



## Managing International Customs & Trade Compliance



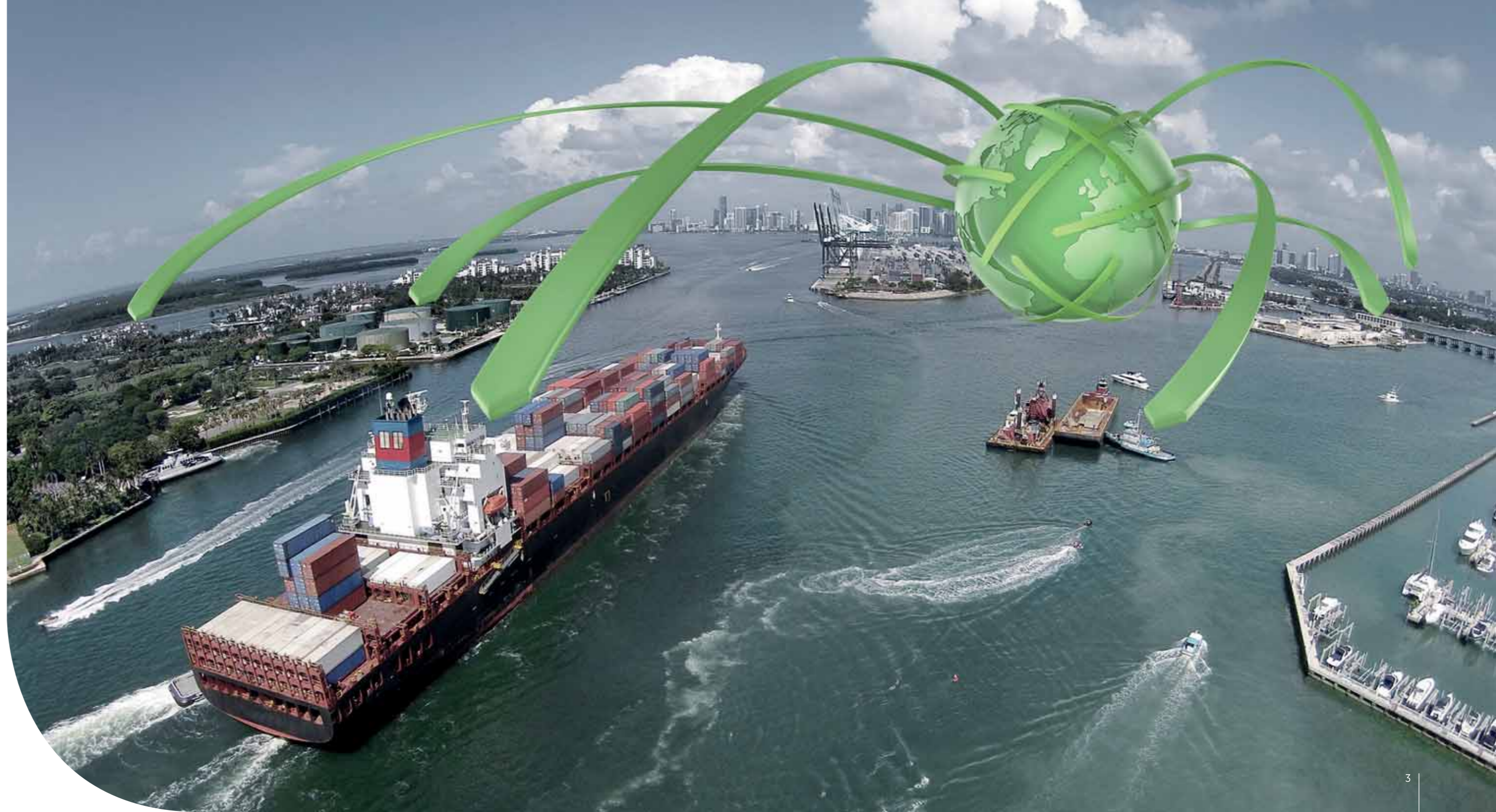
## Let MIC help you manage the complex and ever-changing international customs and trade compliance landscape while enhancing your processes

Multinational companies are facing greater compliance challenges when addressing the continuously evolving international legal requirements. Customs and trade compliance management has a significant impact on production location and purchasing decisions, delivery times, cost savings and competitive advantages. Thus, it is crucial to establish processes that are accurately, effectively, and efficiently managed utilizing proven global IT solutions.

