



# Simplifying the Import & Customs Process



## Costa Rica

### Background:

A global technology services company needed to perform an IT refresh for their San Jose, Costa Rica office, but needed to import the hardware from the USA. To do this, they needed a logistics provider that could simplify Costa Rica's complex import process. They also required an **Importer of Record Service**, as their local business entity was not a registered importer in the country.

The client was able to purchase the gear they needed for Costa Rica with other domestic hardware, increasing their buying power with their VAR partner. After analyzing the costs it was clear that acquiring the gear domestically in the US and shipping to Costa Rica would be faster and more cost-effective than trying to source the gear in country.

### The Plan and Execution:

FGX's understanding of the full customs process allowed us to prepare documentation and manifest the shipment prior to departure, resulting in a smooth import process. In San Jose, our local team worked directly with customs officials to clear the shipment. Our importer of record service allowed us to manage the entire import process on the client's behalf.

### Results:

Our fully-managed solution allowed us to deliver the gear in 2 weeks without any involvement from the client. We managed the entire process allowing our client to focus on the implementation of the hardware once it arrived in the San Jose office.

The success of this shipment has lead the client to regularly partner with FGX to deliver IT gear to their other international offices.

- ✓ **IOR Service**
- ✓ **EOR Service**
- ✓ **Import Registration**
- ✓ **Used Equipment**

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### Deployment Timeline:

**Customs Clearance:** 5 - 7 days

**Final Delivery:** 1-2 days

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