e2open®

Sending Medicines and Other Supplies Worldwide, Quickly and Cost-Efficiently with e2open®

Vital International Aid Organizations

Based in Kaufbeuren, Germany, humedica e.V. is an international nongovernmental organization (NGO) that provides humanitarian assistance focused on disaster deployment, with projects in 90 countries since its founding in 1979.

Challenge of Complying with International Trade Regulations

humedica needed an efficient customs software solution that keeps abreast of the guidelines in the individual countries and allows easy, secure data exchange with local customs authorities, along with operation of a customs warehouse.

The organization had to comply with the various regulations for electronic customs processing in each country, and the movement of goods through third-party countries was increasing. Country-specific customs regulations and initiatives such as the Import Control System (ICS) make electronic customs processing increasingly complex and time-consuming. The solution had to be modularly built and easy to learn — and it had to be adaptable to future requirements.

Why e2open?

Since 2009, humedica e.V. has used e2open's customs management solutions to streamline customs clearance of aid deliveries to crisis locations worldwide. As an international nongovernmental organization (NGO), humedica is financed by donations. E2open, the only supplier, was willing to provide delivery, installation and training free of charge.

With e2open, humedica e.V. could leverage easy-to-learn, highly ergonomic software that could enable compliance with all legal regulations in Germany for the process used. The organization gained streamlined customs processing in a constantly changing regulatory environment along with easy scalability with future modules for customs warehouse administration.

Streamlined Customs Declarations and Clearance

E2open's Customs Filing application, combined with the vendor's customs warehouse administration capabilities, streamlined and accelerated the processes of the humanitarian aid organization humedica e.V. and saved substantial amounts of money.

To avoid time- and cost-intensive customs clearance going in and out of third-party countries, humedica set up a customs warehouse and applied for the status of authorized consignor in 2015. This allows humedica to import and store goods from third-party countries without customs clearance and deliver them quickly to crisis locations outside the EU when needed. For this simple process, humedica needs a "bonded warehouse solution," which was provided free of charge, including installation and free onsite training.

"We're grateful to BluJay [now e2open] that we can benefit from this flexible, comprehensive software, because it tremendously eases our workload. With BluJay [e2open], we have a partner at our side who knows international customs regulations and logistics processes through and through. This lets us help people in need faster and better all over the world.

Director of Logistics
humedica e.V.

Even for sending Christmas packages to children in Eastern Europe, e2open makes the association's work easier. In cooperation with radio station Bayerischer Rundfunk, the event "Gift from the Heart" gathered packages at over 800 collection points all over Bavaria. At the humedica warehouse, the packages were then prepared for dispatch by volunteers.

With the introduction of the electronic ATLAS process for customs clearance, e2open had already supported the aid organization humedica e.V. with customs software free of charge. E2open's software-as-a-service (SaaS) solution uses multi-level inventory management with which multiple sites can be managed from one virtual warehouse. The solution also supports multiple currencies, time zones and languages, which is indispensable for an internationally active organization like humedica.

With e2open Customs Filing, humedica e.V. gained sustainably faster speeds, control of ATLAS customs clearance, easy scalability and software that helps with the company's holiday program, Gift from the Heart.

About e2open

At e2open, we're creating a more connected, intelligent supply chain. It starts with sensing and responding to real-time demand, supply and delivery constraints. Bringing together data from customers, distribution channels, suppliers, contract manufacturers and logistics partners, our collaborative and agile supply chain platform enables companies to use data in real time, with artificial intelligence and machine learning to drive smarter decisions. All this complex information is delivered in a single view that encompasses your demand, supply and logistics ecosystems. E2open is changing everything. Visit www.e2open.com.

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