The international requirements for companies regarding customs and trade compliance management are complex and subject to ongoing legal changes covering a multitude of topics, such as: Correct product classification, compliance with export control regulations, numerous sanction list screenings, calculation of origin based on ratified free trade agreements, supply chain security initiatives, and management of special

customs regimes as part of the import and export clearance processes. In addition, country-specific legal requirements that include legislative and technical changes make it increasingly difficult to completely fulfill the requirements of international customs and trade compliance.

A partnership with MIC strengthens a company's ability to deal with the daily operational challenges of international customs and trade compliance management. MIC has a trendsetting Global Trade Management (GTM) software solution that allows companies to standardize and automate their customs and trade compliance processes. MIC's software solution is available on 6 continents and can be configured according to the company's specific needs to significantly improve legal compliance, thus saving time, money, and eliminating future business disruptions.





## With the most sustainable customs and trade compliance solutions

There are various customs regulations and requirements programs throughout the world. Examples include ACE, FTZ and Duty Drawback in the USA, IMMEX in Mexico, the Union Customs Code (UCC) in the EU (and its various national characteristics), the Free Zone in Thailand, and the China Single Window. All of these have the objective of making customs procedures simpler, more modern and more efficient. Their intent is to reduce the number of customs procedures and to convert to IT-based customs declarations that allow for electronic data exchange with the national IT-systems of the customs authorities.

There are also changes in export control legislation (e.g. embargoes, export license requirements, sanctions lists, export control commodity lists, etc.) and an increasing number of ratified free trade agreements (500+), all designed to help companies to be more competitive across the globe by taking advantage of cost optimization potentials according to the statutory requirements of that region and/or country.

MIC GTM software helps companies maintain international visibility and to take advantage of these program changes in legislation. We know the intricacies of national and regional customs and export control requirements. Our software takes account of the respective regulations and uses similarities in global customs and export control law. This is done in 55+ countries on 6 continents with regularly updated trade content for 150+ countries. In addition, our data analytics & visualization tool enables improved decision making by identifying optimization potentials and supply chain trends across global customs and trade compliance processes. As a result, global business processes can be designed and automated more efficiently. This not only increases compliance, but also saves time, money and increases global competitiveness.

## With the most extensive network of authorities and professional organizations

What distinguishes MIC from its competitors? MIC is always one step ahead of the competition when it comes to innovation! And this has a good reason: MIC is the only software provider with a membership in various EU working groups, such as the Single Authorization for Simplified Procedures (SASP), and maintains international contacts to authorities in 55+ countries on 6 continents. MIC also works closely together with numerous consulting firms across the globe, including national boutique firms as well as four of the largest global players in the international customs and trade compliance arena.

MIC is also a member of these important organizations:

- EFA (European Forum for Foreign Trade, Excise and Customs)
- ODASCE (Office for the Development of Automation and Simplification of Foreign Trade)
- AAEI (American Association of Exporters and Importers)
- US Trade Support Network
- International Compliance Professionals Association (ICPA)
- National Foreign Trade Zones Association (NAFTZ)
- World Free Zones Organization (World FZO)
- Automotive Industry Action Group (AIAG)
- United States-Mexico Chamber of Commerce (USMCOC)
- The UK Association for International Trade (ACITA)
- American Chamber of Commerce Thailand (AMCHAM Thailand)
- The German-Thai Chamber of Commerce (GTCC)
- Thai National Shippers' Council (TNSC)
- Automation Alley
- Thailand Board of Investment (BOI)
- American Chamber of Commerce, China
- EU Chamber of Commerce, China





