



FAQ's FOR CUSTOMS BROKERS

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Top 10 FAQs for your Customs Broker

You all must be familiar with who a customs broker is from our previous document. If not, please check the article '*360 degrees on the need for a Customs Broker*'.

In this article, we are going to let you know the top **10 FAQs** asked a customs broker.



A quick brush-up, who is a customs broker?

A customs broker is an angel in disguise who will help you and even save you from making costly mistakes related to customs clearance. They do this by ensuring all the bond requirements are met and make sure if the paperwork complies with the applicable regulations.

10 frequently asked questions to a customs broker



1) Why do I need a Customs Broker?

The Customs Broker has complete knowledge on customs clearance and helps you with your shipment in no time. They are licensed professionals who are updated and one step ahead in identifying and understanding changes to rules, regulations, and legislation. Understanding and analysing every element of the supply chain is also their strong forte. They network and establish relationships with Custom agencies and other government bodies. They're nudged into all transportation modes.



2) What are the services offered by a customs broker?

- They ensure all your imports and exports comply with the laws and regulations of all applicable governing bodies at the given time.
- They work on preparation and submittal of the required information and payments to Customs authorities on the behalf of the importer/exporter.
- They Verify all the required documents and ensure the documentation is completed fully and accurately before being submitted to regulatory bodies to save time and avoid setbacks.
- They deep dive into the classification of goods and ensure that your goods are correctly classified.
- With their immense knowledge in this area, they provide personalized advice and contribute effectively to your business success.



3) What are the advantages of hiring a Customs Broker?

There are constant changes in government rules and regulations that require constant monitoring. It is too expensive and time consuming for companies to monitor these micro and macro changes. Your customs broker will give individual attention and ensured in making the customs clearance process easier and will work out the speedy transit of your goods. This will result in an efficient and cost-effective process for your imports and exports.



4) What is customs clearance process?

Customs clearance is a mandatory process for importing/exporting goods into a country from another foreign country. The importer/exporter of the goods should undergo a series of steps and submit necessary valid documents to clear the process.



5) What are the general documents required for Customs Clearance?

- ✓ Bill of Entry.
- ✓ Commercial Invoice.
- ✓ Bill of Lading / Airwaybill.
- ✓ Import License.
- ✓ Insurance certificate.
- ✓ Purchase order/Letter of Credit.
- ✓ Technical write up, literature, etc. for specific goods if any.
- ✓ Industrial License if any.
- ✓ RCMC. Registration cum Membership Certificate if any.
- ✓ Test report if any.
- ✓ DEEC/DEPB /ECGC or any other documents for duty benefits.
- ✓ Central excise document if any.
- ✓ GATT/DGFT declaration.

Besides these, the customs official may demand additional documents based on the merchandise and the destination country.



6) How long does customs clearance take?

Once the Customs Broker has completed the necessary for the entry for customs and transmits the data, the process for customs clearance in India can take between 20 minutes to several days depending on circumstances.



7) How can I check my customs clearance status?

Importer and exporters can track the status of their goods using their registration code on <https://www.cbic.gov.in/>. This online facility is provided by the Central Board of Excise and Customs to facilitate the trade-related activities. The government of India is also bringing up numerous e-portals to make the registration process for imports and exports easier.



8) How much is the customs duty in India?

The Indian government assesses a 1% customs handling fee on all imports in addition to the applied customs duty. Therefore, for most goods, total duty payable = BCD + Customs Handling Fee.



9) What to do if the package is stuck in customs?

> **Unpaid taxes:** If your goods are stuck in customs, first check with your carrier and make sure there are no unpaid taxes. Should you come across unpaid taxes, pay them.

> **Contact the shipper:** If that doesn't work, your next point of contact is the shipper. The shipper then has two people they can contact: the carrier and, if they have one, their fulfilment company. The shipper may need to provide additional information to complete paperwork. In either case, it's the shipper's responsibility to resolve customs issues as long as you've paid your taxes.

> **Be patient:** That said, oftentimes, the only thing you can do is be patient. International shipping is not always fast. Sometimes customs can hold on to packages for prolonged periods. You are very likely to receive your package at some point. Sometimes customs drags their feet. Sometimes the tracking information isn't updated and your package is being shipped to you.



10) What does it mean when a package is 'Held in customs'?

'Held at Customs' means that the package you are planning to send to the destination country is held by the officials of the importer country's customs office. They can hold the packages until they ensure that only permissible items cross their border and the taxes (Duties & Excise) are paid for the import.

Some of the most prominent you might get the message 'Held at Customs' are:

- Incomplete Documents
- Unpaid Customs Duties
- Sending Restricted or Prohibited items

We hope these questions would have helped you in clarifying certain doubts. Feel free to contact us if you have any further queries related to imports/exports/customs broker. RC Freight forwarders are here to help you!



No:63, Patel Road,
Perambur, Chennai-600011
Tamil Nadu, India



rcff@rcfreightforwarders.com



044-4854 8822, 91-93813 87531



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