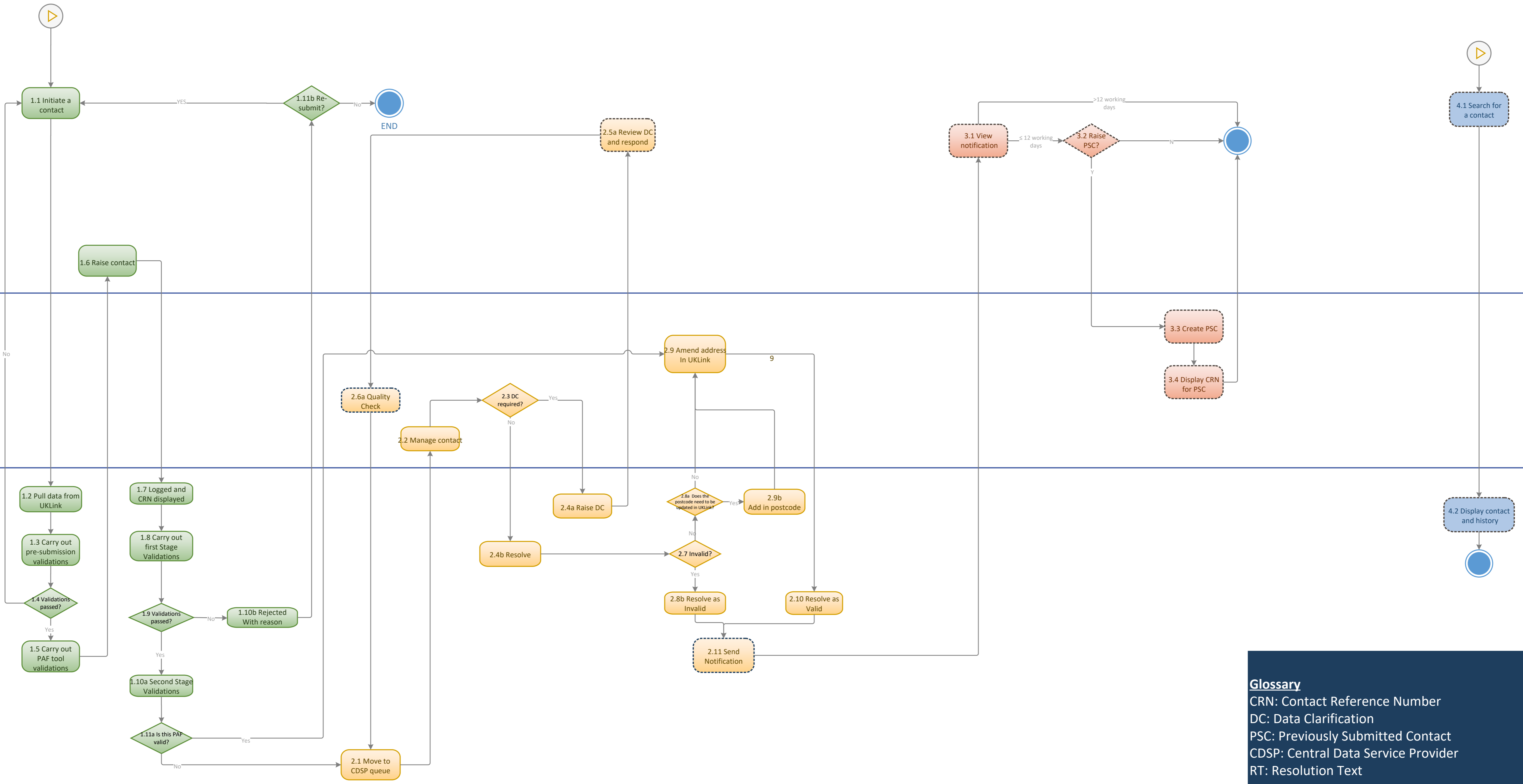
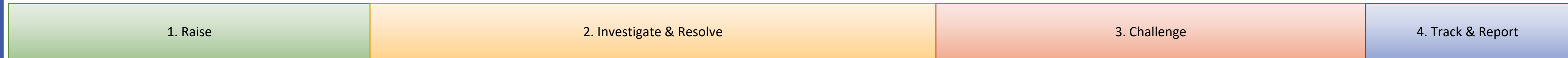


Customer Journey

Shipper, DN, IGTS or CDSP agent on behalf of

<<Person>> CDSP Agent

<<System>> CMS Rebuild



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