## With a one-stop-shop for automation and cost savings

Whether it's for a multinational corporation with hundreds of daily foreign trade transactions, a mid-sized enterprise with a high import/export load, or a logistics provider, MIC offers a singular configurable GTM software solution to meet the needs of companies of any size in any industry that requires international customs and trade compliance management. MIC provides organically developed software on a harmonious platform. 1 GTM Source System with 1 Database, 1 Graphical User Interface, and 1 consistent Maintenance & Support Service – Globally.

No implementation partners required! MIC provides a complete range of professional services offering which includes qualified project management (PMI certified, CMMI standards), integration, training, content, and premium support, allowing us to deliver high quality software solutions on time and within scope and budget.



### **Software as a Service (SaaS)/Cloud**

MIC provides its software via its data center infrastructure. Upon request, a MIC partner can take over the daily operational handling (managed services).

### **Your advantage:**

Low investment expenses and “pay per use” cost savings, as well as reduced time to value.

## With specialists for all areas, around the clock, around the world – just for you

At MIC, specialists take care of our customers' concerns: from the configuration of a standardized customs and trade compliance software package to the implementation and integration of our products into existing business processes and systems. MIC provides a complete range of professional services offering which includes qualified project management (PMI certified, CMMI standards), integration, training, content, and premium support up to 24/7. Maintenance, support, and continuous adaptation to legal changes is not just a contract – it is a responsibility.

All MIC employees have in-depth customs and trade compliance knowledge along with professional IT training. MIC has focused exclusively on customs and trade compliance software solutions for over 35 years.

Over 20% of MIC US employees are licensed customs brokers. US Customs Brokers must have expertise in entry procedures, admissibility requirements, classification, valuation, and the rates of duty as well as applicable taxes and fees for imported merchandise.

Our project team leaders are Project Management Professionals® (PMP) or hold equivalent qualifications. PMP is the most widely recognized certification in the project management sector. MIC follows Capability Maturity Model Integration® (CMMI) guidelines and Information Technology Infrastructure Library (ITIL) standards, so all MIC internal process flows are documented, checked, and continuously improved.





## MIC – one world, one solution, one mission

MIC is the worldwide leading provider of global customs and trade compliance software solutions. More than 800 customers in 55+ countries on six continents use MIC customs and trade compliance software. We specialize in the integration of global customs and trade compliance systems based on specific corporate structures and consider regional and national legal requirements. We ensure efficient customs operations and compliance within the legal frameworks. 1 GTM Source System with 1 GTM Compliance Database, 1 Graphical User Interface, and 1 consistent Maintenance & Support Service – worldwide.

We provide our customers with a high-quality, user-friendly suite of web-based software products which are subject to continuous enhancements and developments. We have established MIC as a global standard for quality in our area of expertise. We continuously invest in technology to sustain our functional and geographic growth. For us, it is fundamental that all our activities are fair, faithful, sustainable and in compliance with all applicable laws and regulations.

MIC is the only privately owned and financially independent global software vendor in the international customs and trade compliance arena with one single IT platform. This allows us to be flexible and quick, powering us to a considerable competitive advantage in these continuously changing, fast-paced and dynamic times.

# The milestones to the world's leading supplier

When MIC was founded in 1988, we had a vision: the development of a market leading software solution for handling global customs and trade compliance processes. Today, over 35 years later, that vision has long since become reality.

MIC has established itself as a global brand and is the market leader in the global customs and trade compliance software sector. At the same time, MIC has consistently grown geographically, as well as in its number of employees. Today we are over +500 employees strong and still growing.



