

A Custom Scanning Solution for Customs Declaration Forms

Collecting revenue is smooth sailing now that forms are scanned and filed electronically, saving H.M. Customs Bermuda time and money.



XEROX® DOCUMATE® DEPARTMENTAL SCANNERS

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THE CHALLENGE

H.M. Customs Bermuda collects and protects about a third of the Bermuda Government's revenue. All visitors and residents arriving by air or cruise ship must complete customs declaration forms before they clear immigration. About 80 forms are collected per flight. Completed forms were stored in a satellite office, and H.M. Customs Bermuda had to manually retrieve the forms for any follow-up.

The process was extremely slow, and the costs of locating, retrieving and delivering the declaration forms were high. They realized this was a problem and sought a better solution. But their budget to develop a solution was very limited.

THE SOLUTION

We worked within budget to develop a custom solution including a Xerox® DocuMate® departmental scanner and Visioneer® OneTouch® software. Now H.M. Customs Bermuda can capture the front and back sides of declaration forms into a single PDF for each flight. Both sides of the form appear on one page, side-by-side, per their request.

Using OneTouch customization, scans are sent to a shared network folder. A continuous scan setting lets users add paper to the current scan job and create files with more pages than the automatic document feeder (ADF) allows. Images are enhanced post-scan for easy data extraction, recognition and retrieval.

THE RESULTS

Now when a flight arrives, all customs forms are collected and scanned into a multipage PDF file. The file is named by flight number and arrival date. To retrieve a form, inspectors simply search by flight and date to find the electronic file.

H.M. Customs Bermuda no longer needs to go offsite for hard copy forms, and they've eliminated virtually all costs associated with form storage, transportation and retrieval. Best of all, with the completely electronic scanning solution in place, customs officials have instant access to digital forms whenever needed. Now they can spend more time collecting and protecting revenue.

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