



Customs Clearance services for importing items into the UK through a broad range of carrier partners

Access a wide range of UK carriers

Range of import solutions & customs clearance

Sea, air, freight and rail

Large network capacity & gateway clearance

Send your ecommerce and mail traffic into the UK with ease and peace of mind with our unique international gateway clearance and final mile delivery services.

We manage the whole international delivery journey for you, from arrival into the UK through to final mile delivery working with a wide range of suitable UK carrier partners. We have strategic relationships with **sea** and **air** agents providing a faster and smarter inbound delivery journey.

As an HMRC Accredited ETSF, we provide a fully auditable supply chain with Border Force and our dedicated in-house custom clearance team can provide you with expert guidance when importing your items into the UK helping you avoid the frustration of delays.

Benefits of using Whistl Import Customs Clearance

- Reliable and timely customs clearance services
- Comprehensive advice on Customs procedures, Commodity Codes and Duty levels
- ETSF approved site
- BIRDS approved
- Courier clearances
- B2C/B2B/ FBA Services
- Maximum flexibility, tailored made solutions for your freight
- Final mile carrier connections
- Online portal for status updates and HMRC documentation
- Members of AICES

Import Customs Clearance

How Whistl Import Works



Air Freight

You Prepare



You label & prepare your items for despatch, including; pre-alert and manifest of shipment, product values, commodity codes, VAT, etc.

Items Despatched



We arrange collection of your items on arrival in to the UK by one of our pre-approved freight providers

We Collect



We collect your items and transfer to our approved ETSF facility

We Sort



We sort and manage the clearance of goods and make customs entries under our duty deferment account

We Prepare



Your items are validated and prepared for handover to one of our UK carrier partners

Delivery



Our local carrier partner delivers the item to your customer



Sea Freight

You Prepare



You label & prepare your items for despatch, including; pre-alert and manifest of shipment, product values, commodity codes, VAT, etc

Items Despatched



We arrange collection of your container from port with one of our pre-approved freight providers

We Collect



We Devan your items and transfer to our approved ETSF facility

We Sort



We sort and manage the clearance of goods and make customs entries under our duty deferment account

We Prepare



Your items are validated and prepared for handover to one of our UK carrier partners

Delivery



Our local carrier partner delivers the item to your customer



Road & Rail Freight

You Prepare



You label & prepare your items for despatch, including; pre-alert and manifest of shipment, product values, commodity codes, VAT, etc.

Items Despatched



Book your road or rail freight in to our London Heathrow warehouse to discharge T1

We Collect



We will Devan you trailer and transfer to our approved ETSF facility

We Sort



We sort and manage the clearance of goods and make customs entries under our duty deferment account

We Prepare



Your items are validated and prepared for handover to one of our UK carrier partners

Delivery



Our local carrier partner delivers the item to your customer

Benefits of using Whistl for Air Freight Clearance

- Located in a vicinity of London Heathrow Airport
- Airfreight shipping from/to London Heathrow & Stansted Airports
- Daily airline collections 7 days a week
- Fully compliant and comprehensive Airfreight service for import and exports
- Courier clearances

Benefits of using Whistl for Sea Freight Clearance

- Port Agent partnership(s)
- Retrieval & Clearance from all UK ports
- Approved Authorised Consignee
- Discharging of T1 (Transit Document)
- Devanning containers
- In-House Experienced & dedicated Sea clearance team (Imports)

Benefits of using Whistl for Road & Rail Freight Clearance

- Devanning trailer
- Approved Authorised Consignee
- Discharging of T1 (Transit Document)
- In-house experienced & dedicated Road & Rail Freight clearance team (Imports)

Acronym	Meaning
ETSF External Temporary Storage Facility	ETSF is a temporary storage facility which is situated inside or outside the approved area of a sea or airport, where imported goods may be placed into storage prior to being placed under a customs procedure or re-exported
BIRDS Bulk Import Reduced Data Set	This customs simplification allows you to declare two or more low value parcel into a single import declaration. It also requires a reduced data set compared to a standard full import declaration
AICES Association of International Couriers & Express Services	AICES members offer UK importers and exporters the services they need to trade competitively post-Brexit transition and comply with the new customs controls.
Authorised Consignee	An authorised consignee is a person or an organisation who is authorised to accept goods in transit without submitting the transit declaration to the customs office at the destination. The granting of the status of authorised consignee simplifies the customs procedure.
Transit Document – T1 Discharge	A T1 is a transit document which allows for goods which originated outside the European Union to move freely within the European Union. The main benefit is that no customs duties or taxes are payable as the shipment moves from one country to the next within the European Union.
Devanning	Devanning in the shipping industry is the process of unloading the inbound cargo from a shipping container.
B2C	Business to Consumer deliveries
B2B	Business to Business deliveries
FBA	Fulfilled by Amazon

Why Whistl?

Whistl is the UK's leading delivery management company focused on providing solutions, to support you and your business. Whatever you are looking to deliver and wherever you need it to go - we have a service to support your business.

We manage over 3.6 billion items every year for more than 2,000 customers, many having been with us for 10 years or more, through multiple sites across the UK.

Whistl work with a broad range of UK and International carrier partners including customs clearance to import items into the UK and offer worldwide export solutions.

For more information:

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