Kimbo Logistics

SEYCHELLES / AIR FREIGHT

Air Freight Cargo Procedures

Import procedures & export procedures

A practical Kimbo Logistics manual for booking, shipment documents, Customs clearance, airport release and export acceptance.

PART A / IMPORTS

Arriving air cargo
Airport release and delivery

PART B / EXPORTS

Departing air cargo
Acceptance and departure records

Prepared for Kimbo Logistics clients and teams

Follow the section for the cargo direction, together with the current carrier, handling-agent and authority requirements.

Import and export sections

Use Part A for cargo arriving into Seychelles and Part B for cargo departing Seychelles. Each section has its own procedure and completion checklist.

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Clickable contents and PDF bookmarks: Part A pages 4-12; Part B pages 13-20. Apply the shared special-cargo and cost controls to either direction.

Responsibilities and airport planning

Assign a Kimbo coordinator and a client contact. Record the AWB and any House AWB under one shipment reference for decisions, revised documents and follow-up.

Party	Main responsibilities
Client / importer / exporter	Provide accurate goods and party details; agree scope and charges; arrange supplier cooperation, funds and receiving or dispatch resources.
Supplier / shipper	Prepare the actual goods, packing and invoice; satisfy permit conditions; provide certificates; disclose dangerous goods and handling needs.
Kimbo coordinator / declarant	Review the file; coordinate approvals, declaration, payments, inspections, collection or export handover; retain records and update the client.
Carrier / freight forwarder	Confirm booking and acceptance conditions; issue transport documents; manage manifests and carrier release; report actual cargo movements.
Airport handling agent	Receive and locate cargo; confirm warehouse availability, acceptance or collection formalities and the applicable facility charges.
Customs / other authorities	Assess declarations and permissions; request evidence or inspection; decide regulatory release and any conditions.

Make every update actionable

Include the AWB, completed stage, outstanding issue, action owner, next follow-up and storage or cargo cut-off deadline. Record and confirm changes to scope, costs and delivery instructions.

Published airport Customs windows

Airport Entry Processing: SRC publishes 08:30-15:00, Saturday until 12:00.
Air Cargo Examination: SRC publishes 08:30-15:00.
Confirm the current working days, holidays and any out-of-hours arrangements. Airline and warehouse hours may differ. Seychelles local time applies. [3]

Air cargo import procedures

For air cargo arriving into Seychelles, including individual and consolidated consignments. Prepare approvals and documents before dispatch from the origin.

ARRIVING AIR CARGO / SEYCHELLES

Prepare the file. Confirm release. Collect and deliver the correct cargo.

Individual shipment

Match the AWB, invoice, packing list and physical packages. Confirm the cargo record, receiving location and the party authorised to release the goods.

Consolidated shipment

Keep both Master and House AWB references. Confirm the correct house cargo record and the forwarder release instructions before declaration or collection.

Import control points

- ☐ Goods eligibility, permits and final documents reviewed before origin dispatch.
- ☐ Actual arrival, manifest record, package count and warehouse availability confirmed.
- ☐ Customs, other authorities, carrier and warehouse release conditions completed.
- ☐ Client delivery, charges and any discrepancy follow-up recorded and closed.

For perishables use page 11; for dangerous goods or batteries use page 21; for storage and charge controls use page 22.

The import document file

Send clear, complete copies before arrival. Keep the final version of each document, and arrange originals where required by the authority, carrier or handler.

Document / information	Import checks
Commercial invoice	Buyer, seller, date and currency; precise goods description; quantities, unit and total value; delivery terms; freight and insurance details as applicable.
Packing list	Contents per package; package count, marks, weights and dimensions; pallet and special packing information.
AWB / MAWB / HAWB	Correct transport and house references, parties, routing, pieces, gross weight and freight payment basis.
Arrival advice	Actual flight and arrival details; handler, warehouse location, availability and any split-shipment information.
Permits / certificates	Approvals and official certification for the actual goods and origin; validity, quantities and any special release conditions.
Importer instructions	Registered party details and tax identifier where applicable; authorisation, payer, contact and agreed delivery instructions.
Supporting evidence	Freight and insurance documents, payment proof and other valuation or procedure records needed for the declaration.

