

Choosing the right customs system

Choosing a new customs system is a strategic decision that affects the business in a number of ways. Efficiency, quality and compliance are just some of the areas where an impact might be felt. Below you will find a few simple steps to work through before making your decision.



1 Situational analysis

Start with a feasibility study to ascertain your needs and the scope for ensuring compliance with applicable laws and regulations. This step enables you to review and document operational requirements, stakeholders, the nature of your customs processes and how they work at present. The feasibility study should also include a review of your existing permits and procedures, as well as, preferably, a skills audit, focusing on customs knowledge within the organisation.





2

Be prepared

Look ahead to identify a customs strategy that is sustainable in the long term. You shouldn't have to switch systems if various internal and external conditions change. Futures intelligence is a way of looking at whether future business plans can affect customs processes and require other forms of customs management. Are there permits for other customs procedures that may be relevant in your case?

It's important to be prepared for future rules and requirements that may be applied by Tullverket (Swedish Customs). You can achieve this by, for example, subscribing to Tullverket's newsletter and by keeping an eye on what's posted under "Framtida tullhantering" (Future customs management) on Tullverket's website. If you would like help with business intelligence, there are independent, external experts who can assist you.

3 Streamline

Do you have large amounts of information that have to be registered manually? Are you struggling with poor data quality and an excessive proportion of incorrect customs declarations, which is having a negative impact on your Supply Chain? Then take the opportunity to automate your flows by eliminating unnecessary manual tasks, for instance by integrating the customs system with business and warehousing systems.

- Identify any processes that can be integrated to achieve the best digital flow possible.
- Determine which functions and system support services are available to simplify and streamline your day-to-day work.
- Ensure you have capacity to maintain customs-related data (customs systems or ERP/WMS).

4

Quality assurance

Ensure that it is easy to comply with Tullverket's requirements concerning self-monitoring.

This can be done by:

- Verifying a description of processes and procedures together with the system supplier. In doing so, you guarantee that the customs system is capable of supporting these.
- Verify what functionality is included in the system to facilitate and quality-assure your self-monitoring.



5

Future-proof

Choose a long-term, secure solution that suits and supports your business, today and tomorrow. Do you need a scalable system solution when it comes to, for example, functionality, transaction and data volumes, number of users, access rights, and so on? Make an active and strategic choice on whether it will be a cloud-based system or an on-premises system. Remember that a cloud

solution doesn't require you to operate or invest in your own hardware, and that it will be updated automatically.

To find out more about the various systems available to you, click on this link, which will take you to approved systems on Tullverket's website.

[Click here»](#)



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Be proactive

Be sure to carry out a thorough evaluation of the supplier before you make a decision. It's a good idea to choose a dedicated, experienced supplier that can act as a partner from the procurement process, through project implementation, to training and support.

Don't hesitate to ask for references and consider arranging reference visits to an existing client of your preferred supplier. If possible, this should be a company with similar customs management processes and flows, to give you an idea of how well the system works and supports day-to-day operations.

Take the opportunity while you are there to enquire about their experiences of project implementation, and how aspects such as post-commissioning support and handover from the project organisation work.



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Accessibility

Choose a customs system that supports a flexible, modern working method and is accessible no matter where the user is located.

A cloud solution is platform-independent and guarantees accessibility for all your users.



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Be inclusive

Allow users to participate in the procurement process. They are an excellent source of valuable expertise that can be drawn on when establishing requirements prior to procurement.

The inclusion of users at an early point also enables you to build a platform that makes acceptance of changed working methods and procedures easier. It also creates motivated internal ambassadors for the implementation phase of the project.

Investment in staff training, specifically training that broadens and enhances not just customs competence but also use of the system, is something that guarantees more efficient, qualityassured and future-proof customs management. An investment well worth making.



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Questions

Do you have any thoughts or queries? We are here to help answer any questions you might have, so please get in touch.



Would you like to know more?

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