



InFoMo – Raider Moto Customer Information sheets

Importing 101A – Everything you won't get told but need to know about shipping motor cycles around the world.

InfoMo 101A – Full Ream-ahead!

An explanation of pitfalls and potential dangers when buying a bike overseas and getting it home.

In the late 90's we looked at importing a single bike from the UK. In doing our due diligence we sourced several freight quotes which ranged from £1,150 gbp (Great British Pounds) down to £600 gbp, which at the time was around \$2,500 to \$1,250 AUD. All quotes offered the same level of service so we took the lower and considered the bike would arrive home owing us around \$6,000 AUD less than what the same bike was worth here at the time. Feeling very chuffed with ourselves we *'did the business'* and parted with our hard-earned cash. We're funny creatures we humans, we like to envisage events as we would rather see them, while at the same time blocking that which might take the shine off our perfect scenario. Safe to say our \$1,250 soon started to creep a few bucks here and there as we had to pay others to take care of things we'd never heard of, let alone knew anything about! What we did discover pretty smartly was that if we wanted to argue we'd pay a lot more, and that no matter how outrageous the treatment, there isn't anyone or any department to whom you can take your complaint. By the time we finally rolled our bike into the workshop that \$1,250 shipping quote had blown out to a few pennies over **\$5,000 bucks!!**

How did this happen??? Well unlike most Aussie's who'll give a bloke in need a hand, people in other parts of the world aren't as benevolent, and whilst they might infer they'll help with shipping should you buy their bike, what that can mean is they'll push it out onto the footpath when your carrier arrives; "my carrier", I hear you ask?? This is the situation we found ourselves in, and we've helped plenty of others who've found themselves in the same dilemma. This is how it works; you've bought a fabulous bike at a ripper price, half of what it'd cost you here. You own it and it's sitting on the opposite side of the globe; you've got a quote from a shipping or freight company and now that you want to proceed they're telling you getting the bike to them is not their responsibility, irrespective of the fact you told them where the bike is, and where you are. You're 20,000km away, you've paid a total stranger a bundle of money and that stranger has either gone silent or is now giving you grief about wanting the bike collected ASAP as he's going away wants it out of his garage. They'll usually include something about taking no responsibility for the bike's security. We find this last point particularly prominent in the USA; Americans can become quite paranoid about getting a bike out of their care once your cash is in their pocket.

If you manage to find someone to collect the bike, on arrival to your freight company they'll inform you about the 'Dangerous Goods' provision, and ask who have you organised to perform the checks & provide them with the DGC certificate they require before it can be shipped? Motorcycles are classified 'Dangerous Goods', and as a consequence they have to be prepared for shipping in accordance with International Safety Standards, which for motorcycles means completely dry of all fluids, no battery, and crating. They'll also tell you to ensure that "whoever" crates it uses ISPM15 timber or it will incur major disposal costs (non-approved timber has to be destroyed in a Government facility), and you may be informed that it has to be fumigated. It's around this time you also discover departments like the [ACBC](#) (Aust. Customs & Boarder Control), [AQIS](#) (Aust. Quarantine) and [DOTARS](#) (Federal Dept. of Transport). All of these departments control and regulate what vehicles can and can't be imported, and there are lots of bikes that can't be imported into Australia, and many more that can provided they undergo particular processes, all of which are costly and some cost-prohibitive (we'll cover this and more in **InfoMo – Importing 102**), but for now here's a check list of the various tasks and functions you'll need to be familiar with should you want to buy o/s.

