

Automating The Filing Of A Customs Entry

Alexa Kaminsky

March 2023 - November 2023

Overview

Context

Process

Outcome

Automating and escalating tasks to the right person at the right time to ensure a low cost and compliant customs clearance.

I led a 3-person UX team that envisioned and executed a 0 to 1 product for the design of a new platform to automate customs entry. The platform was designed to automate all possible tasks when preparing and filing a customs entry, and to escalate a task to the right person (customs broker, partner, customer) if the automation failed. Our goal was to reduce the cost to serve for an entry by 50%, allowing the company to scale its operations and take on new business.

I worked closely with our staff product manager on forming the product strategy. I guided our UX team to map out how the new platform would work, creating multiple artifacts to gain broad buy-in from business, product, operations, and tech stakeholders on the vision. After everyone was onboard, our UX team created and tested low-fidelity prototypes with users and established UX patterns to facilitate the implementation of the new system by the engineering team.

Job

Design Manager @ Flexport

Timeframe

March 2023 - November 2023

Responsibilities

Strategy, planning, stakeholder management, presenting, mentoring

Platforms

Desktop

Worked with

UX designers, product managers, business directors, engineering managers, group product managers, staff engineers, engineers, operators

Problem to solve

Our operating costs for processing a customs entry were double the industry average. This affected our ability to compete on pricing, resulting in lower profitability and hindered business growth. The internal platform our operators used to file the customs entries was unreliable, lacked necessary functionality, and didn't prioritize their work for them. As a result, operators had to search for work, validate information manually and complete work on other platforms.

Our vision was to automate as many tasks as possible when filing a customs entry. For the non automatable tasks, we will escalate those tasks to the right user type (operator, customer, partner) at the right time and give them the right context they need to complete the task. Our goal was to improve operational efficiency to enable us to take on new business and deliver on our promises to file on time, compliantly, and at the lowest cost for our customers.

Who are the users?



Customs Broker

Goal

- File customs entries on time and compliantly

Responsibilities

- Classifying products
- Verifying information and documents

Pain points

- Missing information at time of entry filing
- Manual and repetitive workflows



Customer / Importer

Goal

- Receive their goods on time and cheaply

Responsibilities

- Provide missing information needed
- Evaluate landed costs of goods

Pain points

- Constant communication from different customs brokers



Partner (Shipper, Freight Forwarder)

Goal

- Ensure the goods gets to the right place at the right time

Responsibilities

- Contribute information to the entry

Pain points

- Different systems to use when working with different brokerages

My role in the project

- Organized a workshop to bring together business, tech, product, UX, and engineering stakeholders to define and align on the vision. The outcome of this week was a vision deck which inspired the product strategy.
- Created a UX strategy and roadmap to coordinate the UX team's efforts with the product and tech timelines
- Presented the visions stories created by the UX team to leadership to create awareness and gain buy in
- Collaborated with the Engineering Manager and Product Manager to define the MVP and the releases that led up to the MVP
- Guided the UX team on the creation of the UX patterns and interface design for the new platform

Overview of process followed

1.

Run a workshop

I organized and ran a workshop with UX, product, business, and tech stakeholders to align on the problems to solve and benefits of the new platform.

2.

Create a vision deck

My UX team created vision stories and outlined how the new platform will work to inspire and align product, tech, and business stakeholders.

3.

Create a UX strategy

I created a detailed plan and timeline of all of the UX team's activities to ensure clarity and alignment with the product and tech timelines.

4.

Map out the new system

My UX team envisioned how the new system would work and created a process flow map that I presented to stakeholders for alignment.

5.

Prioritize user stories

My UX team created the user stories for the entire system and worked with the PMs to define and prioritize which stories would be in scope for the MVP.

6.

Create end to end user flow

I created a high level end to end user flow for the MVP experience to align the various engineering teams and business stakeholders on our planned deliverable.

7.

Create UX patterns

My UX team created UX patterns that the various engineering teams could reference to implement the interface for each specific escalation task.

8.

Prototype the experience

My UX team prototyped the experience for the customs broker and user tested it with them based on the list of tasks the PMs had defined.

1. Run a workshop

I organized and ran a workshop with UX, product, operations, business, and engineering stakeholders to align on the problems to solve and benefits of the new platform. The workshop resulted in alignment on the ideal end-to-end user flow.

Given the involvement of three engineering teams, each with 20-30 members across different time zones, it was crucial for team leaders to participate in shaping the user flow to garner support from their respective teams.

The workshop consisted of

- Understanding the why and what
- Operational leaders roundtable
- Write a future press release (lite PRFAQ)
- Storyboard the user flow



PROCESS

2. Create a vision deck

Based on the results of the workshop, my UX team created a vision deck that stated our vision, outlined how the new platform would work, and created stories ([Zero touch filing experience](#) | [Smart escalation management](#)) to inspire and align product, operations, engineering, and business stakeholders around the vision.

Our vision was “to create a compliant, zero-touch customs filing experience for any importer, shipper, or freight forwarder.”

Our mission was “to accept orders from any importer and their providers, eliminate manual decisions upon receipt of orders and automate in-house filing types with brokers acting as approvers albeit with robust exception management queues.”

Growth Inhibitors
Areas that are repetitive, manual, and contribute to high cost-to-serve.

Lack of Trust in the Data
Operators distrust the data in Custom's app due to the frequency of incorrect or missing information, which forces them to validate using multiple sources.

Inefficient Workspaces
In order to complete a filing, operators must use multiple tools and websites to manage, reference, input, submit, and verify information.

Bespoke Importer Settings
Importer specific requirements that are currently gathered in Customs, docs, SOPs, and other tools impedes automation and the ability to deliver a consistent, high-quality experience.

Customs-only is Excessive
Our system was built to model freight shipments, leading to unnecessary information required to complete a customs-only order.

CUSTOMS V2 DESIGN VISION
Customs V2 Benefits
How are we going to support high volume entries and reduce cost-to-serve?

