



time:matters GmbH awarded AEO certification

- Authorized Economic Operator status
- Officially recognized reliable logistics partner
- Highest international quality and security standards met

Neu-Isenburg, May 07, 2019: [time:matters](#) GmbH, the expert in high performance and special speed logistics, is now a certified Authorized Economic Operator. Hauptzollamt Darmstadt (main customs office, Darmstadt, Germany) awarded the status of Authorized Economic Operator (AEO) to time:matters GmbH in April, confirming its particular confidence in the company's reliability and consistent service quality. With this official certification, international customers can now also be sure at all times that time:matters satisfies the strictest requirements in global goods management and complies with all standards for effective protection of the customer supply chain.

The AEO status obtained by CB Customs Broker GmbH and now also time:matters GmbH is the highest possible official AEO certification. This combined authorization covers both the customs simplifications of the AEO-C status and the security and safety requirements of the AEO-S status.

“We are delighted to have been awarded AEO certification. This confirms the success of our long-standing service excellence and quality strategy and illustrates that security and consistently high standards are a priority for us in our cooperation with customers,” explained Lars Krosch, COO of time:matters. “By certifying our status, the customs office has officially recognized that we are a reliable and trustworthy partner in international goods transport. This represents the logical next step and consolidation of our commitment to quality.”

The state certification is another milestone for the time:matters service excellence strategy, the success of which has already been reflected for years in the consistently high Net Promoter Score of over 75. In previous years, time:matters already received ISO 14001:2015 (environmental) and ISO 9001:2015 certification. Both of these confirm the company's resolute efforts to meet the highest standards at all times in the area of environmental management and also in relation to quality.

As a result of increased globalization and the changing international security situation, the World Customs Organization (WCO) has created the conditions for modern, effective risk management in customs administrations worldwide with the “Framework of Standard to Secure and Facilitate



Global Trade” (SAFE). In this context, the European Union introduced the AEO certificate as an important part of the EU security concept. The aim is to secure the continuous international supply chain, from the manufacturer through to the consumer. An Authorized Economic Operator is considered particularly reliable and trustworthy and benefits from special privileges during customs clearance. Companies based in the EU have been able to apply for this certification since 2008. They must satisfy numerous conditions to be awarded AEO status, from adherence to legal and security requirements through to reliability and financial solvency.

About time:matters:

[time:matters](#) is the expert for particularly urgent transports and complex logistics. Urgently needed spare parts, medical samples and important documents are transported quickly and reliably from A to B via air, rail and road and if required also personally accompanied via On Board Courier. This is made possible by a global network with more than 500 courier partners and airlines. time:matters generally has access to all available airlines and can therefore utilize a wide range of flight routes: more than 3,000 connections a day to over 500 destinations in around 100 countries. Besides speed and reliability, providing an individual, flexible service is paramount. time:matters is available 365 days a year, 24 hours a day, whenever tailor-made, customized logistics concepts are needed – for everything from ad-hoc situations to regular business. time:matters has been awarded the environmental certificate ISO 14001:2015 and is certified according to ISO 9001:2015. The company currently employs more than 370 people and operates its own terminal for express and courier shipments at Frankfurt Airport. By acquiring CB Customs Broker GmbH in 2018, time:matters incorporated decades of customs clearance and cargo handling expertise. Services covering all standard customs procedures are available as well as complete solutions tailored to individual client needs, including digital solutions for e-commerce logistics. CB Customs Broker is an “Authorized Economic Operator” and has been AEO-C certified since 2013.

Further information and picture requests:

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