



CASE STUDY

Translink CHB, Inc.: From Startup to Success

Translink CHB, Inc.

Established in 2010
Jamaica, NY
Customs Brokerage

RESULTS



From zero to now over 500+ entries per month



Additional revenue opportunity with FTZ



Rapid growth and expanding operations



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SOLUTION

SmartBorder ABI/ACE

SmartBorder ISF

SmartBorder eManifest

SmartBorder FTZ

**"I love using the grid—
there's a million ways to
find something."**

-Vincent Vaiano, Vice
President, Translink CHB, Inc.

STARTING A NEW OPERATION

Translink CHB, Inc. began as a new customs brokerage organization in 2010. The business owner selected SmartBorder as their compliance solution, and brought on an experienced licensed customs broker, Vincent Vaiano, to lead the department. After having been in the international trade industry for many years, Vincent was not sure what to expect with SmartBorder. He was happy to find that it was a great solution for their growing operation.

As a new customs brokerage, Translink had to go through the testing phase to be approved by US Customs. SmartBorder trainers were there to help. "The testing phase was easy", says Vincent.

LEVERAGING SMARTBORDER SUPPORT

As business grew, Vincent relied on the SmartBorder support team to help Translink with US Customs switch to a new system—ACE. "ACE was a bit overwhelming", Vincent says. Many in the industry agree that transitioning to ACE was a challenge. Luckily SmartBorder support was there to help with timely and knowledgeable answers.

Vincent agrees that he leverages SmartBorder support to help with a wide range of issues. From tariff number questions, to technical questions on using the software, to help deciphering trade agreements—he doesn't hesitate to reach out to the SmartBorder support team for assistance.

ADDING SERVICES TO DRIVE REVENUE

Translink realizes there are opportunities to grow by providing additional services to their customers.

After starting with the SmartBorder ABI/ACE solution, Translink added the Importer Security Filing (ISF) and eManifest modules as value add services for their customers. They have also recently added the SmartBorder FTZ module to drive additional revenue.

FROM ONE USER TO MANAGING A TEAM

Translink expanded their operations in September 2016 and are needing to expand again to keep up with business demand. In February of this year they celebrated a milestone of filing their 20,000th shipment.

From initially having the responsibility of filing every entry, Vincent now oversees a compliance department and is enjoying being able to be in more of a mentor role to his team.

SmartBorder is excited to continue to work with Translink CHB, Inc. as they continue to grow their operations for years to come.

FOR MORE INFORMATION

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