

THE CARGO COMMUNITY NEWS

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GIANDEV MOTEA

«Working together with MACCS and MRA has contributed to enlarge our experience»

MESSAGE TO THE COMMUNITY

The Cargo Community System (CCS) is playing an ever increasingly important role in the management of the logistics chain in Mauritius. Although not all functionalities have been fully deployed, the CCS already provides a full range of information that could be of major benefit to the community.

In this edition we shall focus on key issues to Mauritius and progress made by the CCS.

We wish you a pleasant reading!

MISSION AND VISION

The Cargo Community System (CCS) is about the optimization, collaboration, automation in the logistics domain.

OPTIMIZATION

- Single Data Capture/ interoperability of information
- Elimination of Non Value Added tasks and processes
- Making full use of communication tools
- Resources used efficiently

COLLABORATION

- Exchange of status for logistics even if stakeholder use a variety of IT systems
- Promoting better usage of the single window platform

AUTOMATION

- The system is available 24/7
- Paperless operations
- On-line tracking system services

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FOCUS

Giandev Motea, Chief Executive Officer of Mauritius Post Ltd «Working together with MACCS and MRA has indeed contributed to enlarge our experience»

Mauritius Post Ltd (MPL) is grateful to Mauritius Cargo Community Services Ltd (MACCS) for extending its close collaboration in the implementation of the project related to the submission of electronic postal manifest. The roadmap towards attaining the set objectives to our mutual satisfaction has been enriching and we are pleased to respond to MACCS request to share the main milestones established up to now in their esteemed newsletter.

At the very outset, MPL saw high value in joining such an eco-system and one of the key players to provide MACCS and Customs with vital electronic information to enable participation in the safe and secure cross border postal imports while complying with new legislations and regulations of our country. Such electronic exchange of information testify the commitment and modernising trends of our respective organisations to adapt to new requirements of the authorities and which are becoming the norms across the world to ensure the right signal of compliance by all stakeholders, specially the citizens, when importing any item. We have to commend such developments in this challenging world of imports where security and risk mitigation are to be considered high on the agenda of all institutions involved while at the same time facilitating the process.

To meet such diverse objectives, we have to put on record the efforts deployed by all stakeholders in adopting and implementing such innovative systems and processes.

All along, MPL has been working in close collaboration with both MACCS and MRA to be able to provide, in a phased way, the electronic manifest of all items being



detained. We have to commend our strong team, put in place over the last two years, and comprising of resources in the fields of Operations, IT and Finance. We appreciate the professional support of MACCS and MRA during in the implementation of the project and in the schedules defined. We also reckon the high level discussions which were held with the chairperson and CEO of MACCS for understanding the postal specificities for appropriate consideration.

MPL invested in the necessary development of the required applications and systems to enable input of detained items so as to provide the electronic manifest to MACCS & MRA according to specifications and within an online interface.

Since the nature of postal operations at MPL is different from other courier operators, the MACCS project had to be implemented in phases. Initially, we had to negotiate with our stakeholders, namely airlines to ensure that the Postal Airway Bill and the appropriate Business Registration Number are duly submitted through their operators to MACCS.

Following the above pre-requisites, MPL engaged in the submission of electronic manifest for EMS, our Express Courier Service and Parcels businesses. Presently, Mauritius is working on the submission of electronic manifest for Letter Mails and other items (LC/AO) with focus on detained small packets which is on the increase, fueled by e-Commerce imports.

We understand that the next phase will include postal imports by surface mail. On the other hand, it is to be noted that MPL is looking forward to provide advanced information on all postal imports by working with Universal Postal Union for the implementation of the Customs Declaration System.

The latter will enable the respective postal partners across the world to submit advanced information on items being sent to respective countries. Such a process will, for instance, help MPL to submit advanced information to MRA Customs which will be used by them to effect advanced risk assessment. It will facilitate further and speed up clearance of items imported even before they reach Mauritius.



The overall project up to now has been beneficial to all stakeholders in a number of ways, enabling the modernization of the processing of postal import items, provision of risk management tools and intelligence analysis at different levels, speedier customs declaration and clearance and will favour the move towards gradual paperless environment.

Moreover, it is to be noted that MPL is, at the same time, acting as an agent for collection of fees and other charges for MACCS and MRA. MPL has therefore introduced the necessary processes and procedures to implement such billing and settlement systems to our mutual satisfaction. Training is always very important and we have to commend the training facilities towards our staffs, provided by MACCS team.