1988

2009

2015

2018

2020

2022

## 1988 MIC Datenverarbeitung GmbH founded

1990 MIC introduces software for handling Simplified Customs processes in Austria

1994 Hewlett Packard orders a central customs solution for 10 European countries and India

1999 Installation of the first electronic message exchange with the customs authority system in the UK

2000 Siemens orders a central customs solution for Germany

## 2002 MIC Logistics founded in Detroit, MI, USA

General Motors orders global, centralized, standardized customs software

2003 MIC is certified for ATLAS in Germany

## 2006 MIC opens office in Vancouver, WA, USA

2007 MIC takes over Austrian customs software provider DHF

Daimler orders a global, centralized, standardized customs software

2008 MIC takes over Swiss customs software provider DataTeam

Nokia and Philips are acquired as new customers

## 2009 MIC starts offering "Software as a Service" (SaaS) and companies like Ford and Syngenta start using it

## 2010 Europe-wide solution for EMCS (Excise Movement and Control System)

Panasonic implements MIC SaaS in 17 EU countries

## 2012 MIC launches new product for Denied Party Screening (MIC DPS)

FIAT and VW AG sign contract to implement MIC's customs and trade compliance solutions - worldwide

Ford Thailand runs Free Zone with MIC solutions

2013 The world's second largest tobacco group, as well as Volvo Cars Corporation, order a unified, centrally installed customs solution - worldwide

## Intrastat available for all EU Member States

Tyco Electronics runs MIC's Origin Calculation & Supplier Solicitation Solution for North America

## 2014 MIC opens new sales office in Antwerp, Belgium

BSH Group and ZF Friedrichshafen now rely on MIC

MIC offers Global Trade Content Services for 150+ countries

## 2015 MIC is certified for ACE in USA

ZF North America relies on MIC's Free Trade Agreement management solution (MIC OCS)

FCA implements MIC's customs solutions for Italy

## 2016 MIC Customs Solutions TH Ltd. founded with new office in Bangkok, Thailand

Chemours signs contract for MIC SaaS in multiple countries

Nissan Motor implements MIC's Free Zone solution for Thailand

BMW Group orders MIC OCS for South Africa

Coty & Liebherr sign contract for MIC's full range of customs & trade compliance solutions

## 2017 MIC's customs and trade compliance solutions cover 55+ countries

Large number of new clients won like Asics, Brose, Emerson, Hilti, Ledvance, Mubea, Parker Hannifin and Tesla, covering a broad range of industries such as automotive, textile, retail, machinery, and technology

Ford orders MIC solutions for India and Europe

Launch of origin calculation & supplier solicitation for the new CETA agreement in MIC OCS

## 2018 MIC Customs Solutions México, S.A. de C.V. founded with new office in Mexico City, Mexico

Go-live of MIC's Origin Calculation and Central Customs Tariff Classification System at HILTI using MIC's new standard interfaces for SAP S/4HANA

Volvo Cars implements MIC's US Foreign Trade Zone (FTZ) solution and chooses MIC-CUST® incl. Processing Trade in China

Prestigious brands like Faurecia, Kawasaki, Primark are among MIC's new clients

## 2019 As the first Non-Chinese vendor, MIC launches its China solution for direct electronic data exchange with the Chinese Single Window

BMW Group goes live with MIC OCS in Thailand and MIC-CUST® for customs declarations in Mexico

Ford relies on MIC-CUST® in Taiwan

Brose goes live with MIC's solutions for US FTZ & Free Trade Agreement management

## 2020 MIC implements MIC PCSI for efficient reporting of exports to the harbor management IT-systems in Belgium and the Netherlands

MIC certifies for TISAX - the automotive industry standard for information security

MIC certifies for the Document Imaging System (DIS) of the US CBP

Implementation of MIC's solutions for Customs Tariff Classification and Free Zone management in Serbia

Brand new MIC Data Analytics & Visualization tool for improved decision making and increased compliance & audit-readiness

Mondelēz chooses MIC-CUST® Export, Import & OPR in the United Kingdom and IPR Stock Tracking for Ireland

