



Deloitte.



# TrackonTrade Solution

THE NETHERLANDS | ENERGY, RESOURCES, & INDUSTRIES | OIL & GAS

## From risk to best practice: driving transformation for a Dutch oil terminal through automation

**Achieving fiscal compliance and industry recognition with Deloitte's tailored TrackonTrade solution.**

### Client issue

Export-oriented Dutch production companies have the privilege of paying excise duty and taxes in the destination country, granted they have the necessary customs permits and declarations in place. However, for a Dutch oil terminal specializing in petrol production, blending, storage, and export to clients in countries like Nigeria, **compliance became a major challenge**. The terminal **lacked proper customs permits and an efficient administration process**.

The oil terminal handles client nominations – orders from clients for producing certain amounts and mixes of oil and petrol. Once a nomination is received, the oil terminal is the one to decide what customs permits are needed for the product. This process had become **so inaccurate that customs had noticed** and approached the oil terminal.

This put the company **at risk of having to pay substantial taxes** as well as **risking potential business failure**.



11+

Years using the TrackonTrade solution



Higher accuracy, with less time spent



Reduced reputational risk, due to increased fiscal compliance

Deloitte's TrackonTrade solution is delivered by the Global Trade Advisory Practice EMEA. Our team includes experts specialized in customs tax lawyers, software application and database systems.

## Deloitte's solution-based approach

### Empowering the Dutch oil terminal with future-proof automation

To address this critical situation, Deloitte was requested to assist.

Deloitte consultants began by supporting the Dutch oil terminal in [setting up a meticulous manual administration system](#) using Excel. This ensured that every aspect was closely monitored [to prevent business collapse](#). Once customs approved this temporary solution, the focus shifted to developing [a future-proof and automated process](#).

Deloitte introduced TrackonTrade (ToT), a tailored solution designed specifically for the oil terminal. TrackonTrade served as an [administrative system for customs declarations](#), while also [incorporating intelligent automation](#) to handle client nominations.

Deloitte created a nomination portal with TrackonTrade to integrate the solution with tax controls and terminal systems. This approach enabled TrackonTrade to [automatically detect errors in tax process](#) and block oil pumps, [ensuring alignment](#) between logistics and fiscal compliance.

By leveraging Deloitte's customs tax and IT automation expertise, the oil terminal received a tailored TrackonTrade solution that would serve them for years to come.



## TrackonTrade's impact

Collaboration with Deloitte provided the oil terminal with a **robust and automated process**, accurately fulfilling its excise duty and tax obligations.

TrackonTrade now generates customs declarations automatically, **ensuring timeliness and accuracy**. Client nominations are easily processed, and TrackonTrade independently verifies compliance with customs regulations. As a result, the oil terminal enjoys **complete fiscal compliance and streamlined monitoring process**, alleviating the burden entirely.

Over the course of nearly three years, the oil terminal underwent a remarkable transformation, transitioning **from having a poor standing with customs to industry best practice**.

Even after **eleven years**, both the oil terminal and customs remain **highly satisfied** with Deloitte's TrackonTrade solution.

## Contact us

Deloitte's solution-based approach delivers high-impact, data-driven insights to clients. By combining Deloitte's professional expertise with proprietary digital assets, we offer future-proof solutions that solve your unique challenges.



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