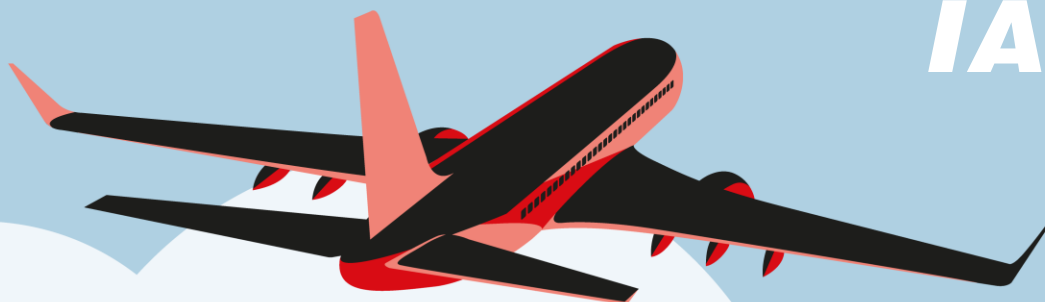


Streamlining Customs Compliance: A Unified Regional Solution

Compliance by Design. Claims by Exception.



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AirCargoBelgium

Brussels, Belgium

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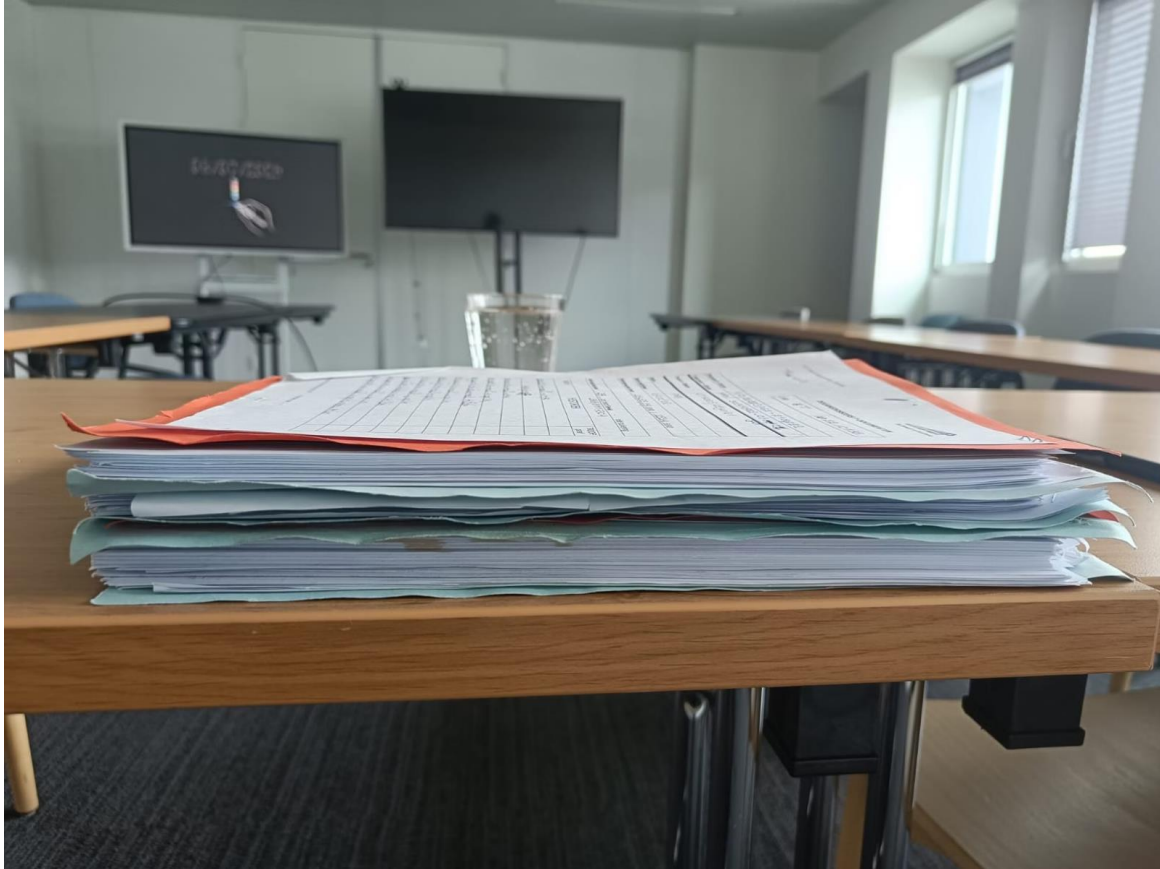
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The Real-Life Pain of Claims



Long & Costly Process

Some claims date back years, remain unresolved, and result in large retroactive penalties.

