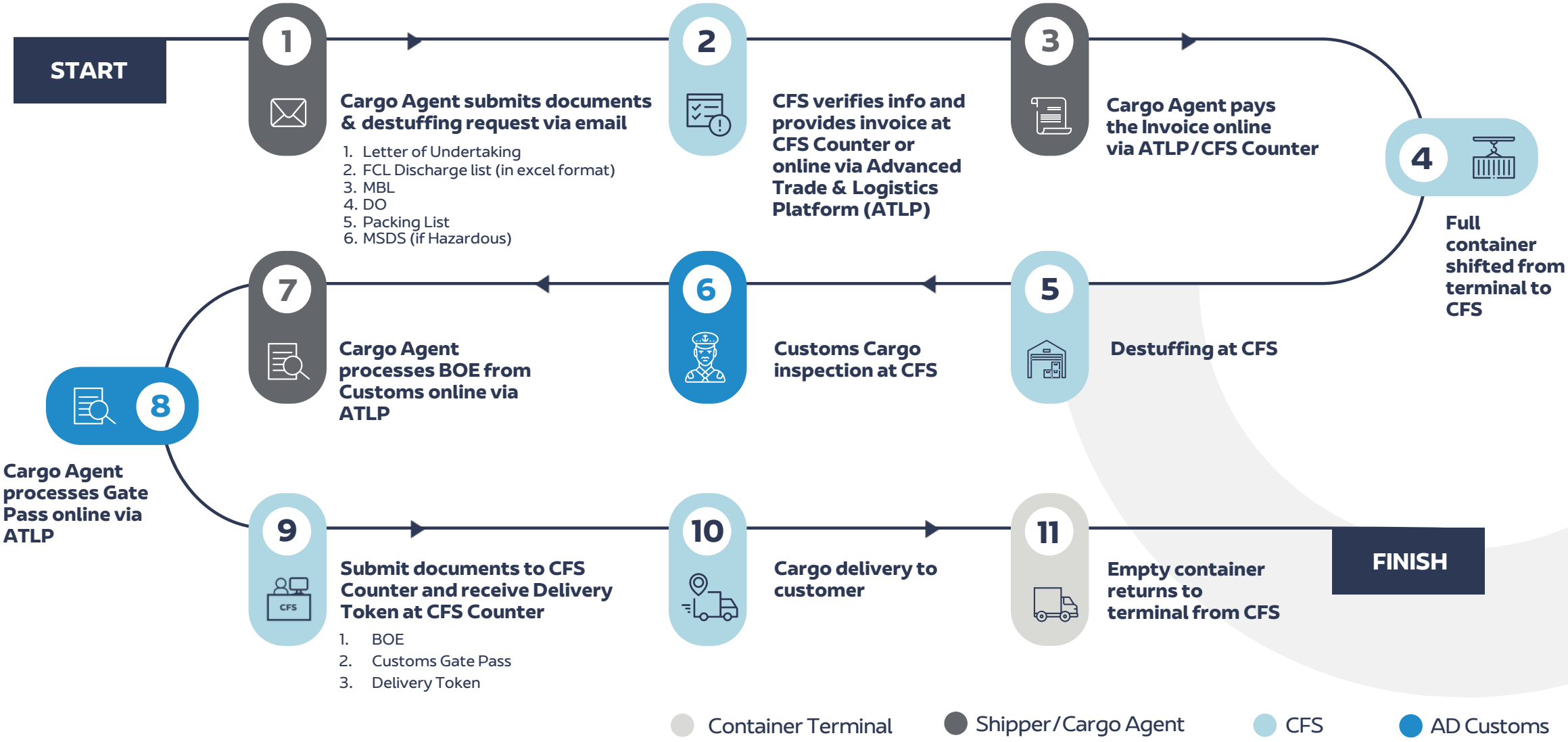
# CFS Journey Maps

قطاع الموانئ
PORTS

PART OF
AD PORTS GROUP

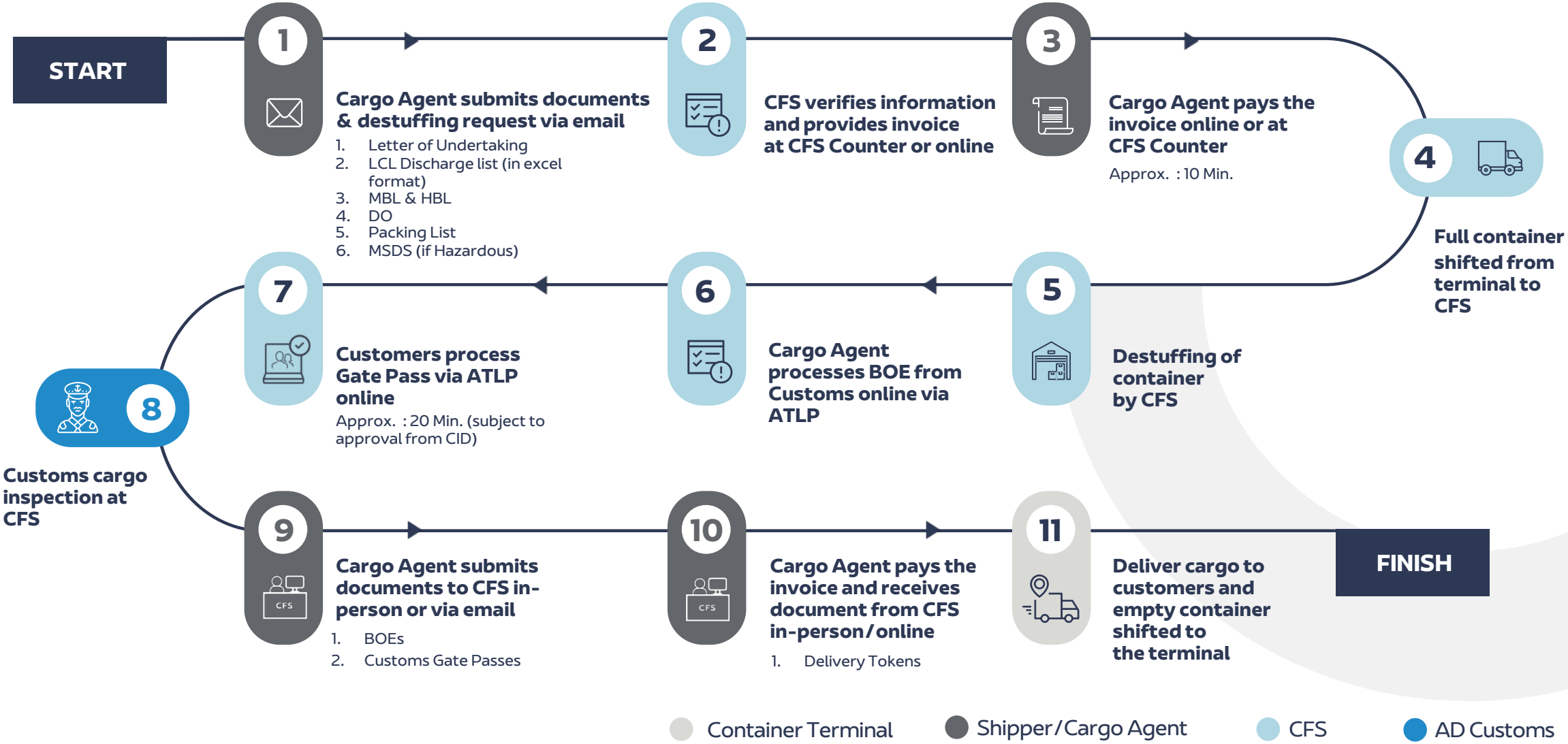
ABU DHABI PORTS
PART OF AD PORTS GROUP

# IMPORT FCL DESTUFFING
## CUSTOMER JOURNEY



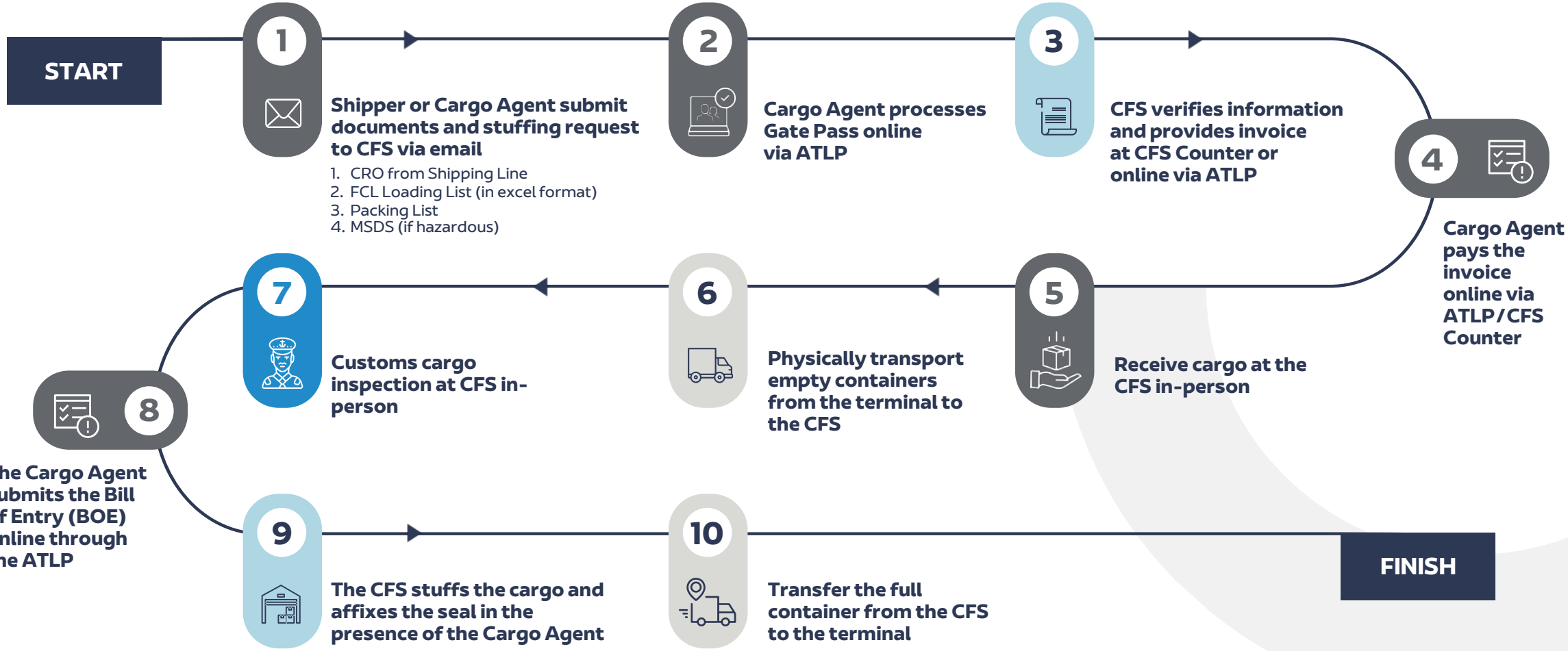
ABU DHABI PORTS
PART OF AD PORTS GROUP

# IMPORT LCL DESTUFFING
## CUSTOMER JOURNEY



ABU DHABI PORTS
PART OF AD PORTS GROUP

# EXPORT FCL STUFFING
## CUSTOMER JOURNEY



ABU DHABI PORTS
PART OF AD PORTS GROUP

# EXPORT LCL STUFFING
## CUSTOMER JOURNEY

**START**

**1** — **Cargo Agent processes Gate Pass online via ATLP**

1. Receive the cargo acceptance letter from the forwarding agent via email to the CFS

**2** — **Cargo received at CFS**

**3** — **Cargo Agent receives the Container Release Order (CRO) from the shipping line online via shipping line