



Data Management
Services
for
**Canadian
Customs Brokers**

Associate Member

CSCB
CANADIAN SOCIETY
OF CUSTOMS BROKERS

INVENSIS IS USHERING IN A NEW ERA OF BUSINESS PROCESS OUTSOURCING

Partnering with Invensis Technologies for your back office business processes means more than just streamlined operations; it means creating a relationship built on long term success and superior business outcomes.

Since our beginnings in 2000, we have grown to become a leader within the business process management industry for our ability to look beyond quick fix solutions and strive for ways to deliver tangible value for clients' organizations.

The professionals at Invensis are extremely passionate about their work and endeavor to discover innovative ways to improve each of our client's operations. We aim to enhance your organization by enabling process efficiencies.



“We are extremely satisfied with their professionalism, dedication and quality of service. Without their superior services, our business would not have expanded as it has.”

CEO – Virginia based Client

CUSTOMS BROKERAGE SUPPORT SERVICES TO FAST TRACK CUSTOMS CLEARANCE

Having processed well in excess of 6.5 million customs brokerage documents, Invensis possess the capability to add incredible value to your business through streamlined customs brokerage processes. We collaborate with our clients to gain a thorough understanding of their requirements and adapt our services to achieve the desired results. Invensis also provide a complete solution for eManifest processing through our own completely customizable software, which can be integrated with your system.

- ▶ B3 Form Generation / Customs Invoice Processing
- ▶ Separation/Indexing
- ▶ RMD Real Time (ACROSS)
- ▶ RMD Front End Entry
- ▶ Harmonized Systems (HS) Classification
- ▶ NAFTA Verification and Registration
- ▶ E-Manifest

B3 FORM GENERATION – HVS AND LVS

INVENSIS PROVIDES END-TO-END SERVICE FOR B3 FORM GENERATION.

- ▶ Documents are accessed from the client's Document Management System (DMS)
- ▶ Documents are then separated and indexed into the Invensis system
- ▶ Shipments are divided into High Value Shipments (HVS) and Low Value Shipments (LVS)
- ▶ Executives access documents and process them to remote data servers through client application
- ▶ Executives check CADEX and valuation instructions
- ▶ Check for warranty, repairing, DPP, origin shipment date and dollar value
- ▶ Quality assurance team analyzes the output for errors
- ▶ Digitized information is verified against original documents to ensure quality
- ▶ Verified information is sent to customs (CBSA)

Custom Automated Data Exchange (CADEX) systems are used to transfer information to Canadian Customs

SERVICES

Separation and Indexing

- ▶ Scanned documents are accessed from the client's Data Management System (DMS) via a secure VPN and are separated accordingly.
- ▶ These documents are then indexed, where information is extracted and digitized onto the Invensis system.

RMD Real Time (ACROSS)

- ▶ Information which is required for interim accounting is entered, verified and sent to the CBSA via the Accelerated Release Operations Support System (ACROSS).

North American Free Trade Agreement (NAFTA) Verification and Registration

- ▶ We examine the validity and examine all components of NAFTA certificates to ensure 100% accuracy and compliance.
- ▶ NAFTA registration.

RMD Front End Entry

- ▶ Our team directs information needed for customs clearance on LVS to the CBSA.

Harmonized Commodity Description and Coding Systems (HS) Classification

- ▶ Invensis identifies HS Codes for the calculation of customs duties.
- ▶ Different sources are used for code identification
 - ▶ Client database
 - ▶ HS rating book
 - ▶ Client's website/e-commerce sites
 - ▶ Directly contacting the supplier



eMANIFEST PROCESSSS

Invensis provides a complete eManifest solution, to allow you to avoid border delays and enhance the efficiency of your supply chain. Our web based eManifest software seamlessly files cargo (A8A) and conveyance (A9) data and sends this information to the Canadian Border Services Agency (CBSA), well before shipment reaches the border. The software we operate with is fully customizable to suit your business requirement and can interface with your website or any ERP.

At Invensis, our goal is to completely facilitate your eManifest requirements, to remove this hassle and permit you to focus entirely on your core operations. We provide the option for cargo data to be filed independently, or to be combined with conveyance information, prior to being sent to the CBSA.

A FULLY INTEGRATED SUITE TO OPTIMIZE YOUR EFFICIENCY

**Cargo Report
A8A**

**Conveyance Report
A9**

**Barcoded Printing
of Cargo Control
Document**

**Exhaustive Product
Maintenance**

**Configurable Menu
for Easy Data**

**Entry Interface
Compatible with
Websites and ERP**



PRODUCT FEATURES

- ▶ Built to specifications by CBSA
- ▶ Inbuilt PKI
- ▶ EDI enabled
- ▶ Data able to be sent individually or combined
- ▶ Ability to interface with your website or any ERP
- ▶ Extensive reports
- ▶ User based access
- ▶ Completely customizable to meet your unique business processes

Software Benefits

- ▶ Seamless eManifest data entry – enter data once and use it multiple times
- ▶ Rules and audit engine to reduce penalties and errors
- ▶ User and branch level templates are used for repeated entries
- ▶ Auto rating using Billing Matrix for your client contracts
- ▶ Integrated report writing tool (Crystal Clear) and built-in EDI engine
- ▶ Ability to be integrated with any external ERP application
- ▶ Web based, J2EE application with platform, DBMS and application server independence
- ▶ Completely scalable and flexible to suit your dynamically growing business demands.





