

## Product Information

# Descartes Canadian Customs Brokerage™ Solution (ITMR4)



The boundaries between customs brokers and freight forwarders are blurring as each is taking on a number of additional functions in order to increase business and improve efficiencies. As customs brokers assume more freight forwarding duties, and freight forwarders become more involved in customs filings, there is a compelling need to find more efficient ways to manage brokerage, freight forwarding and accounting functions through a single solution. In addition, an increasing number of importers want the ability to self-file customs documentation. For any of these organizations, expanding their scope of duties can lead to significant challenges.

Many companies are already running lean operations and continue to rely on manual processes since they have little budget to spare for technology overhauls and upgrades. At the same time, clients are demanding faster response times, as well as increased visibility and connectivity to broker activities. In certain instances, the systems that are in place today are simply not up to the task of meeting these demands, leading potentially to delayed responses and dissatisfied customers. Adding to the challenge is the growing need to manage multiple administrative requirements, e-manifests and other business functions.

Descartes offers a Canadian Customs Brokerage Solution (ITMR4), an on demand, enterprise level software solution that handles functions that a customs broker, freight forwarder or self-filing importer typically uses to manage their operations, including accounting, financial reports, imaging, e-billing and Web tools for tracking and tracing, reporting and data entry.

The solution's compliance-driven logic considers country of export, country of import, country of origin, rules and regulations, all in relation to the type of commodity. Operations and accounting management controls are performed in the background so operators only have to deal with exceptions. It allows brokers' and freight forwarders' clients to view their shipment status, view related documents, run reports and supply missing information over the web.

## Features

Descartes' Canadian Customs Brokerage solution leverages the power of the Descartes Global Logistics Network (GLN), enabling brokers to electronically connect with shippers, carriers and regulatory authorities around the world. While designed to address the needs of Canadian operations, this solution is a Descartes Global Filer offering that integrates with a wide range of compliance solutions that prepares organizations around the world to meet current and future global trade mandates.

- **Full Automation Features** – Includes CSA (custom self assessment), ACI (advance commercial information), e-manifest, e-billing, purchase order management, client shipment tracking, document imaging, pre-arrival viewing and release, permits, NAFTA solicitations, outgoing fax/ emailing, transaction audits and more.
- **Advanced Browser Functionality** – User friendly interface enables users to open, sort and search entries; create ad hoc PDF reports; export data to Excel; print email or fax entries; and access documentation.
- **Accounting** – A robust integrated package that includes gross and net accounting methods, accruals, multi-level general ledger (G/L), enhanced reporting capabilities, credit checks, K84 reconciliation and accounts receivable/payable integration.
- **Document Management** – Enables users to upload, sort and view documents from anywhere on the network and associate them with a client, vendor, part or shipment. This simplifies the process, allowing experienced staff to focus on servicing customers and creating efficiencies.
- **Shipments Web** – Clients can view the status of their shipments and details, as well as print system-generated documents including commercial invoices, permits, release notification messages, statements, delivery orders, etc. Clients can also supply shipment information to the broker or forwarder if it is missing.
- **Alerts** – Notify users of any exceptions that require investigation, such as rejected entries, incomplete documentation, past deadlines, credit check requests and overdue payments, etc.
- **Event Log** – Records events relating to a shipment, including the type of event, when it happened and who performed the action.
- **Access Control** – Allows operators to assign specific roles and menu options that users can access based on their security level and function within the organization.
- **ForwarderLogic integration** – A comprehensive, modular, on-demand freight operations platform for managing the planning and execution of import and export shipments for all modes of domestic and international transportation with real-time information exchange.

- **Messaging Services integration** – Provides messaging services through one of the most comprehensive trading connectivity programs in the industry, and offers connectivity options for companies with all levels of sophistication.

## Potential Benefits

- **Improved Management** – Advanced automation allows freight forwarders and customs brokers to free up more time to respond to client needs, while ensuring full credit control and validation of data.
- **Enhanced Customer Service** – Clients can run reports, check up-to-date shipping information and log missing information online without having to call their broker.
- **Improved Workflow** – Users can set up workflows and business rules within the system according to specific client needs so that managers only need to be notified of exceptions. Distributed architecture.
- **Enhanced Quality Control** – Built-in parameters enable managers to identify and source problems down to the employee or transaction levels.
- **Reduced Risk** – Rules-based engines ensure data consistency and integrity, thereby helping to reduce errors, as well as the risk of non-compliance and associated costs.
- **Flexibility** – Users can choose from an extensive choice of connection options based on their technology environment, including a direct connection to US and Canadian customs authorities, as well as a choice of locally-deployed or hosted solutions backed by quality service and support.
- **Global Visibility** – Users gain global visibility into the customs status of cargo, and can leverage the Descartes GLN to distribute customs messages and status information to logistics partners and clients regardless of their location.
- **Rapid Deployment, Reduced Cost** – Descartes' modular solutions can be deployed quickly to deliver effective returns on investment using a proven phased approach supported by value-based metrics and validation.
- **Proven Performance** – At least 80% of data required in a current customs filing already flows through the Descartes GLN and can be readily modified to meet legislative requirements.
- **Industry Experience** – Descartes has the operational, project management and regional expertise to help customers satisfy their workflow requirements for customs declarations and security filings. Descartes' longstanding relationships with governments around the world also ensure that customers are prepared for new regulations as they are mandated.