CUSTOMS BROKERS

✓ **Reduces cost and delay time per customs filing by creating process efficiency**

✓ **Controls all documentation in the import/export process in a central location**

✓ **Stays in compliance with customs record-keeping regulations**

Full speed, control and compliance with global trade solutions

When customs brokers need to move imported goods across borders quickly — at low cost and while staying compliant — they can't let managing documentation get in the way. With Hyland's content services platforms, organizations can automate the capture and distribution of documents and extraction of data to simplify end-to-end global trade processes, removing unnecessary delays.

Using Hyland solutions to automate customs processes such as release, entry and record-keeping, the cost per entry and compliance initiatives.

FULLY AUTOMATE DOCUMENTATION DELIVERY AND BILLING

- Improve customer service by providing entry document to importers and customs online
- Reduce staff invoicing costs by automating customer billing
- Decrease receivable payment delays by automating invoice processing

SUPPORT RECORD-KEEPING COMPLIANCE

- Automate customs record-keeping compliance
- Retain documents electronically for the right period of time automatically
- Provide full audit trails on documents

BETTER MEET CUSTOMER NEEDS WITH ONLINE DASHBOARDS

- Give importers visibility into entry status and performance KPIs online
- Allow importers to communicate and take action from any device with electronic forms
- Better meet customer needs with online dashboards that don't require IT resources

AUTOMATE RELEASE AND ENTRY PROCESSING

- Reduce operational costs per entry by eliminating paper and manual processes
- Process more entries with less FTEs by automatically routing work through processes
- Access documents from within existing transportation software applications

MANAGE ALL TRADE INFORMATION IN ONE PLACE

- Provide supporting documentation and correspondence with one click
- Automatically document importer and customs communications
- Provide secure web access for your entire supply chain

CAPTURE TRADE DOCUMENTS ELECTRONICALLY

- Eliminate paper records to speed processes and improve compliance
- Give staff immediate access to documents with automatic capture, even from remote offices
- Handle nearly any kind of document — images, faxes, email, mainframe text reports, PDF, Word, XML and more

Hyland

AUTOMATE PROCESSES TO REDUCE COST PER FILING AND DELAYS

Manually routing paper documentation to the 15 to 25 parties typically involved in processing each entry slows down staff and raises operational costs. A Hyland solution automatically recognizes and categorizes specific types of documents based on the data they contain and routes them to the appropriate staff and decision makers in your organization via automated workflows. Organizations can automatically route documents through their entire enterprise, including remote offices around the world.

Documents quickly move from person to person. Automatic workload balancing ensures that work is routed to staff who are available to process it immediately. This raises staff efficiency and productivity and lowers operational cost and cost per filing.

CONTROL ALL DOCUMENTATION IN ONE LOCATION

When entry information is stored in different places, including email inboxes, filing cabinets, software applications, notes, conversations and schedules, it's difficult for operational teams to get a full picture of an entry at any given time. Even if the organization has a transportation management system (TMS), it usually focuses on handling accounting and data components of the entry process. Staff still need a way to capture and manage the documentation that goes along with that data.

Hyland content services captures documents received via email, paper, fax, electronic data interchange (EDI) and more, so you have a single place to store any kind of content. With a simple search, staff quickly pull up needed information, enabling them to work faster and provide immediate support when importers call in with questions.

With information all in one place, Hyland created an electronic trade document case folder around each entry transaction. Staff see all the supporting information needed to process shipments faster — documents, data, emails, tasks reminders, check-ins, call notes, scheduled activities, etc. Operational teams get a 360° view into import/export processes, allowing for more accurate and faster decisions.

MANAGE AND RETAIN DOCUMENTS AUTOMATICALLY TO STAY IN COMPLIANCE WITH CUSTOMS RECORD-KEEPING REGULATIONS

With five-year retention requirements and $10,000 per-entry fines on importers for negligent failure to maintain documentation from U.S. Customs and Border Protection (CBP), customs brokers need to maintain documents accurately. In addition, staff shouldn't have to waste hours or even days tracking down information for documentation requests.

Hyland solutions automatically maintain an audit trail of who has viewed or distributed documents and what approvals or actions have been performed on each. Documents and all supporting correspondence, communication and notes are retained for designated periods of time, then deleted when the time is up. This ensures customs brokers are in line with regulation requirements.

When an importer receives a CBP request for trade documents, staff can pull up the documents in seconds and distribute them instantly. This ensures that customers are more compliant and responsive to CBP-focused assessments and provides a superior level of customer service without taking up too much staff time.

Learn more at **Hyland.com/TransportationLogistics**

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