



# THE SAFEST PLACE TO STORE BONDED GLOBAL GOODS

TRUSTED | SECURE | 24/7

ISO 9001:2015 CERTIFIED

**Chichester Bond** provides a wide range of services in storage and logistics, with over 18 years experience in storing and distributing Beers, Wines & spirits; as well as soft drinks, all over the World. We are also licenced to store denatured alcohol.

Our clients include all the major cruise lines, airlines, airport lounges, ferries, rail and global border shops - delivered to destinations in the UK/EU/ROW.

We have outstanding knowledge of HMRC procedures, excise regulations and the necessary documentation for the transition of goods for import and export; with due diligence undertaken by our in-house legal team.

We are recognised for delivering the highest quality of service within our warehouse, distribution and logistics services.

Moreover, our new state-of-the art, securely controlled 65,000 SQFT facility has storage for over 5,000 pallets and is conveniently located between the ports of Southampton & Portsmouth, strategic hubs for the UK cruise and ferry industry.

**ISO 9001-2015** Compliance, due diligence and quality are fundamental disciplines; wired within the people, culture and operating environment at Chichester Bond. As part of our continuous improvement to achieve the highest standards of quality compliance, improved operational efficiency and streamlined processes, we are certified to the Internationally recognised **ISO9001:2015** standard, undertaken in partnership with Bureau Veritas, a UKAS accredited certification body.

The accreditation demonstrates our ability to consistently provide World Class bonded services & solutions that meet customer and, more importantly, applicable statutory and regulatory requirements.

At our core, is the business mission to enhance customer satisfaction through the effective application of our proprietary IT systems, including processes for improvement of the system and the assurance of conformity to customer and applicable statutory and regulatory requirements.





## LEADERSHIP TEAM

EMMA TAYLOR, CHIEF OPERATIONS OFFICER | [emma.taylor@chichesterbond.co.uk](mailto:emma.taylor@chichesterbond.co.uk)

SHARON CROMPTON, CHIEF FINANCIAL OFFICER | [sharon.crompton@chichesterbond.co.uk](mailto:sharon.crompton@chichesterbond.co.uk)

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# GOODS-IN

This section is used to give you an overall idea of the procedures that are undertaken for the intake of your goods into our bonded warehouse. First the goods will be pre-booked in with us by contacting us via email: this is called a pre-advise and should include:

- ✓ Suppliers name
- ✓ Purchase order number
- ✓ Product description
- ✓ Quantity
- ✓ Duty Status
- ✓ Product codes

**Bookings should be made to:**

[operations@chichesterbond.co.uk](mailto:operations@chichesterbond.co.uk)

With delivery dates and times for the goods to arrive.

The bond will reply to this booking/pre-advise with a confirmation email and booking reference.

The client will then need to forward the unloading/collection reference to their supplier/transporter or transport arranger.



# INTAKES

## **ARRIVAL**

The transporter arrives at the warehouse with the correct paperwork (delivery notes/e-AD) and will need to quote the unloading ref (please note that if any goods are being transported under bond you or the transporting warehouse will need to send the e-AD document either electronically via email or in hard copy with the transported goods; as this document needs to be receipted no later than 5 days after receiving the goods).

## **INSPECTION**

The warehouse staff will unload the goods and check that the goods match what is on the delivery notes/e-AD. They will also check for any damages and that the correct product description and quantity have arrived. If there are any discrepancies we will inform you.

## **RECEIPT OF GOODS IN**

The bond team will then receive the paperwork from the warehouse staff and double check the paperwork to the pre-advise/e-AD. If there are any damages or discrepancies we will contact you immediately with regards to this. If there are no discrepancies, the bond team will receipt the goods on our system and receipt any e-AD's that are in relation to the goods. After this we will send you a goods received note or GRN which will document the details of products/quantities/product codes/duty status/rotation numbers/account in which the the goods are under/and location in our warehouse.



# REMOVALS

This section is to explain the procedures for our removals of stock (please note any goods that arrive under bond/duty suspended can only be moved out of our warehouse 48hrs after receipt, as per HMRC regulations).

## 1. Notification of intention to remove goods:

The customer sends notification of intention to remove goods, this is done by emailing

[operations@chichesterbond.co.uk](mailto:operations@chichesterbond.co.uk)

We will need 24hrs to process an order after this has been placed by yourselves.