As a whole, we have to reckon the close and effective collaboration amongst our respective teams at MACCS, MRA and MPL to carry forward this project.

The whole process of working together with MACCS and MRA has indeed contributed to enlarge experience mutually for the benefit of our respective organisations.

We now look forward to complete the remaining phases so as to stay in line with the strategies of the authorities and be able to reap the full benefits so associated.

It is also to be reckoned that this project comes in opportune time as MPL is witnessing substantial growth in cross border E-Commerce activities with the advent of online purchases by our citizens.

We therefore wish all the very best to MACCS and MRA in their endeavours and assure them of the very best collaboration of MPL.

Wind of change

CCS Deployment : Postal Manifest - 16th January 2017

AN INSIGHT OF THE POSTAL PROCESS:

Prior to the implementation of CCS, The Mauritius Post Ltd (MPL) used to submit a hard copy of the Postal Manifest to the MRA customs. Hence, a manual approval was given for delivery of goods/parcels. With the initiative to computerize the Postal Manifest, CCS has been introduced at MPL. Following the strong initiatives of MRA customs, MPL Officers and MACCS, the Go-Live has been proclaimed on the 16th January 2017.

Indeed, the CCS has helped to computerise the manual process at MPL. As a result, now the post manifest files are extracted from the Parcel Soft System of MPL and the files are sent electronically via FTP in CCS. In addition, the officer in charge connects to CCS to submit the Postal Manifest to MRA customs. In order to be more efficient, MPL is currently working on the Union Postal Universal (UPU) system. This will definitely facilitate MPL to transmit the Advance Cargo Information to the CCS.



CCS benefits at MPL

- **Paperless –Postal Manifest information is submitted on-line via CCS to MRA Customs**
- **Visibility /Traceability of Postal consignment**
- **Faster clearing of Postal consignment - Approval of Postal Manifest within 5 Mins (e.g. the clearing of Pharmaceutical and perishable goods)**



TECH SUPPORT

CCS Guidance

Shipping lines operation and CCS

We have observed that the basic requirements are ignored or not followed, resulting into below consequences:

No.	SCENARIO	ACTUAL PROCESS	CONSEQUENCES	PROPER PROCESS
1	No BRN on Master manifest	Shipping Agent submits Master Manifest without BRN	<ol style="list-style-type: none"> 1. FFWD is not able to proceed with House Manifest 2. Delay to deliver container to client 3. Additional amendment fee to be incurred by FFWD/ Broker/Shipping Line 	Shipping Line has to ensure that BRN is being inserted on the master manifest level correctly.
2	Delivery Order (DEOR)	1. Delay/Omit to issue DEOR on CCS	<ol style="list-style-type: none"> 1. FFWD/Broker/ importer is not able to create their ICID (IRN/TAS) 2. Client will not be able to collect delivery of container on time. 3. Risk of additional cost such as Storage and Demurrage Fees 	Shipping Line creates Delivery Order at real time.
3	Transhipment Transaction	Shipping Line has not ticked transhipment indicator for the transhipment containers	Transhipment transaction is rejected by CMS	Shipping line has to ensure that transhipment indicator is always ticked.
4	Manifest with Currency Code which does not exist at CMS	Shipping line proceeds manifest with currency code on the Master manifest	Manifest will be rejected at Customs	Shipping Line needs to verify currency code with CMS.
	Manifest with Port Code which does not exist at CMS	Shipping line submits manifest with Port code on the Master manifest	Manifest will be rejected at Customs	Shipping Line needs to verify Port of code with CMS.
5	Staff Turnover	MACCS Customer care helps and assists Client on Phone	Delay on deliver container to client on Time	Shipping Line needs to inform MACCS Administration for staff turnover

Freight Forwarders operation and CCS

We have observed that the basic requirements are ignored or not followed, resulting into below consequences:

