

A photograph of two women in an office environment. The woman on the left has long blonde hair and is wearing a white top, smiling broadly. The woman on the right has dark curly hair and is also wearing a white top, smiling. The background is a blurred office space with large windows.

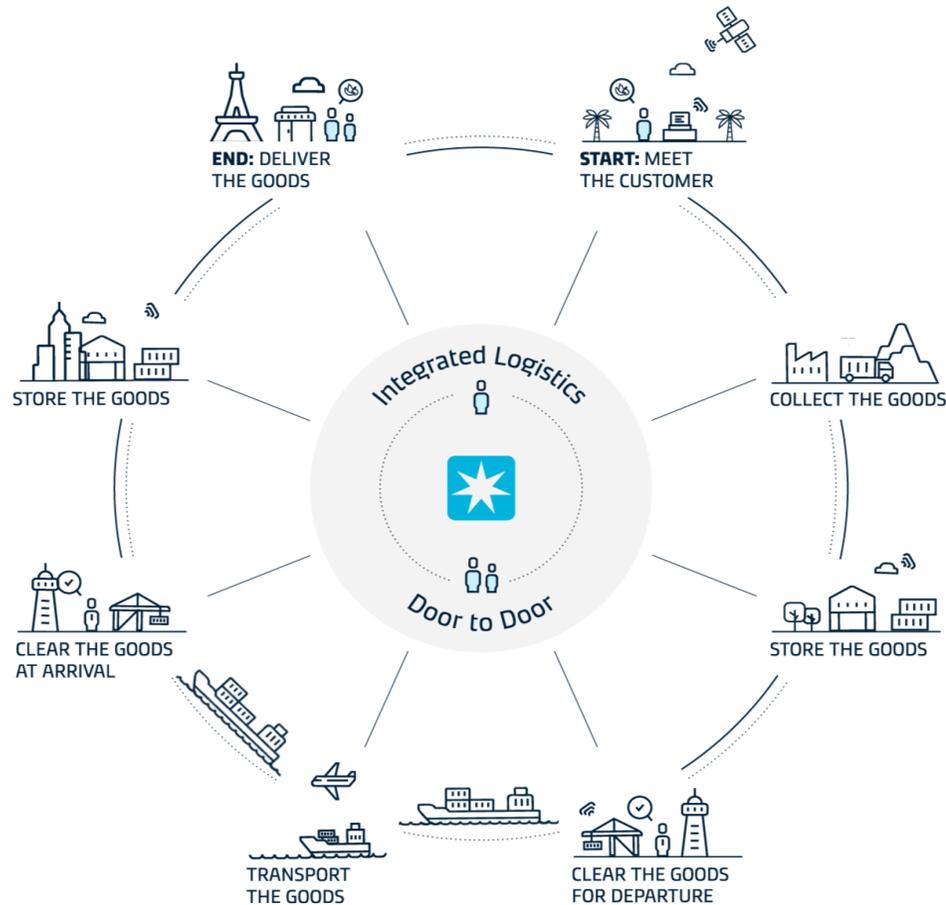
# Maersk Customs Services (MCS)



**MAERSK**

**ALL THE WAY**

# Improving life for all by integrating the world



Our vision is to deliver a more connected, agile and sustainable future for global logistics.

**Customs Services are at the heart of our integrator strategy.** We want you to forget about managing logistics and focus on growing your business to reach even the most remote locations.

Optimise, protect and simplify your supply chains with our end-to-end logistics services, a growing suite of digital solutions, and a global delivery network spread across

## 130+ COUNTRIES

Leverage our 115+ years of experience and expertise with global logistics to transport your business to the future.

# Why is customs compliance important?



## Correct payment of import duties and indirect taxes (VAT/excise tax)

- A majority of imports are subject to standard import duties and indirect taxes to enter a country
- Wrongful calculation of duties can result in duty/tax surcharges and fines



## Navigate country commercial policies

- Countries can impose import restrictions quotas or special import duties (antidumping/countervailing/punitive) to prevent goods from entering their market if they are considered harmful to the local economy
- Companies need to be prepared to face and deal with these restrictions



## Compliance with market access requirements

- Customs enforces many regulations that require import/exports to comply with environmental, safety and security or quality standards for the protection of environment and consumers
- Non-compliance will result in blocked shipments and high fines/penalties



