

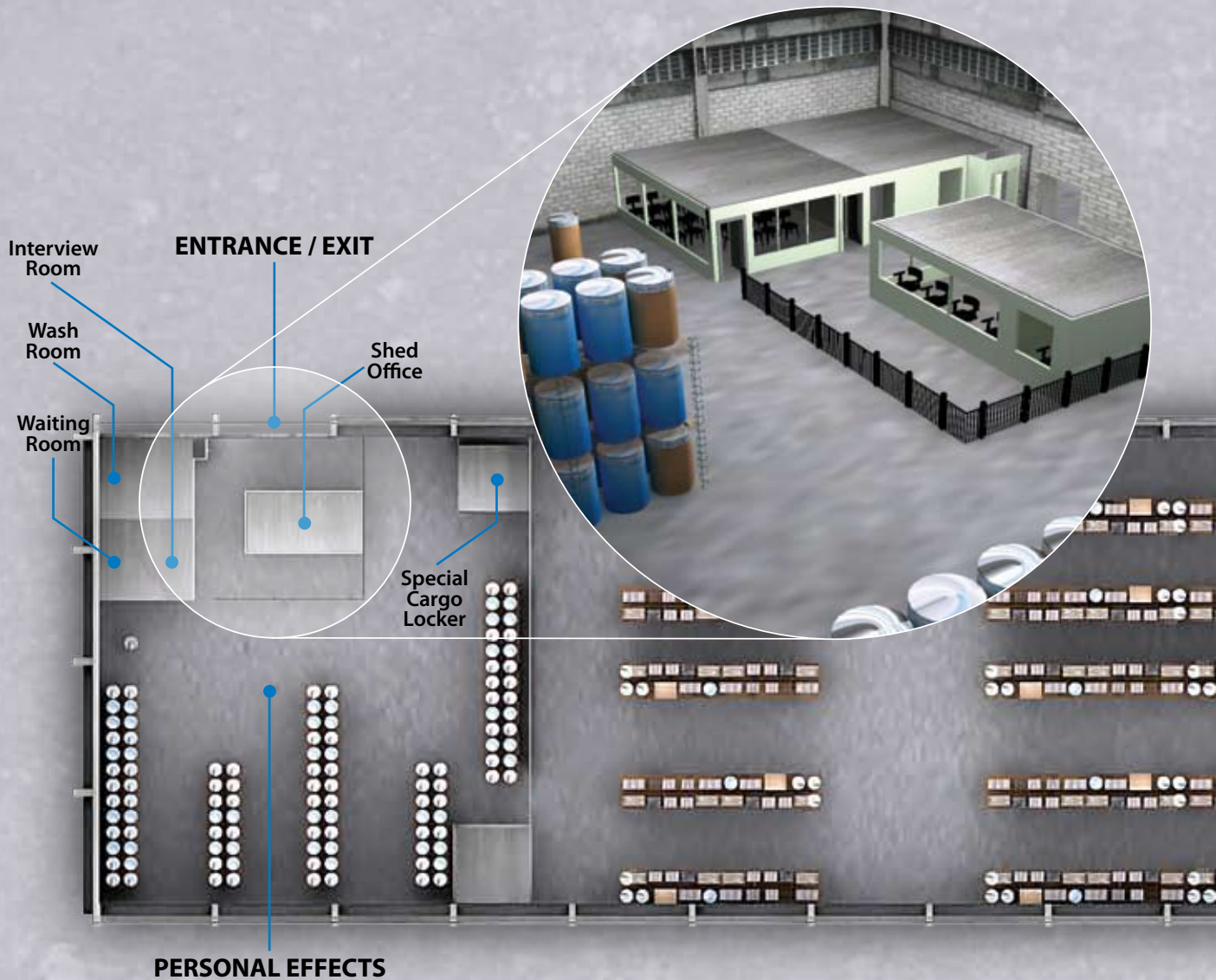


SAINT LUCIA AIR AND SEA PORTS AUTHORITY

*Complementing Your Every Move*



Customer Guide  
for Receipt of Goods



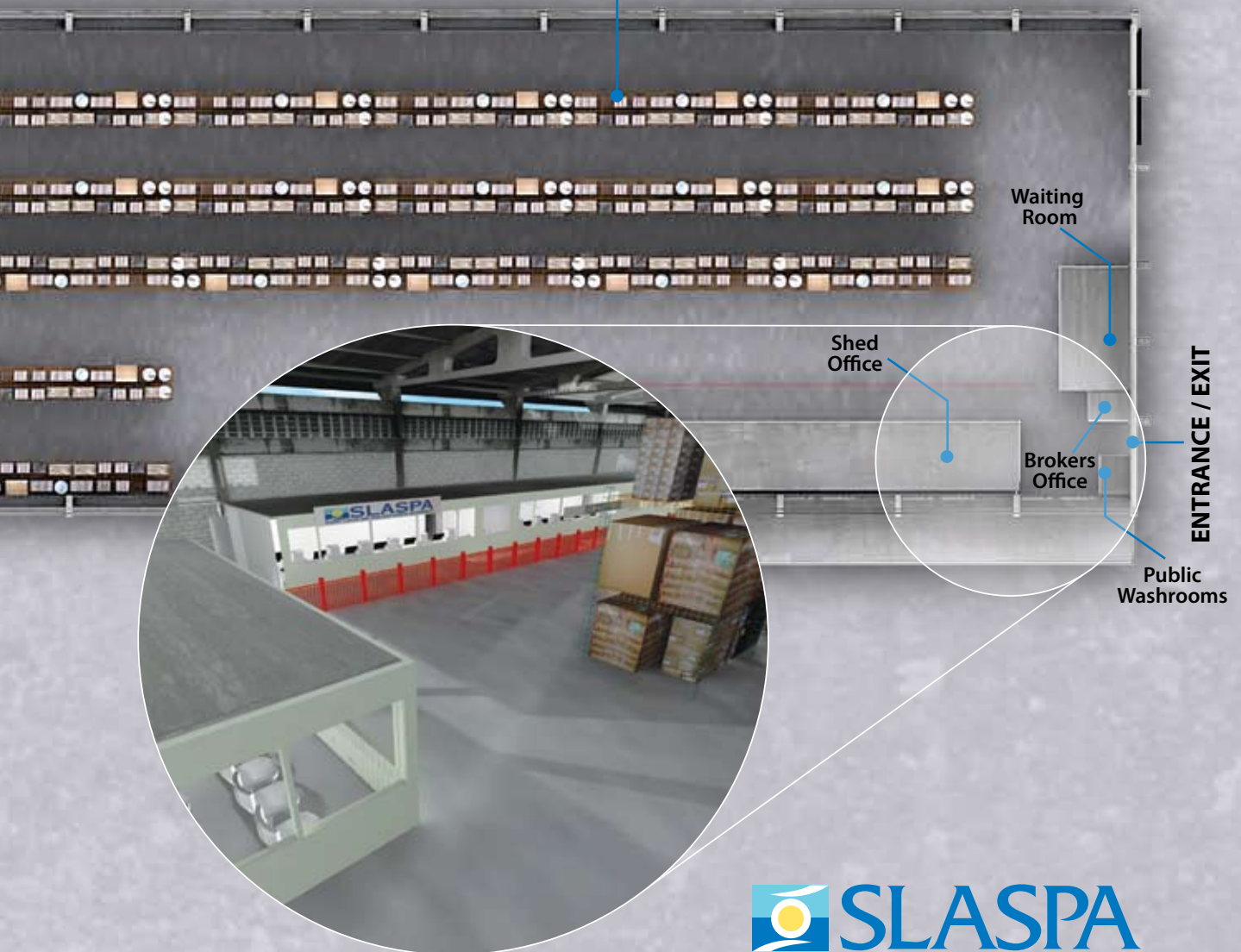
### Features of the New Facility

The Reconfigured Shed is now separated into a Personal Effects and Regular Cargo Section, each section has an assembly area for customers and suitable amenities for staff and the public. There are two (2) air conditioned waiting rooms, one in the Personal Effects Section that can accommodate thirty (30) persons and the other in the Regular Cargo Section that can accommodate forty (40) persons comfortably.

The Personal Effects section – which can now hold approximately 1238 barrels - is the area where customers go to clear cargo such as barrels, televisions, refrigerators and the Regular Cargo section is where customers clear commercial cargo, for example, commodities for supermarkets and bulky cargo with a Cost, Insurance and Freight (CIF) value of over \$2000.00.

