

One of the largest freight forwarders in the world has opted for the Conex solution to ensure its customs clearance in France of nearly 70,000 declarations per year. An expert tool and a strong partnership that now allow Panalpina France to optimise customs clearance and to plan for the development of new services.

Secure customs declaration input

Panalpina has 9 profit centres in France employing 373 staff, for a 2017 turnover of more than 232 million euros. It has transport and logistics operations in every continent. To perform these, in France the company employs 23 declarants spread over 5 sites: Le Havre and Roissy mainly, but also in Nantes, Lyon and Strasbourg.

At the end of 2017, the team of declarants were provided with the flagship Conex tool, the DELTApass software suite for electronic customs clearance and the “*Encyclopédie Douanière*” (Customs Encyclopedia), a collection of databases for its declarants’ daily regulatory monitoring.

The implementation took place without difficulty, accompanied by training on the tool, and new work habits were adopted to secure customs declaration transmission while maintaining a necessary level of productivity to absorb the treatment of some 70,000 declarations per year.

With the arrival of a new director in France who pressed for the choice of Conex, the Customs service is taking a fresh look at the future: *“We are going to be able to develop more far-reaching and in-depth customs consulting services for our clients, thanks to help of Conex, a software editor who is always very reactive and whose support is constantly at our side if we need it”*, explains Doriane GUERY, Panalpina Country Head of Customs, France. *“Our declarants are now able to not only improve their productivity but also enhance the quality of their service by using this expert tool”*.

A SaaS mode solution

The Panalpina declarations are input on DELTApass via conex, software for the treatment of DELTA G (C/D), X and T customs procedures and are transmitted in SaaS mode to the ultra-secure CONEX servers.

The SaaS mode makes it possible to obtain an overall view of the activity, even though the data input was performed in different geographical sites. Doriane GUERY from Panalpina commends herself on having a solution with *“truly adapted ergonomics, functionalities enabling automation, numerous settings which allow us to save time and guarantee quality.”*

The skills and reactivity of an expert IT service provider

At a time when customs regulations are becoming increasingly complex and demand constant knowledge upgrading, end clients need advice and security: Panalpina is perfectly positioned in its consultant vocation in developing a more in-depth customs accompaniment.

“What we could not do in the past, including optimising and adding value to the customs clearance service, the special procedures, mainly because of the rigidity of our previous tool when faced with special requests, has been made possible with Conex ”, continues Doriane GUERY. “ This boosts our development and encourages new challenges, because we know that we can rely on our expert partner. We know in advance that we can count on rapid concrete operational answers from Conex! ”

Alban GRUSON, Conex CEO, adds “

We are really happy to be one of Panalpina’s referenced suppliers. It compensates our development and support teams’ efforts when a client of this stature and reputation chooses us. ”

About Panalpina

Panalpina France represents one of the world leaders in transport and logistics. Panalpina France counts 9 profit centres and employs 375 collaborators, for a 2017 turnover of more than 232 million euros. The group has operations on all continents.

Panalpina offers services in the following domains: Air transport, Maritime transport, Logistics, Energy solutions. On a global level, the company employs 14,500 people for a turnover of CHF196 billion (Swiss francs)

To learn more: www.panalpina.com

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