ZF Friedrichshafen AG manages its export control processes with MIC's Export Control Management Software ECM, goes live with MIC OCS in China and implements the JEFTA agreement

ITG Taiwan go-live with import into BWH, temporary storage and free circulation

Zalando, the fashion e-commerce giant, chooses MIC's global customs and trade compliance software platform to process around 1.5 million export line items per day in a single country

MIC completes the DHL Benelux roll-out covering MIC EMCS, MIC-CUST® and MIC NCTS for the Netherlands, as well as MIC NCTS for Belgium

Other prestigious brands like Aston Martin, Bentley, Lear Corporation, Molex, Mettler Toledo, Red Bull and Buckland join MIC as customers

## 2021 More than 250 free trade agreements for origin calculation implemented

MIC takes over Austrian customs software provider LDV Systema

MIC opens new offices located in Vienna and Hagenberg, Austria

MIC receives Ford's World Excellence Supplier Award 2021

MIC is the leading supplier of Global Trade Compliance (GTC) solutions in the EMEA region (19,4% market share) and for the automotive industry globally (36,3% market share)

MIC certified its SAP data extraction programs for SAP S/4HANA integration

MIC implemented brand-new UK FTAs (due to Brexit)

Major existing On-Premise clients (e.g. Siemens, Nokia) decided to migrate to SaaS solution

Zalando reports more than 20 million invoice lines per month

New customers: BioNTech, Crane Worldwide Logistics, Electrolux, Lippert, Livingston, RUAG, Vitesco, Wella and many more

## 2022 ISO 27001 Certification

Successful transition to UK's new customs filing system CDS for Primark, Mercedes-Benz AG, Daimler, Fiat, Siemens Energy and Ford

80% of all MIC customers run on SaaS environment

Stellantis: Successful integration of all their brands into one single customs system run on SaaS