# Newly Reconfigured Cargo Shed

REGULAR CARGO



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- Entering the Port
- Cargo Shed

## **Regular Cargo** **9**

- Before Coming to the Port Authority
- Entering the Port
- Cargo Shed





ST LUCIA AIR & SEA PORTS AUTHORITY  
EQUIPMENT INTERCHANGE RECEIPT

EIR No: **OUT**  
Issue Date/Time: 18/10/07 09:10

Receiver Agent: \_\_\_\_\_

Vehicle: HELLER NOT JAGUAR WALK	Driver: _____	Issued Date/Time: 18/10/07 09:10
Container ID: _____	Description: _____	Container Location: (0000)
Status: _____	Remarks: _____	Signature of Clerk: _____
Weight: _____	Remarks: _____	Signature of Receiver: _____
Signature of Clerk: _____	Signature of Receiver: _____	Signature of Security: _____
Certified Contract Date / / Type: _____	Received/Delivered Date / / Time: _____	Certified Contract Date / / Time: _____
Receiver ID: _____	Signature of Clerk: _____	Signature of Receiver: _____
Status: FULL CONTN	Date Received: _____	Signature of Security: _____
Capacity: 40000KG		
Vehicle Reg: _____		

Equipment Interchange Receipt (EIR)

- 7 Once you have settled your account, return to the Operations Counter, where all documents will be checked by the Clerk and you will be given an Equipment Interchange Receipt (EIR). Ensure that your EIR is stamped and signed and all copies returned to you.
- 8 Proceed to the container park to complete your transaction and for collection of your container. Please ensure that you have a truck on standby fitted with an empty chassis for loading the container.

## Container Park

- 1 Upon arrival at the gate, please present the Ports Police with your Equipment Interchange Receipt (EIR). Also note that you will be allowed entry into the port by the Ports Police on a **“first come first serve basis”**.
- 2 Once allowed entry, proceed to the SLASPA Clerk stationed in the park, where you will hand over all your documents.
- 3 You are to wait in the Designated Waiting Area as directed by Ports Police.
- 4 After your container has been loaded on your truck, the Clerk will validate and counter sign the EIR.
- 5 Proceed to the EXIT GATE for exit from the port.
- 6 Present your EIR to the Ports Police, who will verify the documents for exit from the compound.



## PROCEDURES FOR RE-ENTRY OF EMPTY AND FULL CONTAINERS

- 1 Upon entry to the Port gate, present your Haulier's Note and the triplicate copy of your EIR to the Ports Police for security check.
- 2 After checking your documentation, the Ports Police will perform a physical inspection of the container to ensure that it is empty and clean. Please note that dirty containers will **NOT** be allowed on the compound.
- 3 If you are entering the compound with a full container, ensure that you have validation of seal numbers and proper documentation which includes Shipping Bills, EIR and Haulier's Notes.
- 4 The Ports Police will only allow you to enter the Port when all requirements are met. Entry into the compound is allowed on a **"first come first serve basis"**. Requirements include a clean container and the container number **MUST** correspond with the accompanying documents.
- 5 Upon entry to the Container Park, present the SLASPA Container Clerk with your Haulier's Note and EIR copy.
- 6 The Clerk will validate your EIR and return it to you. The Haulier's note is retained by the Clerk who will return it to the Operations Department.
- 7 You are to wait in the Designated Waiting Area as directed by Ports Police.
- 8 After the Equipment Operator has offloaded your container from the truck, you are then allowed to exit the container park and the port compound.

The image shows a 'Haulier's Note' form. It has a header section with a large empty box. Below that are several lines for text entry: 'Shipping Line', 'Origin', 'Address', 'Destination', 'Departure Date', 'Container No.', 'Seal No.', and 'Remarks'. There are also checkboxes for 'Full Container' and 'Empty Container'. At the bottom, there are sections for 'Number of Containers to be Loaded' and 'Number of Containers to be Unloaded', each with a grid for recording data. The form is titled 'To be completed by the Haulier and the Port Authorities'.

