

Customs Coordinator Work Instructions

Owner: Director, Operations
Department: Operations

Overview	Customs coordinator plays a vital role at the gateway for handling of customs held shipments (caged shipments) electronically and physically.
Person Affected	Customs Coordinator: responsible of performing all administrative and technical tasks in relation to shipments held in customs for regulatory purposes.
Instruction	<p>Customs Coordinator acts as customs encoder whose main expertise is to update the network (CORE) with all the reliable information on shipments arriving at the port of entry (airport/causeway).</p> <p>He should maintain a log of caged shipments in the system wherein all the shipments held in customs will be updated on daily basis with the related status.</p> <p>He must also communicate with the origin for the required paperwork for clearance of the shipments from customs; his duty is also to prepare a daily status report of customs held shipments and forward to the higher management and related staff.</p> <ul style="list-style-type: none"> • Scanning of dutiable shipments when arriving at the port of entry with the related status through the CORE. • Updating the appropriate comments in the CORE for the shipments held. • Cross checking all the shipments held in the cage on daily basis. • Opening of tickets for the shipment not cleared same day of arrival. • Following up with the consignees for the required paperwork for clearance. • Caging the shipments in CORE which are not cleared same day of arrival. • Filing all the related paperwork of the uncleared shipments for follow up. • Answering to the query of customers on their held shipments. • Should have good knowledge of operating CORE system • Handling the admin work such as preparing memos and creating report MS Office. • Trying to avail various means for pre clearance of the shipments.