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## **CUSTOMS EXPERTISE AS AN INTEGRAL PART OF CUSTOMS CONTROL**

### **Таможенная экспертиза как неотъемлемая часть таможенного контроля**

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In today's world, where there are many ways to forge documents and goods, customs stands on the protection of the economic and social interests of society. Examination is becoming an integral part of the fight against counterfeiting which is conducted with the help of customs expertise.

Customs expertise means research and testing conducted by customs experts using special and/or scientific knowledge to address the tasks imposed on the customs authorities.

The customs expertise is appointed by the customs authorities if special and / or scientific knowledge is required to clarify issues that arise during customs operations and / or customs control.

Customs expertise shall be conducted by an authorised customs authority. Authorised customs authority is the customs authority authorised in accordance with the legislation of the Member States for conducting customs expertise.

Customs expert is a customs officer authorised to conduct customs expertise and having necessary special and/or scientific knowledge.

The customs expertise is ordered in respect of goods, customs, transport (shipping), commercial and other documents, as well as identification means of such goods and documents.

Decision of the customs authority on the procedure for customs expertise is made by an authorised official of the customs authority and is executed in accordance with the legislation of the Member States on customs regulation. The decision of the customs authority on the procedure for a customs expertise shall have attached samples and/or specimens of goods, seized documents and/or identification means, other materials and documents necessary to conduct the customs examination.

Conducting the customs expertise may be refused on the following grounds:

improper execution of the decision on scheduling a customs expertise, the report on taking samples and/or specimens of goods, the report on seizure of documents, identification means submitted for the customs expertise;

inconsistency of samples and/or specimens, their quantity with the data specified in the report on taking samples and/or specimens of goods;

breaking of packaging, inconsistency of packaging with the description specified in the report on taking samples and/or specimens of goods;

if the authorised customs authority has no required material and technical base, special conditions for conducting the customs expertise or a customs expert with required qualification;

lack of information, documents allowing to conduct the customs expertise;

insufficiency of samples and/or specimens of goods for the customs expertise;

existence of prohibition of the customs authority that scheduled the customs expertise for partial or total disposal, destruction during the customs expertise of samples and/or specimens of goods, documents, identification means, while research and/or testing is only possible using destructive methods.

The authorised customs authority makes a decision on conducting a customs expertise or refusal to conduct it within 3 working days from the date of registration of the received decision of the customs authority on the procedure for a customs expertise. The decision on refusal in conducting a customs expertise shall specify the reasons for such refusal. The decision on refusal in conducting a customs expertise with attached submitted materials, documents, goods samples and/or specimens shall be sent to the customs authority that ordered the customs expertise.

The customs authority that has appointed the customs examination shall notify the declarant or the person authorized with respect to the goods of the cus-

toms examination by delivery no later than the day after the decision on the appointment of the customs examination (by sending him a copy of the decision on the customs examination).

Costs for conducting a customs expertise shall be refunded from the budget of the Member State, whose customs authority ordered the customs expertise.

The customs expertise is conducted within the time period not exceeding 20 working days from the day of acceptance of materials and documents for the customs expertise by the customs expert.

The time period for conducting the customs expertise can be suspended in the case of an appeal from an authorised customs body to a customs authority that has appointed the customs expertise to provide additional materials, documents, samples and/or specimens of goods, as well as in other cases established by the legislation of the Member States.

Results of conducting the customs expertise is reported in the form of a conclusion of the customs expert.

When conducting the customs expertise, the customs expert has the right to:  
get acquainted with the materials related to the customs expertise;

involve other customs experts for conducting the customs expertise with the consent of the Chief (Head) of the authorised customs body;

within 1 business day from the date of obtaining of materials and documents, samples and/ or samples of goods refuse to conduct a customs expertise if the issues raised are beyond its competence or answer questions beyond its competence.;

request in writing, within 3 business days from the date of receipt of materials for conducting the customs expertise, for additional documents and materials, including goods samples and/or specimens required for conducting the customs expertise;

clarify the issues raised for them in accordance with their special and/or scientific knowledge and competence;

include in the conclusion of the customs expert outcomes of the circumstances which are relevant for the customs authorities and about which no questions were raised;

use scientific and technical information from published special and other sources;

use the results of their own tests and studies of goods samples and/or specimens and/or results of goods samples and/or specimens tests carried out by other research or expert organisations.

In case of non-performance or improper performance of their duties, the customs expert shall be liable in accordance with the legislation of the Member States.

Authorised customs bodies conducting customs expertise may cooperate with organisations and institutions carrying out expert examination activities in order to conduct joint examinations, exchange scientific and methodological information, training and retraining of customs experts.

Thus, customs examination is a set of studies which purpose is to establish the quality of the goods, their safety and origin, compliance with certain standards and norms, and most importantly, the protection of the economic, national and cultural interests of the country.

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### **PSYCHOLOGICAL FEATURES OF COMMUNICATION WITH CUSTOMERS**

#### **Психологические особенности общения с клиентами**

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Customer service involves much more than answering questions over the phone. Responding to tickets through email, live chat, and social media are equally important communication channels for customers. While there's plenty of overlap in the customer service skills required to do a great job, each customer service channel benefits from a unique approach to these skills.

For example, there are important customer service skills associated with phone support, such as empathy, the ability to “read” a customer’s emotional state, clear communication, and friendliness. But emotional cues are much harder to read in writing, so additional customer service skills for newer customer-facing channels need to be developed and improved upon in order to make those channels more viable for customers.

The customer support managers usually look for team members that can demonstrate real customer service skills. Prepared examples listed below are the