



**intris**  
WISETECH GLOBAL GROUP

**CASE**  
**DFDS**





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## Smooth in-house customs clearance at DFDS Belgium

*DFDS Seaways is one of the largest shipping companies in Northern Europe and offers roll-on roll-off services from Belgium to Sweden, Norway, and the UK. In Belgium, DFDS is represented by the shipping division DFDS Seaways and the logistics division DFDS Logistics. The multimodal terminal DFDS Mercatordok Multimodal in the port of Ghent acts as a hub for intermodal traffic between Northern and Southern Europe, and recently China as well.*

*In 2018, DFDS decided to take over the handling of customs documents and to offer this as an extra service to customers. And this is how Intris came into view...*

### + 140,000 shipments per year

DFDS offers integrated transport and logistics solutions for the automotive sector, the metal sector, forest products, chemicals, project cargo, exceptional transport, temperature-controlled cargo, FMCG, and high-quality products.

The shipping company offers daily crossings from Ghent to Gothenburg Sweden and weekly crossings to Brevik, Norway. There is service from Zeebrugge to Norway (Fredrikstad and Halden) via the UK (Immingham) and direct service to Gothenburg (together with CLdN).

In addition, the company organizes an inland shipping connection to Antwerp (three times a week) and Rotterdam (twice a week) for goods with an overseas destination and the terminal in Ghent also handles rail transport. DFDS has a direct rail link, with daily connections to the South of France, Spain, Italy, Greece, and Turkey (via Trieste). A train with 200 Volvo cars (from the factories in Ghent, Gothenburg, and China) runs twice a week to Italy and since last summer there has also been a Volvo train to China twice a week.

DFDS transports more than 140,000 shipments from Belgium every year.

### Brexit

When the British voted for Brexit in 2016, DFDS decided that establishing an in-house customs department was the best way to deal with this new situation. A newly established international Brexit team worked out the necessary preparations with local teams and local customs authorities, additional personnel with customs expertise were recruited, the existing warehouses were adapted to act as storage depots under customs supervision, AEO certificates were obtained, and of course investments were made in IT.

#### **Gislene Alves, Customs & Compliance Manager at DFDS Belgium:**

"Since last year we have been doing the customs declarations ourselves, both for our own freight from Ghent and Zeebrugge and for the freight of our customers. These are mainly transit documents, but also export documents for overseas destinations with transport by inland shipping via Antwerp or Rotterdam and for the goods that go to China by train. We also process import documents sporadically.

To achieve this, we had to invest in a new software solution because all we had was a system to manage our bookings."

## No additional manual input

**Gislene Alves:** “I then went looking for a provider who could support us. I had previously worked with a customs package, but I was not so satisfied with that. Another provider was also not eligible because his knowledge of Dutch and English was very minimal. And if you are dealing with customs matters, the communication must be excellent, otherwise you will encounter difficulties that could easily have been avoided.

The Intris solution immediately convinced me. One of the big plusses is that we can register the documents directly from our system at Belgian customs, at C-point in the port of Antwerp, and at Portbase in the port of Rotterdam.

Intris even installed an additional tool for us that allows us to automatically upload our loading lists and where all documents are automatically generated and forwarded to customs.”

## Immediate detection of any problems

**Gislene Alves:** “What also immediately appealed to me was the user-friendliness of the system: customs in itself is already not so easy, so you really don't want a hard-to-use software system on top of that. Another plus is TRIS Squid, where we can follow the customs process live and immediately see if there is a problem anywhere. I think that is very important because I have already worked with other customs solutions and it was a disaster in that area. You then have to start searching and calling around and it takes you three hours just to find out that there is a problem. And everything has to be done immediately at customs, so that is difficult. Sometimes the driver is ready to leave. Are you really going to make him wait three hours? With TRIS Squid we immediately see if there is a problem, so we can take action quickly.”

## Human errors minimized

**Gislene Alves:** “I also think the OBI reporting tool is very positive. As an AEO company, we have to provide customs with a lot of data that is available in the tool: you get clear reports and nice graphs in seconds. You can really follow everything very well via overviews of unpaid documents, for example.

We chose the Cloud solution and that works very well. For example, if I have to travel to Sweden on a business trip, I can check and monitor everything from there without having to install all kinds of things.

In short, we are very satisfied with the TRIS Customs solution: it offers us the assurance that human errors are reduced to a minimum.”



DFDS Seaways uses **TRIS Customs**, including

- import
- export
- NCTS
- OBI-reporting
- TRIS Squid
- TRIS Cloud

**5 reasons** why DFDS Seaways chose Intris:

- direct connection with customs, C-point, and Portbase
- automatic generation of loading lists and associated documents
- user-friendly
- immediate detection of any problems
- reporting tool



*The Intris solution immediately convinced me*

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