

## Possible Suspicious Indicators for Personnel Handling Orders / Paperwork

### Not all indicators are applicable to all business types

- Commodities not normally imported
  - From this country / region
  - By this importer
- Request to load trailer/container at address other than actual manufacturer/consolidator
- Unusual
  - weights
  - values
  - quantities
  - countries of origin
  - shippers
- Missing usual documents
- Missing required documents
  - Bills of lading
  - Packing list
  - Commercial invoice
  - Commodity specific documents
- Incomplete documents
- Misspellings of company names and addresses
- Extra documents
- Missing usual data elements
- Missing required data elements
- Pen and ink changes / cross outs
- Customer or purchasing agent reluctant to offer information about end-use of the item
- Product's capabilities do not fit the buyer's line of business, such as an order for medical gloves for a small bakery
- Customer is willing to pay cash for an expensive item when terms of sale would normally call for financing
- Customer appears to have little or no business background
- Customer is unfamiliar with product's performance characteristics but still wants the product
- Routine installation, training, or maintenance services are declined by the customer
- Delivery dates are vague, or deliveries are planned for out of the way destinations
- Freight forwarding firm is listed as the product's final destination
- Shipping route is abnormal for the product and destination
- Packaging is inconsistent with the stated method of shipment or destination
- When questioned, the buyer is evasive and especially unclear about whether the purchased product is for domestic use or for re-export.

All personnel handling documentation, whether paper or electronic, should be constantly asking themselves these questions:

What is normal? What is not normal?

## **Possible Suspicious Indicators for Personnel Handling Cargo**

- Resealed box
- Tape or banding on box does not match other boxes
- Open box
- Extremely damaged corners
- Excessive tape or string
- Rigid or bulky when usually not
- Lopsided or uneven
- Protruding wires
- Oily stains, discoloration or crystallization on wrapper
- Strange or unusual labels or markings
- Strange odor
- Suspicious persons or activities in or around cargo loading area
- Photo supplied by loading site does not match current arrangement of cargo

SAMPLE