

Customs brokerage support by experts with extensive experience



Challenge Summary

Shell is a global group of energy and petrochemical companies. With approximately 90,000 employees in more than 70 countries and territories, Shell's products must meet the world's growing demand for energy in economically, environmentally and socially responsible ways.

Shell Indonesia imports and exports goods every day. To keep the business running smoothly, Shell must ensure all customs entries are filed both accurately and on time. Failure to do so can result in cargo waiting on quay, unnecessary storage charges and delays. In order to ensure their cargo reaches its destination safely and timely, Shell sought out a logistics partner that understands the legal customs requirements and processes in Indonesia.

The Solution

PSA BDP's team in Indonesia accepted this challenge head-on and formed a dedicated team of customs experts to handle Shell's business. The team has an established relationship with Indonesian Customs, which allows them to stay ahead of daily customs business. The team analyzes and audits Shell's documentation, verifying the information is compliant with country requirements to ensure timely customs clearance.

PSA BDP helped Shell further streamline their operations by working directly with their supply chain team for customs information. This allows them ample planning and preparation time to clear Shell's shipments so they can move smoothly by the stipulated deadline.

PSA BDP's deep understanding of regulatory compliance on both a global and local scale adds value to Shell's supply chain by properly handling customs clearance, thereby reducing operational costs. The lead time for customs clearance is significantly shortened from 12 days to 3 days on average, with high levels of accuracy.

"We work with [the team] in Indonesia on a daily basis. They are reliable, knowledgeable and proactively keep us informed. They understand the unique nature of our shipments and work closely with us and our suppliers to ensure our goods are cleared on time without any issues. We have seen a huge improvement in turnaround time of customs clearance, which is essential to us. The communication and collaboration

of [their] customs team with our colleagues and suppliers have greatly helped us to improve our customs clearance lead time and create more value out of customs clearance processes," said Rachmad Imawan, Procurement Manager Logistics of PT Shell Indonesia.

Why PSA BDP?

PSA BDP Indonesia's in-house customs brokerage services are powered by more than 10 licensed customs experts, with proven experience to handle import and export clearances all over the country, including remote areas for containerized, bulk, airfreight and project shipments. They handle over 1,000 customs entries on a monthly basis.

PSA BDP offer peace of mind to our customers. With extensive knowledge, proactive problem resolution, and wide range customs support - for both standard and specialized clearance - we simplify and streamline the process.

PSA BDP helps customers get a head start on clearance, handling each case with great care and efficiency to reduce any chance of delays due to customs. PSA BDP ensures shipments are cleared as quickly as possible, so customers are free to focus on their core business.

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-Rachmad Imawan,
Procurement Manager Logistics of PT Shell Indonesia