1. **Freight Forwarder** – The service that will organise how your bike gets onto a ship. Freight Forwarders (FF) have, and are, agents for other FF's all over the world, and they work together to ship goods from port to port.
2. **Inland transport** – Collection of your bike from the seller and transporting it to a place that can prepare the bike for Dangerous Goods compliance and export.
3. **Crating** – The cheapest shipping quotes are based upon LCL (in a container with other property) and to travel LCL all bikes must be crated. Australia has the world's toughest quarantine laws and crates must be constructed from ISPM 15 (a timber standard for international trade) and a certificate of compliance must be provided to the FF in preparation of your exporting documents.
4. **Export Documentation** – Not all Freight Forwarders include preparation of export doc's in their quotes; they will do it of course, but will charge around \$200. You usually find out about this when the shipment is ready to load, and if the container is delayed you will be charged a penalty, which can vary between \$80 and \$200 per day until such time as your papers are prepared and filed with the Customs Department in the country of departure.
5. **Import Approval** – Every vehicle, including trailer and electric scooters, entering Australia requires an approval which is issued by DOTARS. The importer must apply to DOTARS and provide all necessary information of ownership, full details of the bike, including BOS (Bill Of Sale) and a recent photograph. There are strict guidelines and **you must not ship** your bike until you have been granted approval. There are very serious fines for not following these guidelines and in some cases it's proven cheaper to export a bike back out of Australia rather than pay storage while you sort out your import approval. In other cases it's proven cheaper to simply have the bike destroyed; this also is done at your cost.
6. **Arrival Papers** – All arriving shipments have to be entered into various federal department logs. You also have to file papers with Australian Customs who will issue tax (GST) and duty. Duty is payable upon the category of vehicle, and GST is paid upon the total of the purchase price + shipping cost + arrival fees.
7. **Bond** – All shipments into Australia must pass through Bond, aka Bonded Warehouse. You must have an authorised agent, usually a Custom/Freight Broker, present to inspect the bike at unloading. His responsibility is to physically inspect and check the bike with Customs and AQIS to confirm the bike is the same bike you made application with DOTARS to import, and that it has been properly prepared in accordance with Australian Quarantine standards, and has arrived in an AQIS approved crate.

Most of the tasks listed above are not included in a shipping quote, and none can be performed by you as an individual. It's common practice amongst international freight companies to provide a quote for the actual sea-travel. Some may include a summary of other tasks referred to as 'arrival charges', and to the uninitiated these will appear trivial, \$15.00 here, \$25.00 there, you gloss over the insignificant numbers and think worse case you'll be up for extra few hundred, but what you will soon discover is that the arrival charges will quickly exceed the entire shipping quote. When you go back to the pricing you'll note the letters W/M next to those trivial amounts. This signifies all those seemingly minor costs will be established on the greater of either weight (W) or volume (V), multiplied by a formula specific to each category, and neither of which is explained or highlighted in any shipping quote.

Australia has easily *the* most expensive port & arrival charges of all OECD nations!

On arrival, shipments are subject to several points at which charges and fees are applied. First when your ship hits Australian waters, then at the Dock, then transport to X-Ray, then transport to the Bonded Warehouse, then several more times while under Bond. Even if you ask your freight service to include arrival charges (most are quite justified in refusing for there's simply far too many to know for every country) they can really only supply statutory charges at the Port of Arrival. All services thereafter are performed by independently owned companies. Similarly, Bonded Warehouses are privately owned and they are free to charge as they choose.

If you've engaged a freight company to handle everything they pay all those seemingly innocuous arrival charges on your behalf, but it's industry practice to apply 50% to all costs incurred, except for Duty/GST, so if they pay say \$600.00 in charges & fees, you get charged \$900.00. This is how the Freight Forwarders and Freight companies make their living, and as you can work out, the more charged by all the ancillary services, the more income for freight forwarders & Freight companies.

The shipping invoice below was the eventual charge for two bikes. The original quote for shipping was roughly \$1,100 USD per bike, and the myriad of charges outlined became applicable before the bikes were transported from the dock to the Bond store. A further \$1,400 per bike in costs and fees were applied before the container doors had even opened. Ignore the Customs disbursement as this represents the GST applicable to the two bikes.



FRACHT Australia (Qld) Pty Limited

A.B.N. 39 068 422 266
 341 Fison Avenue East, Eagle Farm QLD 4009
 PO Box 1397 Eagle Farm QLD 4009
 Tel: + 61 7 3868 4990
 Fax: + 61 7 3868 3660
 E-Mail: fracht@frachtbne.com
 Webpage: www.fracht.com.au
 INTERNATIONAL FREIGHT FORWARDERS



TAX INVOICE Q000026

GST #: 39 068 422 266

RAIDER CORPORATION
 ATTENTION: MAURICE RISSMAN
 PO BOX 230
 COFFS HARBOUR NSW 2450

ACCOUNT: RAICORSYD
 PAGE: 1 of 1
 INVOICE DATE:
 DUE DATE:
 TERMS:
 SHIPMENT: S00292
 CONSOL: C00065

CONSIGNOR RAIDER CORPORATION PTY LTD		CONSIGNEE RAIDER CORPORATION	
CLIENT / ORDER REFERENCE S00292101 /			
GOODS DESCRIPTION MOTORBIKES			
BROKER	WEIGHT 307 KG	VOLUME M3	CHARGEABLE M3
VESSEL / VOYAGE / IMO(Lloyds) KATSURAGI / 026S / 89 419		OCEAN BILL OF LADING OOLU3054558310	HOUSE BILL OF LADING BSTF 664
ORIGIN GBSOU = Southampton, United Kingdom	ETD	DESTINATION AUSYD = Sydney, Australia	ETA
CONTAINER NUMBER (TYPE) OOLU73 918 ()			

