



SGS working in partnership with EU companies

CASE STUDY

IFO is a freight forwarding business which has worked with SGS on customs matters in the EU for a number of years. During 2019, the business began discussions with SGS UK about import and export requirements once the transition period ended. In January of 2021 the business started facilitating customs clearances on behalf of their predominately Netherlands based clients, who were in turn collaborating with their UK customers (and suppliers in the case of exports) to ensure smooth passage through a range of UK ports. The business has developed a close working relationship with SGS' UK based customs specialists allowing for prompt and consistent clearances of a wide range of goods.

"It has been a pleasure to work with Matthieu and his team at IFO. Goods they arrange transport for are cleared at the frontier, using technology to remove unnecessary key strokes, while future proofing the operation. IFO arranged UK imports don't rely on easements, so won't be impacted when these are removed. We are happy to be collaborating with the business in this way, and look forward to developing the relationship still further, to the benefit of businesses in the UK and across the continent."

BRIAN DAKERS
SGS' Business Development Manager for eCustoms in the UK

In Partnership with





We wanted to know a little more about IFO's experience with Brexit and working in partnership with SGS UK. We asked them three key questions and here are the answers in their own words.

CAN YOU EXPLAIN WHAT YOUR BUSINESS DOES?

International Forwarding Office (IFO) is a logistic service-provider, specialized in road traffic UK.

We offer these services on behalf of several small and mid-size companies based all over the world; directly or via our warehouse.

Custom-facilities (AEO licenced), warehousing and distribution in the Netherlands, deep-sea and airfreight services are also part of our total portfolio.

To realise an outstanding performance we do have a very strong strategy concerning information and data-sharing. Pragmatic solutions, up-to-date software and well educated personal are keys to surviving long-term relationships with customers and other stakeholders.

Since Brexit we offer a one-stop-shop concept – transparent, cost-effective and time saving.

WHAT IMPACT HAS BREXIT HAD ON YOUR BUSINESS?

Since the referendum in the United Kingdom concerning Brexit we had to change our mindset concerning the new rules.

Custom facilities and extra communication were key-points to this major change in free trade with the United Kingdom. In Europe we closed in the early 90's all custom-offices for one single market and knowledge concerning custom facilities diminished.

Almost a generation later we developed a new border with a great trade partner; the United Kingdom.

This massive change is effecting all parties involved and knowledge for the supply chain is needed; transport, customs and IT-solutions.

Shipping to and from the United Kingdom became a niche-market on 1 January, 2021.

We adopted the changes, we improved IT and educated our personnel.

Besides these internal amendments, we supported, informed and stimulated our customers by sharing knowledge.

We have never had to experience changes like this over the last decades.

This is mainly due to the separate ruling concerning "origin" in the agreed deal between the UK and the EU. January was a very hectic month for us.

After this period in January we realized that we had taken the right decisions.

WHAT DO YOU DO WITH SGS UNITED KINGDOM?

It is our strategy to build up strong relationships with partners, forming a real partnership with SGS.

SGS UK is our key-partner in the United Kingdom concerning all customs matters.

All our information for correct brokerage at HMRC and correct handling in Destin8 is in control via customized IT-solution between IFO and SGS UK.

Besides the import and export handling, SGS UK is also our partner when it comes to very specific customs issues, such as in the case of VAT, import duties, bonded warehouses or other UK regulations.

Since 1 January, 2021 all of our shipments are now handled correctly. We feel that SGS UK has the same strategy concerning long term partnerships as we do.

Since the start of the year we decided to handle all our shipments directly – no 175 days delay for import – meaning no shipments fall under C-status to avoid any temporary obstacles.

We have followed the new rules by the book as they have been laid out in the Border Operating Model, instructed by HMRC, including the new chapters being introduced over the next few months.



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WHEN YOU NEED TO BE SURE