Fragmented Communication

Lack of traceability and disconnected stakeholder communication creates unnecessary friction.

Severe Consequences

High financial burden, disrupted operations, and ongoing legal uncertainty.

Legacy Systems Still in Use

We are operating a digital border with analogue tools.



in 2022 an EO wishing to complete formalities for entry & exit processes throughout the EU needs connection to **189 national IT systems**

- Many declarants and customs officers still rely on PLDA or manual entry tools
- No single version of truth: risk of data inconsistency grows with every handover
- Customs information is spread across emails, Excel files, and legacy platforms
- Result: compliance depends more on individual vigilance than system design

The Complexity of Modern Compliance



Increasing Regulation

(N) UCC and MASP-C bring modules like ICS2, AES, PN/TS, IDMS — all legally binding



Fragmented Implementation

Each comes with its own logic, deadlines, and technical interface requirements



No Common Roadmap

Belgian Air cargo lacked the coordinated approach seen in other sectors



Expertise Gap

Smaller operators or newcomers have no internal customs experts → higher risk of missteps

The Anatomy of a Customs Claim – Where Things Break Down



Wrong HS codes

Incorrect classification of goods leading to wrong duty rates

Value miscalculation

Incoterms misunderstandings leading to incorrect customs valuation

Document mismatch

Inconsistencies between transport documents and customs declarations



Financial Impact

Average fines range from €250 to €2000+ per incident

The Vision – Compliance Without Chaos

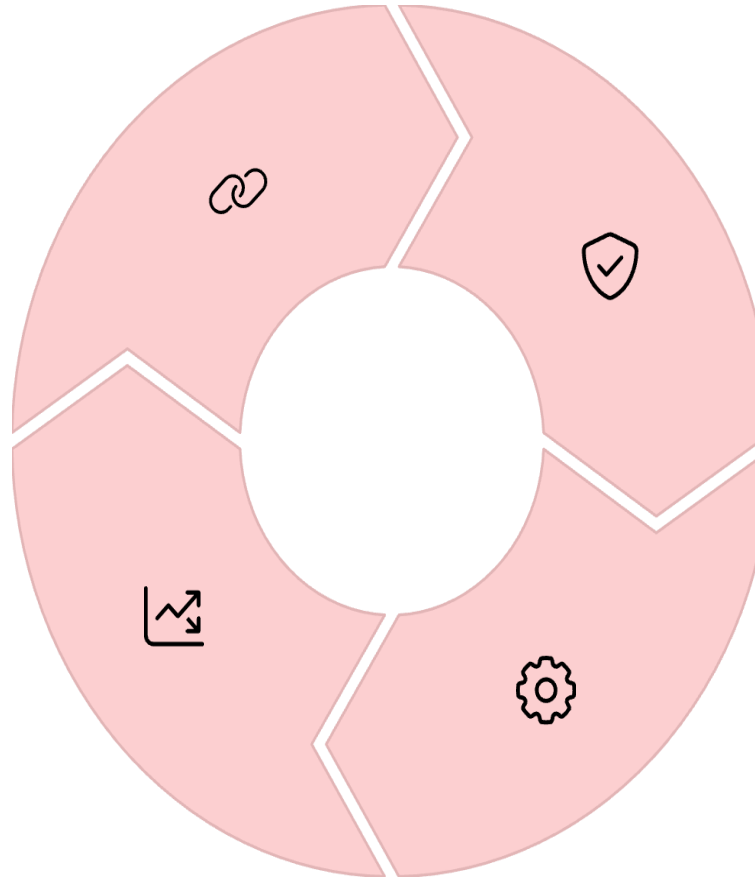


Cooperative Environment

Instead of disconnected systems, build one cooperative customs environment

Proactive Management

Move from reactive to proactive customs risk management



Embedded Compliance

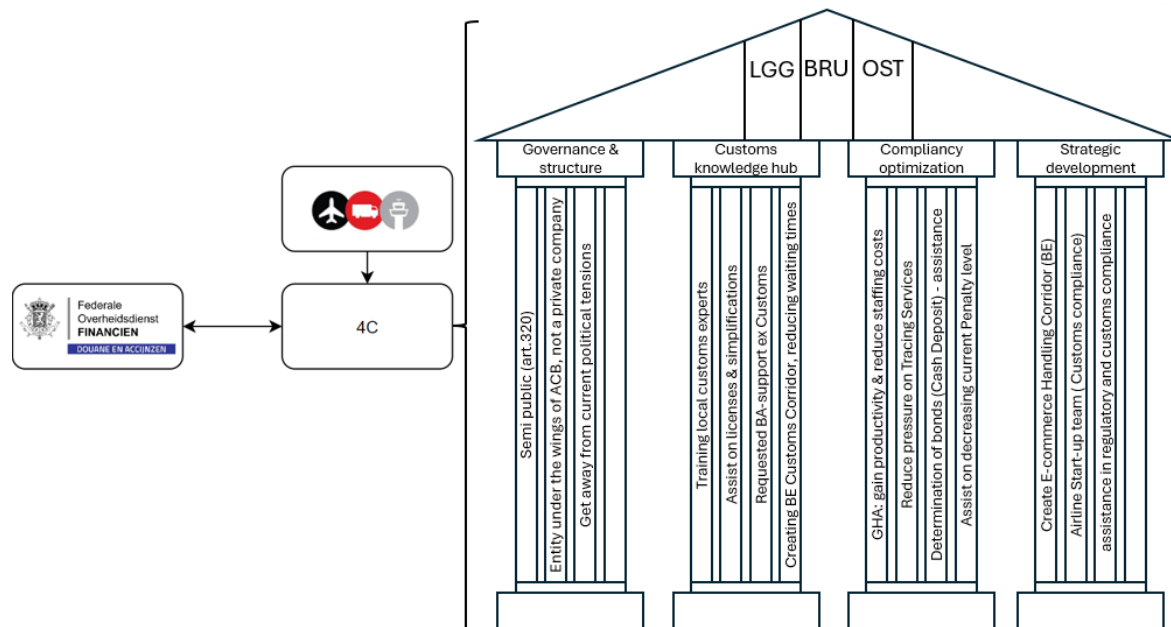
Make compliance an embedded feature
— not an external audit trail

Real-time Validation

Equip handlers, forwarders, and airlines with real-time customs validation tools

Air Cargo Customs Competence Center (4C)

A neutral, regional framework to coordinate, educate, and enable customs excellence



Institutional Structure

Initiative under Air Cargo Belgium, supported by the market

Legal Foundation

Grounded in Article 320 AWDA, aligning fully with MASP-C and UCC

Core Functions:

- Ensure technical, legal, and operational readiness across the cargo chain
- Act as liaison between operators and Customs
- Lead training and innovation to reduce errors and prevent claims

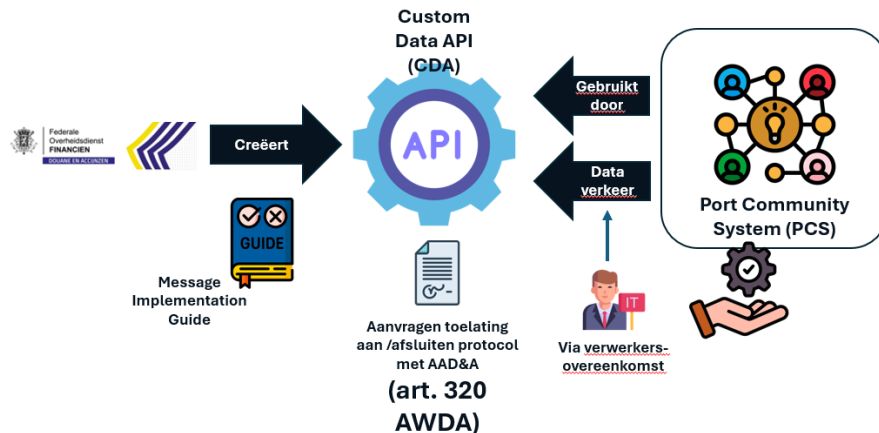
Foundation in Law & Governance

4C won't just be operational — it's legally anchored and transparent



Legal Basis

- Article 320 of AWDA ensures data rights, shared consent, and cooperative control



