Logistic import / export
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Logistics or Anti-Logistics

I have been asked to speak about logistics on many occasions, but truth be told, we all know what it means. Today, I wish to focus on our challenges, or as I call them, the ANTILOGISTICAL- THINKING.

Lack of Flexibility

Can't change a shipment in Douane from "scheduled to pay duties" to bond.

Business is dynamic and changes happen, but Douane doesn't take this into account. They don't get their money faster but do cause more expenses for business in form of demurrage or force you to use cash unproductively.

Abuse of Power

Recently my company aside an error of paying the same import duties twice on the same day.

Putting our own error aside, we informed Customs the same day and although we requested the funds be used to pay other customs charges, the response was; "*pidi restitutie*", which can take 6 months.

The decision is one of punishment rather than facilitating one or more transactions.

This leads to the following point…

Holier-than-Thou Syndrome

- Statements such as "esey no ta mi problema" is indicative of this disease – we will **force you to do what we want irrespective of cost for business and society.**

- There are serious consequences for human error done without malice, but none when Customs makes an error. Certainly not a level playing field for the business and general community.

- An error is an error is an error? Definitely not. There are human errors and then there are intentions to defraud or to commit malice! Let us learn the difference.

100% Control or Exception Based Management

- In the past we were accustomed to 100%. Paper went from one desk to another, reviewed time and time again and at each step a "goedkeuring" in the form of a "stempel".

- Isn't it time for exception management? We single out "unusual transactions" and have officials focus on those? This would certainly promote and reward good behavior.

If the Aruba business community and all consumers want to benefit from efficient logistics, we must then unite behind the following

Lets bring "logica" back to logistica