

RELIABILITY IN CUSTOMS CLEARANCE

The clearance process, from presenting the customs document to obtaining release, shall take less than:

- Automatic release if no physical or document inspection of any type is required
- 8 working hours, if a document inspection is performed
- 17 working hours, if a physical inspection is performed at the terminal or scanner.

Scope of the commitment:

- Containers inspected at: APM Terminal Barcelona (APMT), Barcelona Europe South Terminal (BEST) and at the container scanner.
- Containers cleared by Barcelona Maritime Customs with code 0811-Import, code 0812-Export and code 0855-Centralised, provided that the goods subject to these declarations pass physically through the precinct of the Port of Barcelona.
- The commitment also includes customs clearance for Dangerous Goods, excluding explosives (IMO-01) and radioactive substances (IMO-07).
- Offices that have had any intervention from the Risk Analysis Unit are included. Provided that the result of the analysis has been negative (conforming merchandise).

Points to keep in mind:

- Every administrative office and operator has its own office hours. In terms of quality commitments, working hours are from 9:00 to 17:00, Monday to Friday, for the purposes of calculating the total number of hours taken for clearance.
- Documents must be sent to Customs in scanned format.
- The documents associated to an SAD must correspond to the actual cargo and the goods must meet the general conditions for import or export, including sanitary and phytosanitary conditions.
- Following a physical inspection, if a new document or physical inspection is required, the commitment shall be extended by 8 working hours, i.e. the commitment shall be 25 working hours.
- The documents usually requested prior to a physical inspection shall be those indicated in EU and Spanish Legislation governing customs clearance.

Compensation if the commitment is not met:

€150 per customs declaration

Exclusions:

- When one or more Border Inspection Service (BIS) takes action in the clearance. In this case, please see the commitment for clearance involving action by BIS.
- For scanner inspections, the commitment does not include the time that elapses from notification by Customs of the inspection level (scanner inspection requirement) until 09:00 on the day requested by the customs broker for inspection.
- When, after a scanner inspection, an order is given by Customs to return to the terminal for a new inspection.
- Likewise, the commitment shall not apply in cases where the owner of the cargo or their representative has requested an inspection on their own initiative, or due to a court and/or administrative order.

- Cases of customs inspection with collection of samples and analysis prior to release.
- Cases where a scanner inspection is required but cannot be performed on the day requested for inspection due to scanner malfunction, if prior notification of the malfunction is made through either the SSCP service or the SAC and transportation of the container from the terminal to the scanner has not begun.