Governance Structure

Ownership

Across the entire industry

Customs Role

Customs to have one connection with air freight sector

Balanced governance

Building on proven models from within Air Cargo Belgium

Training to Prevent Errors

Knowledge is the first line of defense against customs claims



4C Customs Knowledge Hub:



Certified Training

Customs training for operators with official certification



Technical Support

Support in licenses, simplifications, bonded warehouse logic



Onboarding Program

Proactive onboarding for new airlines or logistics start-ups

Less dependency on singular people, more shared compliance capacity

Preventing Claims: Before They Begin



Real-time Validation

Verify HS codes, documentation, and value thresholds at the point of data entry.



CDA Connection

Pre-clearance logic and feedback loops from Customs authorities provide immediate guidance.



Error Prevention

Operator errors could be prevented **before** they file, resulting in fewer audits and penalties.

A robust and clever solution is worth a thousand post-declaration fines.

Claims That Could Have Been Avoided



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Case A

A forwarder re-exports cargo from Hub A to Hub B. The cargo is rebooked but not relabeled with a new MAWB or container ID.

At destination, the original MAWB is scanned again → customs system logs a duplication and flags it for audit.

Outcome:

Two different customs offices report contradictory statuses (shortage at one, overage at the other). A claim is opened despite full physical delivery.

Case B

A shipment destined for Airport Z is split in two. The first truck leaves with 160 units; 12 units are mistakenly left behind due to a manual error.

They're forwarded days later under a second T-document.

However, a warehouse at destination miscounts and claims 7 units are missing.

Outcome:

Despite all cargo arriving, mismatch between MRNs and warehouse inventory triggers a shortage claim. Internal communication later reveals the error — but only after formal escalation.

Lessons from Both

Claims are often **time-consuming puzzles** to solve, even with no physical loss. Shared visibility + proactive data rules would have neutralized both risks.

In both cases:

cargo = fine

documentation logic = flawed

From Reactive to Proactive

1

1 Past

- Customs = audit + penalty
- Errors detected after the fact → claims, delays, penalties

2

2 Short Term

- Customs as coach + collaborator
- Advisory role + digital validation tools
- Preparing operators for **AEO, Trusted & Checked, New UCC**

3

3 Future

- Compliance built into workflows (**EUCA + EU Customs Data Hub**)
- Claims reduced to rare exceptions
- Fewer inspections, faster flows, stronger legal certainty

Shift from reacting to errors → preventing them by design.

Compliance as a National Approach

National Solution — Not a Local Pilot

- One compliance framework for air freight
- Harmonized data logic → less fragmentation

Certification & Standards

- Support for **AEO, Trusted & Checked, New UCC, EUCA, EU Customs Data Hub**
- Preparing operators for EU-wide obligations

Community Alignment

- Operators + authorities = one compliance forum
- Predictability and reduced disputes

Onboarding & Training

- Equal support for large and small operators
- Competence building to prevent costly errors

Preventing Claims by Design



Shared Data Validation

- Using smart software and clear business rules
- Prevent mismatches (MRN, MAWB, goods accounting) during filing

Standardised Workflows

- Uniform compliance processes across operators and airports
- To be anchored in **New UCC + EUCA customs data hub**

Efficient Exception Management

- Errors resolved *before filing* → no claim escalation
- Shared visibility avoids duplication across operators & Customs
- Saves time, avoids penalties, protects reputation

Continuous Support

- Advisory + training on **AEO, deemed importer...**
- Feedback loops to continuously improve compliance

Result: claims are to be reduced to exceptions, with faster flows and stronger trust in compliance.

What's Next: Blueprint for European developments



From Belgian best practice to European benchmark.

