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Automated Import Manifest System Onboarding Guide



Thank you for working with us to make the import process more reliable and efficient.

At **CFL**, we are committed to making courier operations faster, smarter, and more secure. That's why we've developed the Automated Import Manifest System (AIMS) in collaboration with Border Force.

AIMS is designed to streamline import manifest processing, reducing delays and ensuring a more efficient customs experience. Additionally, it enhances the targeting of suspicious packages, helping to minimize inspection-related delays without disrupting your operations.

We understand that transitioning to a new system takes time, and we appreciate your cooperation. This guide will walk you through how to onboard with **AIMS** quickly and easily. Our team is here to support you at every step, ensuring a smooth integration into your workflow.

Matthew Rye



AIMS simplifies the import manifest process by automating data submission and validation. This ensures that manifest information is processed accurately and efficiently, reducing customs delays and enhancing security.

STEP
01

Complete your manifest document

using our CSV or XLS template

STEP
02

Send your manifest via email

to manifest@cfl.aero

STEP
03

AIMS extracts and loads your data

into the system automatically

STEP
04

Border Force processes the data

and flags high-risk shipments

STEP
05

Clearance proceeds efficiently

minimizing disruption to your deliveries





Need help?

Our support team is here to assist you. If you have any questions or run into any issues, don't hesitate to reach out:



itsupport@cfl.aero



0208 283 0000



We're excited to have you onboard with **AIMS!** To ensure a smooth start, follow these steps

1

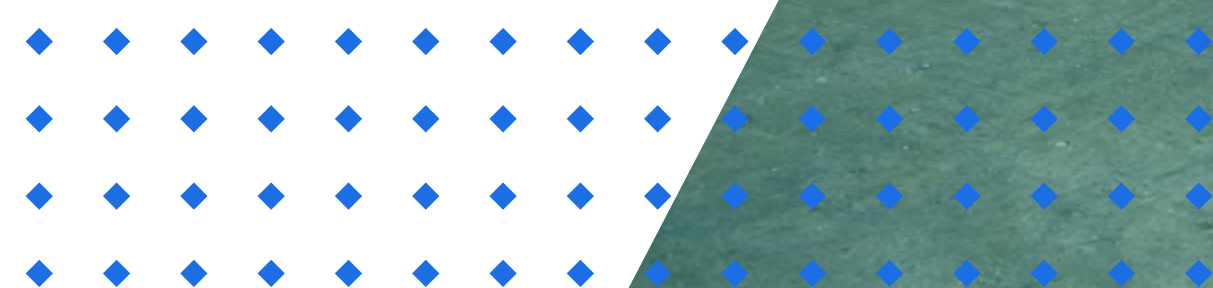
Choose your preferred manifest format: We offer two templates – CSV (recommended for the highest success rate) and XLS.

2

Book your short onboarding session with Arty. This can be done remotely or in person.

3

Our team can assist you in setting up and running your first manifest submission or watch our handy how to guide videos on [page 6](#).



How-To Video Guides

To make onboarding easier, we have created step-by-step video tutorials for both the Excel and CSV templates. Please watch the relevant guide before submitting your first manifest.

Excel Template

- Must use the exact layout of the template.
- Ensure all information is entered in the correct order as per the template.
- Do not amend any template rows; instead, copy them down as needed.
- Separate the Excel document into two templates.
- Remove any helper text - if not using it, delete it.
- Country codes must be in ISO standard format:
www.iso.org/obp/ui/#search

CSV Template Guide

- Airway Bill Information: This remains the same per shipment and can be copied down across all rows (orange section).
- Consignment Number: This is where the information starts to change (blue section).
- Row 2 must be removed after inputting data; keep row 1.
- Country codes must be correct (same ISO standard requirement as Excel).
- Bag numbers must have a comma and space after each number.
- Typically, CSV files are generated by a system rather than manually entered by a person.



What's Coming Next?

AIMS is just the beginning. We're continuously improving the system to make it even more efficient for you. Future updates will include:



Online submission portal

No more email submissions! Simply upload your manifest to our web platform.



Automated validation

The system will check and flag errors instantly before submission.



Manual key-in option

Enter manifest data directly via an online form if preferred.



Stay tuned for these upgrades as we roll them out over the coming months!