WITH 24/7 SUPPORT, WE ARE ALWAYS AT YOUR SERVICE

Some support organizations become so absorbed in their own established processes they lose sight of their clients' needs. We institute SLAs prior to the launch of the project to provide us with a comprehensive understanding of the client's desired outcome. Invensis maintains consistent communication at all stages of the customs brokerage process, to promote transparency and to ensure all client requirements and SLAs are being fulfilled.

We provide support 24/7 and are available to connect via:

- ▶ **Email**
- ▶ **Skype**
- ▶ **Telephone**
- ▶ **Instant messenger**

DEDICATED STAFF WORKING 24/7

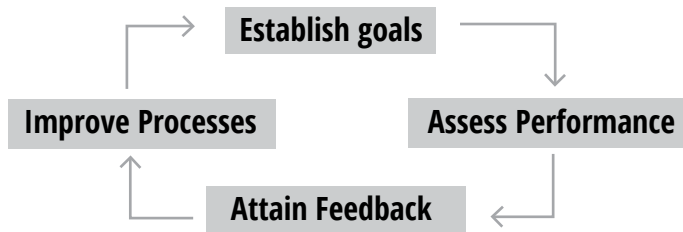
- ▶ Invensis offers a dedicated team of agents for each customer. Split across numerous shifts, our personnel are available 24 hours a day, including weekends and other public holidays. No matter how short your deadline, we will deliver.
- ▶ Our expert team is on hand 24/7, to provide support any time of the day. Any queries or issues that arise will be immediately rectified.
- ▶ We are committed to providing the greatest level of service to our customers – our focus is towards developing strong customer relationships.

QUALITY PROCESSING – THE KEY TO A SMOOTH SUPPLY CHAIN

Invensis is an ISO 9001:2008 certified organization – we ensure all output is of the highest quality and accuracy.

With over 10 years of customs brokerage experience, we have many well established guidelines and processes in place. We encourage feedback from all our clients and thrive on the opportunity to utilize this to further enhance our processes.

A dedicated project manager is assigned to each client for the duration of their project to ensure quality standards are being upheld.



TRAINING METHODOLOGY

Thorough training is provided to all employees to instill the highest standards of

- ▶ **Quality**
- ▶ **Accuracy**
- ▶ **Security**

Training specific to the logistics industry is undertaken by all executives, this creates an in depth knowledge of the industry and the ability to develop insights for improvements on clients' supply chains. Personnel also receive detailed training towards:

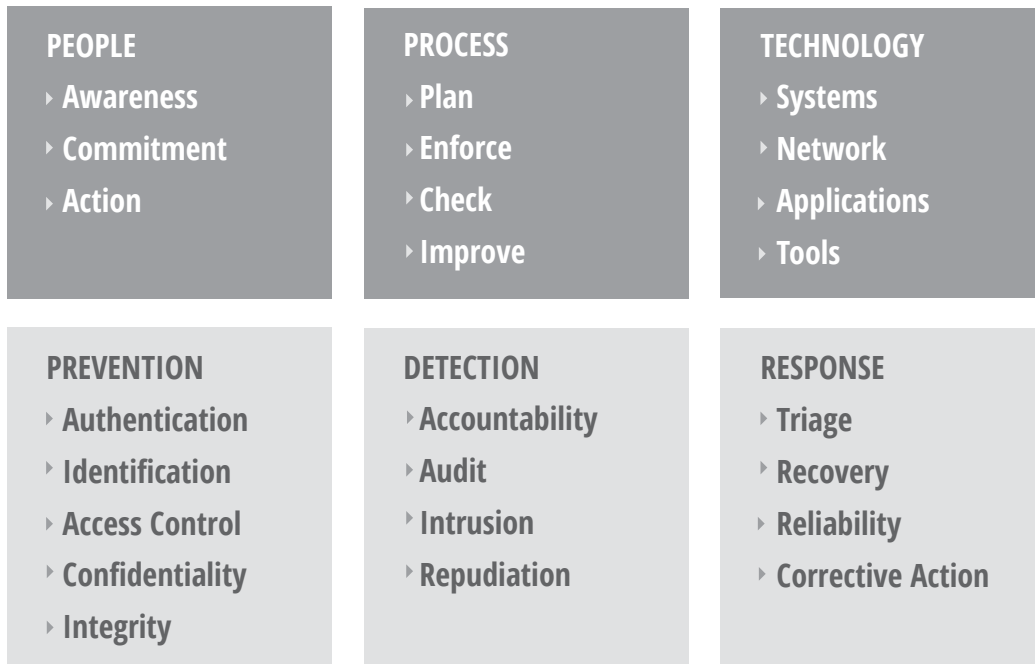
- ▶ **Industry Terminology**
- ▶ **Process Orientation**
- ▶ **Workflow**
- ▶ **Process Essentials**
- ▶ **Client Systems**
- ▶ **Key Performance Metrics**

Process related documentation is provided to each customs brokerage executive, which exhaustively demonstrates the Invensis process flow for customs brokerage services.

