

CUSTOMS • GUIDE

Customs Process Overview

A plain-language picture of the stages cargo commonly goes through to be cleared. Exact steps, systems and timing depend on the cargo, route and current rules; SHEHEN coordinates them for you.

Typical stages

- 1 Prepare documents.** Invoice, packing list, bill of lading or airway bill, and any permits are gathered and checked for consistency.
- 2 Lodge the declaration.** Your clearing agent prepares and submits the customs declaration for the cargo.
- 3 Assessment.** Customs assesses the declaration, including any duties and taxes that apply.
- 4 Payment.** Applicable duties, taxes and charges are paid.
- 5 Verification.** Some cargo is selected for document checks or physical inspection.
- 6 Release.** Once requirements are met, the cargo is released and a delivery order can be issued.
- 7 Delivery.** Transport collects the cargo and delivers it to its destination.

How to help it go smoothly

- ☐ Share documents early.
- ☐ Answer queries quickly.
- ☐ Keep an eye on storage and container free-time limits.