

BRIEF CASE ↴

Enhancing Global Competitiveness with Automated Customs Filing

This company is a manufacturer with a long and rich history dating back to the 1920s, with operations in over 20 countries and a truly global consumer base. They produce and sell innovative consumer products in over 100 categories, including toys, games, apparel, and music-based entertainment. Its strong commitment to sustainability has set ambitious goals for all areas of the business to reduce its environmental impact.

The situation

The organization was operating in a fiercely competitive environment with constant pressure from more agile competitors and rapidly changing market trends. As the company acquired smaller, geographically-diverse brands, it had to deal with unique and often outdated customs processes in some new regions. Its reliance on third-party customs brokers left the company vulnerable to risks like cross-border delays, low visibility into shipment status, and a limited ability to adapt quickly to changing regulations.

The challenge

Because of the complicated and diverse customs regulations in many countries, the company encountered difficulties in its cross-border trade operations. This scenario made it more susceptible to greater risk of error, penalties, and audits. Additionally, expenses and delays associated with using multiple customs brokers increased, and burdensome manual data entry and validation were prevalent activities.

The solution

The decision to have better control over its customs processes and potential improvements in agility to quickly respond to regulatory changes were understood. The company decided to implement an enterprise-wide customs process leveraging e2open's Customs Filing capabilities. This technology provides a range of robust features, seamless integration capabilities, and a critical self-filing option for over 28 countries.



By utilizing e2open Customs Filing solution, the company was able to:

- Automate and consolidate its customs declaration process across multiple countries and regions on a single integrated platform
- Connect directly with customs authorities and transmit information electronically without the need for third-party intermediaries

- Access the world's largest repository of global trade regulations and content, updated in near real-time to ensure compliance and accuracy
- Identify formatting errors before submission through automated checks
- Make direct amendments and corrections to previously-filed and accepted declarations
- Gain complete visibility into the declaration status and performance in real time using dashboards and reports



Manufacturing Company

Challenges

- High costs and delays associated with using multiple customs brokers
- Lack of visibility and control over the customs declaration process and data
- High risks of errors, penalties, and audits due to manual data entry and validation

Solution

Automate the customs filing process using self-filing technology

Applications

- E2open Customs Filing
- E2open Global Knowledge®

The implementation phase was a collaborative effort between the company and e2open's seasoned experts. The in-house customs team underwent rigorous training sessions to navigate the application effectively. The intuitive interface of e2open's solution facilitated a seamless transition from manual to automated filing, ensuring minimal disruptions to ongoing operations.

The outcome

The implementation of the e2open customs filing solution had a significant impact on the company's operations, resulting in impressive results in four key areas:

Enhanced Accuracy and Compliance: E2open significantly reduced errors in filing, ensuring the company's compliance with customs regulations and mitigating risks in a highly competitive landscape.

Real-Time Visibility: The manufacturer gained unparalleled real-time visibility into the movement of goods across borders, enabling the logistics team to proactively address potential issues with delivery commitments and gain a competitive edge through timely deliveries.

Cost Savings: The company realized substantial cost savings by leveraging the self-filing option, which made the initial investment in the e2open platform a strategic financial move.

Operational Efficiency: The streamlined customs filing process enhanced operational efficiency, allowing the manufacturer to reallocate resources strategically and reinforce its competitive position.

By adopting the e2open solution, the manufacturer gained greater control and flexibility over the customs process, enabling it to make better decisions and optimize its trade operations. The company overcame traditional customs challenges and strengthened its resilience against competitive threats. This success story highlights the transformative impact of the e2open solution in optimizing customs procedures and empowering businesses to navigate international trade with precision, confidence, and a heightened competitive edge.

Applications

- E2open Customs Filing
- E2open Global Knowledge®



About e2open

E2open is the connected supply chain software platform that enables the world's largest companies to transform the way they make, move, and sell goods and services. With the broadest cloud-native global platform purpose-built for modern supply chains, e2open connects more than 480,000 manufacturing, logistics, channel, and distribution partners as one multi-enterprise network tracking over 15 billion transactions annually. Our SaaS platform anticipates disruptions and opportunities to help companies improve efficiency, reduce waste, and operate sustainably. Moving as one.™ Learn More: www.e2open.com

E2open and the e2open logo are registered trademarks of e2open, LLC, or its affiliates. Global Knowledge is a registered trademark of Amber Road, Inc. All other trademarks, registered trademarks and service marks are the property of their respective owners.



IMPROVED
Efficiency
OF THE CUSTOMS
DECLARATION
PROCESS



INCREASED
**Accuracy +
Compliance**
WITH
**Reduced
Error Rate**



INCREASED
Savings
WITH
**Customs
Filing Fees +
Operational
Costs**