Confirm the handler's import paper requirements

Air Seychelles' published checklist lists four commercial invoices and five AWB copies for each import consignment: two originals and three photocopies. Confirm the current paper or electronic requirements with the actual handler. [4]

Use the final commercial invoice. A sample, gift, repair or temporary shipment needs suitable value and purpose evidence agreed with Kimbo. [1], [2]

Check permits before dispatch

Review the exact commodity, country of origin, condition and intended use. Restricted goods need the required approval; prohibited goods cannot be made eligible by a routine permit application.

Cargo category	Review and evidence to arrange
Plants, seeds, produce, wood	Biosecurity review; approved goods and origin; permit conditions; official phytosanitary or treatment evidence where required.
Meat and animal products	Veterinary / biosecurity approval and an official health or veterinary certificate. Check the species, source and approved conditions.
Live animals	Biosecurity and veterinary requirements, including any quarantine conditions; carrier acceptance and the required shipper certification.
Refrigerants and dependent equipment	Exact gas, model and specification; environmental and import-licensing review. CFC/HCFC prohibitions must be checked before ordering.
Medicines, chemicals, sensitive goods	Product-specific approval, licences and technical documents as applicable. Also check whether the cargo is dangerous goods for air transport.
Communications devices / drones	Applicable communications, import and aviation requirements. Import clearance does not itself establish permission to operate.
Other controlled goods	Check the current legal schedules and approval route for the exact classification, material and intended use.

Match the approval to the shipment

Check the goods, quantities, origin and any validity or certification conditions. Send the approved conditions to the supplier before dispatch. A changed order needs a fresh review.

Apply early and obtain a shipment-specific processing estimate. Confirm the authority's decision and required documents before dispatch. Sources: [5], [6].
For temporary admission, obtain Customs approval and record the required security and authorised exit period before import. See page 19 for the linked re-export process. [7]

Before flight arrival

Prepare the file and receiving plan while the cargo is still at origin. Keep a record of every missing item and confirm when the shipment is ready for arrival.

I1

Open the job and confirm instructions

Owner: Kimbo coordinator + client

Record the importer, supplier, goods, scope, contact, destination and payment instructions. Identify urgency and special cargo.

Complete when: The shipment reference and responsibilities are recorded.

I2

Review eligibility and obtain approvals

Owner: Kimbo + client / supplier

Check the permit route and conditions. Obtain approvals and certificates required before dispatch; notify the supplier of the conditions.

Complete when: The approval file matches the intended goods and origin.

I3

Validate the final document file

Owner: Kimbo declarant + supplier

Compare the invoice, packing list and AWB. Prepare classification and valuation evidence; request corrections through the relevant party.

Complete when: Final documents are consistent and outstanding queries are resolved.

I4

Plan arrival, funding and collection

Owner: Kimbo + carrier / client

Follow the flight details, confirm manifest readiness, arrange agreed funds and plan suitable transport and receiving resources.

Complete when: The next action, receiving contact and relevant deadlines are confirmed.

SRC states that the carrier or appointed agent submits an air cargo manifest at least three hours before landing. This is a carrier filing requirement, not the client's document deadline. [1]

Arrival and Customs clearance

A landed flight does not establish that every package has been received and made available. Confirm the cargo record and physical availability before coordinating release.

I5

Confirm arrival and cargo availability

Owner: Carrier / handler + Kimbo

Check actual arrival, warehouse receipt, location, package count and any split shipment, shortage, excess or visible damage.

Complete when: Cargo availability and any discrepancy are documented.

I6

Resolve the cargo record

Owner: Carrier / appointed agent + Kimbo

Match the manifest and AWB to the received goods. Request the appropriate correction or supporting evidence where records differ.