Automated Validations
Automated classifications and filing data are validated by business rules and importer preferences to ensure accuracy and compliance. Feedback loops resolve & prevent future errors.

Integrations
Seamless integrations with importer systems and processes. Works with any importer, shipper, or freight forwarder in any geographical location.

Smart Assignments
When validation fails or a task requires additional actions, the assignment engine will automatically triage tasks to the right person, at the right time.

Self-service
Delivering the TurboTax™ of customs, importers can file with confidence. The user friendly platform walks them through each step and is suitable for any segment.

CUSTOMS V2 DESIGN VISION
Operator Views
Tools to maximize operator efficiency and provide them with the right information, at the right time.

Queue
Tasks automatically prioritized and assigned to operators based on experience level and urgency. Customizable queues to focus on tasks or declarations.

Flex-ID (Order view)
Area to view all services included in the order, access documents, see entry status and make bulk changes.

Service Views

Manager Dashboard
Managers can monitor their teams performance and quickly be notified of high risk entries.

CUSTOMS V2 DESIGN VISION
Task Workspaces
Workflow for each type of task: creating an order, requesting information, validating information, resolving product conflicts, sharing invoices, PTA profile creation and more.

Service Phases

1. Create order
- Validate data
- Duration
- Complete

Validations
Occurs for each phase

- Data accuracy
- Business rules
- Importer preferences

Escalations
Tasks are auto-assigned

- System task*
- Importer task
- Shipper task
- Operator task

High-level Entry Filing Process
Each phase in the process is automated and goes through a series of validation steps. Escalations get automatically assigned to the appropriate party to resolve.
[View full-size image](#).

STORY 2: SMART ESCALATION MANAGEMENT
Containers under examination

After the entry is submitted to Customs, we receive an update from Customs that the containers have been randomly selected for an exam.

The senior customs broker on the Midea team is assigned the task of scheduling the inspection. Midea is informed that their goods have been taken for inspection, but that we are closely monitoring the situation and will keep them informed.