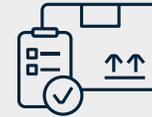
## Obtain duty & tax privileges

- Companies can make use of Free Trade Agreements (FTAs) or other special customs programs to lower or eliminate the standard import duties/taxes
- Importers/exporters must meet the conditions of the special programs

# Our Customs Clearance Services



**ONE POINT OF CONTACT**



Import / Export / Transit  
Customs Clearance



Free Zone/ Bonded  
Warehouse



Special Customs  
Procedures  
(BOI/EPE/CDC/duty  
drawback)



HTS Classification Review



Import/export licenses



FTA/COO submissions



Inspection/audit support



Master Data Management  
& Reporting



Regulatory updates

# Our Customs brokerage solutions



## BASIC

- ✓ In-house customs subject matter experts
- ✓ Compliance certifications (AEO/CTPAT)
- ✓ Use of customer checklist/Q&A
- ✓ SOP implementation/ KPI monitoring
- ✓ Continuous trainings for customs staff
- ✓ Up to date with regulatory changes
- ✓ Business Continuity Plan



## ADVANCED

- Continuous Improvement through **AI/digital solutions and process improvements**
- **Integration** with own asset ocean, land transportation, warehouse, and supply chain management
- **Good relationship with Customs Departments** on executive and operation levels
- **Maersk Free Zone & Bonded solutions**
- **Personalized & Responsive** customer support
- Advisory on **Customs Compliance & Strategic Duty Savings**

# Why are we introducing Customs Consulting? Because the world is changing

## Globalization in an unknown environment

70%



integrated global value chains.  
of international trade goes through

## A time of exponential change

There are over

500

Free Trade Agreements (FTAs)  
in force, but they are only used to an  
average of less than 60%.



## Global Trade Turbulence

We have adopted more new

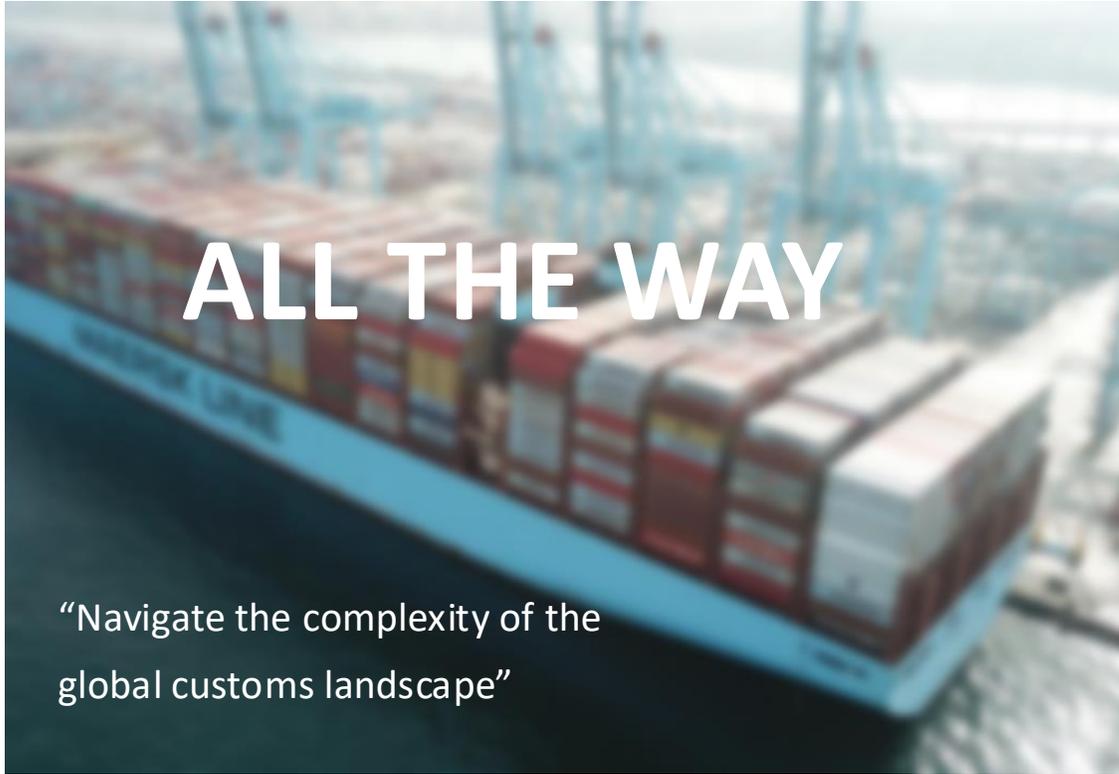
7,000

Trade Barriers



‘While international value chains are getting more integrated and products passes borders multiple times during a production cycle, we need to unlock the black box of the border for our customers’

