

Case Reference: Customs Clearance

About the partner

The partner is an IT solutions and services provider head-quartered in North America, supporting end customers with global footprints.

Business Challenge

The partner had been incorrectly advised that they would be able to send a shipment into Australia via a normal courier service. Due to the partner acting upon inaccurate instruction given to them, the shipment was held in customs as there was no local importer to perform the customs clearance and make payment of the related fees and import taxes and duties applicable for customs release.

How did Viadex help?

The partner needed a company who would be able to offer local importer of record services (customs clearance, upfront payment of applicable VAT and duties, and most importantly the relevant and required import documentation).

Alongside their requirement for local importer of record services, was the need for a company who had comprehensive local knowledge and resources on how to rectify an incorrectly consigned shipment. Shipments that become stuck in customs often result in high storage fees and fines while customs clearance issues are being resolved and, in some instances, shipments may need to be disassembled or destroyed if they are kept unattended in customs for too long.

Immediate risks to the partner were missing delivery and project deadlines; having to return the full shipment back to US resulting in further delays to delivery deadlines and additional costs incurred for reverse logistics. Long-term risk associated to the delay in the shipment could have been the loss of a global customer to the partner.

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The Viadex Solution:

Viadex were chosen as the IOR service provider to resolve this customs clearance issue, as we have a proven track record and "hands on" experience in IOR services globally and have an in-depth understanding of the customs clearance process and complexities that surround it.

- **As a Global IOR service provider** — Viadex has entities world wide as well as an IOR partner network that services 120 + additional countries. It is this network that allows Viadex to offer complete global deployment solutions to our partners. Over the past 20+ years Viadex has developed the skills and capabilities to resolve complex issues that may arise when deploying into difficult countries, all the while ensuring all customs and compliance controls are adhered to.
- **Speed and Agility** — Due to Viadex depth in knowledge around global logistics and IOR services, it allows us as a service provider to act quickly and be agile when our partners require assistance in these challenging situations.

Results

- **Delivery deadlines maintained (white glove)** — As a result of utilising Viadex's Importer of Record services, the partner was able to safely recover the goods, and ensure the equipment was cleared through customs in a fully compliant manner. Viadex's white glove delivery service also ensure that end customer received the goods in line with the project deadline expectation and there was no downtime to their project delivery.
- **Customer satisfaction** — Viadex were able to assist the partner in achieving their original commitments to their customer, thereby securing the reputation of the partner as a trusted service provider to their global customers.

For more specific information or to obtain a quote please contact us at: SPOC@Viadex.com



AUDIT



DESIGN



DEPLOY



OPTIMISE

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About Global Partner Services

Viadex Global Partner Services provide the expertise and resources to enable you to deliver global growth for your customers. This empowers them to view the world as one market, with one business partner. All managed by a team of subject matter experts with a combined 100 years of hands-on global IT logistics and international trading experience.

Global knowledge, local expertise

Borders, tariffs, trading regulations, import license requirements, fine print, and hidden clauses are changing and increasing in complexity every day. Managing these issues, to deliver IT projects around the world for your geo-dispersed customers requires special skills, qualified resources, and in-country contacts that may not always be present in your organisation.

Deliver added value, globally

As a Viadex Global Channel Partner you can rely on our hands on experience and support for issues that arise, ensuring smooth and simplified global growth for your customers.

Boldly go

Viadex GPS will enable you to add value to your global services through a full turn-key IOR/EOR Service with country-by-country global logistics expertise to serve your customers' requirements confidently in 190 countries. You can also benefit from our shipping service or freight desk and a range of Viadex Flexible Partner Options. With Viadex Global Partner Services in your portfolio you can allay your customers' fears about the potential complexity of global expansion, accelerate their global growth, and become a valued strategic partner.



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End-to-end global logistics to over 190 countries

Consultancy

Delivery



Product classification



Compliance and risk assessment



Payment flow compliance and incoterm



Detailed documentation made simple



Export/Import permits and licences



Payment of taxes



Customs clearance



Collection, delivery and last mile diligence

For more specific information or to obtain a quote please contact us at: SPOC@Viadex.com



AUDIT



DESIGN



DEPLOY



OPTIMISE