



THE ROLE OF CUSTOMS BROKERS: the current situation and future possibilities



WCO Permanent Technical Committee
15 October, 2015
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Customs brokers: the starting point

- Congratulations to WCO and its members on the survey responses and analysis – it confirms the interest in and importance of this subject.
- WCO survey results are consistent with feedback from and priorities of IFCBA members in every region of the world.
- Analysis and commentary reinforces IFCBA best practices model on customs broker regulation.

Elements of IFCBA best practices model

- 2009: *“IFCBA supports the establishment of transparent, accountable and consistent broker licensing regimes by relevant government agencies”.*
- Scope of practice (what only licensed customs brokers can do)
- Regulation of entry (the strength of knowledge)
- Regulation of practice
- Role of customs broker associations

IFCBA's research activities

- Regular snapshots of customs broker practice
- Business needs of customs brokers and their clients (window to SMEs)
- Interactions with Customs administrations
- Value and continued development of the customs broker

Future Possibilities: building knowledge

- There is no doubt that knowledge is an important asset – IFCBA is trying to better understand how knowledge is delivered, as an entry level requirement and in ongoing professional development (education survey).
- Potential for partnerships with Customs administrations in delivering training – there are benefits beyond licensing.
- There is a strong role for national associations.

Future Possibilities: building capacity

- IFCBA has worked to support capacity building initiatives in Latin America and Asia (partnerships with CBSA, WCO, World Bank).
- It is important to improve understanding of national challenges and differing priorities, and to offer insights in areas such as training, business tools, stakeholder engagement, border processes (CBM).
- WCO survey results provide many ideas for future work, together, to build capacity of WCO members in this area.

Future Possibilities: strategic alignment

- In many countries, customs brokers are the “original trusted traders”.
- Customs brokers associations are a natural starting point for work on stakeholder engagement.
- There is a high level of interest worldwide in the use of customs brokers – creating efficiencies in moving goods across borders in a cost effective way and securing revenue while protecting the public interest.
- There is work to be done to better understand why most importers use customs brokers: the value proposition.

THANK YOU

We look forward to future work . . .
your questions, comments and ideas are always welcome

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