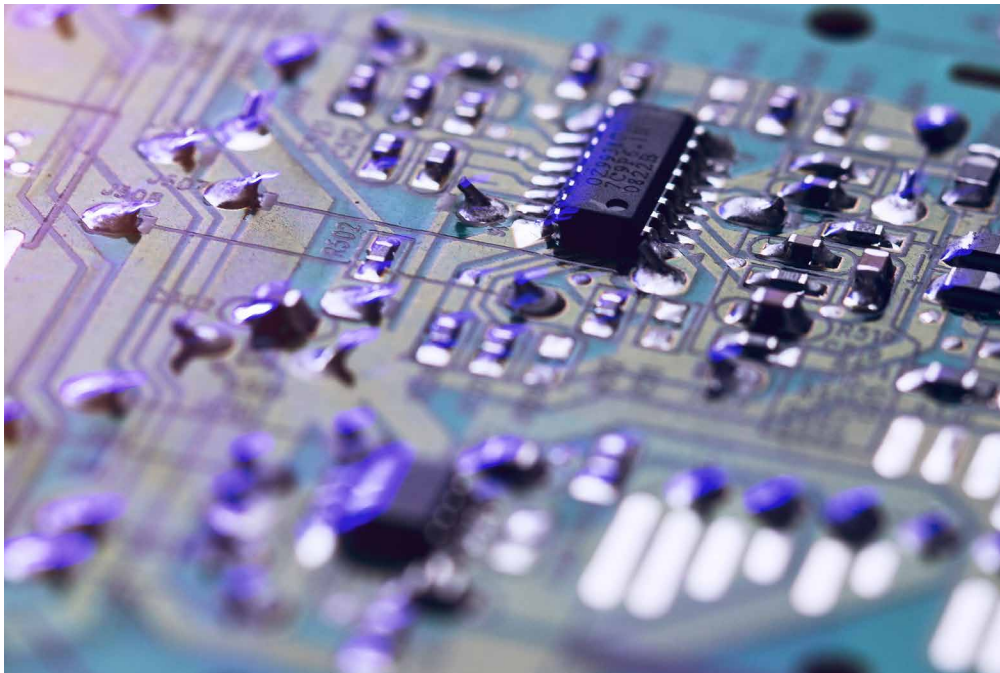




UPSTREAM MANAGEMENT ON TRADE DATA

CASE STUDY

A multinational high-tech corporation moves shipments from multiple origins to multiple destinations. Customs compliance and on-time delivery are two of their most critical drivers. On average, this customer has more than 100,000 active SKUs. At times, product information and classification are not available to the broker at the time of customs clearance, causing delays in declaration processing and, as a result, shipment delays.



OPPORTUNITY

The customer's goal was to establish an accessible and compliant product database, to be shared with the broker's operational staff across all countries, in advance of shipment arrival. This would enable the customs clearance process to begin earlier.=

We also recommended to the customer to investigate whether they could provide commercial invoice data and packing list information to Expeditors in an electronic format (spreadsheet or native pdf). After investigation, the customer determined they could provide invoices in native pdf format by email for a portion of their shipments.

OUR SOLUTION

We offered our proprietary "Product/SKU Management (PSM)" application to the customer to manage its parts data, including country level HS classification and other compliance attributes, such as product description, OGA (other government agency) information and country of origin.

After the implementation of PSM, as soon as new PO is created, the customer is now able to review the product information and assigns the classification. The product/SKU information is added to the product master file.

The customer sends new and updated parts information in an electronic format, on a regular basis, for us to populate into PSM.

For those shipments where the customer is able to provide electronic commercial invoice and packing information, we deployed our technology solution that converts information on documents into data and then automatically uploads the information into our global customs system.

When there is missing information, our application highlights the exception, we notify the customer, via escalation procedures documented in the customer SOP.

THE RESULTS

The following was accomplished by implementing our solutions:

- Reduction in the number of instances where information was missing to complete the declaration
- Tariff classification and additional product information is present and can be used early in the declaration process without delay.
- The use of the PSM allows for accuracy in declaration process and increased compliance to requirements and reduction of errors
- Reduction in customs clearance timing
- Increased customer satisfaction