

According to a [Report](#) published by the International Trade Centre (ITC) in 2017, almost 2 thirds of Small Medium Enterprises (SMEs) currently use to outsource the management of customs formalities to external service providers, in this proportion: a) logistics and delivery service providers: 25%; b) customs brokers: 16%; c) e-commerce platforms: 9%.

The percentage of companies completing customs procedures on their own is only 40%. This proves that the role of customs agents acting as middlemen between Customs and traders is crucial in facilitating trade

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