**Introduction:**

These instructions are to be used by handling staff working outside EU with shipments going into EU.
European Union has issued new requirements for ALL cargo and mail being sent from outside EU (“3rd countries”) into EU. [EU customs](https://taxation-customs.ec.europa.eu/customs-4/customs-security/import-control-system-2-ics2-0/import-control-system-2-release-2_en)and [Danish customs](https://www.toldst.dk/nyheder/nyt-om-told/ics2-stiller-skaerpede-krav-til-virksomheder-ved-import-af-varer-til-eu/)

**Standards and guidelines:**

**Do NOT forward any Mail - if they are missing the “OK” from EU (“AR flag”)**

Ground Handling Agents (GHAs) have been given:

* Updated [Handling Requirements Air Mail](https://www.sascargo.com/-/media/Stationfile/Requirements/GHA/Handling-requirements---Air-Mail.ashx?la=en&hash=FEC2F5442A8E49077AFFD8DB8228FBC387CB21F4)

**Definitions:**

ICS2 introduces more efficient and effective EU customs security and safety capabilities that will:

* Increase protection of EU citizens and the internal market against security and safety threats;
* Allow EU Customs authorities to better identify high-risk consignments and intervene at the most appropriate point in supply chain;
* Support proportionate, targeted customs measures at the external borders in crisis response scenarios;
* Facilitate cross-border clearance for the legitimate trade;
* Simplify the exchange of information between Economic Operators (EOs) and EU Customs Authorities

**Description / Explanation:**

Air Mail: Postal Operator communicate with SAS Cargo via Cardits/Receptacle.
The cardit/receptacle will carry an “AR” flag (message from EU).

* If Cardit/Receptacle is OK – the information in the “total” view (se screenshot below) will be blank.
* If the message is **NOT OK** it will be:
“Applicable regulations not satisfied”.
This item must be set aside”: **HOLD and contact SAS Cargo local sales office for new disposition**

 **“HOW TO”:
Air Mail – check in VMAIL system**

VMAIL link: [Account Login: SAS (SK) (velocity-mail.com)](https://www.velocity-mail.com/app/main/sk)

Start in “STATION” - and choose the station in question (here e.g. EWR) from drop down list


It opens at “NESTS”/ nest at station

It will show the air mail planned for this station.

Use drop-down to choose the destination station in question: (here e.g. CPH)


See “Notes” for ICS2 OK or not OK:



**Blank lines in “Notes” = OK**

**“Applicable Regulations Not Met!”** means it is **NOT OK** to forward.

Click the underlined number of “items”

Go the drop-down box on the right and choose “By Consignment”



The view “by Consignment” shows which cardits/consignments that are OK or NOT OK



**Blank lines in “Note” = OK**

**“Applicable Regulations Not Met!”** means it is **NOT OK** to forward.

* If the consignment is not in SAS Cargo custody yet – contact Postal Operator and tell them to not send this bag
* If the bag is tendered to GHA – please tell the postal Operator to take it back to Post w/h as it is not OK to fly
* If the bag is transfer – GHA must put “on hold” (aside) and contact SAS Cargo Sales office/cargobooking for new disposition

**You can always insert one cardit/receptacle number and search for that specifically:**

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**Descartes Support desk:**

To be used if technical problems with ICS2 system or VMAIL.

Support Portal: [https://servicedesk.descartes.com](https://servicedesk.descartes.com/)

24 Hour Service Desk

Phone:

1.877.786.9339 (North America)

+800.7866.3390 (Outside of North America)

When prompted, say “VMAIL”

**Document info:**

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| --- | --- | --- |
| **Author:** | **Approved by:** | **Effective date:** |
| Wibekke Risan CPHFZ | Lone Riise HQSS | 01JUN2023 |
| **Document review date:** | **Document review by:** | **Department:** |
| 05JUL2023 | Wibekke Risan and Lone Riise | CPHFZ/HQSS |
| **SCM Document:** | **sascargo.com:** | **Live Document:** |
| Updated by HQSS | Updated by HQSS | Updated by HQSS |