



Guide to Importer of Record Services

Charges for IOR Services Explained

IOR Fee

The cost to act as the Importer of Record. This is charged based on a percentage of the value of the goods.

Import Approval Fee

This includes the cost of Import License Approvals, Permits, Endorsements, Labelling, and Electronic Data Interchange.

Customs Clearance

This represents the charges for airport handling, customs brokerage, customs processing and inspections, agent handling, warehousing and the customs clearance process.

In Country Delivery

Cost of transport in destination country from port of entry to the End User. This is also known as the last mile delivery. The fee for this is dependent on the weights and dimensions of the goods.

Taxes & Duties

Destination Country Customs and Government Import charges. Based on many factors which are dependent on the import regulations of each country.

What is an Importer of Record (IOR)?

An Importer of Record is either the owner or purchaser of the imported goods, or a third-party agent representing the owner. The Importer of Record must have a registered legal entity and physical presence within the country the goods are being imported into and is responsible for adhering to the required legal customs import processes and procedures, as well as clearing the goods and paying the taxes and duties and ensuring the shipment gets to the listed consignee.

Who would use IOR services and why?

Any business wishing to import dual use goods - this term covers the majority of IT equipment, namely the Networking, Voice, Security and Storage equipment - on a global scale may not have a registered entity or the personnel with the knowledge in the local country they wish to import into to complete the entire customs compliance requirements and follow the correct procedures. These are often complicated processes in the local language with the need for a person to be physically present within the Customs offices to complete and submit the relevant documents.

Can the End User be the IOR?

Although the end user may have a registered entity in country, they usually do not wish to be involved as they do not have employees familiar with the processes, so an IOR provider is employed to handle it on their behalf. The client may not wish to be noted as the Importer of Record as the goods become a taxable asset; for example if goods are purchased from a central budget by the Headquarter office, then the local country hub would not own the goods, therefore wouldn't want to have the goods listed as an owned asset in country.

The benefits

We make Trade Compliance as easy and clear as possible for our clients. We handle the entire process so you or the end user does not have to get involved;

- Pre-ship Import license(s), documentation & goods compliance checks, import permits and licensing
- Customs Clearance: Clear shipment through the relevant customs channels
- Freight if required
- All customs charges and levies pre-paid on your behalf
- Perform the last-mile delivery to the end user
- Shipment status reports
- Storage solutions

Call +44 208 739 1000 to find out more or to book an appointment with one of our experts.