Haulier's Note



## IMPORTANT PORT ENTRY / EXIT PROCEDURES

- 1 No full container or any goods/machinery will be allowed to enter the port premises for shipment or otherwise, at anytime after the closure of port operations, unless the Port Officer at the gate has been informed in **writing or with suitable authority**.
- 2 Every Empty container arriving at the Port must be accompanied by the **original Electronic Interchange Receipt, Haulier's Note or Gate Pass/ Delivery Note**. The container must be opened by the truck driver/footman for inspection by the Ports Police who will ascertain that the container is empty and clean.
- 3 The Ports Police **MUST** verify the container numbers and the seal before the container can be allowed to exit.
- 4 Full containers exiting the premises must be accompanied by **SLASPA Equipment Interchange Receipt (EIR)/Delivery Note/Gate Pass**.
- 5 Truckers will not be allowed into the port if they are not in possession of the required entry documents.
- 6 Trucks hauling containers in or out of the port must wait in designated areas as directed by the Ports Police.
- 7 Once these designated areas are filled, truckers will not be allowed entry into the compound.
- 8 Ports Police **MUST** conduct a safety/road worthy spot check on the truck and chassis before it is allowed to leave the compound.







## Entering The Port

- 1 When you arrive at the Port Authority Gate, present to the Ports Police, a valid piece of any one of the following forms of the photo ID.
  - i. National Identification Card
  - ii. Passport
  - iii. Driver's License
- 2 Present all the documents you obtained from your Shipping Company /Cargo Agent to the Ports Police.
- 3 The Ports Police will issue you with a “**TEMPORARY PASS**”. This pass must be displayed above your waist belt (e.g. on shirt pocket or sleeve) at all times when on Port compound.
- 4 Ports Police will also direct you to a suitable parking spot. Parking will be determined on the availability of space.
- 5 After you have obtained your Temporary Pass and parked your vehicle where instructed, proceed to the Cargo Shed. Please follow the directional signs.

## Cargo Shed

- 1 On entering the Cargo Shed, proceed directly to the Port counter. A “TICKET” will be issued to you by the Port Attendant.
  - a. Keep this ticket at all times. This is how you will be contacted concerning your package. At the end of your transaction it **MUST** be handed back to the Port Attendant.
  - b. You will also be notified if you owe excess storage or rent at this time.
  - c. Proceed to the waiting area with your ticket.



- 2 Pay close attention to the monitor in the Waiting Area for your ticket number. Proceed to the Interviewing Customs Officer for assistance once your ticket number has been displayed.
  - a. The Interviewing Officer will then determine if your package needs examining or not.
- 3 After your interview:
  - a. If your package **DOES NOT NEED** examining:
    - i. You are to proceed to the Customs Cashier to pay Customs charges and then to the Customs Counter where you will be issued with an “EXIT NOTE”.
    - ii. Once you have received your Exit Note, go to the SLASPA Cashier if you have excess storage or rent to pay.
    - iii. Once you have paid your excess storage fees and received your Exit Note, proceed to the Port counter where the Port Attendant will generate your Gate Interchange Receipt (GIR) for the delivery of your goods.
  - b. If your package **NEEDS** examining, the Interviewing Officer will then direct you to the **Examination Area** where your package will be examined by a Customs Officer.
- 4 After examination, the Customs Officer will evaluate your goods and you will proceed to the Customs Cashier to pay for your goods and receive an “EXIT NOTE”.
  - a. The “Exit Note” is a Customs document which indicates that you have met all the Customs requirements.
- 5 After you have received your “Exit Note” proceed to the SLASPA Cashier if excess storage is due.



- 6 If excess storage is not due, proceed to the Port counter where the Port Attendant will generate your Good Interchange Receipt (GIR) for delivery of your goods.
- 7 After paying your storage fees/rent, proceed to the Port counter where the Port Attendant will generate your Goods Interchange Receipt (GIR) for delivery of your goods.
  - a. The GIR will be given to you only when you have met ALL requirements, including payment of all fees and transportation arrangements.
  - b. At this point, the Port Attendant will collect your ticket; please ensure that you have it with you.
- 8 If your vehicle is not readily available, you are allowed to leave the Shed and advised to **RETURN ON THE SAME DAY BEFORE 4:00pm.**
- 9 Upon re-entry, present your ticket stub and documents to the Ports Police.
- 10 Once Ports Police gives you permission to re-enter, proceed to the Cargo Shed with your documents and hand them to the Port Attendant, who will inform you of your next step.
  - a. If you have to go back into the waiting area, please listen for your number to be called over the PA system and proceed to the appropriate location.
- 11 Once you have completed all of your transactions, exit through the “Customer Exit” to receive your package and check with the Customs Guard for verification of your documents and goods.
- 12 Once you have received your package, approach the gate for exit from the compound. Give your documents (gate pass, temporary pass etc.) to the Ports Police who will verify that your goods correspond with your documents.
- 13 A copy of the gate pass will be returned to you and you are then allowed to exit the compound with your goods.