When sending an order via email we will need the following information:

**Delivery.** We will arrange the logistics and give you the details of when the goods are estimated to arrive. The following information is needed: delivery address/your reference/rotation numbers of goods you want us to remove (the rotation number would be provided on the GRN).

Quantity/how many units you want removed.

Duty status of goods/how would you like the goods removed (duty paid [DP] or duty suspended [UB]).

And movement type: UK-UB/EC-UB/Export-UB.



# REMOVALS

If we are shipping items under bond to a bonded warehouse where we've never sent Goods to, we will undertake due diligence checks on these warehouses known as a SEED check. This is our way of verifying the status of the receiving warehouse and is a legal obligation.

If you want to send items duty paid and your items require duty stamps, we will need sufficient time to complete this exercise.

## 2. Goods picked to remove

The bond team will send a pick list to the warehouse detailing the goods to be picked, the quantity and rotation/locations, plus any special requests from the client.

## 3. Dispatch

If the goods are leaving the warehouse under bond, we will send the e-AD document with the goods on the transporter.





# HMRC CUSTOMS / EXCISE DUTY / VAT

In order to release duty suspended goods to be used as duty paid for release in the UK, the goods need to have the customs and excise duty and VAT applied.

**For more information please refer to [www.gov.uk](http://www.gov.uk)**

Chichester bond will complete payments to HMRC for the duty payment on your behalf for an additional admin fee.

We would create a duty warrant/duty invoice with the amount of duty owed to HMRC for the removed goods, which we would collect from you on behalf of HMRC.

We would then pay HMRC the duty amount and release the goods to the customer as duty paid goods.

This process is called a W5.

## **Overview of process of removal to home use (for customers who do not have a deferment account)**

- ✓ Removal to home use raised by client
- ✓ Duty warrant/invoice sent to client with breakdown of duty
- ✓ Duty is paid to Chichester bond for the release
- ✓ Goods are then released to client
- ✓ Duty is paid to HMRC on behalf of the client



# HMRC DEFERMENT ACCOUNTS

If you have your own HMRC deferment account or are authorised to use a third party deferment, we can submit the warrant to HMRC using your deferment account and then send you the warrant details for payment.

## Invoicing

There are 2 types of invoicing that we do:

1. Duty invoicing which relates only to removal of goods to home use-duty paid this is not for services or goods this is only for the collection of payment of customs/excise/VAT for the removed goods (referred to as a DCB invoice).
2. Warehouse invoicing which relates to the charges incurred for intakes/storage/removals (referred to as WCB invoice).

Duty invoices will be sent out shortly after a notification of intent to remove for home use is received, whereas warehouse invoices will be sent out once a month.

Invoices are calculated on a weekly basis i.e. week 1 week 2 etc. these are from Saturday to Saturday, so if your goods arrive Monday to Friday, this is counted as the same week.

We do offer a first week free period upon receipt of goods that is non chargeable for storage.

Please also be aware that we do have minimum charges for various services.



## DUTY STAMPING

If goods are designated as Spirits or Wines with an ABV of 30% or more and the bottle is 35cl or bigger (and are ultimately destined for sale in the domestic UK market), then they will require duty stamping.

Duty stamps have to be placed securely on a smooth surface on the bottle (not on the label) and should be visible. This is a fee based service that we offer.

If these goods are to be removed to an EU country or a country outside the EU, then these stamps will need to be removed/obliterated before the items are exported outside the UK. If this service is required please note that we must give HMRC notice to comply with DS5 requirements before the goods are exported.

Chichester Bond is required to keep records of all duty stamping/duty obliterations in order to comply with our HMRC obligations.

Please note that if you are planning to import goods that need duty stamps, it is your responsibility to ensure that the load meets HMRC requirements.



## UNDER BOND

If goods need to be destroyed, we will advise on the relevant fees. If the unsaleable goods are stored as duty suspended, then we would need to get authorised approval from HMRC before any destructions take place. Upon receipt of notification of intent to destroy goods from the customer, we will submit a request to HMRC for the destruction of goods, which details the goods description, the quantity of litres being destroyed and the reason for it's destruction i.e. no longer saleable due to expiry.

