



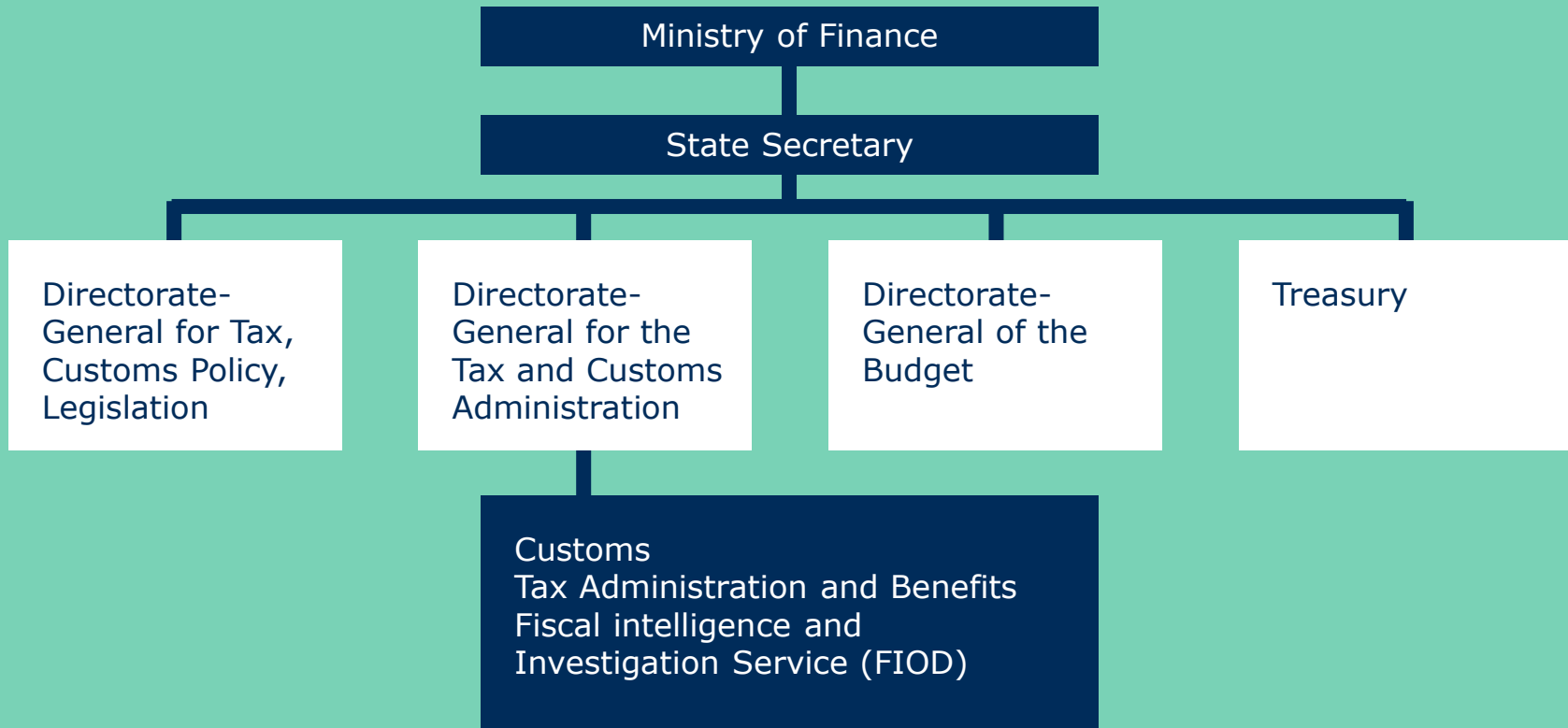
Customs Administration of the
Netherlands
Tax and Customs Administration

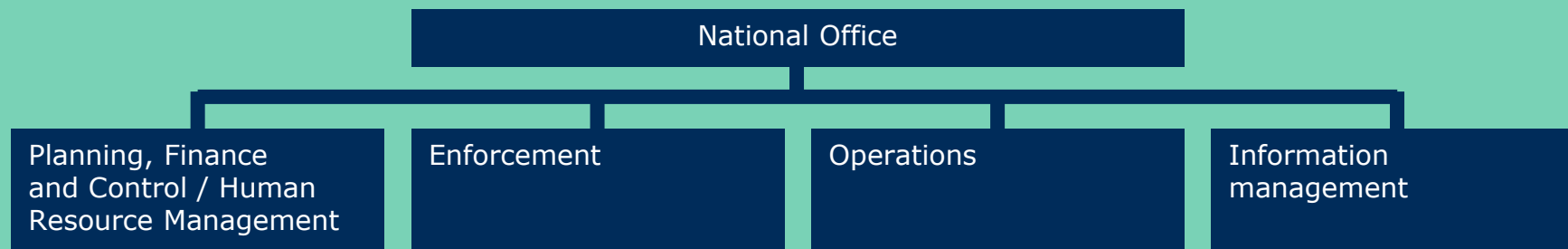
Customs Administration of the Netherlands





How Customs is organised







4700 / 4576

Employees

FTE

Brexit: additional 930 empl.



•Remittance



•Protection



•Competitiveness



The Netherlands serves major hubs for Europe:

- Rotterdam port
- Schiphol airport

not to forget: Amsterdam port

marketshare in LHH-range: $\pm 40\%$ (600 milj.tons)



Long history in automation

1988: import system Sagitta Import


1990: entry system Rodos (entry)

1992: export system Sagitta Export

EU automation starts with NCTS 1995



Lessons learned:

- complex environment
- definitions and processes have to be crystal clear
- describe processes in advance  Business Process Modeling



Lessons learned:

- scoping
- interdependency
- changes and evolutions in external world (VAT-package, eMSW-environment etc.)



Way forward

- one size fits all ??
- cooperation
- sharing of products (project with Germany: COPIS/ZGR online)
- open source / modern development techniques (Agile/SAFE)