Service Phases

1. Create order
- Validate data
- Duration
- Complete

Validations
Occurs for each phase

- Data accuracy
- Business rules
- Importer preferences

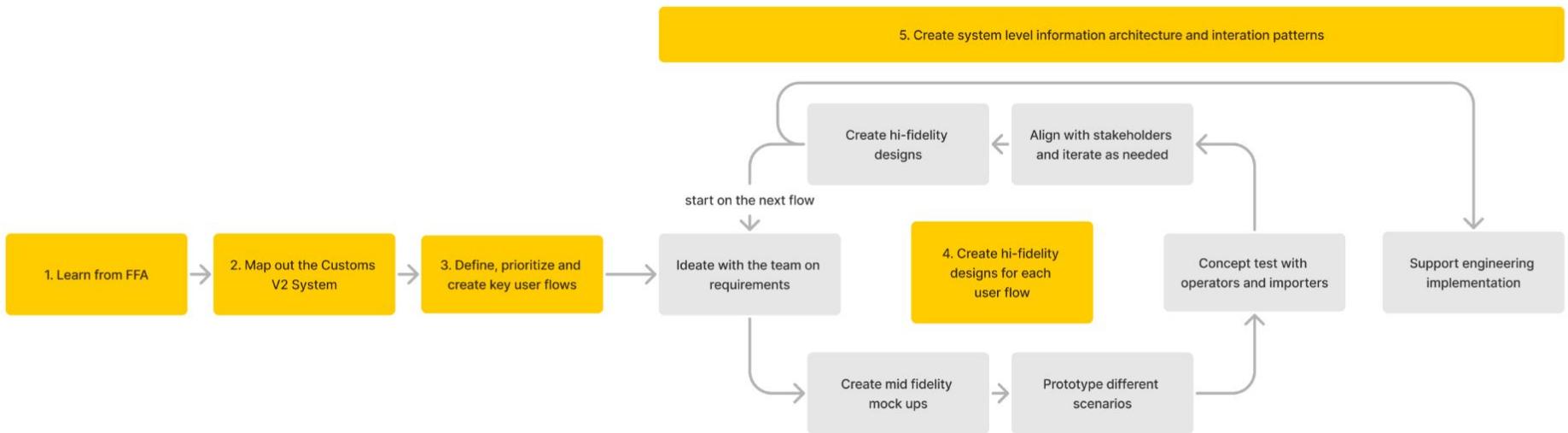
Escalations
Tasks are auto-assigned

- System task*
- Importer task
- Shipper task
- Operator task

*Multi-thread data from an EDI file

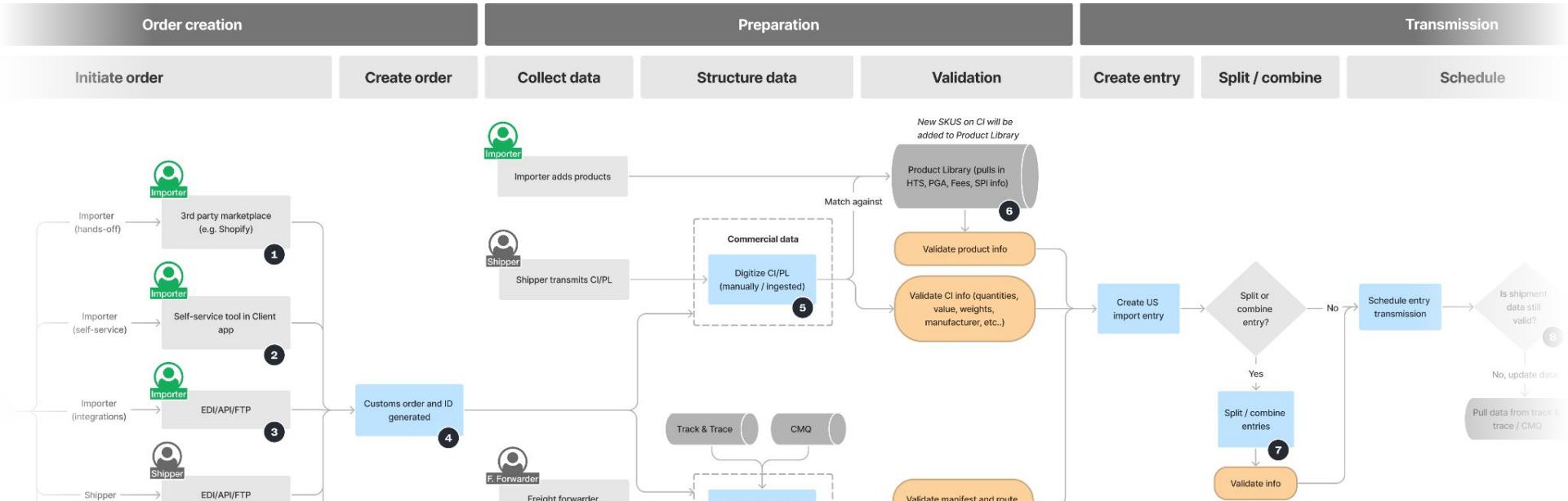
3. Create a UX strategy

I created a detailed plan and timeline of all of the UX team's activities to ensure clarity and alignment with the product and engineering timelines. While the initial three steps were mapped out for completion within one month, steps 4 and 5 were designed to be ongoing throughout the project's lifecycle.



4. Map out the new system

My UX team envisioned how the new system would work and created a process flow map that detailed the jobs to be done, how users would be involved at each stage of the process, and which parts of the system would be automated or would need to be completed by a human. I presented the map to product, engineering, business, and operations stakeholders at an offsite to get buy-in and alignment. [Full map](#)



5. Prioritize user stories

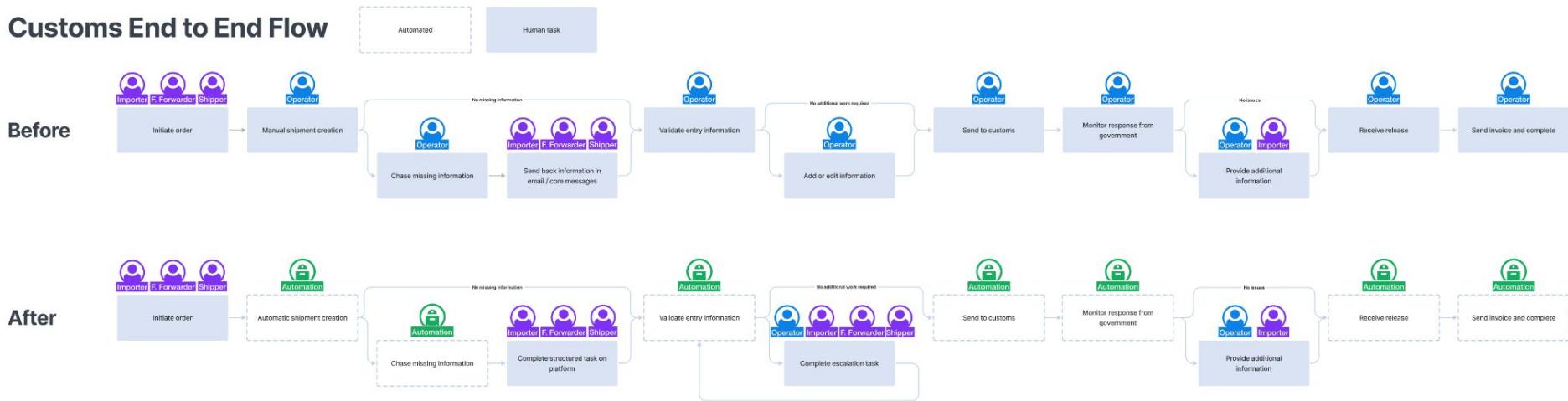
My UX team created the user stories for the ideal full system and worked with the product managers to define and prioritize which stories would be in scope for the MVP. For all of the stories in the MVP (M1), we defined the priority and started to assess what was needed and what we had open questions on so that we could start ideating on the design of the new platform.

	A	B	C	D	E	F	G	H	I
1	User	I need...so that...	Milestone	Priority	Feature	Area / Chevron	Designer	Design requirements	Research & open questions
12	Partner (Avalara)	Upload and manage products in the product library, so that the entry has accurate product data	M1	PO	Product library	3. Product classification & product library	Raphael Bouchard	<ul style="list-style-type: none"> - User can transmit data via EDI/API - Products with missing classifications will be flagged for review - Classification by Trade Advisory can be specified 	
13	Importer (all)	Receive my invoice automatically, so that I receive and pay on time	M1	PO	Invoicing & billing	5. Filing integrations, invoicing, billing	Design not needed	<ul style="list-style-type: none"> - No new UI work needed 	<ul style="list-style-type: none"> - "Automate invoicing" was mentioned for M1. - Clarify scope and design requirements.
14	All users	Access to the right info needed to complete tasks related to [data integration], so I can provide the correct data and docs to complete the task efficiently from one place	M1	PO	Escalation task	1. Data integration	Raphael Bouchard	<ul style="list-style-type: none"> - Gets notified of new task - Can access previous task notifications - Can access info needed to resolve task - Clear what needs to be updated - Can make necessary changes to info - Can skip if unable to resolve - When task is resolved, status is visible - Activity log to track changes - Document the cause of the escalation - Can access other tasks on the same entry 	<ul style="list-style-type: none"> - Reach out to Christopher for escalation task list for each task type (e.g. input data, request data, upload data, confirm data, validate data, fix error). - Show default info for every task type for M1? - Same data that's currently available in customs app? - Identify all task types - Validate task queue vs single task - Info needed to complete tasks - Where does task status need to appear?
15	Customs Manager	Access to live dashboards showing status, volume, and performance (on-time, automated %) of entries, so that I have visibility into entry status and identify at risk entries to maintain OTP	M1	P1	Dashboard	6. Reporting & analytics	Jeri Bowers	<ul style="list-style-type: none"> - Dashboards showing status, volume, and performance (on-time, automated %) of entries 	<ul style="list-style-type: none"> - Data analytics / Maddy teams own - What data do they want to monitor? - What actions do they need to take?
16	Customs Operator	Be notified of any issues with NetCHB/CBP (e.g. delayed response, no response) when transmitting product data via API/EDI integrations, so that I have visibility and/or take action to resolve	M1	P1	Escalation task	4. Customs declarations	Design not needed	<ul style="list-style-type: none"> - Create process flow - Define use cases - Design messaging and notifications 	<ul style="list-style-type: none"> - This is subset of escalation tasks. - What's the typical process for transmitting data?
17	Customs Man./Ops	Access entries, edit, transmit, and view status and responses from Customs, so that I can resolve issues that got missed with the automated escalation path	M1	PO	Escalation task	4. Customs declarations	Jeri Bowers	<ul style="list-style-type: none"> - Be cautious of how readily this is used by operators. - Prioritize automation first and have operators use this in rare situations. - Explore if operator has access to limited 	<ul style="list-style-type: none"> - What data needs to be queried? - What data do they want to monitor? - What actions do they need to take?

