

## Customer Case

# Botlek Tank Terminal & Customs

## In Compliance And in Control Using Descartes' Customs Solution



Botlek Tank Terminal (BTT) is a tank storage company for a broad array of mineral liquids, located in the Rotterdam Botlek area. It used to be a grain silo, but in 2009, a fully different track was taken. Since then, BTT developed into a modern tank storage terminal, easily accessible over sea, inland waterway, road, and rail. In the short-term future, BTT plans further expansion to 750,000 m<sup>3</sup>.

### Challenge

Changing from a grain silo with a limited customs licence to a tank terminal importing and exporting mineral liquids heavily involving excise duties, had quite an impact on customs declarations. A far more demanding package of licences forced BTT to comply with all of its laws, regulations, and conditions. BTT services include the storing, clearing, blending, and exporting of products. BTT avails of various warehouses (bonded, free, or excise) to provide these services from, and deals with customs clearance procedures and all associated documents. It involves customs and excise duty amounts worth millions. It is of utmost importance for the complete process to run accurately and flawlessly. Additionally, BTT required the various departments to be connected and all staff members to be able to communicate with customs.

### Solution

In order to ensure an efficient and flawless filing message flow to customs, BTT fully automated the process. This was accomplished by implementing and seamlessly integrating Brainum's Terminal Management System Qino Order2Cash (TMS) and Descartes' Duty Management System (DMS).

“We chose for Descartes because they inspired confidence and we found their application to be future proof and state-of-the-art.”

Charles Smissaert,  
Managing Director at BTT

---

## Process Improvement

All BTT staff members can access TMS to perform their daily tasks, but not all are sufficiently familiar with customs ins and outs. By fully automating the data exchange between TMS and DMS, all staff members are now capable of making correct customs declarations. Additionally, customs receives the automatic periodic declaration of all transactions within the various warehouses (bonded and excise) on a monthly basis, stock turnover included. All warehouses are now connected. BTT is in compliance and in control, and customs has all details on all terminals.

## Why Descartes?

Prior to transforming its systems, BTT considered various suppliers. Confidence, a state-of-the-art solution, and a future-proof application made BTT choose for Descartes. The system is not only compliant today, but also tomorrow as it can absorb changes in customs requirements.

## What Does Duty Solution Entail?

Storing goods in a bonded warehouse involves very complex, internal checking procedures prior to the goods obtaining approval. An integrated solution for bonded warehouse management may play a critical role in simplifying these procedures.

BTT chose Descartes' On-demand Customs solution to support the customs procedures related to BTT's package of licences. It concerns the administration related to e.g. customs and excise duty goods, import declarations, and bonded warehouse activities. For example, it deals with imports, inward processing, processing under customs control, stock changes, transfers, customs value, customs duty, and excise duty calculations, and naturally, reporting (GPAs).

## Advantages

- Improved coherence between activities of the various departments
- One communication line
- Improved efficiency as a result of which less errors occur
- Reduced costs by optimization
- Full integration with warehouse management system
- Compliant with customs regulations
- In control by integration and automation