

Customs and Freight Issue Log

A practical template for recording shipment problems, customs errors, delays, costs, root causes and corrective actions.

What this resource helps you record

- Shipment and declaration references
- Issue type and date identified
- Immediate containment action
- Delay, cost and compliance impact
- Root-cause investigation
- Corrective and preventive action
- Ownership and due dates
- Closure evidence and lessons learned

Log owner details

Business:

Log owner:

Department:

Period covered:

Review frequency:

Record consistently

Investigate root causes

Close actions properly

Why use an issue log?

A structured log turns individual shipment problems into evidence that can reveal repeated errors, weak controls, supplier issues, agent performance problems and training needs. It also creates an audit trail showing what was identified, who acted and how recurrence was prevented.

How to use it

Create one record for each material customs or freight issue. Assign a unique reference, record the facts before drawing conclusions, retain supporting evidence, and track corrective actions through to verified closure. Review the consolidated log periodically for patterns.

OPEN

Issue recorded and still being investigated.

ACTIONED

Immediate action completed; follow-up remains.

CLOSED

Root cause addressed and closure verified.

ESCALATED

Material risk requires senior or specialist review.

Important

This log supports internal control and operational improvement. It does not replace formal notification, amendment, repayment, voluntary disclosure, insurance or claims procedures where those are required. Time limits can apply, so material customs errors should be assessed promptly.

Issue record 1

Issue reference	Date identified	Status
Shipment / job reference	Declaration reference	Mode
Importer / exporter	Supplier / customer	Location
Carrier / forwarder / agent	Commodity / goods	Incoterm

Issue description - record what happened and when

Impact area	Details / estimated value
Delay or service impact	
Duty / VAT / customs exposure	
Freight, storage or demurrage cost	
Customer, supplier or production impact	

Immediate containment action and communications

Issue record 2

Issue reference	Date identified	Status
Shipment / job reference	Declaration reference	Mode
Importer / exporter	Supplier / customer	Location
Carrier / forwarder / agent	Commodity / goods	Incoterm

Issue description - record what happened and when

Impact area	Details / estimated value
Delay or service impact	
Duty / VAT / customs exposure	
Freight, storage or demurrage cost	
Customer, supplier or production impact	

Immediate containment action and communications

Issue record 3

Issue reference	Date identified	Status
Shipment / job reference	Declaration reference	Mode
Importer / exporter	Supplier / customer	Location
Carrier / forwarder / agent	Commodity / goods	Incoterm

Issue description - record what happened and when

Impact area	Details / estimated value
Delay or service impact	
Duty / VAT / customs exposure	
Freight, storage or demurrage cost	
Customer, supplier or production impact	

Immediate containment action and communications

Issue record 4

Issue reference	Date identified	Status
Shipment / job reference	Declaration reference	Mode
Importer / exporter	Supplier / customer	Location
Carrier / forwarder / agent	Commodity / goods	Incoterm

Issue description - record what happened and when

Impact area	Details / estimated value
Delay or service impact	
Duty / VAT / customs exposure	
Freight, storage or demurrage cost	
Customer, supplier or production impact	

Immediate containment action and communications

Root-cause and corrective-action review

Complete this section for material or repeated issues. Focus on why the process allowed the problem to occur, not only on the immediate error.

Confirmed root cause(s)

Corrective / preventive action	Owner	Due date	Status / evidence

Closure check

- Customs correction or amendment completed where required
- Client / customer / supplier informed
- Financial impact confirmed
- Procedure, system or training updated
- Supporting evidence retained
- Effectiveness of action verified

Closure approval

Closed by: _____

Date: _____

Residual risk: _____

Next review: _____

Escalation required? Yes / No



Consolidated issue register

Use this summary to monitor all open and closed issues and identify recurring patterns across shipments, locations, agents, products or causes.

Ref	Date	Shipment / declaration	Issue summary	Owner	Status	Due / closed

Periodic review prompts

- Are the same issue types recurring?
- Are particular products, locations, agents or suppliers over-represented?
- Are actions being closed on time?
- Have customs errors been corrected through the appropriate route?
- Do procedures, training or systems need to change?

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