

# Hassle-free customs is Markham product

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appeal that Crossings has been invited to Australia to help set up this service. As Tuck states, "Most countries around the world have goods recorded coming in and going out. So what you end up with is mounds and mounds of paper such as invoices, bills, letters of credit and many more documents."

Therefore, around the world most customs departments are substituting paperwork for the electronic mode of operation. And most of your major shipping ports, he continues, like Montreal, Vancouver, Halifax, St. John's, New York, Seattle, overseas Rotterdam, etc. are making changes to incorporate this system.

**Drawback to EDI**  
With any new concept whether it is a product or service oriented, problems evolve. EDI is no exception. As Naujok states, "EDI while it is advantageous for most companies, the workforce may suffer. One of the disadvantages is it is a whole brand-new way of

doing business. When you stop and think I no longer need paper, you have an obvious change in your thinking. And all of a sudden now you have a people problem."

For instance, he continues, if you are paid by the number of people you manage, you could lose half of your responsibility and half of your pay, since with EDI you have fewer people in the office. Therefore, the whole concept of going to "paperless" is very difficult for business people to accept.

For Motorola, working in a paperless environment has been beneficial. As Sartor mentions, "At the present moment we would not have to look at hiring additional staff. What the EDI system has allowed us to do, is scrutinize the data on the screen more effectively. Also, at Motorola, we handle several million pieces of paper at different times. So, as far as cost effectiveness is concerned, the idea of going to 'paperless' is great."

**Cost Factor**  
Companies can acquire the

EDI system reasonably. As Tuck states, "I can basically now put you into the world marketplace with a little investment. If you wanted to import your goods it would cost \$7,000 which would run on a micro. If you wanted to export your goods it would cost \$4,900. You can no longer think about trading between Ontario and Quebec or with the United States. If you are not in the world marketplace you are dead." For Motorola, venturing into the world of "paperless" has been positive. As Sartor states, "The purchase of the EDI system will allow us to better compete in the free trade arena. Paperwork will also become secondary with the utilization of computers in the Customs area. And this is something we (Motorola) are looking forward to."

The interesting thing right now, Tuck continues, is that if you want to work with General Motors and you cannot supply their invoicing and packing information in an electronic form, you will not be their supplier.

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