# Our Global Trade & Customs Consultancy (GTCC) solutions



## OUR SERVICES & BENIFITS



### HS Classification

Updating & correcting customer's data



### Trade Compliance

Reducing customs Risks & liabilities



### Customs Strategy & Optimisation

Driving savings



### ATT / AEO Guru

Building competitiveness

### Reduce Risks

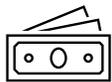
- Health checks
- Compliance driven
- Predictability
- Avoid fines and penalties...

### Save Money

- Business structuring
- Operational synergy
- Duty optimisation
- End-to-end planning

### Be Compliant:

- Regulatory
- Transactional
- Customs
- Duties & Taxes...



### Competitive Price

- **Competitive & customized** fees
- **Cost-saving** opportunities through our services



### Close to our customers

- Maersk moves **20%** of the world's goods daily
- **Strategic collaboration** with customers to achieve seamless international trade



### Global Structure

- **Global** network and coverage
- Consultants with **diverse customs expertise** from consulting, government and various industries.



### Practical Solution

- **Flexible** solutions to adapt to customer needs
- **Integrated logistics service provider** with capabilities to implement GTCC solution

# Maersk Customs Systems

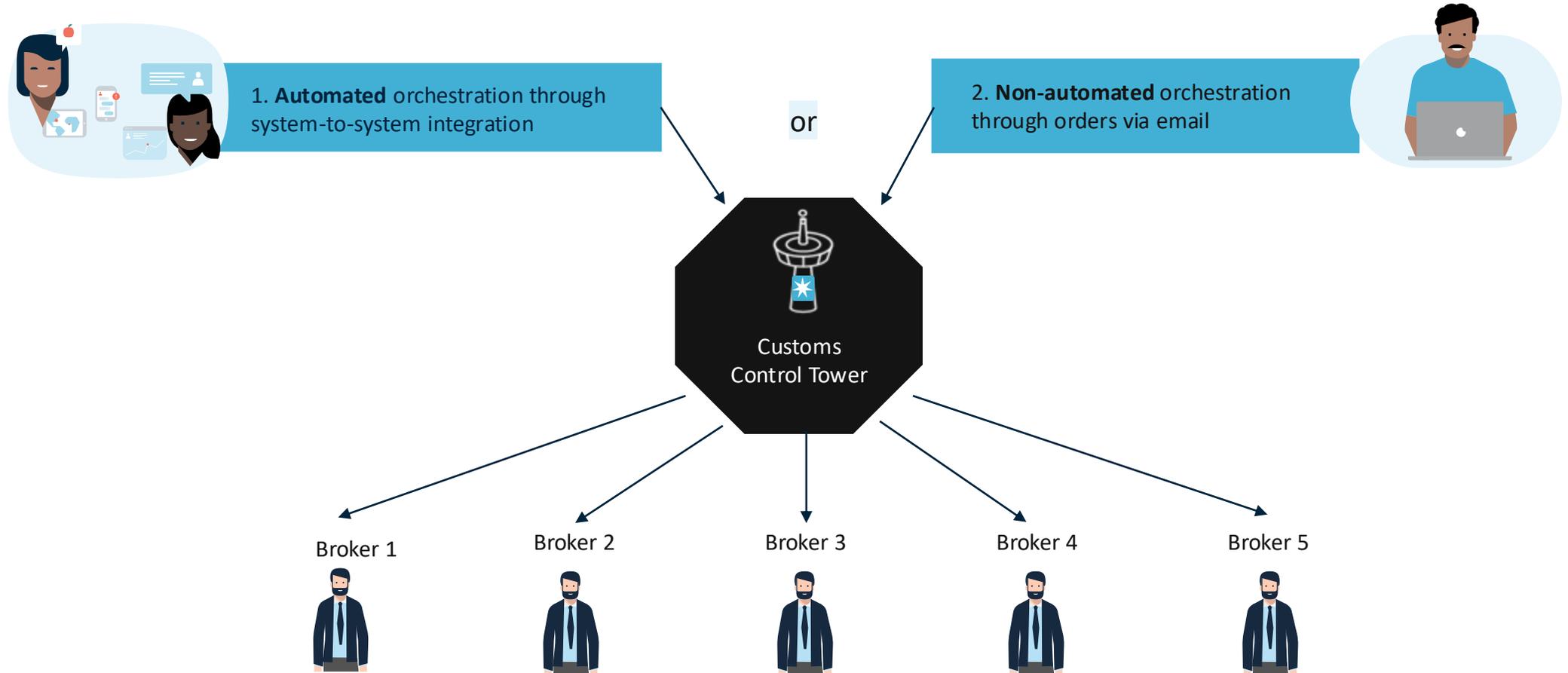
