

CDS A New Level of Customer Service

Cayman Islands Experience

To **make** the
lives of those
we serve **better**.



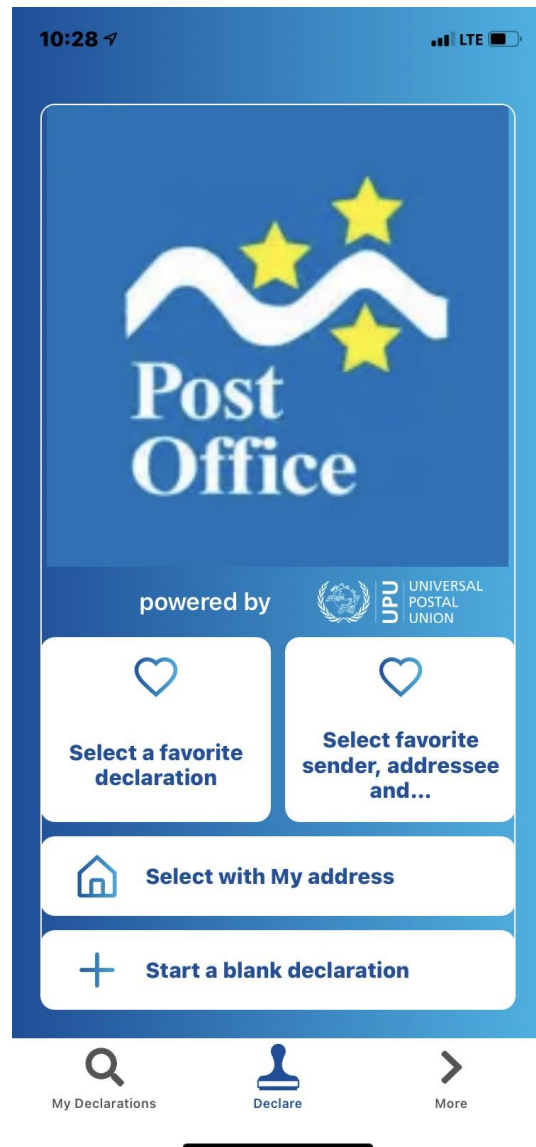
Cayman Islands Postal Service

- Small Postal Administration of 80 staff
 - 16 post office
 - 3 Islands
- Net exporters of EMS
- Net importers of parcels and letter mail



CDS Set Up

- CDS Web Kiosk on our website.
- Customer aware on use the CDS mobile app is on-going.



Benefits of CDS Postal Workers

- Ability to provide faster service
- Reduces long-lines
- Less work to provide advance electronic data
- Easier to use than paper forms.
- More confidence in declarations – feels safer.
- Easier inspections and acceptance.

Benefits of CDS Customers

- Customer friendly
- Faster processing at postal counter and more posting options for known customers.
- Encourages better descriptions, so items get delivered faster.
- More control of process and privacy
 - Ability to prepare declarations in the privacy of home or office
 - Less questions asked at postal counters

Thank You!

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