

Generative AI for Trade Facilitation



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AI

AI Trends in Customs Operations



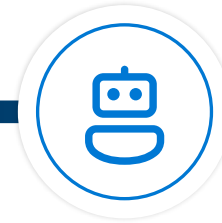
New ways of engaging with employees and people



Democratization of AI with Generative AI, Explainable AI, Sustainable AI



Leverage AI driven data Insights in the Cloud



Smart Innovation and Automation for real time cross-country and cross agency insights



Optimize employee time and skills



Essential part of Process Improvement and Business Decision Making

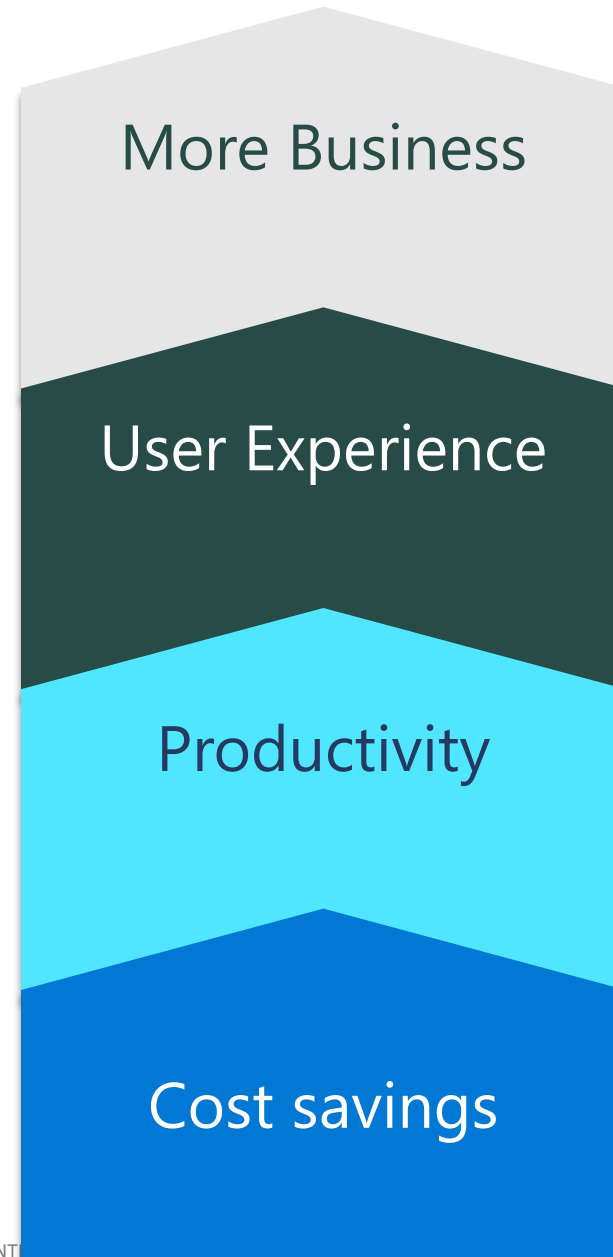
Security & Trust

Benefits of AI & Copilots in Customs

When vendors were asked how the AI-bot performed, over 65% preferred negotiating with it instead of with an employee. [EY 2024](#)

Picking routes within warehouses, boosting workforce productivity by about 30% while slashing operational costs through optimized space and materials handling. [EY 2024](#)

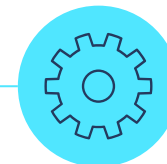
Regarding data analysis the operational costs of GPT-4 are between 0.45% and 0.70% of that of a data analyst. [WCO 2023](#)



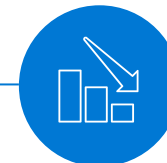
- > Attracting new investments
- > Faster clearance
- > Better revenue collection
- > Dynamic revenue collection



- > Less error in customs clearance process
- > Prefilled declarations
- > Tell Us Once approach
- > Automated biometrics verification
- > User satisfaction
- > Creation of new services
- > Automated vendor negotiation



- > Efficient warehouse management
- > Truck and container slot allocation
- > Automated fraud & compliance detection
- > Less document administration
- > Facilitates multilingual dissemination of administrative stances
- > More time for inspections

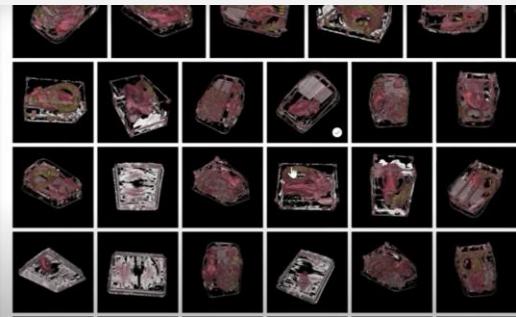


- > Automation between systems
- > Eliminating human-errors
- > Better risk management
- > Automated situational awareness
- > Supply chain integrity & monitoring
- > Helping with data and analyses

AI-led innovation in Customs and Ports Operations



UK Customs and Heathrow Airport



Multispecies AI model to detect illegal wildlife trafficking

Project SEEKER



Canada Marine Security Operations Center



Enhancing situational awareness with Correlation engine powered by AI

Object Detection | Action Recognition
Image Classification | Semantic Segmentation



