DIMERCO

A DIMERCO CASE STUDY:

Auto parts distributor teams with Dimerco to automate customs entry process

Challenge

A leading US provider of parts for the repair of European cars imports most of its parts via ocean freight from Europe, Asia, and South America. Shipments typically involve a large volume of line items, multiple invoices, and hundreds of HTS codes per entry, with a database of tens of thousands of items. The scale and complexity of this import program, together with IEEPA tariff changes, created a massive challenge for the company to prepare customs entries.

According to a company executive, "Historically our industry has been paper-based, but we knew it was unrealistic to manage this level of detail manually. We sought an experienced partner that could help us automate the import filing and customs clearance process with full accuracy and compliance."

Solution

Dimerco Express Group was brought in as a logistics solutions partner to implement a more automated document preparation process.

- Upon receiving the company's commercial invoice documents, Dimerco's robotic automation app, DIMBOT, now automatically compares the part number, HTS code, and country of origin against the item master list. It then populates other required data into an Excel template and sends it to Dimerco's customs brokerage team for review.
- Once data is confirmed as accurate, the file is sent back to DIMBOT for conversion to XML format and uploaded into Dimerco's customs brokerage system.

Dimerco is also working closely with the customer's team to automate the document workflow process to avoid having to print and scan invoices into a single PDF.

RESULTS

- Reduced entry prep time by 90+%
- Reduced errors that trigger delays and customs inspections
- Reduced manual processing time by 30+ hours per week

Comment from customer:

"By automating the process, we've improved our margins 2% – 3%. That's huge for us."

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