

A tale of two freight forwarding journeys: Which path will you choose?

The average cross-border transaction requires the exchange of 36 documents and 240 copies.¹ So, even for seasoned professionals, customs is complex and is always evolving. And if you're a freight forwarder, any problems with the paperwork can reduce your ability to deliver customers' cargo quickly, safely and cost-effectively.

Follow this journey to see what's possible when you partner with Maersk for customs and shipping.

The Context

The Possibilities

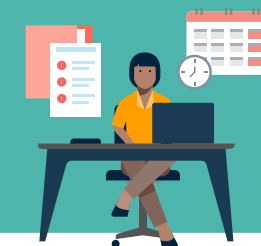
RAPIDLY-EVOLVING REGULATORY LANDSCAPE

The customs environment is constantly changing. To keep your customers' supply chains moving, it's necessary to understand and adapt to complex regulatory changes.

In 2024 alone, at least

7 MAJOR TRADE

regulations were introduced in Europe, including the Carbon Border Adjustment Mechanism and EU Control List of Dual-Use Items.²



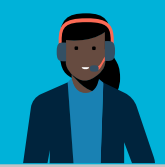
CUSTOMS COMPLIANCE

LOCAL EXPERTISE, GLOBAL REACH

At Maersk, we have a global network of local customs experts who keep up-to-date with all trade regulations to ensure fast and efficient clearance and the correct duties paid locally.

Maersk has over
2,500

customs experts globally.



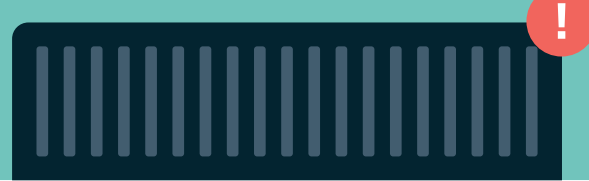
ALL THE WAY

CAPACITY CONSTRAINTS

Given the added regulatory demands, managing high volume of custom clearance across your customer base can place additional demands on your business, stretching your resources and diverting your team away from your core revenue streams.

91%

of freight forwarders are currently experiencing increased pressure on margins.³



LIGHTENING THE LOAD

MORE OPPORTUNITIES TO ADD VALUE

By partnering with Maersk, you can add customs when booking your ocean transport, streamlining your logistics and giving you the extra capacity to continue adding value for your customers – especially during peak seasons.

*"Outsourcing task-based trade compliance activities to a trusted partner can free-up overburdened trade executives and team members to add strategic value higher up the value chain."*⁴ - KPMG.



DEMANDING MANUAL PROCESSES

Managing customs can be resource-intensive without access to the right digital infrastructure and established automated processes to manage clearance. This can add complexity to your customers' supply chains, increasing costs and risking inaccuracies.

On average, the typical error rate in manual data entry is about 1% and can rise to almost

4%

for more complicated entries.⁵



COMPLETING DECLARATIONS

ALWAYS-ON SUPPORT

At Maersk, our extensive team of customs experts work around the clock and leverage leading customs digitisation to ensure your documentation is ready and correct when clearing goods.

Digitalised customs procedures are associated with a

70%

reduction in import/export compliance times.⁶

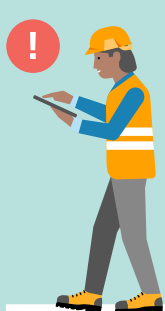


GETTING BACK ON TRACK

Mistakes can happen in any process, but when you experience a problem with customs, it's your customers who suffer the most. Incorrect documentation increases the likelihood of detention at the border, resulting in costly demurrage charges and storage costs.

€62.13

That's the average demurrage and detention charge per day for a container in Hamburg.⁷



GETTING BACK ON TRACK

HELP AT HAND

When you work with Maersk, you'll gain a single point of contact for the entire shipment, while our longstanding relationships with customs authorities the world over mean we can get your customers' supply chains back up and running quickly when something goes wrong.

Maersk Customs Services is trusted by over

58,000

customers worldwide.



BOTTOM LINE

Book customs with your Maersk Ocean booking to streamline your freight forwarding operations and minimise unnecessary delays for your customers.

BOOK NOW

1. <https://assets.publishing.service.gov.uk/media/669fcf5b49b9c0597fdb0349/benefits-of-the-digitalisation-of-trade-processes-and-cross-border-barriers-to-their-adoption-report.pdf>
 2. <https://www.maersk.com/news/articles/2023/12/06/european-trade-regulations>
 3. <https://ti-insight.com/product/global-freight-forwarding/>
 4. <https://kpmg.com/cn/en/home/insights/2021/09/how-outsourcing-key-trade-and-customs-activities-can-help-elevate-the-global-trade-function.html>
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