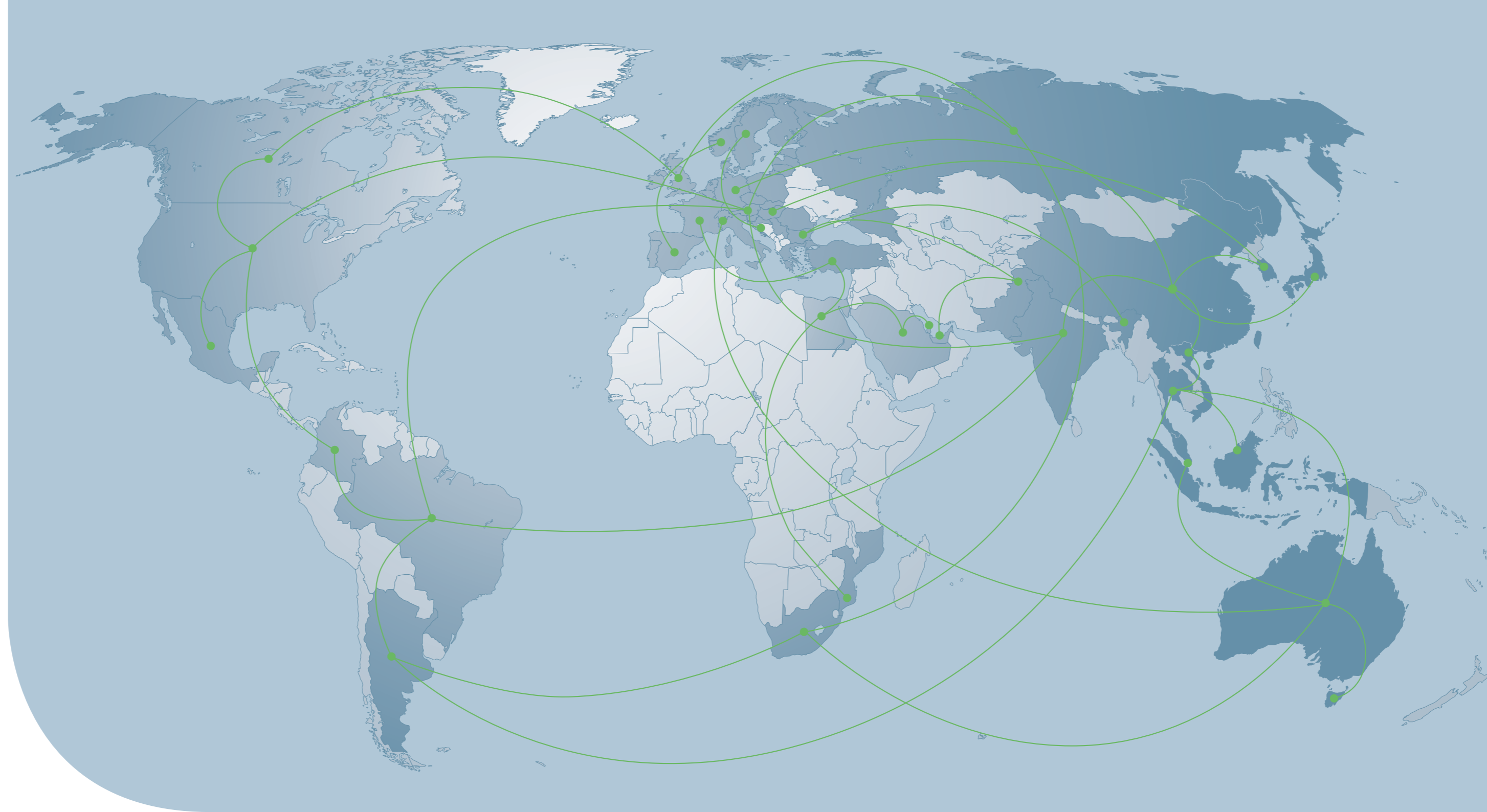
New customers: Flender, Valeo, Crowe, L'Oréal, CATL, Polestar, Woodgrain and more



## Our world revolves around our customers

Our success is measured by our customers' satisfaction. A major factor in this success has been the long-term dedication, service, and partnership with our clients. The following internationally operating companies are customers of MIC – many of them for over two decades:

Agilent Technologies • Aptiv • Asics • Aston Martin • Audi • Auto Alliance Thailand • BioNTech • Bentley • BMW Group • Brose • BSH Hausgeräte • Buckland Customs Brokers • CATL • CATTs • Chemours • CNH Industrial • Coty • Crane Worldwide Logistics • Cummins Filtration • Dachser • Daimler Trucks AG • DHL • Doka • Electrolux • Emerson • ExxonMobil • Faurecia • Fiat Chrysler Automobiles • Fiege • Fiskars • Flender • Ford • Gebrüder Weiss • General Motors • Hager Group • Hellmann • Hewlett Packard • Hilti • Imperial Brands • Infineon • IVECO • Ivoclar Vivadent • Japan Tobacco International • Kawasaki • Keysight • Klöckner Pentaplast • Lagermax • Lear Corporation • Ledvanse • Lidl • Liechtensteiner Post • Liebherr • Lippert • Livingston • Logwin • L'Oréal • Magna Steyr • MAN • Mayr Melnhof • Melexis • Mercedes Benz AG • Mettler Toledo • Migros • Metro • MetsäBoard • Mondelēz • MS Direct AG • Mubea • Nissan • Nokia • Novartis • OSRAM • ÖBB RailCargo • Österreichische Post • Panasonic • Parker Hannifin • Philips Royal • Polestar • Primark • Procter & Gamble • PSA Peugeot Citroën • Ravago • Red Bull • RHI Magnesita • Robert Bosch AG • Rosenberger • RUAG • Sabic • Scania • Schweizer Post International • Siemens AG • Sigma • Signata • Stellantis • Stora Enso Timber • Swarovski • Swissport • Syngenta • Tesla • Tyco Electronics • UBS • Valeo • VERAG • Vitesco • Volkswagen Group • Volvo Cars Corporation • Volvo AB • Wacker Neuson • Wella • Wolford • Woodgrain • Zalando • ZF Friedrichshafen and many more