DATA SECURITY IS OUR TOP PRIORITY

SECURE SYSTEMS

We understand that the protection of your secure information and intellectual property is a top priority. As an ISO 27001 certified organization, Invensis places the utmost importance on data security and has practices in place at all levels of the company to ensure this is upheld.



Data Protection

A critical component of data security is ensuring information is exchanged over a secure platform. Invensis retrieves data through Virtual Private Network (VPN), to affirm no data remains on the Invensis system. As a further method of administering data protection, image capturing devices are not permitted in the work place.

Physical Security


Invensis has security personnel positioned in all entry and exit points of our building and RF-Id technology is utilized to ensure the whereabouts of employees is known at all times. Invensis operates within a paperless environment and personnel are prohibited from carrying cell phones, PDAs, cameras and USB drives while on the work floor.

Privacy

Prior to the commencement of a project we enter a non-disclosure agreement with all clients. The intention of this agreement is to ensure that data is only used for the specific purpose which is identified by the owner. Through physical and digital security, company policies and regulations Invensis is able to maintain stringent privacy of clients' information.

Technical Security

Each Invensis system is secured by antivirus software and firewalls to contain and cure worms, Trojans, viruses and malicious programs. A secure login and logout of all resources is used, with a report being logged for each employee when they login to their systems.



“Invensis has been extremely resourceful and competent in providing us with quick and efficient services. Would be delighted to recommend to others”

President
Customs Brokerage Giant

THE INVENSIS ADVANTAGE

- ▶ **Over 10 years** customs brokerage experience
- ▶ **In excess of 6.5 million** customs brokerage documents processed
- ▶ **3000+** employees
- ▶ **100+** dedicated customs brokerage executives

Enhance Your Customs Brokerage

While some organizations view outsourcing purely as a means for cost savings, we look at it as an opportunity to enable process efficiencies. At Invensis, we never settle for the bare minimum, we proactively seek out new methods for creating value for your business.

Unmatched Quality

Maintaining the utmost level of accuracy with customs brokerage processes is imperative. Invensis possess a dedicated quality assurance team, who painstakingly analyze all stages of our customs brokerage processing. Our commitment to quality has allowed us to emerge as a leader within the industry and consistently satisfy clients.

Customized Solutions

At Invensis, we understand that every business is different. Invensis tailors customs brokerage services to deliver outcomes specific to the needs of each client. We work in union with our clients to gain a detailed understanding of their organization and adapt our services to suit their requirements.

Accelerated Business

Swift clearance of customs is an extremely important facet of any supply chain. With over 8 years of customs brokerage processing experience, Invensis has developed a systematic approach to ensure streamlined customs clearance.

ABOUT INVENSIS

Starting out as an ambitious team of 5 in Bangalore, India, Invensis has grown steadily over its 20 year history, now boasting in excess of 3000 personnel. From the outset, Invensis has based its offering around providing reliable and secure services, which produce consistent results. Consistency and accuracy with output is an aspect we have emphasized over our history and has been a major source of the company's success.

At Invensis, we understand that every business is different and requires a personalized solution. We choose to collaborate with each and every one of our clients in order to gain a greater understanding of their organization and their goals. By working with our clients, we are able to customize our services specifically to suit their needs and enhance the value of their operations.

A people focused organization, Invensis has always maintained that the company's employees are its greatest asset. This is instilled by the training and development opportunities Invensis provides employees and our commitment towards continual improvement.

Invensis has clients ranging from Fortune 500 companies, to small and medium enterprises located across the USA, Canada, Australia, UK, Germany, Singapore, UAE, Ireland, South Africa and several other countries. Invensis is constantly striving to enhance client's operations through a wide range of services, which include:

By Business Need

- › **Back Office Data Management**
- › **Call Center Services**
- › **Finance and Accounting**
- › **Transcription**

By Industry Solution

- › **Logistics and Supply Chain**
- › **Customs Brokerage**
- › **Healthcare**
- › **Insurance**
- › **Retail**
- › **Chemical and Manufacturing**





THE INVENSIS ADVANTAGE

- ▶ 3000+ professionals
- ▶ ISO 9001 & 27001 certified
- ▶ Fully customizable service to suit every business
- ▶ Over 20 years of experience
- ▶ Numerous global delivery centers
- ▶ Highly trained personnel

OUR WORLDWIDE CLIENTELE



ABOUT INVENSIS TECHNOLOGIES

Invensis Technologies is a business process outsourcing firm with delivery centers located in Bangalore and Hyderabad, India. Since 2000, Invensis has been catering to the diverse outsourcing needs of clients in a wide range of industries, including manufacturing, automotive, hospitality, customs brokerage, healthcare, energy and banking. Invensis is constantly striving to add value to clients businesses through streamlined back office processes and significant cost savings. To learn more about how Invensis can assist you, [contact Invensis today](#).