

Streamline your customs strategy with Customs Support

Helping you take control

With Customs Support our dedicated software and experienced team of consultants can help make compliance issues a thing of the past. Stay ahead of the ever-changing customs regulations, uncover hidden opportunities, improve margins and de-risk your customs strategy.

Providing peace of mind



There when you need us

Ad-hoc advice with your dedicated relationship manager where calls and queries are resolved when you need them.



Technical updates

Keep on top of changes in legislation and how this impacts your business.



Regular feedback meetings with our experts

We identify common mistakes, uncover threats and recommend opportunities for your business.



Audit insurance

Peace of mind if selected for Audit. We support you through the process and address any queries raised.



Asking the right questions

Uncover unknown risks by outsourcing to our experts who know what questions to ask.



Customs Analytics

Software that enriches your customs data allowing you to drill into the detail and identify costly errors, make corrections, check you are using customs duty reliefs correctly, and much more.



A wealth of information

Our Customs Support Software holds all the key information to support robust customs management, including technical updates and data analytics.



A bespoke Solution

Tailor Customs Support to your specific needs with a flexible monthly subscription with the option to bolt on additional services such as classification or Bills of Discharge.

Reduce customs duty risks and future proof your business with Customs support.

Our expert consultants have indepth knowledge of all areas of customs planning, compliance and law.

Our breadth of experience is hard to replicate and is a cost effective alternative to costly in-house specialists.

Customs Support	Premium	Advance	Essential
Customs Evaluation. A half-day onboarding interview for Barbourne Brook to become acquainted with your business and current customs strategies, allowing us to highlight risks and opportunities.	✓	✓	✓
A subscription to Customs Analytics which reviews your customs data, highlights errors and creates schedules for voluntary disclosures or reclaims.	✓	✓	✓
* Ad Hoc support and advice	✓	✓	
Access to Customs Support providing you with all the key customs information needed to support robust customs management, including access to customs forms, official guidance, technical updates, valuable tools and bespoke thought pieces.	✓	✓	✓
** Technical Updates. These are reports to keep you abreast of changes in legislation, how they impact your business and advice on how to respond to these updates.	✓	✓	✓
Written Procedures for determining core customs elements such as: <ul style="list-style-type: none"> Classification, Origin, Value Managing Customs Import Declarations Management Check List & Record-Keeping Requirements Error Resolution and Export Process. 	✓	✓	
Training on Procedures.	✓		
Periodic meeting where we report on your customs data, discuss our findings and generate actionable points.	Monthly	Quarterly	
Annual Evaluation half-day update meeting.	✓		
*** Customs Audit Insurance in the event of HMRC Audit includes: <ul style="list-style-type: none"> One day on-site visit Pre-audit preparatory work and support Addressing queries raised from Audit 	✓		
Dedicated Contact Person	✓	✓	✓
Monthly Cost	£3,000	£2,000	£1,000

Customs Support Exclusions

* Ad-hoc support and advice will address straightforward or specific queries but is not intended to implement customs planning. If an issue is significant and cannot be addressed within an hour, a change order and appropriate fees will be agreed before work commences. Where ad-hoc queries regularly exceed 3 hours per month, we reserve the right to propose a change order to extend the scope of this element.

** Advance and Premium subscriptions will benefit from professional advice on technical updates. Essential subscription includes technical updates but excludes professional advice on how they affect your business.

*** Customs Audit Insurance does not include:

- Travel and accommodation expenses;
- Assistance with voluntary disclosures;
- Appeal of HMRC Penalties or Demands.

Issues arising from the HMRC Audit can be dealt with subject to a change order, with fees agreed in advance.

Customs Support Optional Extras subject to agreement

- Implementation of special customs procedures such as Inward Processing or Customs Warehousing
- Completion of periodic Bills of Discharge (returns) and diversion entries required to operate special customs procedures
- Approved Exporter Status and determination of origin rules under Free Trade Agreements
- Customs Landscape – Our full independent Customs audit
- Classification of products, applications for customs classification rulings and classification decision trees
- Customs valuation and transfer pricing



**Find out more about how
Customs Support can help
your business.**

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