### Available countries

#### Europe

Austria  
Belgium  
Bulgaria  
Croatia  
Cyprus  
Czech Republic  
Denmark  
Estonia  
Finland  
France  
Germany  
Greece  
Hungary  
Ireland  
Italy  
Latvia  
Lithuania  
Luxembourg  
Malta  
Netherlands  
Norway  
Poland  
Portugal  
Romania  
Serbia  
Slovakia  
Slovenia  
Spain  
Sweden  
Switzerland  
Turkey  
United Kingdom

#### North America

Canada  
Mexico  
USA

#### South America

Argentina  
Brazil  
Colombia

#### Africa

Egypt  
Mozambique  
South Africa

#### Asia

China  
Dubai  
India  
Indonesia  
Japan  
Malaysia  
Pakistan  
Qatar  
Russia  
Saudi Arabia  
Singapore  
South Korea  
Taiwan  
Thailand  
Vietnam

#### Australia

## Partner knowledge in more than 150 countries

As a leading provider of global software solutions, MIC places great importance on the international standing of its partners. Thus, MIC offers its worldwide operating customers optimal solutions delivering the best possible results.



### Technology

MIC relies on Oracle's database solutions.



Informatics supports MIC's SAP team in the standardized integration of MIC modules with our customers' SAP systems (e.g. S/4HANA).



### Global Trade Content

Mendel Verlag is a specialized content provider focused on tariff and non-tariff rules of third countries and international customs and export control regulations. Mendel Verlag is also a long-term content provider for interactive databases of the European Commission, e.g. the EU Access2Markets Database.



PST.AG supplies content on all areas of foreign trade to many companies worldwide.



Dun & Bradstreet supports MIC with up-to-date content regarding companies' ownership structures in the context of the Ultimate Beneficial Owner (UBO) screening.



Dow Jones (Risk & Compliance) supports MIC with content for Sanctions Control and Ownership screening.



### Supply Chain Execution

ALPEGA (inet) is MIC's partner with regard to global solutions for supply chain execution.

### Consultancy & Services

MIC works closely together with four of the largest, but also with numerous national boutique consulting firms, in the field of customs and trade compliance.

### MIC Data Analytics & Visualization

Collects, translates and transforms data from different sources (e.g. Authority Reports, Broker Declaration Data, MIC-CUST® Import, MIC-CUST® Export, Internal IT-Systems) into readable language according to WCO, EU and country-specific data sets. In context with trade