No.	SCENARIO	ACTUAL PROCESS	CONSEQUENCES	PROPER PROCESS
1	FFWD creates House Manifest FCL/ LCL (LPD) instead of FCL/LCL (SMA)	FFWD wrongly proceeds House manifest transaction instead of FCL/FCL (SMA) they had created FCL/ LCL (LPD) transaction	<ol style="list-style-type: none"> 1. Additional amendment fee for new MBL and deletion of previous HBL 2. Risk of additional Cost such as Storage and Demurrage fees 3. Delay to deliver container to client on time 	FFWD needs to follow proper procedures for House Manifest transaction.
2	Delivery Order (DEOR)	No DEOR issue by FFWD when there is Co-loading transaction	<ol style="list-style-type: none"> 1. FFWD/Broker/ importer is not able to create their ICID (IRN/TAS) 2. Client will not be able to collect delivery of container on time. 3. Risk of additional Cost such as Storage and Demurrage fees 	FFWD needs to issue DEOR to the concerned party who will proceed with ICID creation.
3	Using Master Bill of Lading Number (MBL) when creating House manifest	FFWD uses MBL Number when creating House Manifest in CCS	<ol style="list-style-type: none"> 1. Manifest is rejected at CMS 2. Client will not be able to collect delivery of container on Time 3. Risk of additional cost such as Amendment fee, Storage and Demurrage fees 	FFWD should ensure to insert House Bill of Lading Number on CCS.
4	Special character on House Bill of lading Number (HBL)	FFWD submits House manifest with special character on HBL	<ol style="list-style-type: none"> 1. FFWD/Broker will not be able to proceed with declaration 2. Client will not be able to collect delivery of container on Time. 3. Risk of additional Cost such as Amendment, Storage and Demurrage fees 	FFWD to ensure that they had inserted correct HBL number before submitting house manifest.
5	Staff turnover	MACCS customer care helps and assists Client on Phone	Delay on deliver of container to client on Time	FFWD needs to inform MACCS Administration for staff turnover

ZOOM

Shipping Lines Corner

On the 1st December 2016, a provision for the Inward (Master) Manifest by shipping lines within 24hrs after loading in the last port of departure has been made. How far is it efficient? Let us find out.

When the Advance Cargo Information (ACI) is submitted as required by the amended legislation, this definitely helps our friends of the logistics to anticipate their clearing and reduce all unnecessary costs such as storage and demurrage. In addition, this prevents any delay in the clearance of consignment. As a result, there is a need for us to change our focus so that each and every stakeholder brings his valuable contribution for the enhancement of an improved Mauritius.

**Initial Legal context of Section 49
Before 1st December 2016**

49. Cargo report

(1) The master, owner or duly authorised agent of every ship or aircraft arriving from ports or airports beyond the seas shall make report to the Director-General by delivering a full and complete inward manifest, in electronic form or in any other manner acceptable to the Director-General, in respect of the ship or aircraft, its cargo and passengers –

(a) in the case of a ship –

(i) arriving from Reunion Island, not later than 5 hours before arrival; or

(ii) arriving from any other port, not later than 24 hours before arrival;

(b) in the case of an aircraft, where the flight duration –

(i) does not exceed 4 hours, at the time the wheels of the aircraft reach its body after take-off;

(ii) exceeds 4 hours, not later than 4 hours before arrival.

(1A) Where an inward manifest under subsection (1) is received in electronic form by the Director-General through SITA or such other electronic system or manner as may be approved by the Director-General, it shall be deemed to have been submitted by the owner or duly authorised agent of the aircraft and all the provisions of customs laws relating to submission of manifest shall apply.

**Amended Legal context of Section 49
After 1st December 2016**

49. Cargo report

(1) The master, owner or duly authorised agent of every ship or aircraft arriving from ports or airports beyond the seas shall make report to the Director-General by delivering an inward manifest, in electronic form or in any other manner acceptable to the Director-General, in respect of the ship or aircraft, its cargo and passengers –

(a) in the case of a ship –

(i) arriving from Reunion Island or the Republic of Madagascar, not later than 5 hours before arrival; or

(ii) arriving from any other port, not later than 24 hours after loading in the last port of departure;

(b) in the case of an aircraft, where the flight duration –

(i) does not exceed 4 hours, at the time the wheels of the aircraft reach its body after take-off;

(ii) exceeds 4 hours, not later than 4 hours before arrival.

(1A) The master, owner or duly authorised agent of every aircraft or ship arriving from airports or ports beyond the seas shall submit to the Director-General a full and complete inward manifest under this section within the time specified in subsection (1)(a) and (b).

Advantages for the Stakeholders

The legal provisions represent several advantages for stakeholders. Amongst these, we can highlight the following aspects:

- All economic operators may process and submit their declaration prior to the arrival of the aircraft or ship.
- Customs procedures can be completed before the arrival of the vessel.
- Customs may clear goods on risk basis prior to the arrival of aircraft or ship.
- Freight Forwarders may anticipate their operations to collect import containers at the Cargo Handling Corporation Ltd (CHCL).
- Reduced dwell time for cargo at imports.
- Reduced logistics costs for all stakeholders whilst improving productivity.

