

CASE STUDY

Post-Clearance Audit Defence

Pharmaceutical Importer — Ireland/EU

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AT A GLANCE	
Client:	Mid-sized pharmaceutical importer (Ireland/EU)
Challenge:	Revenue Commissioners post-clearance audit covering 24 months of imports
MyCustomsInfo™ Solution:	Centralised declaration repository with classification audit trail
Outcome:	Audit closed with zero findings; response time reduced by 60%

Background

A pharmaceutical importer with operations across Ireland and continental Europe was notified of a post-clearance audit by the Irish Revenue Commissioners. The audit scope covered all imports over a 24-month period, with particular focus on tariff classification consistency and the application of preferential duty rates under EU free trade agreements.

Prior to implementing MyCustomsInfo™, the company relied on a patchwork of spreadsheets, email trails, and paper-based records held across three different customs brokers. When the audit notification arrived, the compliance team faced the prospect of manually assembling two years of data from disparate sources — a process they estimated would take six to eight weeks.

How MyCustomsInfo™ Helped

With MyCustomsInfo™ already deployed as their central declaration management platform, the compliance team was able to respond to the Revenue Commissioners within five working days:

- **Declaration Search and Retrieval:** MyCustomsInfo™'s advanced search allowed the team to filter all declarations by commodity code, origin, duty treatment, and date range, producing a complete dataset within minutes.
- **Classification Audit Trail:** Every classification decision was logged in MyCustomsInfo™ with supporting documentation — binding tariff information, internal classification memos, and supplier declarations of origin. Auditors could see the rationale behind each classification.

- **Preferential Origin Tracking:** MyCustomsInfo™'s origin management module tracked supplier declarations of origin and mapped them to the relevant declarations, proving entitlement to preferential rates.
- **Exportable Reports:** The team generated PDF and Excel reports directly from MyCustomsInfo™, formatted for submission to the Revenue Commissioners, eliminating manual data compilation.

Result

The audit was closed within three weeks with zero adverse findings. The Revenue auditor noted the quality and accessibility of the documentation as exemplary. The client estimated that MyCustomsInfo™ saved approximately 240 person-hours of manual work compared to their pre-MyCustomsInfo™ audit experience.

“MyCustomsInfo™ turned what used to be a six-week scramble into a five-day exercise.”

— Compliance Manager, Pharmaceutical Importer, Ireland/EU