

GUIDE

Preparing for a Customs Audit

How MyCustomsInfo™ Helps You Stay Audit-Ready

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The Question Every Customs Audit Comes Down To

Can you prove that what you declared was correct — and can you prove it quickly?

That is the fundamental question at the heart of every customs audit, whether it is a routine post-clearance check, a targeted review triggered by risk profiling, or a full AEO re-authorisation assessment. The businesses and brokers that answer it confidently are the ones that come through audits cleanly. The ones that struggle are those whose records are scattered, incomplete, or difficult to assemble.

MyCustomsInfo™ is designed to ensure you are always in the first category.

The Challenge: Scattered Data, Reactive Compliance

Without a centralised platform, most businesses and brokers have their customs data spread across multiple systems — broker files, email chains, spreadsheets, paper records, different offices, sometimes different countries. When an audit notification arrives, the compliance team faces a scavenger hunt: pulling records from all these sources, reconciling them, formatting them for the auditor, and hoping nothing is missing.

That process alone can take weeks. And it creates risk, because gaps in documentation are exactly what auditors flag. Missing origin certificates, undocumented classification decisions, inconsistent valuations — these are the findings that lead to penalties, additional duty assessments, and in the worst case, loss of AEO status.

How MyCustomsInfo™ Changes the Dynamic

Everything in One Place

Every declaration, every supporting document — commercial invoices, origin certificates, classification decisions, valuation workings, broker communications — lives in a single, searchable, cloud-based platform. When a customs authority asks for two years of import data filtered by commodity code, that query takes minutes, not weeks. There is no chasing records across brokers, no hunting through email archives, no reconciling conflicting spreadsheets.

A Complete Audit Trail

MyCustomsInfo™ logs the rationale behind each decision with timestamps, supporting references, and the identity of who made it. Every amendment, every correction, every review is recorded. That level of traceability is what turns a difficult audit into a straightforward one.

Problems Found Before the Auditor Finds Them

Rather than waiting for an annual review or an external audit to surface errors, MyCustomsInfo™'s dashboards and exception reporting flag discrepancies as they happen — inconsistent classifications, valuation anomalies, origin documentation gaps, procedural irregularities. Finding and correcting an issue proactively, and being able to show the auditor you did so, is the difference between a commendation and a penalty.

100% Declaration Audit Coverage

The AEO standard requires sample-based or risk-based internal auditing. MyCustomsInfo™ goes further — it audits 100% of all declarations, continuously and in real time. So when an auditor asks “how do you know this issue is not more widespread?”, you can answer with confidence that every single declaration has been checked, not just a selected subset.

Demonstrating a Compliance Culture

A well-maintained MyCustomsInfo™ portal with active dashboards, logged reviews, documented corrections, and trend analysis demonstrates that compliance is not something you do once a year before an audit — it is embedded in your daily operations. This is precisely what customs authorities assess: a system, a process, and a mindset geared toward getting things right.

The Difference MyCustomsInfo™ Makes: At a Glance

Challenge	Without MyCustomsInfo™	With MyCustomsInfo™
Data Retrieval	Weeks of manual searching across brokers, emails, and spreadsheets	Minutes — advanced search and filtering across all declarations
Documentation	Scattered across multiple systems, offices, and formats	Centralised — every document linked to its declaration
Classification Evidence	Decisions undocumented or buried in email threads	Every decision logged with rationale, timestamps, and supporting references
Error Detection	Found by the auditor during the audit	Found by MyCustomsInfo™ before the auditor arrives
Audit Coverage	Sample-based, periodic, manual	100% of declarations, continuous, automated
Audit Readiness	Reactive — scramble when the notification arrives	Always ready — the audit is happening every day inside the platform

The Bottom Line

MyCustomsInfo™ turns audit preparedness from a reactive, stressful event into a continuous state. Your business is always audit-ready, because the audit is essentially happening every day inside the platform.

Whether you are an importer managing complex supply chains, an exporter navigating multiple jurisdictions, or a customs broker responsible for your clients' declarations, MyCustomsInfo™ provides the centralised visibility, the documentation rigour, and the proactive monitoring that customs authorities expect — and that protect your business when the audit notification arrives.

Find Out More

To learn how MyCustomsInfo™ can help your organisation prepare for a customs audit, or to arrange a complimentary 30-minute assessment, visit: www.global.mycustomsinfo.com or email: Info@mycustomsinfo.com