6. Create end to end user flow

Three engineering teams of 20-30 people each were responsible for building different parts of the new platform. I noticed that they were all losing site of the big picture and how their work related to each other which caused confusion and slowed us down. I created a high level end to end user flow for the current state experience on our existing platform, the MVP experience on the new platform, and the ideal experience on the new platform to help teams see the forest through the trees. [Full user flow](#)

Customs End to End Flow



PROCESS

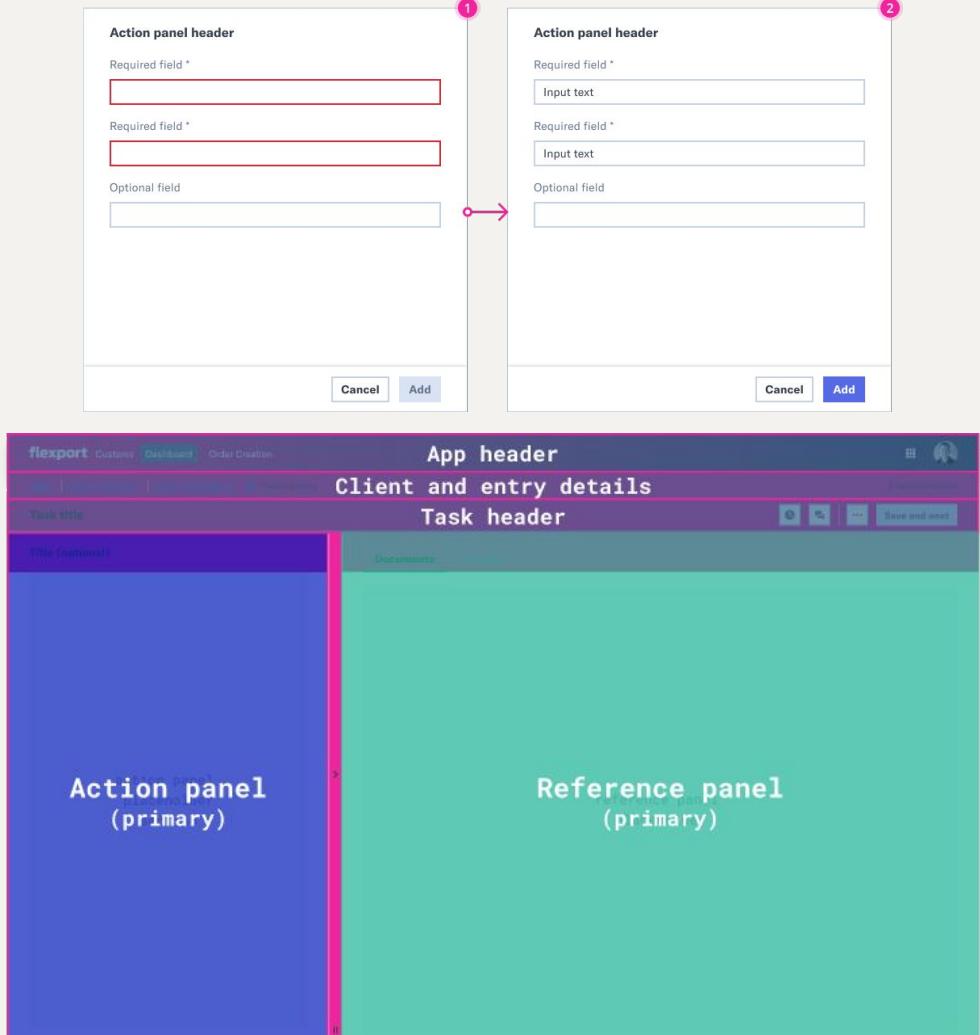
7. Create UX patterns

One of my designers, Jeri, developed UX patterns for different engineering teams to use when implementing the interface for each specific escalation task.

Given the complexity of about 200 unique task types in the new platform, I wanted to ensure she wasn't designing a separate screen for each task. Instead, she analyzed the task types, established a framework, and designed essential patterns and components. She also designed how tasks were grouped and chained to eliminate user frustration when completing tasks.

She created comprehensive documentation to facilitate the implementation of the tasks for the engineering teams so that she wasn't a bottleneck.