Complete when: The correct cargo record is available for processing.

I7

Process the declaration and payments

Owner: Kimbo declarant + client / payer

Submit the appropriate declaration in ASYCUDA with the supporting file. Follow assessment, queries and the applicable duties and taxes.

Complete when: The declaration status and payment evidence are recorded.

I8

Complete controls and confirm release

Owner: Customs / authorities + Kimbo

Follow the selected Customs lane and other authority checks. Complete carrier and handler formalities, then apply the collection checklist.

Complete when: All applicable release conditions and collection availability are confirmed.

SRC notes that shortages or excess quantities can block the transport record until the carrier arranges the required manifest correction. Retain the original evidence and approved corrections in the shipment file. [1]

Customs lanes and release gates

Follow the actual declaration status and authority instructions. Confirm carrier and cargo-facility requirements separately, even when the same operator manages both.

Lane	Control / next action
GREEN	Release authorised; Customs can still examine goods when necessary. Confirm the actual release record.
BLUE	Release authorised; post-clearance checks may follow. Retain the complete supporting file.
YELLOW	Document review is required. Provide the requested evidence and follow the review outcome.
RED	Document review and physical examination are required. Coordinate access to the correct goods.

Release evidence to record

Release gate	Evidence / confirmation
Customs and other authorities	Released declaration and any required permit, inspection or authority release outcome.
Carrier / forwarder	Delivery authority or release reference, document formalities and applicable payment clearance.
Handling agent / warehouse	Confirmed cargo availability, facility charges settled as required, collection formalities completed.
Collection arrangement	Authorised collector, correct vehicle, receiving contact and suitable handling resources.

SRC's import brochure states that a red-lane appointment is not required at Airport Cargo. Kimbo should still confirm the current examination process, cargo access and officer availability. [2]

Airport collection and delivery

Confirm the warehouse is ready before sending the collection vehicle. Use authorised collection procedures and match the physical cargo to the release and packing records.

Stage	Kimbo collection procedure
Dispatch the collector	Provide AWB / collection reference, authorised instructions, location, contact and the suitable transport plan. Meet the facility's identity and access requirements.
Check at the warehouse	Match package count and marks; inspect visible condition; record shortages, wet or damaged packing, unusual leakage or any other concern before loading.
Load and secure	Use suitable handling resources and secure the cargo for transport. Maintain agreed temperature or other special conditions. Obtain the facility handover record.
Deliver to the client	Confirm access and receiver availability. Match packages against the delivery note and record the actual handover time and any discrepancy.
Close the job	Retain receiver name, signature or agreed acknowledgement, package count, condition notes and permitted delivery photos. File release and payment records.

For onward delivery to another island

Confirm the second transport booking, acceptance limits, handling needs and receiving arrangements. Record each handover and the new reference. International release does not establish onward transport availability.

Minimum proof of delivery

Shipment reference | Date and time | Delivery location
Packages handed over | Receiver name and acknowledgement
Condition or discrepancy notes | Supporting delivery evidence

Perishables and urgent cargo

Plan approval, inspection, storage, transport and receipt together. Use the product's actual handling specification and confirm resources for the arrival time.

Before the flight

Confirm the product, origin and required permits. Obtain the official certificates and share scans early; arrange originals where required.

Agree temperature, packing, shelf-life and monitoring instructions. Confirm suitable warehouse storage and delivery transport.

At arrival and delivery

Follow arrival, inspection and release status. Confirm suitable holding conditions while checks are pending.

Coordinate collection with the receiver. Record condition and available temperature evidence; escalate an excursion for a product-specific decision.

Commodity-specific certification

- **Plants and produce:** NBS uses a single-use Biosecurity Import Permit per consignment. Send its conditions to the supplier and arrange the required official phytosanitary or treatment evidence. [5]
- **Meat and animal products:** obtain the required original veterinary certificate from the exporting authority, in English or French, signed and stamped. [5]
- **Medicines and sensitive products:** confirm approvals and manufacturer handling instructions. Review any dry ice or battery-powered logger for carrier acceptance.