Once authorisation has been approved by HMRC, destruction of the goods will be arranged by with approved third party. Once the goods have been collected and destroyed the third party will then send us a destruction certificate for the purposes of audit.

## DUTY PAID / DUTY DRAWBACK

If the goods were duty paid, then we can assist with your duty drawback claim. You can reclaim excise duty on duty paid goods if the goods are no longer fit to sell. We would still request authorisation from HMRC for the destruction, please note HMRC may or may not authorise the destruction request.

Once the goods have been destroyed, we will send you the destruction certificate for your records.



## SERVICES

We also offer the following services:

- ✓ Packaging for gift packs or special presentations for your goods
- ✓ Escrow financial arrangements
- ✓ Re-palletising of your goods for mixed loads
- ✓ Logistical services for UK/EUW/ROW containers/trailers/rigids or smaller vehicle deliveries
- ✓ Safe, secure storage with on-demand 24/7 accessibility
- ✓ Licenced to store denatured alcohol

## LOGISTICS

Chichester Bond can assist with your logistical needs, we work closely with our logistical partners and can provide quotes/logistics/import and export requirements upon request. If you need any support with logistics please send us an email with delivery addresses/pallet quantity/pallet weights/goods being transported/duty status of goods.



# WAREHOUSE DETAILS

**This section will provide you with our company warehouse details.**

Chichester Bond Ltd  
Address:  
Unit 3  
Crompton Way  
Segensworth  
PO15 5SS  
+44 (0)1329 690000

Licensed to store:  
Beers  
Spirits  
Wines  
Intermediate products

## **Useful information**

### *Rotation number configuration*

You will notice when you receive a GRN (goods received note) that the products will have a rotation number attached.

These numbers will start with the year and then either / or a D depending on the duty status of the goods i.e. duty paid goods = 20D-000001, duty suspended goods = 20/0000001.

These numbers help us locate the specific product/rotations that you need releasing, which is useful if you have 2 x pallets of the same product but with different B.B.E - we will pick the correct product that you have requested by using its unique rotation number.



# DUE DILIGENCE

As Chichester Bond is a licenced bonded warehouse, we have a legal obligation to perform due diligence on all our customers that use our premises. If you would like to know more please refer to HMRC notice 196.

It is our obligation as a bonded warehouse to:

- ✓ Assess any risks of duty fraud within the supply chain where we operate
- ✓ Regularly conduct checks on the procedures that are set in place to detect the risks of fraud
- ✓ Set up procedures to take mitigating action where risk of fraud has been identified
- ✓ Continuously update our checks on supply chain in which we operate

We may contact customers for details as to the reasons behind various transactions.

If there is a risk of fraud behind any transaction, we will reject it.

We always conduct our due diligence when we open a new account with a customer, but we may continue to contact our customers periodically throughout the operation of our contract with you to ensure that our internal due diligence files are maintained in relation to any changes to the documents you provided in your initial due diligence.

For a new business start-up, this may be more frequent as the business establishes itself within the industry, whereas with a more established company this may be less frequent. We request that you respond to the compliance team in a timely manner as failure to provide the requested information may result in your account being placed on hold.



# COMPANY DETAIL CHANGES

If at any time your business details change, you need to get in contact with us straight away as we need to have our details up to date. Details are but not limited to:

- ✓ Change of company title
- ✓ Change of directors
- ✓ Change of operating address
- ✓ Change of contact details
- ✓ Change of VAT registration status
- ✓ Change of business model
- ✓ Any change of approvals status

If any of the above changes are made this may result in a temporary hold of your account until the necessary checks have been done.

Please be aware that if any changes to your details invalidate our current due diligence documents we will put the account on hold until the checks to your new details have been completed and passed and only then will the account be opened again.





# COMPANY DETAIL CHANGES

If this is the case in order to ensure a smooth and swift re-opening of your account we will need the following documents to be re-sent to us:

- ✓ Proof of address
- ✓ Director/s passports
- ✓ WOWGR certificate
- ✓ VAT certificate
- ✓ EORI
- ✓ Duty deferment registration
- ✓ Utilities bills
- ✓ Bank statement
- ✓ Certificates of change (i.e. change of company name/s)
- ✓ AWRS certificate
- ✓ MLR registration

This is just an example of the general documents needed, there may be other documents needed depending on what checks are to be completed.





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