[Prototype of the task framework](#)



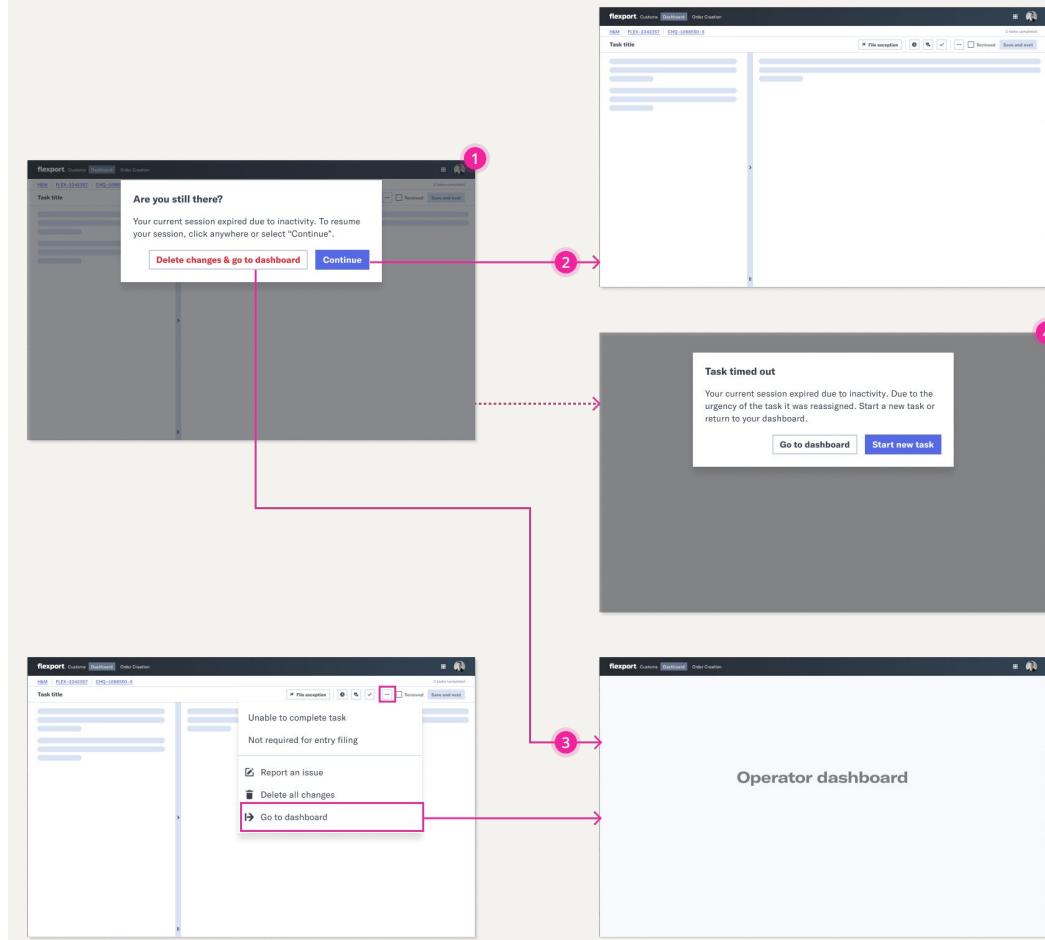
8. Prototype the experience

My UX team prototyped the experience for 4 different task types. The task types included

- Uploading a document
- Editing line item information
- Validating information
- Adding product information

We tested these prototypes with our internal customs brokers and after a few rounds of feedback, we were able to confidently move into the implementation phase of the project.

[Prototype editing line item information](#)



OUTCOME

Results

I left Flexport in November 2023, just before the January 2024 launch of the MVP.

I'm proud of the pivotal role our UX team played in shaping the new customs platform to meet both business and user needs. Our team's adeptness at simplifying complex concepts facilitated collaboration among stakeholders from various departments, including business, operations, engineering, and product.

As of January 2025, cost to serve was reduced by 30% and the 95% of the ISF filing is fully automated. They are still configuring the system for the 7501 filing type.

The screenshot shows the Flexport Customs Order Creation interface. At the top, it displays the brand 'H&M' and order number 'CHQ-1068550-3'. A message 'Line item quantities do not match total piece count' is prominently displayed. Below this, a table lists 9 items with their respective line numbers, SKUs, product descriptions, and quantities. The quantities for items 1, 2, 3, 6, and 9 are highlighted with red boxes. At the bottom of the table, it shows 'Digitized total: 9' and 'Calculated total: 5'. To the right of the table, there is a 'Documents' tab showing a preview of a CSV file named 'CI_PL_#1.csv'. The interface has a dark theme with light-colored text and tables.

Line	SKU	Product description	Quantity
1	001002-07	2p HEAVY PLAIN TIGHTS 07=...	---
2	001002-13	2p HEAVY PLAIN TIGHTS 13=...	---
3	004231-C-53-9236	TIE-CRAVATTA	---
4	031814-5832-8-2023	Men's Knitted T-Shirt	1
5	04-7795/04	Chamber Advantage Pro Stopp	1
6	058886-1522-8-2023	Blouse Women Woven	---
7	0644360-08-224	Cami Deep Plate	1
8	0644360-13-102	Cami Deep Plate	1
9	0644466-08-224	Cami Mid Bowl	1

Appendix

Vision stories

STORY 1

Zero-touch Filing Experience

The zero-touch experience that leverages automation, validation steps, and business rules to ensure a complete, accurate, and compliant entry filing every time.

Integrations

AI classification

Automatic Flex-ID creation

Cost-savings

Importer preferences

Automated validation

Custom reports

Compliance

Smart assignments

Importer insights

STORY 1: ZERO-TOUCH FILING EXPERIENCE

Full integration with H&M

Integrations Automatic Flex-ID creation

H&M and Maersk are fully integrated with Flexport's EDIs. When H&M wants Flexport to clear customs for a shipment, the order is automatically created in our system.

Maersk transmits the ISF information to Flexport and our system retrieves the relevant customs information as structured data.

The screenshot shows the flexport.Customs web application. At the top, there is a search bar and a user profile icon. Below the header, the page title is "US Import Entry #123456". A navigation bar includes tabs for "Activity", "Header", "Manifest", and "Invoice Lines", with "Manifest" currently selected. The main content area displays shipping details:

- MBL Number:** ✓ ONEYNB2B93822
- Shipment weight:** ✓ 32080 kg
- HBL Number:** ✓ FLXT00012308943
- Quantity:** ✓ 365 CTN

Below these, under "Containers", are listed:

- ✓ GXUSS0544
- ✓ TCNU45489
- ✓ TCNU98237

To the right, a "Route" section is visible, showing a sequence of stops:

- FCL Order:** Ningbo (Zhejiang), CN → ACR Partners Supply
CRD: Nov 2, 2021 Must arrive by: Nov 15, 2021
- Port of Ningbo** → **Port of Sydney**
Actual departure Nov 7, 2021 Scheduled arrival Nov 12, 2021
From: Ningbo Port 57020, China
- FCL** Carrier · Voyage · Vessel ZIM · 32 · LORRAINE
40 ft HC DRY: PENU0000006
- Departure Actual Nov 7, 2021
- To: Port of Sydney 60267, Australia
- Arrival Estimated Nov 12, 2021

At the bottom of the route section, it says "Show less" and "3 consecutive deliveries".