Check eligibility for SRC's urgent direct-release route

For declarations containing only eligible urgent goods, SRC publishes a funded pre-payment account requirement, preparation 24 hours before arrival using IM4 / PER with supporting documents, and completion of missing declaration data within 48 hours after release. Kimbo must confirm eligibility, Customs validation and the follow-up owner; other approvals remain applicable. [1]

Import completion checklist

Use this checklist for arriving air cargo. Record dates, evidence and any unresolved action under the AWB and Kimbo shipment reference.

Shipment identification	Record
Client / shipment	Client: _____ Kimbo reference: _____
Transport	AWB / HAWB: _____ Flight / date: _____
People / storage	Coordinator: _____ Storage deadline: _____

Before arrival

- ☐ Scope, importer details, authorisation, payer and receiving contact confirmed.
- ☐ Eligibility reviewed; permits, certificates and special-cargo conditions checked.
- ☐ Final invoice, packing list, AWB and any House AWB records consistent.
- ☐ Funds, flight monitoring, warehouse and delivery resources arranged.

Release and collection

- ☐ Actual arrival, cargo record, available pieces and discrepancies confirmed.
- ☐ Declaration, assessed payments and authority controls completed.
- ☐ Carrier / forwarder and warehouse release evidenced; collector authorised.

Completion

- ☐ Package count, condition, receiver acknowledgement and delivery time filed.
- ☐ Charges reconciled; claims, urgent-release follow-up or temporary obligations tracked.

Outstanding action / owner: _____

Next follow-up: _____ **Completed by / date:** _____

Air cargo export procedures

For cargo departing Seychelles by air. Confirm the destination, transit, Customs and carrier requirements before promising a dispatch or delivery date.

DEPARTING AIR CARGO / SEYCHELLES

Confirm the route. Prepare and clear the cargo. Record acceptance and departure.

Exporter preparation

Identify the goods, consignee, purpose, value and delivery terms. Obtain the destination agent's requirements and any relevant Seychelles export approval or certification.

Airport and carrier control

Book suitable capacity. Complete the document, Customs and security file; hand over by the confirmed cut-off. Obtain acceptance evidence and follow actual cargo departure.

Export control points

- ☐ Booking, cargo cut-off and special handling accepted for the actual route.
- ☐ Packages, invoice, packing list, AWB instructions and certificates consistent.
- ☐ Customs, authority and security requirements completed before departure.
- ☐ Acceptance, actual departure and destination handover records retained.

For dangerous goods or batteries use page 21. Air cargo consolidation is managed through Master and House AWBs; LCL is a sea freight term.

Confirm the booking and price basis

Confirm the cargo, route, service scope and price basis. Obtain the flight booking and acceptance conditions before sending export cargo to the terminal.

Information to provide	What to confirm
Cargo description	Exact goods, intended use, quantity, value, origin and any permit, battery, chemical or temperature-control needs.
Size and weight	Number of packages, gross weight and external dimensions of each package; include pallets and overpacks.
Route and service	Origin and destination; proposed dates; airport-to-airport or door-to-door scope; direct or connecting flight; special handling availability.
Price and payment	Currency; quote validity; chargeable weight; minimum charge; included surcharges; prepaid or collect basis; exclusions and payer.

Why the billed weight can exceed the scale weight

Air freight commonly uses the higher of actual gross weight and volumetric weight. Confirm the divisor, rounding and minimum charge used in the carrier quotation. [10]

Worked example - illustration only

Two cartons, each 80 x 60 x 50 cm, have a total gross weight of 50 kg.
Volume: 2 x 80 x 60 x 50 = 480,000 cm3
Illustrative divisor: 6,000 cm3/kg gives 80 kg volumetric weight.
Illustrative chargeable weight: 80 kg, subject to the quoted tariff and rounding.