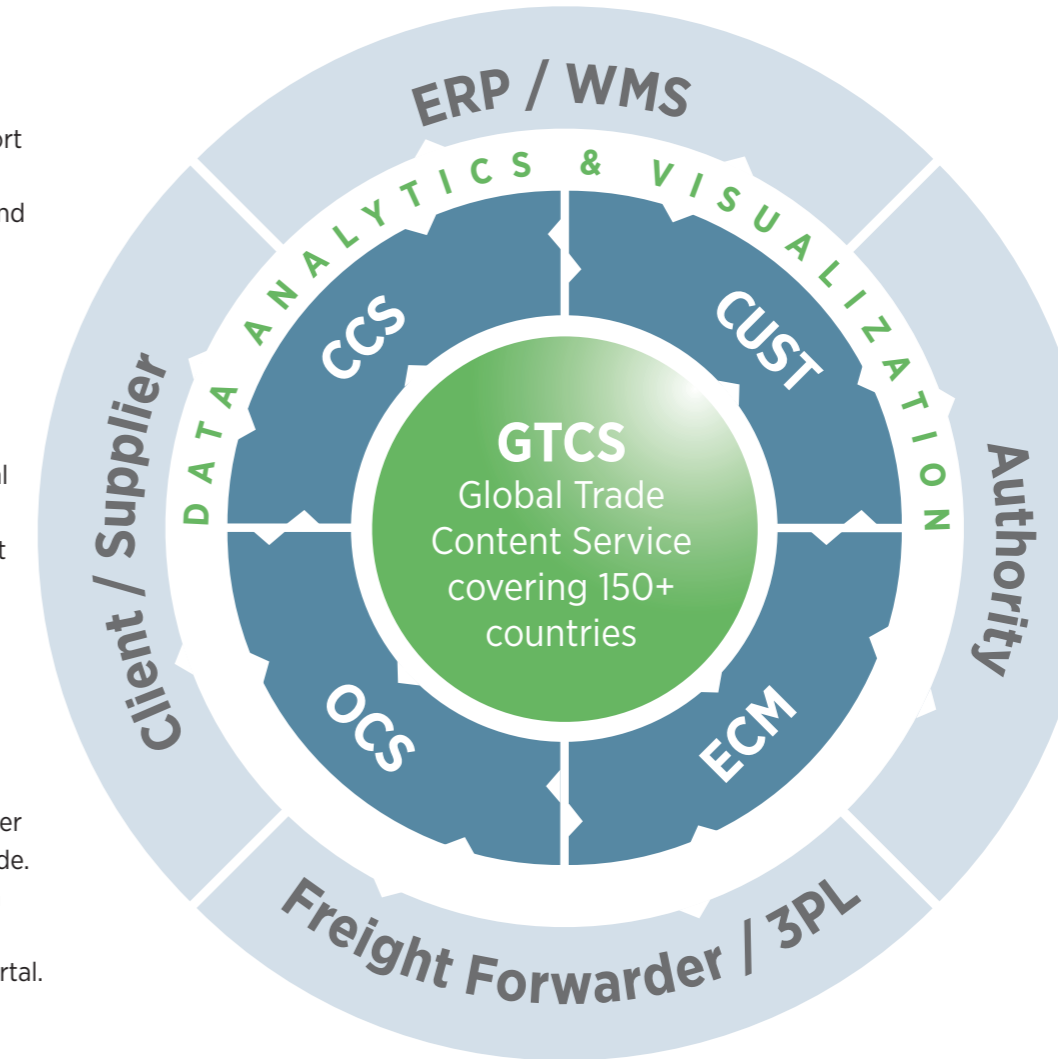
content such as customs tariffs and free trade agreements, these data sets turn into usable information. All this information is prepared in such a way that it can be visualized quickly and easily, either via APIs in in-house solutions or directly in the MIC platform for analysis and interpretation.

### MIC Central Classification System

Increased degree of automation for assignment of customs tariff & export control classification to products based on user-validated selection and matching rules, decision trees and Artificial Intelligence/Machine Learning (AI/ML) suggestions using latest technologies like Natural Language Processing (NLP) in combination with Computer Vision (CV). Continuously updated national customs tariffs and export control commodity lists ensure that product classifications are validated against accurate national information.

### MIC Origin Calculation System

Automated preferential and non-preferential origin calculation for over 250 free trade agreements worldwide. Management of supplier solicitation process as well as electronic data exchange with suppliers via web portal.



### MIC Customs Filing

Automated electronic export and import customs clearance processes, including special customs regimes and inventory management: Import, export, transit, inward processing relief, bonded warehouse, foreign trade zones, free zones, duty drawback, processing trade, central clearance/SASP, Intrastat, EMCS and others. Directly interfacing with the appropriate governmental system.

**"We do the last mile!"**

### MIC Export Control Management

Central check of business transactions as required by export law, including screening against sanction lists, embargo checks, end user/end use check resp. dual-use reviews, identification of licensing requirements and license management.



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