system**

**4** — **Cargo Agent shares the CRO via email, CFS verifies info and provides invoice online via ATLP**

**5** — **Cargo Agent pays the invoice online via ATLP or CFS counter**

**6** — **Transport empty containers from the terminal to the CFS in-person**

**7** — **Cargo inspected by Customs at the CFS**

**8** — **The Cargo Agent electronically submits the Bill of Entry (BOE) via ATLP**

**9** — **The CFS loads the cargo and seals it securely**

**10** — **Transport the container from the CFS to the terminal**

**FINISH**

Container Terminal · Shipper/Cargo Agent · CFS · AD Customs

ABU DHABI PORTS
PART OF AD PORTS GROUP

# CROSS STUFFING
## CUSTOMER JOURNEY

**START**

**1** — **Cargo Agent submits documents and cross stuffing request via email**

1. NOC from shipping line
2. Bill of lading
3. Packing list
4. MSDS (if hazardous)
5. Manifest
6. Discharge list in excel format

**2** — **Obtain Customs approval at the CFS**

**3** — **CFS verifies info and provides invoice at CFS counter or online via ATLP**

**4** — **Cargo Agent pays the invoice online via ATLP or the CFS Counter**

**5** — **The shipping line submits a service request online through the terminal system**

**6** — **Transport both full and empty containers from the terminal to the CFS**

**7** — **The Cargo Agent processes the Gate Pass online via ATLP**

**8** — **The CFS conducts cross-stuffing operations and affixes the seal in the presence of the Cargo Agent**

**9** — **Container is weighed**

**10** — **Transport both full and empty containers from the CFS to the terminal**

**FINISH**

Container Terminal · Shipper/Cargo Agent · CFS · AD Customs · Shipping Line