DESCRIPTION	GST IN AUD	CHARGES IN AUD
Freight Charges	Zero Rated	3,004.92
Destination Security Surcharge	10%=2.00	20.00
Destination Equipment Handover Charge (LoLo)	10%=8.00	80.00
Destination Port Charges	10%=26.50	265.00
Destination Terminal Handling Charges	10%=31.50	315.00
Shipping Line Document Fee	10%=7.00	70.00
Delivery Order Fee	10%=5.50	55.00
CMR Compliance	10%=2.50	25.00
Sea Cargo Automation Fee	10%=2.00	20.00
Standard Quarantine Charge + Redline Submission	10%=5.50	55.00
Customs Clearance - Morobikes	10%=16.00	160.00
Customs Disbursement Charges	Exempt Rated	12,796.70
Destination AQIS Inspection Fee	Zero Rated	139.00
Origin Charges	Zero Rated	1,755.65

Please contact us within 7 days should there be any discrepancies.

*** All transactions are subject to the Company's Standard Trading Conditions (copies available on the Company's website or on request) ***

SUBTOTAL	18,761.27
ADD GST	106.50
TOTAL AUD	18,867.77

EFT Payments To:

Bank 084-123
 Account 648737048
 NATIONAL AUSTRALIA BANK
 BREAKFAST CREEK RD, NEWSTEAD, QLD 4006
 Pay Ref RAICORSYD Q00002619
 Due AUD 18,867.77
 Invoiced: AUD 18,867.77

SWIFT: NATAAU3302S

Mail Payments To:

FRACHT AUSTRALIA (QLD) PTY LTD
 PO BOX 1397
 EAGLE FARM QLD 4009
 AUSTRALIA

Australian Arrival charges

The invoice (below) is indicative of fees & charges incurred after your bike passes through Bond. These were two brand new bikes imported from Japan, and while new bikes can also be impounded for cleaning, Australian Quarantine tend to go a bit easier on new or near new bikes from Japan as they also have very high quarantine standards, and little history of disease.

CENTURY CUSTOMS SERVICES

PTY LTD (INCORPORATED IN NSW)
A.B.N. 36 005.680 108

Brisbane
Unit E4, 5-6 Grevillea Place
Eagle farm QLD 4009
Tel: (07) 3860 6977
Fax: (07) 3860 5944

Sydney
Lvl 2, 4 Military Rd
Matraville NSW 2036
Tel: (02) 8304 0300
Fax: (02) 8304 0399

Melbourne
P.O. Box 359
Tullamarine VIC 3043
Tel: (03) 9338 5999
Fax: (03) 9338 8399



TAX INVOICE

Invoice No. **149467** Invoice Date. 30/07/2010

RAIDER CORPORATION 28 MAVIS STREET COFFS HARBOUR NSW 2450 AUSTRALIA
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Type.	FINAL INVOICE
Your Ref No.	AUBR12-1002
Master/Ocean	OOLU3055679980
House	
Vessel.	CSCL CHIWAN
VOY./ETA.	0145S 16/07/2010
Aircraft.	CSCCHI
Goods.	MOTORCYCLES
Port Discharge	SYDNEY
Our Ref No.	336215 SCS

Supplier. SPECTRUM LTD
No.Pieces.1
Weight. 4960.00 KG
Volume.

	EXC GST	GST	INC GST
QUARANTINE FEES	169.00	0.00	169.00
CONTAINER UNPACKING FEES	450.00	45.00	495.00
LIFT ON /LIFT OFF	40.00	4.00	44.00
CARTAGE TO QUARANTINE	295.00	29.50	324.50
VEHICLE BOOKING FEE	25.00	2.50	27.50
FUEL SURCHARGE	22.13	2.21	24.34
AGENCY AND ATTENDANCE	150.00	15.00	165.00
QUARANTINE ENTRY	25.00	2.50	27.50
QUARANTINE INSPECTION FEE	100.00	10.00	110.00
DETENTION AT WHARF	42.50	4.25	46.75
TOTAL COSTS TO DATE - \$AUD 16983.28		Sub-Total (Excluding GST).	1318.63

Note: The amount on this invoice is now due and payable. We are not a common carrier and all business is transacted under the company's standard trading terms and conditions.

