



Customs brokerage support by experts with extensive experience



Case Study: Shell

The Challenge

Shell is a global group of energy and petrochemical companies. With approximately 90,000 employees in more than 70 countries and territories, Shell's products must meet the world's growing demand for energy in economically, environmentally and socially responsible ways.

Shell Indonesia imports and exports goods every day. To keep the business running smoothly, Shell must ensure all customs entries are filed both accurately and on time. Failure to do so can result in cargo waiting on quay, unnecessary storage charges and delays. In order to ensure their cargo reaches its destination safely and timely, Shell sought out a logistics partner that understands the legal customs requirements and processes in Indonesia.

The Solution

BDP's team in Indonesia accepted this challenge head-on and formed a dedicated team of customs experts to handle Shell's business. The team analyses and audits Shell's documentation, verifying the information is compliant with country requirements to ensure timely customs clearance.

BDP helped Shell further streamline their operations by working directly with their supply chain team for customs information. This allows them ample planning and preparation time to clear Shell's shipments so they can move smoothly by the stipulated deadline.

BDP's deep understanding of regulatory compliance on both a global and local scale adds value to Shell's supply chain by properly handling customs clearance, thereby reducing operational costs. The lead time for customs clearance is significantly shortened from 12 days to 3 days on average, with high levels of accuracy.

"We are proud to partner with BDP, the recipient of Operational Excellence Award at Shell Supplier Day 2017. Shell requires that our partners and vendors are held to the highest standards of excellence so that we, in turn, can provide this level of service to our customers."

Why BDP?

BDP Indonesia's in-house customs brokerage services are powered by more than 10 licensed customs experts, with proven experience to handle import and export clearances all over the country, including remote areas for containerized, bulk, airfreight and project shipments. They handle over 1000 customs entries on a monthly basis.

BDP offers peace of mind to our customers. With extensive knowledge, proactive problem resolution, and wide range customs support - for both standard and specialized clearance - we simplify and streamline the process.

BDP helps customers get a head start on clearance, handling each case with great care and efficiency to reduce any chance of delays due to customs. BDP ensures shipments are cleared as quickly as possible, so customers are free to focus on their core business.

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Shell Indonesia



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