## Entering The Port

- 1 When you arrive at the Port Authority Gate, present to the Ports Police, a valid piece of any one of the following forms of the photo ID.
  - i. National Identification Card
  - ii. Passport
  - iii. Driver's License
- 2 Present all the documents you obtained from your Shipping Company/Cargo Agent to the Ports Police.
- 3 The Ports Police will issue you with a "TEMPORARY PASS". This pass must be displayed above your waist belt (e.g. on shirt pocket or sleeve) at all times when on Port compound.
- 4 Ports Police will also direct you to a suitable parking spot. Parking will be determined on the availability of space.
- 5 After you have obtained your Temporary Pass and parked your vehicle where instructed, proceed to the Cargo Shed. Follow the Directional Signs provided.

## Cargo Shed

- 1 On entering the Cargo shed, proceed directly to the Port counter. A "TICKET" will be issued to you by the Port Attendant.
  - a. Keep this ticket at all times. This is how you will be contacted concerning your package. At the end of your transaction it MUST be handed back to the Port Attendant.
  - b. You will also be notified if you owe excess storage or rent at this time.
- 2 You will then proceed to the Customs counter with your documents.
- 3 At this time, Customs will determine the route your package will take.
  - a. For example: If your package NEEDS examining, you are to proceed to the Waiting Area until your number is displayed on the monitor. Once your number is displayed proceed to



the Examination Area.

- b.** If your package DOES NOT NEED examining, Customs will notify you of your next step.
- 4 After examination, the Customs Officer will evaluate your goods and you will proceed to the Customs Cashier to pay for your goods and receive an "EXIT NOTE."
    - a.** The "Exit Note" is a Customs document which indicates that you have met all the Customs requirements.
  - 5 After you have received your "Exit Note" proceed to the SLASPA Cashier if excess storage is due.
  - 6 If excess storage is not due, proceed to the Port counter where the Port attendant will generate your Goods Interchange Receipt (GIR) for delivery of your goods.
  - 7 After paying your storage fees/rent, proceed to the Port counter where the Port Attendant will generate your Goods Interchange Receipt (GIR) for delivery of your goods.
    - a.** The GIR will be given to you only when you have met ALL requirements, including payment of all fees and when transportation arrangements.
    - b.** At this point, the Port Attendant will collect your ticket, please ensure that you have it with you.
  - 8 Once you have completed all of your transactions, exit through the "Customer Exit" to receive your package and check with the Customs Guard for verification of your documents and goods
  - 9 Once you have received your package, approach the gate for exit from the compound. Give your documents (gate pass, temporary pass etc) to the Ports Police who will verify that your goods correspond with your documents.
  - 10 A copy of the gate pass will be returned to you and you are then allowed to exit the compound with your goods.



## General Rules

- 1 When you have received your ticket, please retain it until you have left the compound with your package.
- 2 No more than two persons will be allowed to come into the Port compound per transaction to conduct the removal of the packages.
- 3 No children under the age of 12 will be allowed on the Port Compound.
- 4 Please observe all signs within the compound, e.g. designated parking areas, designated exits and waiting areas etc.
- 5 You will be sharing the space with other cargo carriers and container hauling vehicles; please exercise caution.
- 6 You are not allowed to walk around the compound or stray into other areas, specifically where vessel operations are being conducted.
- 7 You are responsible for all personal belongings at all times.
- 8 It is the authority of the Ports Police to search any individual who enters or exits the compound.
- 9 Ensure that your goods are secure after examination.
- 10 The Saint Lucia Air and Sea Ports Authority and Customs reserve the right to change the processes and procedures as is necessary, to make your experience better and to facilitate the efficiency of the Cargo Shed.



# CHECKLIST

## What you need... Your package clearing checklist

- Bill of Lading
- Out of Charge Note
- Entry Form or Bill of Sight

Picture Identification can include one of the Following:

- National Identification
- Passport
- Driver's License

Transportation:

- Driver's Name
- Transportation Vehicle Number

- Extra Bag or Storage Container for spill over of goods





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