# Maersk Customs Control Tower

Our Customs Control Tower Service

**Helps** multinational customers

**Who want to** simplify the handling of customs formalities

**By** coordinating the various brokers across 1 or more countries



# Maersk Customs Control Tower Benefits



## ORCHESTRATION

Simplify handling of customs formalities by coordinating with multiple customs brokers across various countries.



## EXCEPTION HANDLING

Avoid disruptions and fines by proactively identifying and resolving exceptions; Record all exceptions for analysis.



## ENHANCED VISIBILITY

Know the status of all declarations at any time by capturing milestones from the various brokers.



## SLA/BROKER PERFORMANCE MANAGEMENT

Manage performance of brokers by benchmarking them against pre-set service levels.



## GLOBAL DATA REPORTING

Make data-driven decisions by having access to all declaration data in one single repository.



## DECLARATION AUDIT

Ensure compliance by checking for discrepancies between submitted declarations and incoming orders/documents.



## CONSOLIDATED INVOICING

Streamline the invoicing process by consolidating various broker invoices into one.



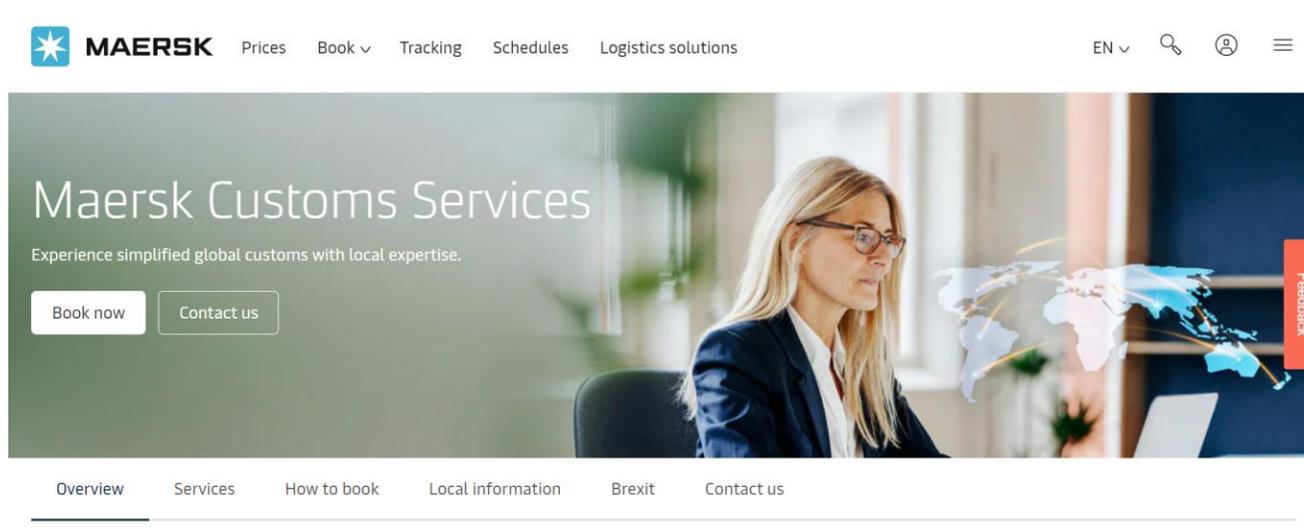
## eARCHIVE

Comply with recordkeeping requirements by having all your declarations and supporting documents in one place.

