

Import Clearance Process



Exertis (UK) Limited (“Exertis UK”) is an accredited Authorised Economic Operator for Customs activities (“AEO-C”) with the UK Tax Authorities, HM Revenue & Customs (“HMRC”).

In order to declare Exertis UK as Importer of Record (“IoR”) in the UK and support our AEO-standard processes, UK import clearance must be requested on a shipment-by-shipment basis, prior to the goods arriving in the UK. This is to enable Exertis to carry out the necessary checks and reconciliations on each shipment and ensure the correct details are being declared on our import documentation.

In advance of Brexit and to deal with a substantial increase in volume, Exertis UK has also appointed a preferred customs broker to enter UK import declarations to HMRC. Unless otherwise agreed in writing, Expeditors International UK Limited (“Expeditors”) will lodge all UK import declarations, for and on behalf of Exertis UK, to HMRC.

Expeditors are authorized to act as a ‘direct representative’ of Exertis UK for UK Customs purposes. Expeditors have the authority to declare Exertis UK’s Economic Operation Registration Identification (“EORI”) number for Importation purposes and assign Import VAT and Customs Duty to the Exertis UK Deferment account with HMRC, as appropriate.

Please note, if the Supplier’s (e.g. the Consignor) Incoterms with Exertis UK are “DDP Exertis UK Premises”, the expectation is that Exertis UK will not be the IoR. The goods must be cleared in the name of the Supplier and against the Supplier’s own UK EORI. Any Commercial Invoices received for customs clearance that quote DDP will be queried back with the Supplier.

In order to request a shipment be cleared declaring Exertis UK as the IoR, the required steps are as follows and must be completed in a timely manner to mitigate the risk of delays:

1. In order to request UK customs clearance, please email customs.clearance@exertis.co.uk.

All requests must be made as soon as transport to the UK is booked and preferably at least a minimum of 24 hours before the loading of the goods at the Supplier’s premises but no later than 12 hours before they are due to depart for the port.

Failure to provide adequate notice of an incoming shipment may result in delays to customs clearance.

2. The email request must include the following documentation and all documentation must be in a readable PDF, Word or Excel format:

- a copy of the commercial invoice from the consignor and addressed to Exertis UK
- the air/sea waybill
- the packing list
- along any other relevant documentation, deemed appropriate to clear UK Customs

Failure to provide the above documentation in a readable format may result in delays to customs clearance.

3. The above documentation must include the following information:

- Exertis (UK) PO reference
- Incoterms for shipment
- Name of the Consignor
- Name of the haulier and an email address to return details of the import entry
- For Air/Sea shipments, the flight or ferry number
- For Road shipments, the Vehicle registration number (and trailer number, if appropriate) – being that which will bring the goods into the UK
- Name of driver (if known)
- Haulier tracking/shipping reference
- Port of Dispatch and Estimated Time of Dispatch
- Port of Entry and Estimated Time of Arrival
- Total Pieces and Total Weight of consignment
- Total commercial invoice value

The Commercial invoice should also clearly show the following details at line level

- a stock description to identify the type of product
- the total quantity of products being shipped
- the total item value
- the commodity code for each product
- the Country of Origin for each product

Failure to include the above information may result in delays to your shipment being customs cleared.

4. Upon receipt of your request, the Exertis UK Customs Clearance team will reconcile your shipment details with an Exertis UK Purchase Order.
5. Subject to the request being reconciled, the Exertis UK Customs Clearance team will then pass clearance instructions to Expeditors for processing, who will pre-lodge the declaration, under their own CFSP Authorisation and against the Exertis UK EORI with HMRC.
6. Expeditors will then return a copy of the pre-lodged import entry document, SFD plus original documentation to the email address you have provided. This will provide you with the information to export from the port of departure.

Subject to any missing information or queries, all requests received by the Exertis UK Customs Clearance team aim to be processed and returned within 24 hours.

7. ***IMPORTANT*** – Once the shipment has arrived at the UK port of Entry, you must respond to Exertis and Expeditors to confirm in order that the import entry status can be updated to “Arrived”.

You must provide notification of Arrival within 24 hours, failure to do so, may result in the Haulier being liable to a financial penalty, levied by HMRC.

Please note the mailbox for customs.clearance@exertis.co.uk is only monitored Monday to Friday, 09:00-17:30pm. emails received outside of this time will be prioritized first-in-first-out basis on the next working day to prevent any delays.

Failure to follow this process may result in delays to your shipment being cleared.