TESTIMONIAL

Vishen Chenganna, Freight and Documentation Manager at Mediterranean Shipping Co (Mauritius) Ltd



The amendment to Section 49 of the Customs Act, regarding the submission deadline of Master manifest to MRA Customs is now operational and Shipping Lines must comply with the new defined time limit. According to Vishen Chenganna, Freight and Documentation Manager at Mediterranean Shipping Co (Mauritius) Ltd, MSC has made changes to its manifest submission process to enable full compliance with the new deadlines imposed. In particular, he mentions that based on the current service pattern of MSC serving Mauritius, changes were made mainly to the following trades: Singapore to Port Louis, South Africa to Port Louis & India/Colombo to Port Louis.

The latter explains that manifest for any vessel is being requested, from MSC corresponding agent, upon sailing (from the last port of loading before calling Mauritius) to enable MSC Mauritius to meet the legal local deadline of “24 hours after sailing from the last loading port”.

“In addition, with a view to better assisting the import community with the larger objective of advance customs clearance, we have also started to send partial manifest for our Australia Express Service. Vessels under this service bring import cargo from Europe, but call at Port Reunion (Pointe des Galets) as the last port before coming to Port Louis”, affirms Vishen Chenganna. Thus, instead of sending all manifests for this vessel 5 hours before its arrival in Port Louis, they are sending a first partial manifest of all Europe cargo once the vessel leaves the last EU port (Gioia Tauro). Then, a second and complete manifest is sent with Pointe Des Galets cargo only, within the official deadline.

On a technical note, Vishen Chenganna further states that improvements in CCS are understood to be made soon so as to improve the overall process of informing MRA Customs on the partial or complete status of manifests.

However, Vishen Chenganna believes that importers are not fully using the new advanced manifest submission for advanced cargo clearance. *“We checked recently for a couple of vessels to analyse the timing of customs declaration. In all cases, we noticed that customs declarations were still being sent on the eve of or 48 hours prior to the vessel’s arrival,”* he concluded.

UNDERSTANDING...

What is Logistics Performance Index and why is it important ?

The subject of the Logistics Performance Index (LPI) has been evoked several times. However, the pertinence and importance of such an index in our professional field has not been highlighted.

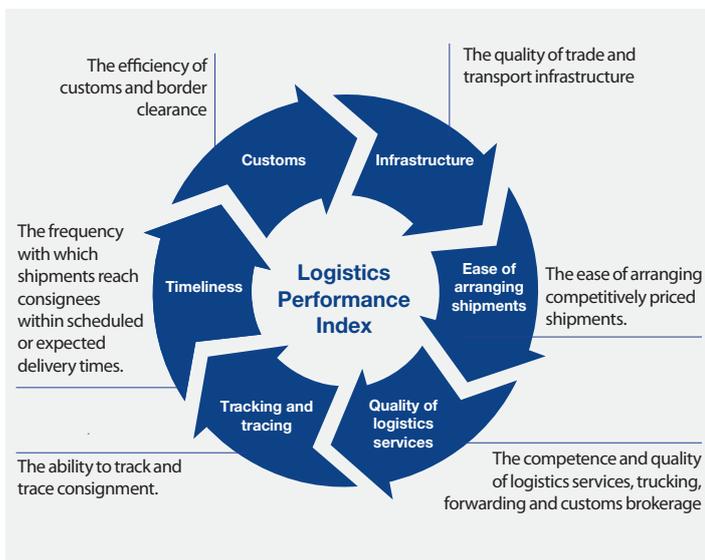
Indeed, the LPI is a benchmarking tool which has been developed by the World Bank. Its function is to measure the performance along the logistics supply chain within a country. On one side, this index can help countries to identify their challenges and opportunities. On the other side, it can contribute in the improvement of their logistics performance.

Why is LPI important?

The LPI reveals the competitiveness of a country in dealing with imports and exports. This is an accurate and reliable indicator that many investors will be willing to check before investing in a specific country. For instance, they may wish to query about the efficiency of the targeted country in treating the imports of raw material and export of finished goods. In addition, questions may arise about how we are connected to the rest of the world. Furthermore, are we effective and efficient while doing our respective tasks? These are some fundamentals that need to be put in the limelight and which outline the importance of the LPI.

Recently, Mauritius has been performing quite well on the Foreign Direct Investment (FDI) front. Could the FDI be higher if the LPI of Mauritius is better? Is there a causal effect? In fact, the LPI is made up of many various components and actions need to be taken at several levels to enhance a better logistics chain. As a result, this will eventually result in a better classification of the LPI index.