- [ ] Obtain written booking, cargo cut-off and special-cargo acceptance confirmation.

Compact packing can reduce volume, provided the goods remain suitably protected. The example is a calculation, not a Kimbo or airline tariff.

The export document file

Build the file around the goods being tendered. Agree the carrier and handler's current document and security requirements before terminal handover.

Document / information	Export checks
Commercial invoice	Exporter and consignee, goods, quantities, values and currency; purpose of movement, delivery terms and freight / insurance details as applicable.
Packing list	Actual contents and marks per package; package count, gross weight, dimensions and special packing details.
Booking / AWB instructions	Carrier, routing, flight plan and cargo cut-off; shipper / consignee contacts, final pieces, weight, description and payment instructions.
Customs export record	Correct Bill of Export and supporting file; required verification, payment and release evidence for the actual procedure. [1]
Approvals / certificates	Applicable Seychelles export controls and destination / transit requirements; official health, veterinary, plant or origin evidence where required.
Handler / security file	Shipper instructions or dispatch form and consignment security documentation required by the booked carrier / handling agent. [4]
Special cargo / linked records	Required dangerous-goods or live-animal forms; handling instructions; original import or temporary-procedure references where relevant. [4], [7]

Confirm destination acceptance before dispatch

The consignee or destination agent should confirm its import permissions, document language, original-certificate requirements and receiving arrangements. Record who will perform clearance and pay destination charges.

Keep the final version of each document. Confirm the export paper or electronic checklist with the actual handler; the published import copy counts on page 5 do not define every export requirement.

Packing and Air Waybill checks

Match the actual packages to the invoice, packing list, booking and AWB instructions. Resolve discrepancies before cargo is tendered to the airport handling agent.

Packing requirements

Use packaging suited to the goods, route and handling. Secure the contents; protect against leakage or damage; provide lifting and orientation instructions where relevant.

For pallets, include the pallet dimensions and total weight. Declare wood packaging or special materials when approval conditions require review.

Identification on each package

Use clear consignee and shipment details. Identify the package sequence, for example 1 of 6. Keep required handling and regulatory marks visible.

Dangerous-goods labels and preparation must follow the competent shipper and airline requirements; ordinary handling stickers do not establish acceptance.

Before the AWB is finalised

- [ ] Confirm the shipper, consignee and notify/contact details against the booking instructions.
- [ ] Check package count, gross weight, goods description, routing and freight payment terms.
- [ ] For consolidated cargo, obtain the Master AWB and the applicable House AWB references.
- [ ] Check permit and certificate details against the actual products, supplier and quantities.
- [ ] Share the final transport document and notify Kimbo of any later amendment.

Record both references for a consolidation

For export consolidation, confirm the Master and House AWB linkage, forwarder, routing and destination document handover. Keep the accepted shipment details consistent across the booking, packages and final document file.

Customs and terminal handover

Follow the correct export procedure and the actual handling-agent instructions. Allocate time for queries, examination, security controls and cargo acceptance.

E1

Validate the ready-to-dispatch file

Owner: Kimbo + exporter / destination agent

Reconcile final goods, packing, invoice, AWB instructions, approvals and destination requirements. Record the accepted booking and cut-off.

Complete when: The goods and final documents match the booked shipment.

E2

Complete Customs and authority controls

Owner: Kimbo declarant + Customs / authorities

Submit the appropriate export declaration. Resolve queries, arrange required verification and record any assessed payment or release conditions.

Complete when: Required regulatory clearance evidence is ready for the handler.

E3

Arrange security and airport access

Owner: Shipper / handler + Kimbo coordinator

Follow the authorised cargo-security process and required declarations. Confirm access, inspection or screening arrangements with the handler.

Complete when: Required security and handover formalities are confirmed.

