CMS Rebuild – Shipper Agreed Read (SAR)
Remedy for SARS that have failed to be progressed (exceptions) within a reasonable period to be proactively managed by CDSP.

V0.1 September 2023

Customer Journey

| 1. Raise | 2. Investigate & Resolve | 3. Challenge | 4. Track & Report |

Shipper (incoming or outgoing)
- 1.1a Raise a contact
- 1.4 Re-submit?
- 2.4 Review DC and respond
- 3.1 View notification
- 3.2 Raise PSC?
- 4.1 Search for a contact
- ≤ 12 working days
- >12 working days

<<Person>> CDSP Agent
- 1.1b Raise a contact
- 1.4 Re-submit?
- 2.3 Manage Contact
- 3.3 Create PSC
- 3.4 Display CRN for PSC

<<System>> CMS Rebuild
- 1.2 First Stage Validations
- 1.3b Rejected With reason
- 1.3a Logged and CRN displayed
- 2.1 Second Stage Validations
- 2.2 Move to CDSP queue
- DC Not Required
- DC Required
- 2.6 Push Read to 3rd Party Shipper
- 2.3a Raise DC
- 2.8 Resolve as Invalid
- Load read in UKLink
- Load successful
- 2.10 Resolve as Valid
- 2.11 Send Notification
- Validations Passed
- Invalid
- Reject
- Accept
- Click submit
- 20 days no response (time out)
- 4.2 Display contact and history

3rd Party Shipper

<<System>> UK Link
- Pull data
- Push Data

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