At the very bottom, there is a "Show more" button.

STORY 1: ZERO-TOUCH FILING EXPERIENCE

Ingest the CI & classify products

Integrations

AI classification

H&M transmits the CI information and our system verifies if we have the information in our product library.

Since H&M never reuses the same SKUs, the new products are auto classified using AI.



16 Products

Search Products

Supplier All

COO All ✓

Import

Add new product

STORY 1: ZERO-TOUCH FILING EXPERIENCE

Ready for transmission

Importer preferences

Automated validation

Compliance

Our automation validates that all the information on the entry is accurate, compliant and ready to be sent to Customs.

According to H&M's importer preferences, if there are multiple containers on the same vessel but on different entries, they want to consolidate them into one entry to save on the Merchandise Processing Fee (MPF).

The screenshot shows the flexport Customs software interface. At the top, the title "flexport Customs" is displayed. In the top right corner, there is a search bar with the placeholder "Search (/)" and several small icons for help, refresh, and notifications. A user profile icon is also present.

The main content area is titled "US Import Entry #123456". Below the title, there are four tabs: "Activity" (which is currently selected), "Header", "Manifest", and "Invoice Lines".

The "Activity" tab displays two expandable sections:

- Collect data**:
 - ✓ Collect CI MM-DD-YYYY ⓘ
 - ✓ Collect PL MM-DD-YYYY ⓘ
 - ✓ Collect BL(s) MM-DD-YYYY ⓘ
 - ✓ ISF filed MM-DD-YYYY ⓘ
 - ✓ Collect AN MM-DD-YYYY ⓘ
 - ✓ Digitize CI/PL MM-DD-YYYY ⓘ
- Prepare entry**:
 - ✓ Validate route info MM-DD-YYYY ⓘ
 - ✓ Validate manifest info MM-DD-YYYY ⓘ
 - ✓ Classify products MM-DD-YYYY ⓘ
 - ✓ Complete PGA info MM-DD-YYYY ⓘ
 - ✓ Validate entry lines MM-DD-YYYY ⓘ
 - ✓ Mark entry as prepped MM-DD-YYYY ⓘ

On the right side of the screen, there is a vertical sidebar with tabs: "Overview", "Tasks", "Route", "Messages", and "Documents". The "Overview" tab is currently selected. Below these tabs, specific details are shown:

Flex ID	Mode	COI
Flex-123456	Ocean	United States

STORY 1: ZERO-TOUCH FILING EXPERIENCE

Consolidate multiple entries

Cost-savings

Our system identifies 30 different entries from H&M arriving on the same vessel into the same port.

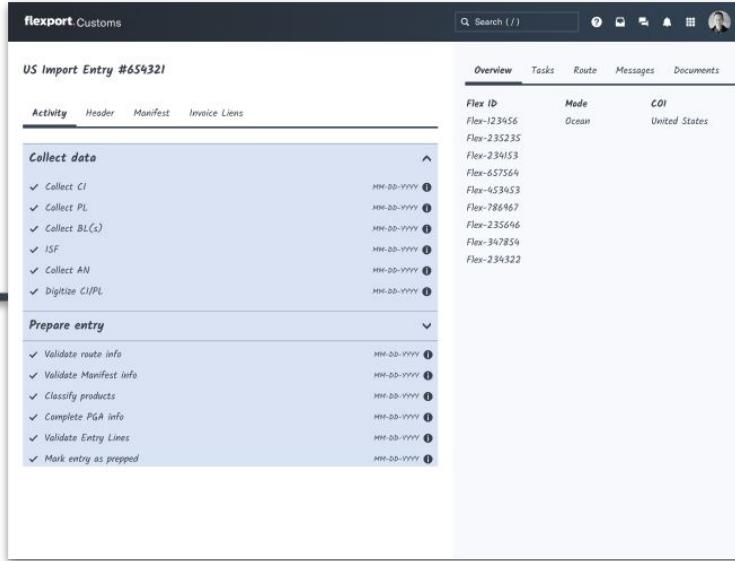
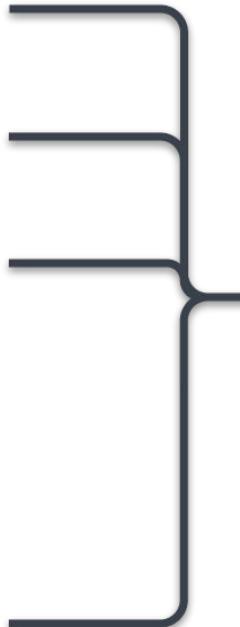
The 30 entries are combined into 1 entry, saving H&M \$14,000 in fees. It is then scheduled to be transmitted to Customs 5 days prior to arrival.