GST.	114.96
Total Including GST.	1433.59

Remittance Advice.

CENTURY CUSTOMS SERVICES PTY LTD

P.O. BOX 491
MASCOT NSW 1460
Tel: 02 8304 0300 Fax: 02 8304 0399

Invoice No.	149467
Invoice Date.	30/07/2010
Our Ref No.	336215 SCS
Client Code.	RAICOR

for Direct Payment, remit to :- Century Customs Services Pty Ltd
BSB: 062 199 Account: 10233352
Please quote Invoice No. to assist efficient processing of your payment.

Invoice Total Including GST. 1433.59

Warning

Severe penalties apply to the short payment of duty and GST.
Please advise us of any errors or omissions immediately. All documents relating to this shipment **MUST** be retained for a period of 5 years.



You will note that there are a number of charges that seem duplicated; they are not. Customs and AQIS (Aust. Quarantine) have two opportunities to inspect each arriving shipment, and depending on the cleanliness of the bike, AQIS can make several repeat inspections for which charges are applicable.

Almost every second-hand bike is declared insufficiently clean, and ever since the Bovine spongiform encephalopathy (Mad Cows) epidemic, anything from Europe and the UK is automatically impounded by AQIS, even if only to examine for cleanliness. Impounded bikes can incur additional charges for transporting to an AQIS washing facility, and cleaning is charged by the order, not by the time taken i.e., if an inspector instructs a bike to be cleaned around the rear wheel, it might take only a few minutes but a minimum charge of \$85.00 is applied to each bike that requires something cleaned, irrespective of how miniscule or minor. After the bike is cleaned the wash bay manager is required to re-book the AQIS inspector who will return to ensure the bike meets his requirements. That second inspection costs another \$85.00 and if he finds anything else he's not happy with he'll instruct the wash bay to do more, and so on it goes with each involvement of cleaning and inspecting costing you \$85.00 a time!! There are of course times that bikes get through without additional charges, especially those that are in concourse condition, or when the economy is really bubbling and the priority is to clear imported goods ASAP.

SUMMARY

Everything above is detailed to give you a little insight into what can happen in the course of shipping and importing a bike from somewhere in the world. The challenges and charges above are very real, the invoices you read are ours, and the hurdles explained are just some of the things we've had to master through our learning years, and we've learnt a lot, and we continue to learn year-in and year-out, as one thing's for sure.....nothing stands still in the shipping industry; it's in a constant state of flux, and if you're not on the inside you're most definitely on the outside, and that can be a scary and very expensive place from which to watch.

Once we had an inquiry from someone I knew reasonably well in the Ducati scene. He'd found a lovely 900ss in Italy and wanted a 'mates rate' to collect and ship his bike home, which I gave him. Knowing he'd bought the bike I asked when he wanted it collected, and to my amazement he reckoned our price was a rip-off, and that he'd already made his own inquiries and could get his bike home for half of what we'd quoted. Stunned I made him wager; I told him in writing that if he was able to ship his bike from Misano (Italy) to his door in Brisbane for less than our quote, that I'd give him 100% of the difference in cash, provided, he extend me the same courtesy should the eventual cost go the other way. Without hesitation the once mate accepted the wager and word quickly circulated amongst the local Ducatisti. In the months that followed mutual friends kept me abreast of his trials and tribulations; on more than one occasion he'd told others that he was "*gunna jump on a plane to go sort-out some dickhead*", all of which I found hugely entertaining, if not somewhat satisfying, but the pièce de résistance of satisfaction came from hearing about what took place *after* his bike had finally arrived in Australia. Safe to say that despite several requests my mate has never divulged the actual cost of getting his bike home, but from what others have said he owes me more than a couple of grand! Hope you're enjoying that ride Petee boy ☺

Anyone wanting to ship a bike home themselves and think they're up to the job, by all means have a crack, and once it's here we'd love to hear from you and hear about the experience. Most of all we'd like to know what it cost you in comparison to our pricing, and if you'd do it again or just hand it over to someone who does it for a living. By sharing your experiences with us you may well help others save not only a bundle of money, but help them to avoid a world of pain and aggravation.

IMPORTANT: This InFoMo was prepared in 2012; some components of cost increased 4-fold in the first decade alone and additional controls and requirements continue to be introduced by shipping lines & Governments, adding nothing but layers of bureaucracy and time-consuming compliance.