



TrackonTrade Solution

THE NETHERLANDS | ENERGY, RESOURCES, & INDUSTRIAL | LOGISTICS

Customs agent & logistics provider improve predictability and efficiency in import process

Deloitte's TrackonTrade saves time and costs for Dutch produce importer by automating customs communications and streamlining import declaration process.

Client issue

When it comes to importing fresh produce, **quick and timely communications are critical**, since containers of fresh fruits and vegetables cannot sit too long in a port. The more time spent ironing out logistical and customs details, the less viable produce remains to sell. This was the challenge a customs agent and logistics provider, who were responsible for the customs declarations of a Dutch produce importer, were tackling.

To import goods into Europe, there are three different authorities to communicate with: the Netherlands Food and Consumer Products Safety Authority (NVWA), customs and port systems. For the customs agent and logistics provider, these communications were challenging, as **this was entirely done by hand**. This meant manually scanning, e-mailing, and typing in required documents in the systems to send over to authorities. While this communication is based on one dataset and has potential for automation, each authority has its own process. As a result, the **import process was unstructured and disorganized**, involving back-and-forth emails and phone calls when a containership arrived – at any time; day or night.



Increased efficiency,
with higher quality



More inventory
retained



Increased predictability in
future shipments

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

TrackonTrade: Automating customs declarations

The combination of Deloitte's expertise with its TrackonTrade (ToT) solution proved **the right combination** to solve the challenges the client was facing.

The company's aim was to **automate as much of the import process as possible** – a task fit for TrackonTrade. TrackonTrade combines knowledge of customs requirements and compliancy with automation technology. With this knowledge, TrackonTrade creates import declarations and communicates with authorities, such as the NVWA.

The logistics provider was already in a longstanding relationship with Deloitte before this challenge. Their trust in Deloitte's expertise led them to implement TrackonTrade alongside, and in connection with, its own systems. They also implemented TrackonTrade within the logistics systems for communication with the three authorities.

Deloitte's TrackonTrade team built the necessary technical connection. They ensured that the solution could use and receive datasets from the client's own systems. Additionally, they used this information to verify them, tie them together and create **the correct customs declarations** for importing the fresh produce.



TrackonTrade's impact

By working with Deloitte's TrackonTrade solution, communication with the three key authorities is now a **completely automated process**.

Any controls required by customs can be done in advance, eliminating the chance of having to perform rushed actions at night, when errors may occur. This gives the client **a boost of control, process quality, and overall efficiency**. This boost allows the importer to handle **more volume** and grow in its import, **without requiring additional hands** to carry out the customs process.

The client is still able to continue to work in its **own system**, where its data is automatically sent to TrackonTrade. In turn, TrackonTrade validates the information and creates the necessary customs declarations. This change has provided the client with **predictability for the import process**, even giving them the ability to **anticipate** ship arrivals.

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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