

ANTIQUe ART DEALERS

# Streamline customs mgt. with tradePhlo

## Challenge

With over 120 years of experience, MacConnal-Mason is a family-owned art dealership that specializes in the sale and movement of art pieces between countries. The business faced challenges with customs clearance following the replacement of HMRC CHIEF with the new CDS system. In search of a permanent solution, MacConnal-Mason required a system that could manage the movement of art pieces for exhibitions, sale, and purchase of artworks.


## Solution

MacConnal-Mason found the perfect solution to their customs clearance needs in tradePhlo, an easy-to-use self-declaration software. The team underwent training and began submitting import and export declarations through the platform, which provided a one-stop solution for all their HMRC declaration needs with unlimited support. With complete control over their customs procedures, MacConnal-Mason has been able to streamline their operations and enhance compliance, resulting in timely submissions and optimised logistics.

## Results

"With tradePhlo customs management systems, we were able to effortlessly and efficiently create and manage imports of our artworks between Bonded Warehouse, Temporary Admission and Release to Free Circulation. tradePhlo team were very proficient in training and their continued support helped us take complete control of our customs operations, monitoring status of declarations in real-time, digitally sending supporting documents to HMRC for quick clearance, managing Duty/Tax payment using our Deferment Account; making saving of over 75% in comparison to using our agent"

Julia McDaid - Customs manager, Macconnal-Mason



With tradePhlo, MacConnal-Mason have experienced significant benefits, including duty suspension for their artworks, resulting in savings on import taxes and VAT. tradePhlo has also streamlined customs processes and reduced waiting times, leading to more efficient operations.

## Key benefits

75%

Cost reduction

50%

Operational efficiency

- ✓ Real-time data visibility & control
- ✓ Duty and VAT optimisation
- ✓ Automation of manual processes
- ✓ Leveraged special procedures to expedite customs processes