

# Case Study

## Paperless customs clearance process – Hellmann is well prepared

Hellmann Worldwide Logistics is well prepared for the introduction of compulsory electronic export procedures on 1 July 2009. In anticipation of the changeover, the international freight forwarding company has been using Kewill software since 2006 – so all of its employees will be up to speed with the new system in time.

**hellmann**  
Worldwide Logistics



## Hellmann is well prepared

Customs and Compliance Manager Hans Peter Grage sits relaxed at his desk. He's not worried about the changes coming on 1 July, when customs authorities will stop accepting Single Administration Documents (SAD) in paper form, and the Automated Export System (AES) will become mandatory. "I can understand why the authorities are nervous though," he says. "After all, nearly 90 per cent of all exporters don't yet have a software solution in place for submitting export declarations electronically. Fortunately, we do." Three years ago, the company started work with its long-standing solutions provider Kewill on integrating the new AES components into the Zabis® solution. By reacting so promptly to the announcement that AES would become mandatory, the company had ample time to deal with any potential teething problems of the sort that new systems sometimes experience. "We were already experienced in implementing new components, so we didn't have any problems integrating electronic export declarations into our processes," explains Grage.

The benefits of the new system are clear. "Kewill's system features standardised interfaces, which mean that we only need to input the data once and we can then use it in our systems," explains Grage. In addition, the electronic system clearly defines all processes. "A preliminary check can correct many data input errors. This means that the speed at which applications can be submitted is unbeatable." Moreover, unlike with paper submissions, there is no

chance that electronic declarations can be misplaced by customs officials. While it's true that the process is now less personal, the fact that employees no longer have to travel to the customs authorities also means they have more time to focus on other tasks.

## Long-standing relationship with Kewill

Hellmann has relied on Kewill's expertise in electronic customs clearance for many years now. "Our working relationship started with the introduction of the single import declaration modules in 2001," explains Grage. Since then, the company has worked with Kewill to add the customs bonded warehousing, summary declaration and the NCTS of the Zabis customs software. For the submission of summary declarations for pre-arrival and pre-departure, the European Commission (EC) has realised that doing this electronically is a complex process, and has therefore introduced a transitional period until 31 December 2010. Until this date, lodging such declarations electronically is optional rather than obligatory. Again, Hellmann is perfectly equipped to deal with these requirements.

## Fully prepared for future changes to the customs clearance process

This is just the start of the changes that the EC is planning. The AES is just another step towards achieving the ultimate goal of creating a paperless customs clearance process throughout Europe, as laid out in the Electronic Customs Multi-Annual

Strategic Plan (MASP). Prior to introducing electronic export declarations, customs officials had already made changes to the transit system, replacing the old paper-based system for processing transit information with the electronic NCTS.

However, for the moment, the focus is on implementing the AES. For Hellmann, this means training several hundred employees across 16 or 17 offices in Germany on the new system. "In order to estimate the time and effort required for training, we are starting with one or two pilot locations," explains Grage. To do this, the company is using its own academy in Osnabrück. "Employees attend a one-day training session on the new tool. This gives them enough time to pick up everything they need to know – after all, all the data required by the electronic version is the same as for the old system," says Grage.

Hellmann is therefore one of the few organisations which is well prepared for the introduction of the AES. "We will also provide a service to other exporters," explains Grage. Any exporters that have not installed their own customs software and do not want to resort to using the forms on the customs website, can submit their declarations via the Hellmann system.

## More Information

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