The LPI is made up of six components, as illustrated below:



Characteristic of the LPI

In this current edition of Community News, we will discuss on one dimension of the LPI. Firstly, we will elaborate on the cross-border element, the visibility on the shipments and the timeliness with which goods reach their destination. Secondly, we need to emphasize on the opportunities that will contribute to a better logistics sector.

1. The efficiency of customs and border management clearance ("Customs").

The efficiency of cross border management can be measured by the time taken to clear a particular consignment at imports or at exports. Generally, we tend to limit this tendency to Customs authorities. The World Bank conducts the survey every two years and relies on a structured online survey of respondents coming from a varied professional background and industrial sectors. According to the last 2012 survey, carried out by the World Bank with respondents from a varied professional background and industrial sectors, a regression has been found. The indicators have been falling from 2.55/5 to 2.25/5 despite the implementation of the CCS. Custom authorities are the soft targets as they characterize the last agency dealing with the release of goods. In fact, the latter represent the specific part of the equation whereby other government agencies are involved. These are as follows:

• The Ministry of Agriculture and fisheries with the different functions and bureaucracy

Many brokers and other professionals will be glad to share the difficulties and challenges incurred when securing permits and approvals from certain controlling and/or regulatory bodies. Is this fair to the importers and the public at large? Are we embracing the IT age as should be? These are pertinent questions in our debate.

• Need for a National Single Windows (NSW)

There is a need to work on a National Single Windows (NSW) connecting all other government agencies to MRA Customs. At this point in time, some of the local ministries have already been connected to the NSW. But are we moving fast enough? That is our concern. We need to realize that we are not alone in this world and that the competitive edge of Mauritius is slowly being eroded away. On the other side, other competing economies are massively investing in new methods and technologies. They are embracing bold changes. Such measures are highly beneficial to trade facilitation.

• Importance of private entities

Though being private entities, shipping lines can also play a crucial role in decreasing dwell time. This can be achieved by submitting



import manifest at an early stage so that other players in the chain (such as customs brokers, freight forwarders etc.) can start doing their part in the clearing process.

Amendment to the legal context, Customs Act, Section 49.

Before the legal amendment enacted on the 1st December, shipping lines were following the 24 hours' rules for the submission of inward manifest for vessels arriving from any other port (excluding Reunion Island or the Republic of Madagascar which is not later than 5 hours). Nonetheless, further to the amendment of the Section 49 of the Customs Act, nowadays the Inward Manifest must be submitted to customs not later than **24 hours after loading in the last port of departure.**

A recent analysis, carried out over 100 manifests submitted by shipping lines for the month of May 2017, is quite revealing. According to the results, 90 manifests have been submitted before berthing of vessel. Additionally, 10 manifests have been submitted after berthing of vessel. Let's see what will happen... when the inward manifest is submitted 24 hours after loading in the last port of departure. Whether the earlier submission of manifest would facilitate task of the stakeholders down the logistics supply chain such as the freight forwarders who will have to submit their house manifest following the 3 hours.

We believe that customs brokers as well as importers also play a significant role in the measurement of this dimension, with reference to the set of data previously mentioned; we have

observed that for 2034 containers the Bill of Entry (BOE) have been submitted before the arrival of vessel and 2285 containers the BOE have been submitted after the arrival of vessel at Quay. Hence, we can deduct that if the Report Number is available at an earlier stage, the broker can undertake the processing of his BOE, even if the container is not physically discharged at the terminal. This will provide the broker with ample time to complete all the customs clearance procedures before the arrival of the vessel and the discharged of the import containers, thus this will help reduce the dwell time for the import sector.

How efficient and effective are our stakeholders?

Can we do better here? Has the importer submitted all documents in time? Did the importer settle the duties and taxes in time for the MRA Customs to start working on their BOE submitted? Did the latter take advantage of such trade facilitation schemes as the Approved Economic Operator (AEO) scheme? Are we fully aware of the tools that the government has put at our disposal to track our goods?

With the deployment of the MACCSTrax, it is possible for importers of full container loads to get information on every single event linked to the clearance of their containers. The visibility provided can only have a disruptive effect on the various *corps de métiers* involved in the clearance of goods.

It is far too easy to shoot on the easy target. Maybe it is high time that we start having some introspection on how we do business and how we may improve.

