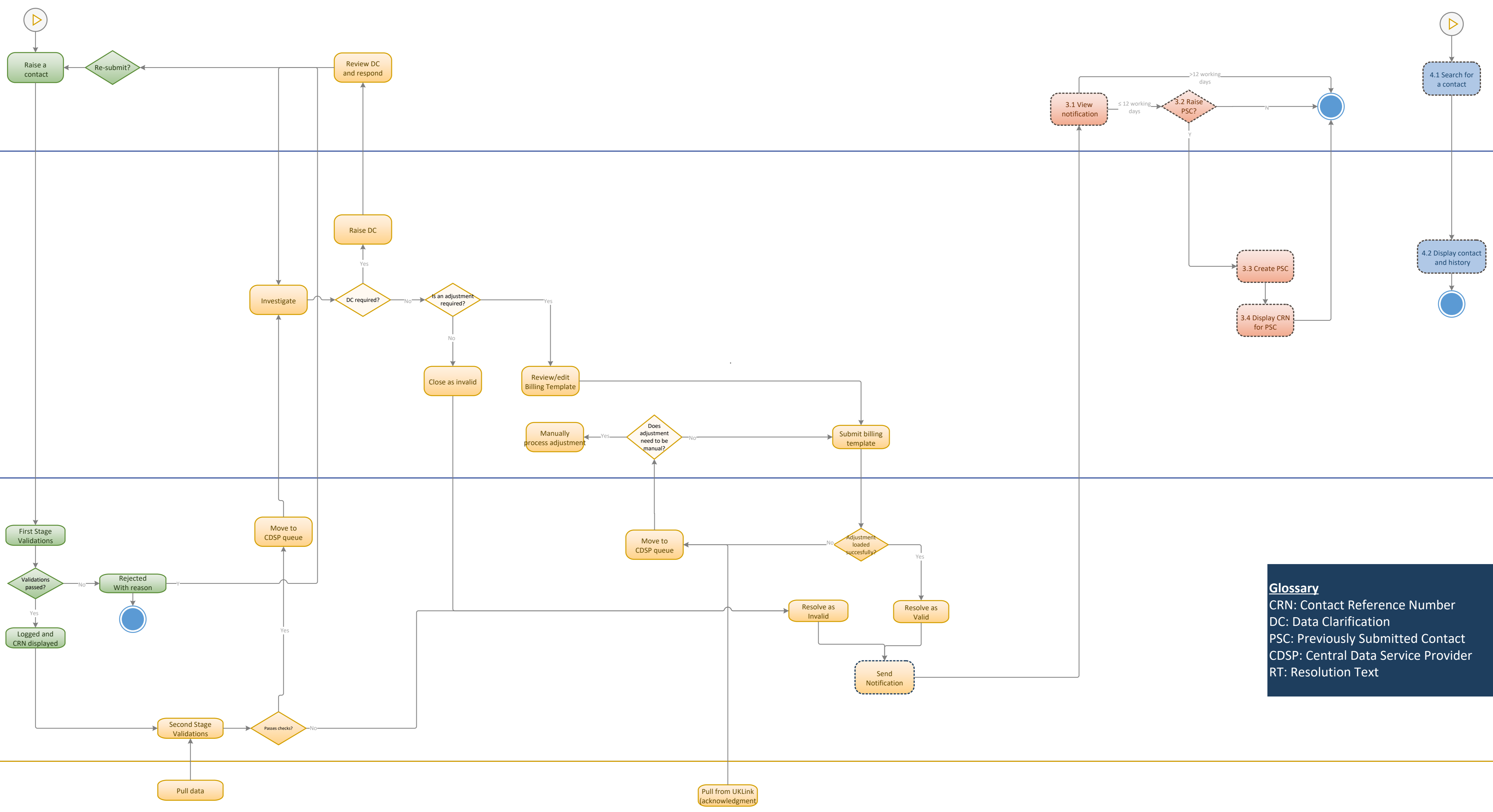
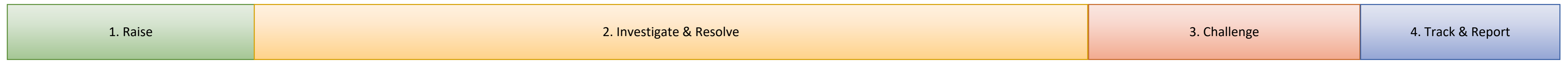


Customer Journey
 Shipper or CDSP agent on behalf of
 <<Person>>
 CDSP Agent
 <<System>>
 CMS Rebuild
 <<System>>
 UKLink



Glossary
 CRN: Contact Reference Number
 DC: Data Clarification
 PSC: Previously Submitted Contact
 CDSP: Central Data Service Provider
 RT: Resolution Text