Launch CDA Integration

Complete integration with Belgian Customs

Prepare for future regulations

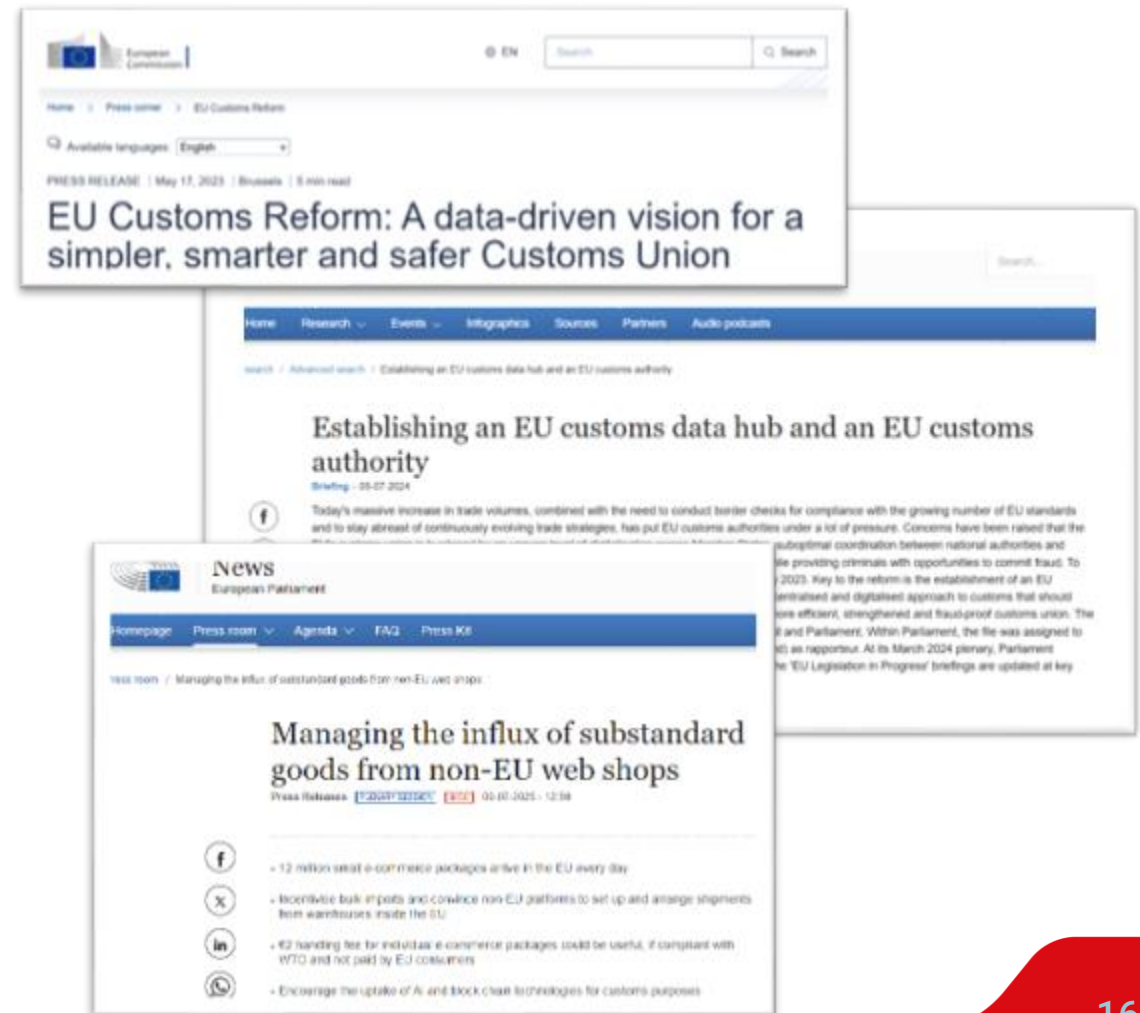
Link parallel project for future MASP-C modules as well as future regulation

Develop Smart improvements together

Combined improvements to limit compliancy issues

Comprehensive knowledge hub

Neutral availability of “real-life” operations



Summary: The Gains

Time Saved

Faster clearance and reduced processing delays

Fewer Claims

Proactive validation reduces errors and penalties

Better Data

Improved accuracy and consistency across declarations

Legal Certainty

Greater confidence in compliance status

Streamlining Customs. Strengthening Trust.

What Would You Add?

Discussion Questions:

- What would **your customs authority** need to get behind a community model?
- Where do **you** see the biggest friction in your own customs processes?
- What does **progress** look like in digital customs for you?
- If you could redesign one customs process from scratch — which would it be?
- What is your experience with claims resulting from insufficient visibility/reactive instead of proactive approaches at import?



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Thank you!