Flex-123

Flex-234

Flex-345

Flex-999



STORY 1: ZERO-TOUCH FILING EXPERIENCE

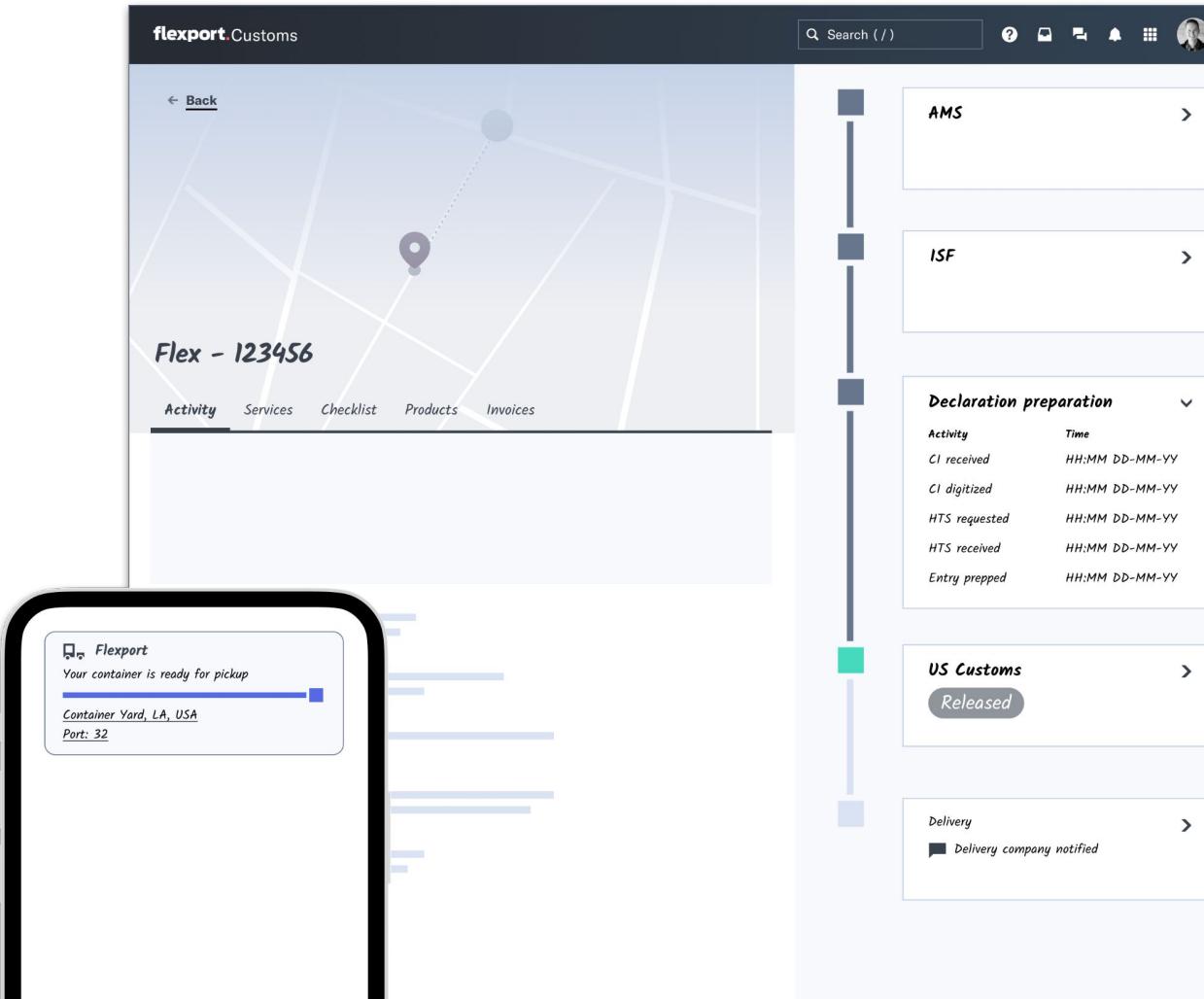
Customs is cleared

Automated validation

Smart assignments

The entry successfully clears Customs. The system performs a final check of the documents (Entry Summary, Statement, ISF and PO data) to ensure accuracy and completeness.

The invoice and entry packet are transmitted to H&M and the trucker receives the goods release and picks up the goods for final delivery.



STORY 1: ZERO-TOUCH FILING EXPERIENCE

Self service savings dashboard

Importer insights**Custom reports****Cost-savings**

H&M receive their goods on time and under budget. They can log into their dashboard to view their trade savings reports and see where they can improve their own processes to achieve additional cost savings.

Trade savings and analysis

[Download report](#)[Request third party drawback](#)[Run ACE analysis](#)

Last updated: MM-DD-YYYY

MPF consolidation
Since enrollment

\$XX

Foreign trade zone
Since enrollment

\$XX

First sale
Since enrollment

\$XX

Drawback savings
Since enrollment

\$XX

ACE analysis
Since enrollment

\$XX

Advisory suggested binding rulings to review

[View all](#)

Ruling HTS	Ruling duty rate	Case HTS	Case duty rate	Case date	Ruling number
XXXX.XX.XXXX	0%	YYYY.YY.YYYYYY	25%	MM-DD-YYYY	12345

[View case](#)

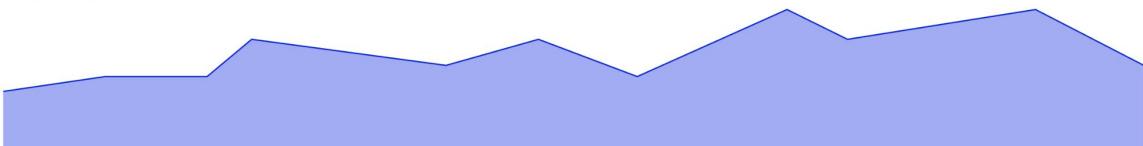
XXXX.XX.XXXX	0%	YYYY.YY.YYYYYY	25%	MM-DD-YYYY	12345
--------------	----	----------------	-----	------------	-------

[View case](#)

XXXX.XX.XXXX	0%	YYYY.YY.YYYYYY	25%	MM-DD-YYYY	12345
--------------	----	----------------	-----	------------	-------

[View case](#)

Savings history



STORY 2

Smart Escalation Management

When situations arise that require additional input from the importer, operator, or shipper, tasks will be automatically assigned to the right person at the right time. Feedback loops capture importer preferences so they can be reused and issues are resolved upstream so they don't occur again.

Importer preferences

Feedback loops

Operator efficiency

Smart assignments

AI classification

Automated validation

Manager dashboard

STORY 2: SMART ESCALATION MANAGEMENT

Shipper uploads commercial docs

Automated validation

Smart assignments

After the vessel departs, our system checks if the shipper has uploaded the commercial documents (CI). Since no CIs are found a task is generated for the shipper to upload the documents.

