

## The eHampshire Award for Best Use of Online Technology

# e-customs Ltd.

**Contact:** Howard Marsh

**Phone:** 01425 483980

**E-mail:** hmarsh@e-customs.com

**Website:** www.e-customs.com

e-customs is a web based means of communicating real time information to HM Revenue and Customs to enable the clearance of export and import goods.

# e-customs®

The system allows clients (users) to prepare declarations that are transmitted electronically to HM Customs. Customs will then give responses to the message which are linked by e-customs to the original declaration, and which advise the user of the status of their goods. The system will then provide further status updates as and when 'events' occur until the goods are shipped.

Because the system is web based there is no need to purchase, install and maintain software. The system operates a one-off joining fee following which a 'pay as you go' transaction fee applies reducing costs and making it affordable to SMEs. Round the clock support is available to users as and when needed.

Use of the web enables e-customs to fully support and maintain the application without the need for expensive field staff, this has the knock on effect of allowing for a lean, cost effective operation.



Because of the Customs background of staff, the helpdesk is able to offer unparalleled support to users.

With offices in Ringwood the business has grown rapidly since birth and now has a number of large clients including Marks and Spencer, Pilkington Glass and Ben Sherman. In excess of £2billion worth of trade is already being processed by e-customs.

