

Assessment of customs brokers' activity in the sphere of clinical trials

Time frame of the enquiry: April 2014

17 members of the Association of Clinical Trials Organizations participated in the enquiry

Components of brokers' assessment criteria*

quality of customs processing preparation	<i>there is assessed quality of arrangement of document harmonization, adequacy of list of the required documents; zero variation of the requirements when preparing the set of documents; possibility of negotiations with customs authorities (if necessary)</i>
competence	<i>there is assessed the proficiency level, in particular in case of proposal of alternative solutions of the problems occurred; possibility of analysis and adequate response to changes in the customs laws and the requirements of customs authorities</i>
communication level	<i>there is assessed politeness of the company's key personnel during communication with customers</i>
readiness to defend the client's interests	<i>there is assessed readiness to defend the client's interests, act for the client in case of filing any unsubstantiated accusations on the part of the customs authorities; readiness to participate in solution of the problems occurred</i>
work in force majeure conditions	<i>there is assessed operating and efficient response in force majeure conditions including proper situation analysis, timely notification of the client, capability of finding a solution to the problem etc.</i>

* the assessment was carried out in accordance with a five-point grading scale

Assessment of the companies rendering brokerage services

indices	number of respondents	quality of customs processing preparation (average score)	competence (average score)	communication level (average score)	readiness to defend the client's interests (average score)	work in force majeure conditions (average score)	average score on all the indices
Alpha Express	8	3,9	3,8	3,5	3,5	4,0	3,7
Avinex	1	2,0	3,0	4,0	4,0	4,0	3,4
BIOCARD Logistics	4	4,8	4,5	4,0	4,5	4,5	4,5
Clinical Trial Logistics	1	5,0	4,0	5,0	5,0	5,0	4,8
ClinicalTrial Support	2	4,5	5,0	4,0	4,5	4,0	4,4
DHL	9	3,7	4,1	4,0	2,9	3,5	3,6
DIALOG LLC	1	5,0	4,0	4,0	5,0	5,0	4,6
Gestion	1	3,5	2,5	2,0	2,5	2,8	2,7
IMP Logistic	2	5,0	5,0	5,0	4,5	5,0	4,9
Master-broker	2	4,5	4,5	4,8	4,5	4,0	4,5
S.V.T.S.- Alliance	3	4,7	4,0	4,7	3,3	4,0	4,1
Skyfor	2	4,5	5,0	5,0	4,5	5,0	4,8
TNT	9	3,2	3,3	3,8	2,8	2,8	3,2
UPS	3	3,0	2,7	3,3	2,7	2,0	2,7
Vector Logistics	2	5,0	5,0	5,0	5,0	5,0	5,0
VORTEX	4	5,0	5,0	5,0	5,0	5,0	5,0
World Courier	8	3,8	4,1	3,8	2,9	3,3	3,6

Respondents' comments

companies	separate respondents' comments
Alpha Express	<ul style="list-style-type: none"> • Fair period of customs clearance (1-2 business days), convenient broker for preparation of laboratory kits; • The specified score is applicable to export of biological samples only (we refused working with the customs broker with respect to import because of very complex formalities - requirements to the set of customs documents are non-standard and impede and sometimes make customs clearance impossible); • Problems turn up in each shipping case (continuous modification of the list of customs documents that slows down the working process significantly). Communication level of the employees leaves much to be desired; • Against the background of the average level of the services rendered readiness and capability of working in force majeure conditions is a positive advantage; • Good workmanship and communication, operativeness, possibility of delivery from the Vendor to the final recipient after customs.
BIOCARD Logistics	<ul style="list-style-type: none"> • Due to increase in the number of projects recently we have faced communication problem.
DHL	<ul style="list-style-type: none"> • The specified score is applicable to export of biological samples, we do not import (complex with respect to the documents and long lasting process of filling in); • Long period of customs clearance (2 weeks on the average), it appears that they are not interested in clinical trials market.
Gestion	<ul style="list-style-type: none"> • Customs clearance of pharmaceutical products only. Major problems with laboratory kits. Poor knowledge of customs and other laws, particular characteristics of clinical trials.
S.V.T.S.- Alliance	<ul style="list-style-type: none"> • Comprehensive policy of preparation of the documents for customs clearance.
Skyfor	<ul style="list-style-type: none"> • Work good with technology and equipment, insufficient experience with respect to other issues.
TNT	<ul style="list-style-type: none"> • Service quality level recently has become a bit worse that may be caused by constantly increasing number of projects; • The specified score is applicable to export of biological samples, import ranks below the proper level (long term preparation); • It is difficult and unpleasant to work with them, however TNT is not an official vendor of the company. One-time release of not complicated cargoes.
UPS	<ul style="list-style-type: none"> • It appears that they are not interested in clinical trials market absolutely.
Vector Logistics	<ul style="list-style-type: none"> • They are focused on the clients needs; operative response in case of any difficulties; we have never faced any problems when going through the customs clearance of the cargoes; • The only negative side for us is absence of the licenses broker's status.
VORTEX	<ul style="list-style-type: none"> • They work fast, operatively and qualitatively; unfortunately they do not have the licensed broker's status
World Courier	<ul style="list-style-type: none"> • Low quality level of the services rendered against the background of very high prices; • Long period of customs clearance (up to 2 weeks); • Communication problems inter alia utter refusal to carry on correspondence in English; • Unconvenient form of providing comments to invoices - manually on the sidelines.