

Risk and Compliance for Operations

Customs Broker Selection

Purposes and Objectives

- **Regulatory Compliance**
Select a Customs broker with expertise in navigating complex international trade regulations, ensuring adherence to customs laws and requirements.
- **Smooth Customs Clearance**
The chosen customs broker should have a track record of facilitating smooth and timely customs clearance processes, minimizing delays and avoiding penalties.
- **Documentation Accuracy**
Ensure the customs broker is meticulous in preparing and managing accurate documentation required for customs clearance, reducing the risk of errors or rejections.
- **Risk Mitigation**
Choose a customs broker capable of identifying and addressing potential risks such as customs audits, duty assessments or other challenges that may arise.
- **Cost Effective Solutions**
Optimize costs by selecting a customs brokerage vendor that offers competitive rates, transparent fee structure, and efficient processes.
- **Communication and Collaboration**
Foster effective communication and collaboration between our organization and the customs broker to maintain visibility and control over the shipment process.

Customs Broker Qualifications

- **License and Qualifications**
Ensure the customs broker holds valid licenses and certifications demonstrating compliance with local and international customs regulations.
It is best that the selected customs broker is AEO (Authorized Economic Operator) or has reasonable number of authorized Customs Specialists.
- **Industry Experience and Reputation**
Look for a customs broker with a proven track record in the market.
It is recommended that the minimum year in the industry is more than 10 years.
- **Network and Reach**
Choose a customs broker with a well-established network in the country.
- **Communication Skills**
Effective communication is crucial. Ensure the customs broker can clearly communicate requirements, and updates any issues that may arise during the customs clearance process.

Selection Process

- Prepare Bid Package
Clearly outline the scope of customs brokerage services needed.
Specify the timeline including important deadlines for customs clearance.
Include any special requirements or considerations.
- Identify Potential Customs Brokers
Research and identify potential customs broker that meet the criteria.
- Distribute Bid Package / Rate request
Send the bid package / rate request to the selected customs broker, providing a clear submission deadline. A minimum of 2 selected customs brokers is required.
- Final Selection
Evaluate the proposals thoroughly and select the customs broker that best aligns with our requirements and budget. Announce the bid winner to the selected customs broker.
- Implementation Planning
Collaborate with the chosen customs broker to plan the implementation of services, ensuring a smooth transition.