E4

Tender cargo and obtain acceptance

Owner: Handling agent / carrier + Kimbo

Deliver by the confirmed cargo cut-off. Match pieces, weight, condition and documents; obtain the acceptance record and resolve any refusal.

Complete when: Cargo acceptance is evidenced and remaining issues have an owner.

An AWB or flight reservation alone does not establish Customs release, handler acceptance or actual cargo departure. Follow the current carrier requirements. [1], [4]

Departure and special exports

Follow the cargo after terminal acceptance. A planned flight and its departure do not by themselves confirm that every package travelled on it.

Stage	Evidence / follow-up
Terminal accepted	Record handler acceptance time, package count, measured weight, condition and any qualification or remaining issue.
Actual cargo departure	Obtain carrier / forwarder confirmation of the flight and date for the goods. Track split consignments and offloaded or missing pieces separately.
Document handover	Send the final AWB / House AWB, invoice, packing list and clearance or certificate file to the consignee / destination agent as agreed.
Destination coordination	Confirm arrival advice and clearance responsibility. Track destination release and final delivery where they fall within the agreed Kimbo service scope.

Special export arrangements

Cargo	Confirm before tendering
Perishables / medicines	Product temperature, protective packing, transit holding and receiver readiness; required certification, approvals and any cooling-material acceptance.
Live animals / plants	Seychelles and destination biosecurity conditions, official certification, route acceptance, appropriate packing and receiving / quarantine arrangements. [4], [5]
Dangerous goods / batteries	Competent preparation and airline acceptance for the exact configuration and route; applicable State and operator variations. See page 21.

If cargo is offloaded or the route changes

Confirm the revised booking, storage and special-cargo conditions. Check permit or certificate validity, update the receiving plan and obtain any cost approval required by the agreed scope.

Temporary export and re-export

Identify the movement before dispatch. Keep serial numbers, inventory and the original declaration so goods can be linked to their re-export, repair or eventual return.

Movement / cargo	Procedure to coordinate
Temporary export from Seychelles	Record the purpose, inventory, serial numbers, expected return and EX 2 reference. Confirm destination entry and Seychelles return requirements; retain departure evidence. [1]
Re-export of temporarily admitted goods	Register the Bill of Export linked to the import; supply invoice, packing list and AWB. Arrange verification through export@src.gov.sc, settle required payments and obtain stamped handler documents. [7]
Repair, return or replacement	Explain the transaction and supply the original import/export references and correspondence. Ask Kimbo to confirm the correct valuation evidence and Customs procedure.
Live animals	Obtain veterinary / biosecurity conditions, quarantine instructions where applicable and carrier acceptance. Confirm the required shipper certification and receiving arrangements. [4], [5]
High-value / fragile goods	Agree suitable packing, security, handling and handover evidence. Confirm any requested cargo insurance before movement.

Choose the declaration for the actual movement

SRC lists IM 5 for temporary import, IM 6 for re-import, EX 1 for permanent export, EX 2 for temporary export and EX 3 for re-export. Kimbo should confirm the appropriate procedure and link the relevant records. [1]

Temporary admission is conditional; an extension, sale, changed use or failure to exit needs Customs review. Do not close the file until the required discharge or other decision is recorded. [7]

Export completion checklist

Use this checklist for departing air cargo. Close each movement against the goods actually accepted and transported, including any split shipment.

Shipment identification	Record
Client / shipment	Exporter: _____ Kimbo reference: _____
Transport	AWB / HAWB: _____ Flight / date: _____
People / deadline	Coordinator: _____ Cargo cut-off: _____

Before terminal handover

- ☐ Destination / transit requirements and clearance responsibility confirmed.
- ☐ Booking, route, cut-off, packing and special-cargo acceptance confirmed.
- ☐ Invoice, packing list, final AWB instructions and certificates consistent.
- ☐ Bill of Export, authority approvals and security file ready for acceptance.