Ports of Oulu, Finland

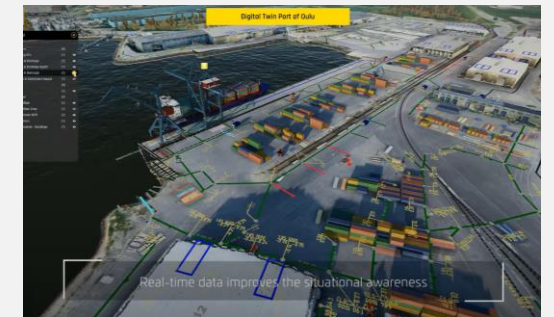


Intelligent customs and ports operations with Digital Twin

5G Connection | IoT and spatial data
Intelligent data platform | Real time 3D



Inter-American Center of Tax Administrations (CIAT)



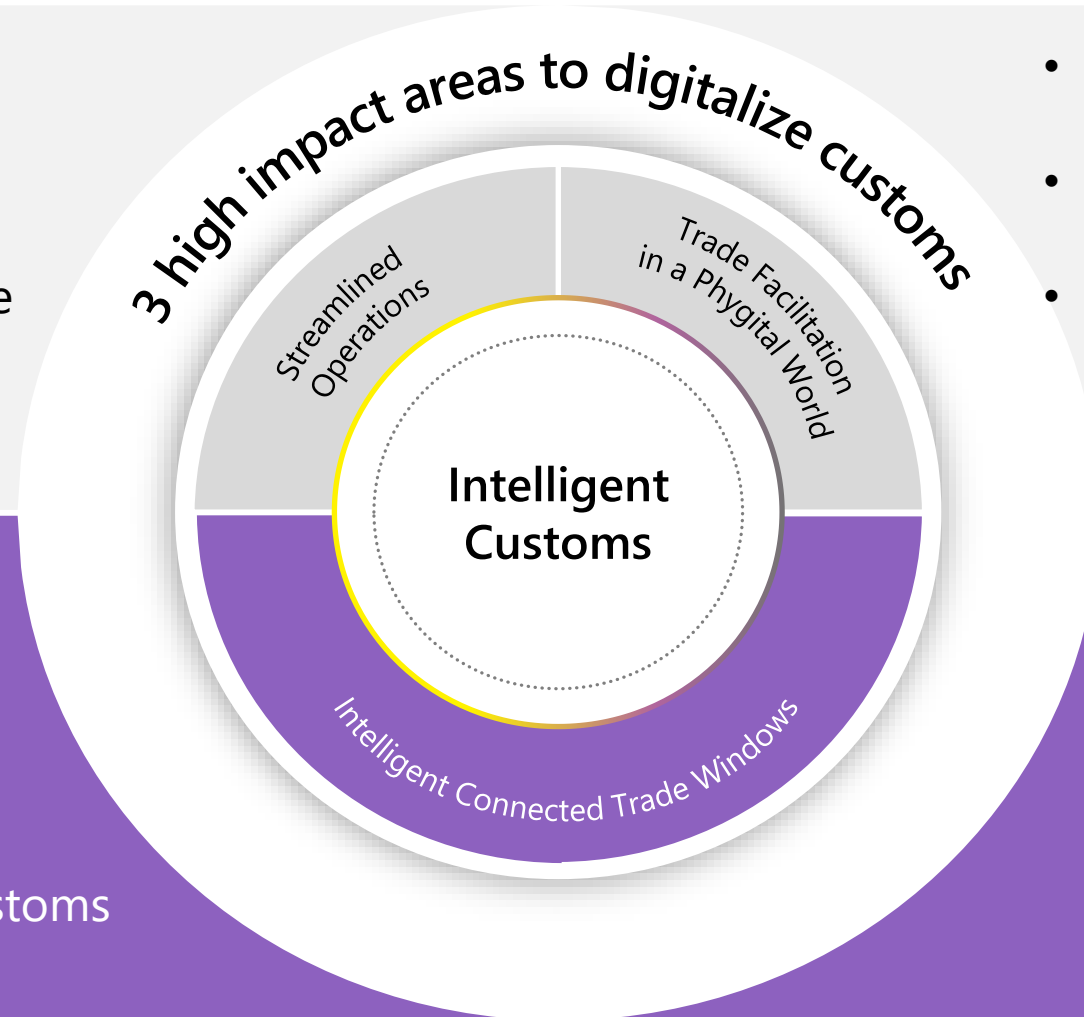
Unlocking insight and empowering tax agencies to spot illicit economic activity by embracing explainable AI

Machine Learning | Anomaly detection
Network analysis | Intelligent Dashboards

Microsoft Vision for Intelligent Trade

- Revenue Collection and Risk Profiling
- Autonomy and Automation thru Intelligence at the Edge
- Border Situational Awareness

- Trust thru Data Collaboration and Secured Identity
- Enhanced Capacity thru Customs Ecosystem Development



- Supply Chain Transparency
- eCommerce and Marketplaces
- IP Protection and Product Origin Certification

- Customs Marketplace and New Services

The importance of Responsible AI

It ensures:

- The highest standards of legality, ethics, transparency and accountability are met;
- That evidential/admissibility and data quality requirements are fulfilled;
- Public trust and confidence in the use of AI by the public sector is maintained;
- The data collected, transmitted, processed, and stored is secure; and
- Personal privacy and civil liberties are maintained





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