EVENT

WILAT : empowering women in leadership

Awakening consciousness over road accidents: this was the aim of the Women In Logistics and Transport (WILAT) on the 7 September 2017. A hundred students from Loreto College Port-Louis participated in a walk from their secondary school to the Jardin de la Compagnie on that date. The theme of this event was *"Preventing measures against the alarming rise in Road Traffic Accidents"*. The purpose was to demonstrate the active involvement of women and students in combating the scourge of road accidents in Mauritius. Therefore, students carried banners and slogans illustrating preventive measures in this context. Furthermore, a thematic seminar was organised by WILAT on the 18th August 2017. It aimed at *"Empowering women to take leading roles"* and was held at the National Women Entrepreneurial Council at Phoenix. The seminar featured highly interesting panel discussions on leadership, entrepreneurship, empowerment and societal responsibility by female leaders from corporates and academia.



FEEDBACK TIME

Vulgarization of Cargo Community System

This year, the objective of MACCS is to sensitise the importers' and exporters' community on CCS and the other services that we provide. Since April 2017, several visits have been performed at the premises of some leading supermarkets and firms in Mauritius such as Winners, Innodis, Intermarkt etc. These visits have turned out to be very fruitful since they enabled MACCS to explain the various functionalities of CCS and the tracking services via MACCSTrax. These aspects have efficiently been presented to the management and operators of these companies. In this edition, we are sharing with you the testimonials received from our valued clients:



Innodis Team : David Raboude, Taslimah Chumroo, Tina Velu Nair and Akash Ramsurn.

Importer Feedback

Tina VELU NAIR - Procurement Officer

Very interesting. Now we are able to track the whereabouts of our containers anytime.

Akash RAMSURN- Procurement Officer

It was an interesting course where we were given the opportunity to work on the system on a trial basis. We have been given access to it and are using it.

Taslimah CHUMROO- Procurement Officer

The presentation and steps of using the system have been well explained and understood by us.

David RABOUDE - Procurement Officer

It is a very user-friendly system and easily adaptable. It is proving useful to us, the procurement team members.

Hauliers representative - Jimmy Fauzou

CCS has brought a major change at the Import level to organise the collection of containers from CHCL. The system is very helpful. It has decreased the waiting time and increased security level at the Terminal. Now our drivers are aware of the type of transactions required as they are handed over specific documents, for example, Import Release Notice (IRN) for Import, Temporary Access for Scan (TAS) or Transfer of Container (DTI), which prevent the previous bottleneck at the terminal. However, the problem we face is regarding the "Delivery Expiry date", the shipping agent office is closed on Saturday and Sunday and it is not possible to change the date if same has expired.



Christina SAM SEE MOI - Senior Manager - Commercial.

That small workshop has helped us to know clearly how to look for key information we need regarding our containers. As one of the most important FMCG distributors in Mauritius, we import a lot of containers and getting information we require on a timely manner will definitely help us to avoid unnecessary costs. We can now better track each and every 'stop' our containers make and get our clearing and un-stuffing much faster.

E-bunkering user Feedback

Devi Samigoundan

With 22 years of experience as Customs Clerk in the hub of Port-Louis, I had to face many hurdles to accomplish my daily works. Before December 2013, I had to physically and personally indulge in all the hectic paperwork and movement for the approval of my bunkering request at the different oil company and authorities. This has made me lost huge amounts of my time travelling and money on fuel for this operation.



MACCS has brought a great concept by developing the E-bunkering system; it has improved all the previous tedious works. Now it is very easy to make an e-Bunkering Request and has the on-line approval from the seven authorities and oil companies. With the implementation of the e-Bunkering system, my bunkering transactions are processed more rapidly and I have more quality time for myself.

All I can say is that, with the introduction of MACCS, a bunkering request system has never been so easy!

PORT EVENTS



Daniel Ng, CEO of MACCS receives the WCO Certificate of Merit

In the advent of the International Customs Day on Thursday 26 January 2017, a ceremony was hosted by the Mauritius Revenue Authority (MRA) Customs at Mer Rouge. The celebration took place in the presence of the Honourable Dharmendar Seesunkur, minister of Financial Services, Good Governance and Institutional Reforms, who was also the chief guest, and Dev Manraj, the Financial Secretary. The welcome address was made by Sudhamo Lal, the Director General of the MRA. The event concluded with the award of World Customs Organisation Certificates of Merit to the MRA Customs staff and other stakeholders. On this occasion, Daniel Ng, the Chief Executive Officer, representing MACCS, received this certificate for his exceptional service to the international customs community.



For any query regarding system assistance, training and refresher courses, please send your request via <https://services.maccs.mu/online servicedesk/>

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