# MCS Online Product – MyCustoms Hub on [Maersk.com](https://www.maersk.com)

## Customs Clearance Services

Every importer and exporter needs to have customs clearance. Maersk can help expedite this process at both origin and destination through our online booking portal.



Maersk Customs Services

What it means to be an online country and list of online countries:

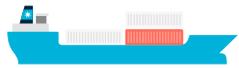
[How to book](#) | [Maersk Customs Services](#) | [Maersk](#)



# Mekong Area - Thailand

## Customs Services Footprint

- Maersk in-house customs brokerage team
- 6 offices in main cities/ports



+100,000

Transactions processed annually



16 customs specialists  
65 VAS staffs



AEO Certified  
Customs Broker

## Value Proposition



Import/export clearance  
with VAS **COO handling, duty drawback**  
and **duty refund, OGA licensing**



CHB Aplite, My Customs Hub Dedicated  
Customs innovations

- Expertise in Automotive, Tech & Electronics, FMCG, Retail & Lifestyle
- Integrated strategic customs consultancy on HS classification, FTA/origin, trade compliance, customs privileges & incentives
- Maersk operated Free Zones and Maersk terminal at Laem Chabang with fast track
- Full in-house staff availability



### Maersk CHB Thailand Team

#### IN-HOUSE EXPERTISE

- ✓ Authorized Economic Operator (AEO) no. **THCB570040**
- ✓ Member of The **Thai Licensed Customs Broker Association**
- ✓ **In-house** & Professional Customs Clearance Team
- ✓ Serving major ports, industrial locations including bonded and free zone warehouses

Bangkok

Lat Krabang

Chonburi

Laem Chabang

Songkhla

# Mekong Area - Vietnam

## Customs Services Footprint

- 3 offices: Ha Noi ( North VN), Da Nang ( Central VN), Ho Chi Minh & Vung Tau-South VN
- Customs Services is sold as standalone, but also together with other intermodal, inland services such as cross-border trucking, transportation, warehousing & distribution



+140,000

Transactions processed annually



15 customs specialists & operation employees coordinating customs operations with brokers



Works with trusted & verified brokers

## Value Proposition



Wide range of services & value-add  
Import / Export clearance, COO handling,  
duty drawback, customs valuation review



Experienced & Knowledgeable team  
**+10 YEARS**  
of expertise in Customs regulations and operations

- Expertise in Tech & Electronics, FMCG, Lifestyle
- Integrated strategic customs consultancy on HS classification, FTA/origin, customs audit, EPE requirements
- Extensive network with Vietnam Customs



# Mekong Area - Cambodia

## Customs Services Footprint

- Maersk via selected 3<sup>rd</sup> party brokers
- 2 offices: Phnom Penh, Sihanoukville
- Customs Services is sold as standalone, but also together with other intermodal, inland services such as cross-border trucking, transportation, warehouse & distribution



**+75,000**

Transactions processed annually



**+10** operational employees coordinating customs operations with brokers



**+10 YEARS** Experience in Customs Services

## Value Proposition



**Value-added services**  
Import / Export clearance, Tax refund, duty drawback, duty exemptions, COO



**Experienced & Knowledgeable team**  
**+10 YEARS** of expertise in Customs regulations and operations



**One-stop-shop service**  
For trucking, warehousing, customs & freight

- Expertise in Retail & Lifestyle
- Integrated strategic customs consultancy on HS classification, FTA/origin, customs audit, EPE requirements
- Specialized in CFS Warehouse consolidation
- Serving major ports and industrial locations as well as free trade areas



# Mekong Area - Myanmar

## Customs Services Footprint

- Maersk via selected and certified 3rd Party Brokers
- 1 office in Yangon
- Customs Services is sold as standalone, but also together with other intermodal, inland services such as cross-border trucking, transportation, warehouse & distribution



+50,000

Transactions processed annually



7 operational employees coordinating Customs operations with brokers



+5 YEARS Experience in Customs Services

## Value Proposition



Import/export clearance with VAS COO handling, duty drawback and duty refund, OGA licensing



One-stop-shop service For trucking, warehousing, customs & freight

- Expertise in Retail & Lifestyle
- Close relationship and trust with Myanmar Customs for more than 5 years
- Integrated strategic customs consultancy on HS classification, FTA/origin, trade compliance, customs privileges & incentives





Thank You

