Khlles
One Pager

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CONTEXT

Problem Statement

- Customs clearance is a necessary workflow for the entry of goods to the borders of any country. The sensitivity of the workflow weighs heavily on all major parties involved in the goods end-to-end journey [The Supplier, the importer, the port, the customs officer, the logistics service providers, the financial institutions, and regulatory authorities].
- Delays in clearance due to poor performance of the agent can cause shipments to get denied entry, incur higher landing costs on the importers, and can even risk obsolescence to the goods due to the delays.

Solution

- The Khlles customs clearance digital platform enables importers to have their shipments cleared by a qualified network of agents while safeguarding their rights to ensure guarantee of service and traceability on the execution of the tasks and the payments involved in the process—digitally, securely, and efficiently.

TECHNOLOGY

Main Features & Capabilities

The digital products suite of Khlles offer the following for its users and partners:

[1] An Interactive Digital Experience:

The digital experience was designed to cater to the following major intentions:
A. Serve – Get your Shipments Cleared.
B. Educate - Know what you need for the shipments to be cleared.
C. Safeguard – Pay and ensure that you will be served and your rights protected.

[2] Network of Clearance Agents:

A. Pre-Qualified Network: Ensure that when you are served by Khlles, you are dealing with best-in-class local customs clearance agents.
B. Geographical Coverage: Rest assured that we can have you covered geographically across all ports of interest, wherever your shipment is, we can clear it.
C. Comprehensive Commodities Clearance Expertise: We understand that certain products have their own complexities and requirements and we cater to all products and shipments, from the simplest, to the most complex.

[3] Traceability and Records Keeping:

A. Files Management – All the files uploaded and prepared that have any implication on the clearance of the shipments are archived and easily accessible to the user.
B. Payments Management – All the payments made are recorded along with the invoices for any of the sub payments, those that are paid for the clearance to start, and those that are paid for the clearance to get fulfilled (expenses).
C. Execution of Tasks – Users have visibility on the tasks performed by the agent LIVE and they receive updates and notifications on the status of the clearance regularly as well as on-demand.

Agents exist to serve the clients, and they are obliged to uphold to community standards and legally binding agreements to update on the status of execution and share the relevant material with the users on the platform to ensure complete record keeping.