

4. Arrange for Ex-Tackle Survey

It is the responsibility of the country representative or designated staff to ensure that an independent surveyor is contracted to perform an ex-tackle survey. An independent surveyor means a surveyor different from the shipper's surveyor ([see sample contract in attachment 6b p.125](#)). CRS' independent surveyor is responsible for performing an ex-tackle survey listing the container number, seal number, and verifying the condition of the container. At de-stuffing, the surveyor will tally the contents of the container.

The surveyor will tally the commodity as it is taken off the vessel. He will carry out a survey of the damaged goods to determine damages on the account of the shipper, which become marine losses. The report will constitute the necessary documentation for CRS to file claims against the shipper for maritime losses.

Upon receipt of the bill of lading, a copy of the B/L must be sent to the selected independent surveyor. Written verification of the receipt of document should be received from the surveyor. It is incumbent upon the country program to be able to prove that it requested and received from the surveyor acknowledgement that the surveyor would perform the survey. A follow up

letter should be sent to the surveyor prior to the arrival of the vessel. Attached to this letter should be a duplicate copy of the bill of lading. It will be the surveyor's duty to identify and report on damaged commodities, and which party is responsible for the damages (carrier, port etc). The

If the commodity is shipped in break bulk (not containerized) it will arrive on rail cars and once it arrives at the port the stevedores (hired by the carrier) unload the rail cars into containers they will have brought alongside.

With few exceptions, when the containers arrive at the port, the carrier will be responsible for de-stuffing them and either load them directly onto a truck or put them in a port warehouse for CRS to make arrangements for pick up of the commodities.

discharge and delivery surveys.

CRS' Relationship with Consultants

In most countries, the cargo clearance process at the port requires the services of a licensed clearing agent. This individual/firm will be responsible for passing documents to customs and port authorities. The agent represents CRS to the port authority and is a key to the rapid clearing of the cargo. The Country Program has probably been using the same clearing and forwarding agent for a long period, and it may be advisable to continue using the same. However, as in any business relationship it is sometimes necessary to revitalize the relationship especially if the level of service is disappointing. The clearing and forwarding agent will also take responsibility for moving the cargo out of the port and to the main warehouses. In some countries the clearing and forwarding agent is responsible for the entire logistics operation, and will send food as far as the distribution sites. Depending on the quality of the service, this can be of great assistance. However, if performance is poor, high losses may occur for which CRS is responsible.

The country representative or designated staff should establish and maintain a good working relationship with the clearing and forwarding agent. The agent should be aware that they give CRS authority to take action if there is substantial delay of shipment that may affect CRS' program and that they will be held responsible for avoidable delays in the same manner that they would be for a commercial cargo. Such clause should be clearly articulated in their contract agreement with CRS.

surveyor contract will enumerate the different information to be contained in the survey report. CRS should demand that a professional company delivers a professional job. CRS should make sure from the beginning that the survey firm understands all the services they are expected to provide, and that these need to be performed with the same professionalism, as they would be in the case of a commercial cargo.

All shipments have a discharge survey. Through Bill of Lading and landlocked countries have both