Acceptance and departure

- ☐ Handler acceptance record includes pieces, weight, condition and time.
- ☐ Required Customs / authority controls and any assessed payments completed.
- ☐ Actual cargo departure confirmed; offloads or split consignments tracked.
- ☐ Final documents and movement update sent to the agreed receiving contact.

Completion

- ☐ Charges and agreed destination / delivery follow-up reconciled.
- ☐ Temporary export, re-export or return obligations assigned and tracked.

Outstanding action / owner: _____

Next follow-up: _____ **Completed by / date:** _____

Dangerous goods and batteries

Disclose the exact contents before booking. Carrier acceptance and Seychelles import or export approval are separate checks; arrange both when applicable.

Use competent dangerous-goods preparation

The shipper must arrange classification, packing, marking and documentation through competent personnel, using the rules effective on the shipment date and the relevant State and airline variations. The 2026 IATA DGR is the 67th edition. [8], [9]

Cargo to flag early	Information to provide for review
Chemicals, aerosols, gases, paints or fuel-related items	Exact product, composition / safety data where relevant, quantity, packaging and intended use. Obtain the qualified classification and required shipment documents.
Lithium batteries / equipment	Battery chemistry, model, Watt-hour rating or lithium content, quantity, configuration and applicable UN 38.3 test summary. Confirm current airline acceptance.
Dry ice and temperature-control materials	Cooling material, quantity and packaging design. Obtain the required declaration / AWB information and carrier acceptance for the actual preparation.
Powered devices or used equipment	Disclose installed batteries, residual fuels, gases or other hazardous components. Have the exact configuration assessed before tendering.

Kimbo coordination checklist

- ☐ Obtain a clear contents disclosure and the competent shipper's preparation evidence.
- ☐ Confirm the applicable import/export approvals and acceptance on the booked route.
- ☐ Record the airline acceptance conditions and any required declaration or certificate.
- ☐ Keep the approved details consistent across the packages, booking and document file.

A damaged or suspect package needs the handling facility's emergency or incident process before onward handling. This section supports coordination and is not a dangerous-goods packing instruction.

Charges and storage control

Confirm the actual airport and carrier tariff for the shipment. Track the last free day or storage start time and the action needed to remove a delay.

Cost category	Keep visible in the cost file
Air freight / carrier charges	Rate basis, chargeable weight, surcharges and any collect charges; payer and prepaid evidence.
Terminal / warehouse handling	Applicable handling, documentation, screening or transfer charges; confirm the included services, payer and release evidence.
Storage / cold storage	Free-time allowance, start event, currency, charging unit and any minimum or stepped rate. Confirm whether special storage is separate.
Customs / authority costs	Applicable duty, VAT, excise or levy; any assessed or authorised procedure costs and supporting receipts.
Kimbo service / transport	Agreed clearance fee, delivery, special handling or other authorised work. Reconcile to the agreed scope.

Ask the handler for the storage trigger

Record when free time begins and ends, how partial days are treated, and what event stops charging. Use the airport tariff applicable to the cargo and storage service. Keep separate payable charges visible and avoid duplicates.

Control the total shipment cost

Use a line-by-line estimate showing freight, airport charges, storage, applicable Customs amounts, clearance and transport. Record each charge owner, tariff basis, currency, estimated amount, approved change and final invoice. For exports, agree destination charges and the payer separately.

Plan late flights and perishables against actual inspection, receiving and storage availability. Same-day collection depends on complete approvals, release and cargo readiness.

Resolve delays and exceptions

Record the issue, its effect, the responsible party and the next follow-up. Inform the client when the expected cost, condition or delivery plan changes.