The shipper receives an email and can reply with the requested document or go to the client app to resolve.

The screenshot shows the flexport software interface with a dark header bar. The header includes the flexport logo, navigation links for Overview, Shipments, Quotes, Bookings, Billing, Your Business, Insights, a help icon (?), and a user profile icon.

The main content area is titled "Tasks". It displays three tasks under the heading "Up next":

- Upload Commercial Invoice**: Status: Not Started, Request: 1/2, In transit: 0, Passed due date: 0. Last request: MM-YYYY · HH:MM.
- Send ISF worksheet**: Status: Not Started, Request: 1/2, In transit: 0, Passed due date: 0. Last request: MM-YYYY · HH:MM.
- Confirm purchase order**: Status: Not Started, Request: 1/2, In transit: 0, Passed due date: 0. Last request: MM-YYYY · HH:MM.

Below this section, there is a "Completed" section with the message: "There are no completed requests".

Importer adds PGA information

[AI classification](#)
[Smart assignments](#)

Once the documents are received, they are automatically digitized and the SKUs are matched against the data in the product library.

Some of the newly classified SKUs are flagged for PGA information. The system generates a task for the importer to complete the PGA profile.

flexport. | Overview Shipments Quotes Bookings Billing Your Business Insights ? | 

Provide Food and Drug Administration determination

[Cancel](#) [Save](#)

Add your product information using this form

SKU	Product name	FLEX-ID	Requested	HS code	Claim	Disclaimer	Unsure
SKU	Product name	FLEX-ID	DD-MM-YY	xx.xxxx.xxxx	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SKU	Product name	FLEX-ID	DD-MM-YY	xx.xxxx.xxxx	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
SKU	Product name	FLEX-ID	DD-MM-YY	xx.xxxx.xxxx	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SKU	Product name	FLEX-ID	DD-MM-YY	xx.xxxx.xxxx	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
SKU	Product name	FLEX-ID	DD-MM-YY	xx.xxxx.xxxx	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
SKU	Product name	FLEX-ID	DD-MM-YY	xx.xxxx.xxxx	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
SKU	Product name	FLEX-ID	DD-MM-YY	xx.xxxx.xxxx	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
SKU	Product name	FLEX-ID	DD-MM-YY	xx.xxxx.xxxx	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SKU	Product name	FLEX-ID	DD-MM-YY	xx.xxxx.xxxx	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

STORY 2: SMART ESCALATION MANAGEMENT

Auto update arrival date

Automated validation

Feedback loops

Flexport receives an updated arrival notice from the freight forwarder. Our system automatically updates the arrival date and schedules the entry to be submitted to Customs 5 days before the new arrival date.

flexport Customs

US Import Entry #123456

Activity Header Manifest Invoice Lines

Collect data

- ✓ Collect CI MM-DD-YYYY ⓘ
- ✓ Collect PL MM-DD-YYYY ⓘ
- ✓ Collect BL(s) MM-DD-YYYY ⓘ
- ✓ File ISF MM-DD-YYYY ⓘ
- ✓ Collect AN MM-DD-YYYY ⓘ
- ✓ Digitize CI/PL MM-DD-YYYY ⓘ

Prepare entry

Complete entry

FCL Order
Ningbo (Zhejiang), CN → ACR Partners Supply
CRD: Nov 2, 2021
Must arrive by: Nov 15, 2021

Port of Ningbo → Port of Sydney
Actual departure Nov 7, 2021
Scheduled arrival Nov 12, 2021

From: Ningbo Port 57020, China

FCL Carrier - Voyage - Vessel ZIM - 32 - LORRAINE

40 ft HC DRY: PENU0000006

Departure Actual Nov 7, 2021

To: Port of Sydney 60267, Australia

Arrival Estimated Nov 12, 2021

Show less

3 consecutive deliveries

Port of Sydney → Multiple destinations
Scheduled pick up Nov 13, 2021
Must arrive Nov 15, 2021

Show more

STORY 2: SMART ESCALATION MANAGEMENT

Containers under examination

Smart assignments

Queue prioritization

After the entry is submitted to Customs, we receive an update that the containers have been randomly selected for an exam.

The senior customs broker on the Midea team is assigned the task of scheduling the inspection. Midea is informed that their goods are being inspected, but that we're closely monitoring and will keep them informed of the status.

The screenshot shows the flexport Customs software interface. At the top, there's a navigation bar with the flexport logo, a search bar, and various icons. The main area is titled "Tasks (4)". Below this, there are sections for "Declarations", "Orders", "Clients", and "Conveyances". Under "Orders", there are eight "Select" dropdown menus. The "Clients" section lists "Client-A" with a status of "Unstarted". The "Conveyances" section displays a table with the following data:

Task	Deadline	Declaration #	Mode	Client	Task Status
Schedule exam	3 May 2023	FLEX-123456	Ocean	Client-A	Unstarted

STORY 2: SMART ESCALATION MANAGEMENT

Customs managers dashboard

Operator efficiency Manager dashboard

Manager dashboard

The customs manager uses their dashboard to keep track of the entries that the team is responsible for so customs is always cleared on-time and compliantly.

flexport.Customs

Manager center

Overview

Overview

Customs holds
In the last week

Customs exams
In the last week

Late entries
In the last week

On-time entries
In the last week

2 entries

4 entries

0

14.5k

At risk

	Origin Pick up	Origin Delivery	Departure	AMS/ISF	Customs	Final destination	Exceptions
Flex-87678763	■	■	■	■	■	■	Missing product information
Flex-23456789	■	■	■	■	■	■	Missing CI/PL
Flex-87678766	■	■	■	■	■	■	Weights do not match
Flex-12434543	■	■	■	■	■	■	Invalid arrival date
Flex-98765434	■	■	■	■	■	■	Pending confirmation

Members

Assignments

Customers

Top performers

Most manual edits

Thanks!