

DAKOSY Reference: ZSK Zollservice Koukaras

ZODIAK GE helps to offer great Customs services at Frankfurt Airport

The Customs declaration service provider ZSK is a respected institution at Frankfurt Airport and supports approximately 200 forwarders in handling their Customs matters, most of them in the Rhine-Main region. In order to be able to offer all their customers a fast, smooth and cost-effective service, the service provider relies on the Customs and IT competence of DAKOSY.

At the start, the web application ZAPP-Air was introduced for electronic Customs export presentation at Frankfurt Airport, recalls Managing Director Saki Koukaras-Tsismilis: "I founded the Customs agency in 2002 as a one-man operation. In 2009 there were three of us: the current second managing director, Joe Mladen Petricevic, a temporary employee and me. The agency grew rapidly and we could no longer handle the orders without intelligent IT support. DAKOSY's software was ideal for taking care of export orders quickly and efficiently."



Saki Koukaras-Tsismilis,
Joe Mladen Petricevic

Two years later, ZSK also started using ZODIAK, the comprehensive ATLAS Customs software which can also handle the electronic processing of ABDs which their customers wanted. "The decision to use ZODIAK was imperative for us," explains Petricevic. "I was familiar with all the popular ATLAS Customs solutions through my previous employers. And ZODIAK is the best of them all because it's transparent, clear and self-explanatory. After the introduction, we worked our way through the 'learning by doing' process and can now handle all customer requests, including special cases, without any problems. This has earned us an excellent reputation in the industry."

Their success proves the two Customs specialists right. The annual increase in turnover – repeated this year as well – is 30%. Every month, they handle around 1,200 export and 1,000 import shipments with ZODIAK.

Customer growth and high transaction volumes also require restructuring and increased efficiency in other areas, such as bookkeeping and the preparation of outgoing invoices. Again, DAKOSY has the right software. In the current fiscal year, ZSK switched to the next-generation Java-based ZODIAK GE software and simultaneously introduced the GE module 'Invoicing'. This puts Koukaras and Petricevic in a strong position: "With DAKOSY we have the perfect partner on our side. ZODIAK GE is even more convenient than the Classic version, because the templates and position fields are even easier to use. With the Invoicing module, we'll have a significant increase in efficiency and a huge reduction in the time required for bookkeeping. For the coming year, we are planning an interface for financial accounting, so that our tax consultant can also better cope with the continuing growth of the accounting tasks."

About ZSK Zollservice Koukaras

- >> Founded in 2002, ZSK Koukaras-Tsismilis & Petricevic GbR is a Customs agency with a total of 30 employees and is ideally positioned to deal with all customers' Customs issues. The team consists of clerks for handling import and export matters as well as Customs agents who, among other things, take care of Customs declarations and the collection of freight documents. A total of approximately 200 customers are served throughout Germany, including many freight forwarders, exporters and importers as well as individuals.