Exception	Action and evidence
Flight delay / split or offloaded cargo	Carrier confirms actual movement, offloads and missing pieces. Kimbo updates the receiving plan and checks the effect on permits, storage or temperature-sensitive cargo.
Document or manifest mismatch	Identify the exact discrepancy. Supplier or carrier corrects the relevant record; Kimbo retains the revised version and follows the declaration impact.
Approval / inspection pending	Confirm the outstanding evidence and authority decision. Keep the cargo under the required control; establish suitable storage and a follow-up owner.
Payment prevents release	Verify the invoice, payer and amount; arrange the agreed payment and obtain posting or release confirmation. Update any storage exposure.
Damage / shortage at collection	Record package count, condition and permitted photos; obtain the handler's discrepancy report. Preserve relevant packaging and notify the client, carrier and insurer as applicable.
Temperature or safety concern	Follow the facility or product-owner instructions, involve competent personnel and record readings or incident evidence. Agree the next movement before dispatching.

Escalate using the shipment facts

Include the AWB, actual arrival or departure status, cargo location, issue, supporting documents, storage or cut-off deadline, and the decision needed. Record who has agreed to act and when the next update is due.

Claim and notification deadlines depend on the carrier, insurance and applicable terms. Check them promptly; proof of delivery does not resolve an earlier shortage or damage issue.

Glossary and Kimbo contacts

Use a consistent shipment reference in emails, the portal, payments and delivery instructions. Send the product and document file early when an order is being planned.

Term	Meaning in this guide
AWB / MAWB / HAWB	Air Waybill / Master Air Waybill / House Air Waybill: references used by the carrier and forwarder for air cargo.
BOE / Bill of Export	Customs import / export declaration, processed under the appropriate Customs procedure.
ASYCUDA World	The electronic Customs declaration and cargo processing system used in Seychelles.
Manifest	The carrier cargo record submitted to Customs; it must match the relevant cargo and transport references.
Gross / chargeable weight	Physical weight including packing / the weight used to rate air freight under the quoted tariff.
Cut-off / uplift	Deadline for cargo acceptance / actual loading and departure of cargo on the flight.
Free time / POD	Period before a specified storage charge begins / proof of delivery or agreed handover evidence.
NBS / BIP	National Biosecurity Services / Biosecurity Import Permit.

Kimbo Logistics - air cargo coordination

Clearance: clearing@kimbologistics.com
Phone: +248 257 5753
General enquiries: info@kimbologistics.com
Office: Carrefour Des Art Building, Rue de la Possession, Victoria, Mahé
Website: www.kimbologistics.com
Client portal: kimbologisticsportal.com

Airport Customs service point: Airport Cargo Terminal, Pointe Larue, Mahé. Confirm the handling agent and collection desk for the actual AWB. [3], [11]

Sources and edition control

The links below support the regulatory and carrier guidance in this edition. Check the current requirements against the actual goods, route and shipment date.

[1] SRC - Customs and Excises
ASYCUDA declarations, Customs models, manifests and import records.

[2] SRC - Customs Import Procedures brochure
Import document requirements and Customs selectivity lanes.

[3] SRC - Locations and Services
Airport cargo service point, functions and published service windows.

[4] Air Seychelles - Cargo Documentation
Published document checklist and special-cargo / security forms.

[5] National Biosecurity Services - Border Control
Biosecurity permit sequence, plant and veterinary certification.

[6] Seychelles Trade Portal - Customs legislation
Prohibited / restricted goods schedules and listed amendments.

[7] SRC - Temporary Admission brochure
Temporary admission, security and cargo exit procedures.

[8] IATA - 2026 Cargo and Ground Operations guidance
Current-year manuals and the 2026 Dangerous Goods Regulations edition.

[9] IATA - Shipping lithium batteries by air
Competence, battery information, documentation and carrier variations.

[10] IATA - Air Cargo Tariffs and Rules
Actual / volumetric weight and air cargo quotation principles.

[11] Kimbo Logistics - Contact and service information
Company contact details, clearance enquiries and portal link.

Edition control

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Import and export sections and checklists are separate. Published guidance is applied alongside shipment-specific approvals, tariffs and acceptance instructions.
Review this guide when a relevant law, permit condition, carrier acceptance rule or terminal procedure changes. Apply the latest confirmed instructions to each consignment.