



VERAG
SPEDITION AG

DAKOSY Reference: VERAG Spedition AG

Austrian Customs forwarding company relies on ZODIAK GE for Customs clearance

Within the EU, goods can be transported without restrictions. As soon as the exterior borders of the EU are crossed, Customs regulations must be observed. Service provider VERAG Spedition AG is an expert for Customs clearance to and from Austria and Germany with non-EU countries, especially Turkey and the Balkan states. VERAG has its headquarters in Suben, on the Austrian-German border. With a total of nine additional branch offices at geographically strategic border locations, VERAG is ideally positioned for its customers, i.e. shippers, forwarders and logistics companies.

The Customs forwarding company has used the same strategic approach in selecting its software service provider. In the summer of 2017, VERAG switched to DAKOSY and the Customs software ZODIAK GE, which allows it to handle all Customs tasks in Austria and Germany via a uniform interface.

About VERAG Spedition AG:

>> VERAG Spedition AG is a service provider company specializing in Customs and tax matters. Together with the Customs forwarding companies ATILLA and IMEX, it is a part of Luxbauer Holding.

With nine branch offices situated at the most important Customs and border points in Austria, Germany, Serbia, Romania, Bulgaria and Turkey, the company has an excellent network to meet all customer needs.

The range of services is perfectly rounded out with the service packages of refueling, truck parking, driver supplies, storage and VAT refund.



ZODIAK GE is certified for Customs clearance in Germany and Austria as well as for Switzerland, the Netherlands and Belgium.

Josef Siener, IT Manager at VERAG, is satisfied with the switch to ZODIAK GE: "We already got a positive impression of ZODIAK GE in 2016, when DAKOSY presented its solution to a neighboring freight forwarder. We particularly liked the modern and intuitive user interface. In the following year, the cooperation with our long-standing software partner deteriorated. We then took a closer look at ZODIAK GE and decided to make the move."

The preparation for the launch of ZODIAK GE took place over the following months. Siener and Andreas Luxbauer (IT developer) participated in a three-day workshop at DAKOSY to outline the future collaboration. There they also discussed the interface which would automatically transfer all Customs-relevant data to VERAG's own forwarding system.

For Siener, the cooperation got off to a good start: "Since we wanted to establish a close business relationship with DAKOSY, we also wanted security for the future. DAKOSY has more than 30 years of experience as a software company and is future-oriented. We felt that we were well taken care of during the workshop. Our objective was to be able to continue to focus on our core business, i.e. Customs clearance services, and to receive optimum support from our software service provider. DAKOSY offered us this prospect and has carried through on it."

In summer 2017 – shortly before implementation – a DAKOSY trainer held a two-day workshop in Suben to cover the Individual Customs Entry, NCTS and AES Export Customs Declaration modules. The software then went into operation, Siener confirms: "In addition to myself, another colleague took part in the training. We then passed on our knowledge internally. The software is really intuitive and self-explanatory. The interface with the tabs is also structured so clearly that the colleagues could work with the new software without any problems. We particularly like the fact that the mandatory fields are clearly highlighted. The plausibility checks allow us to quickly see if something is still missing or what needs to be corrected and how. As with every major software roll-out, we subsequently had a number of improvement requests, many of which have now been implemented."

The successful launch of the new software led to the software also being introduced a few months later at the two other Customs forwarding companies owned by the holding company, ATILLA and IMEX, so that today the entire organization benefits from DAKOSY's software services.



ZODIAK GE

