

Dear valued customer,

We would like to inform you once again about the current developments regarding the movement of goods between the EU and the UK.

After the end of the Brexit transition period on 01.01.2021, customs declarations must be made for all shipments to the UK.

We would therefore like to take this opportunity to point out once again that the following basic requirements must be met for this:

- Complete export documents incl. export accompanying document
- EORI number of the importer in Great Britain on the documents, as supplementary sheet or as information to us
- Correct indication of Incoterms

In the case of unknown recipients, the first thing we request from you is the "customs clearance instructions", which should be prepared by the importer's customs agent or the importer himself (i.e. your customer).

In the best case, these consist of a clear instruction with all the necessary information the customs agent needs (e.g. papers, license plate number, place and time of border crossing).

However, most of the time we only receive an email address of the customs agent for appropriate notification. In response to our emails, these customs agents in the UK or the importer itself will promptly send us proof of clearance in the form of an SFD/ UCR/ EIDR reference or import lists as a document.

Currently, we are in a 6-month transition period as far as "confirmed import clearance" is concerned. The deadline will expire on 30/06/2021, after which customs clearance must already be proven when crossing the border.

However, we cannot wait until then, because as a transporter we are obliged towards the customs authorities to provide evidence of proper export and import during the transport and as well as at a later date.

This is the reason why we are already trying to obtain the above mentioned references (SFD, UCR, EIDR) from the customs agents you mentioned or directly from the importers. Unfortunately, we have to note that some customs agents/importers do not comply with our repeated requests or do not respond to our inquiries at all. As described above, obtaining these reference numbers is essential for us to avoid financial damages, for both our customers and ourselves. These numbers are the only proof that shipments have been declared for customs clearance in the UK.

Therefore, please understand that inTime cannot accept shipments to unclear or suspicious recipients in the future until the customs declaration has been clarified or proven.

In addition the following times are valid regarding the order acceptance to GB:

Until 12:00am -> Loading Day A
After 12:00am -> Loading Day B

For shipments out of GB order acceptance is on Day A, loading on Day B.

Your inTime team

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