



Put logic in
your logistics

CASE
ICO Terminals





Raymond Troch, manager at ICO Terminals:

“At Intris you keep that feeling of customer contact”

ICO nv is a world leader in ro/ro handling and storage. Apart from loading and unloading new cars, construction equipment and heavy lifts, the company offers a whole series of additional services: vehicle processing, ship's agent, full customs formalities ... in fact a complete door-to-door service, from factory to end delivery to the customer.

“We offer our automotive customers an all-inclusive package,” explains manager Raymond Troch. “Loading and unloading cars, handling the cars in our VPC, storage in the warehouse, customs clearance and so on.” ICO has a presence in Antwerp with a concession in the Vrasene terminal (the largest ro/ro terminal in the port, on the Left bank area), and in Zeebrugge it operates three terminals in the inner port: Northern Mooring Terminal, Hansa Terminal and Bastenaken Terminal.

All together these terminals have a car capacity of 126,000 units. In the four Vehicle Processing Centres the new cars are made fully ready for delivery or shipment, including predelivery inspection, fitting of accessories and repairs. ICO naturally carries out these logistics services for its own customers, but it also offers its know-how and expertise to third parties. This expertise also covers all aspects of customs clearance: import and export facilities, tax representation, transit documents, depot management etc.

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Tris Customs

"We've been working with this software package for ten years or so now," says Troch. "We opted for Intris because they had the most experience with the practical aspects of customs clearance, combined with IT know-how. In fact they were the only ones who could immediately answer our questions, and their software complied fully with our vision and our way of thinking. Their external consultant Michel Van Giel also offers great added value."

"We can see at a glance how our customers have performed."

As a consequence of the previous history of ICO (formed by merger of ZSB/CTO in Zeebrugge and the car division of Hessenatie in Antwerp) the terminals in Zeebrugge and Antwerp each had their own operating system which was suddenly replaced in 2012 with a single, joint system for both ports.

"This was our big bang moment, but we received a huge amount of support for it from Intris, as they integrated our operating system seamlessly with their Customs package. Import duties and VAT were also involved, so it was extremely important for nothing to go wrong during the switch-over. We had people from Intris helping us on the spot during the transition weekend, and everything went smoothly."

For its existing terminal customers ICO offers customs-related services, for example, activities that come under the heading of actively adding value. In addition goods are regularly stored under customs supervision, with import declarations or transit declarations being made subsequently.

"When we tell customers that we also offer this added value, it's partly thanks to Intris," Troch emphasises. ICO also uses the Customs Communication Tool for direct communication with the Customs service, so that all aspects of the declarations are fully managed and followed up.

New Responsibilities

Under the terms of the new EU customs legislation the terminal bears joint responsibility for customs declarations. But according to Troch this does not pose any problems for the day-to-day activities: "Michel Van Giel ensured that we were well prepared for this. We applied for our Temporary Storage permit in good time, and our people on the quay were given customs training so that they knew which documents were needed for incoming goods. We now have everything fully under control: nothing leaves here without valid customs documentation."

Tris Forwarding

"This module offers more functions than we actually use," Torch admits. "But it works fine for us, and we're very satisfied with the reporting: every month we can see at a glance how our customers have performed, and we can immediately provide our principals with a monthly report. Once we have switched to the new TRIS solution on Oracle we actually will use all the functions, so this will offer added value for the customers."

Advantages

Greater productivity with the same number of people, more control and better risk analysis: these are the main benefits that Raymond Troch sees in the TRIS solutions. But he considers the way in which Intris treats its customers to be just as important, with regular review meetings to check that everything is running as it should, with both CEOs attending. "At Intris you keep that feeling of customer contact," he concludes.

"When we tell customers that we also offer this added value, it's partly thanks to Intris"



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A logistics chain is only as strong as its weakest link, and so it is essential for the underlying software to also be 100% reliable. Intris gives you that guarantee: we are the only software supplier to have AEO certification for direct electronic data exchange with the European Customs authorities.



AEO Certification

We are the only software supplier to have AEO certification for direct electronic data exchange with the European Customs authorities.



TRIS Customs

With TRIS Customs Management Solution you can manage all your import, export and transit declarations, certificates and PLDA/AGS declarations. Includes fully automatic invoicing of Customs information.



TRIS Forwarding

TRIS Forwarding Management Solution (FMS) is a total solution developed in collaboration with the main actors in the logistics supply chain. It supports the full operational and financial file management, from offer to invoicing, including document management.



TRIS Warehouse

With TRIS Warehouse Management Solution you can manage all your operational steps from A to Z: planning, goods in, transfers, goods out etc. All combined with powerful file management: from offer to invoicing, including document management for the warehousing and transport activities.