



PICOCO

Customs Knowledge Assistant

Product Brochure

Personal Customs & Regulations Knowledge Assistant



MISSION

Tensig are an industry-leading specialist in compliance and screening, serving a wide range of industries with unparalleled proficiency.



GOAL

To empower organisations with the ability to significantly reduce the complexity and risk associated with meeting compliance screening and regulatory obligations.

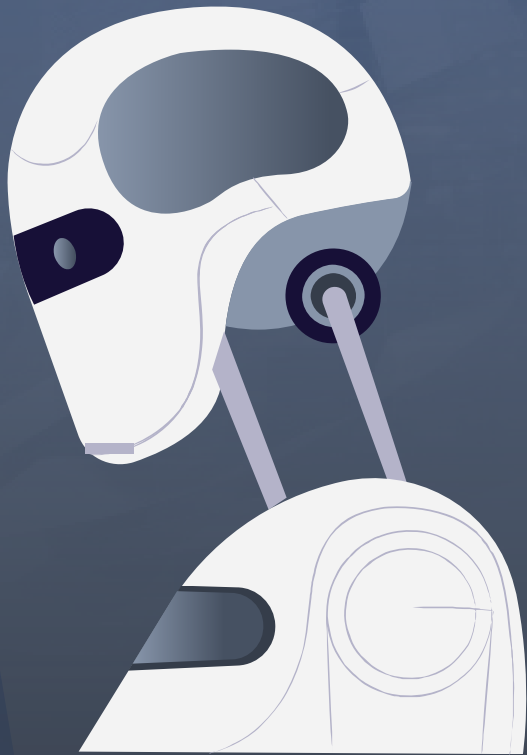


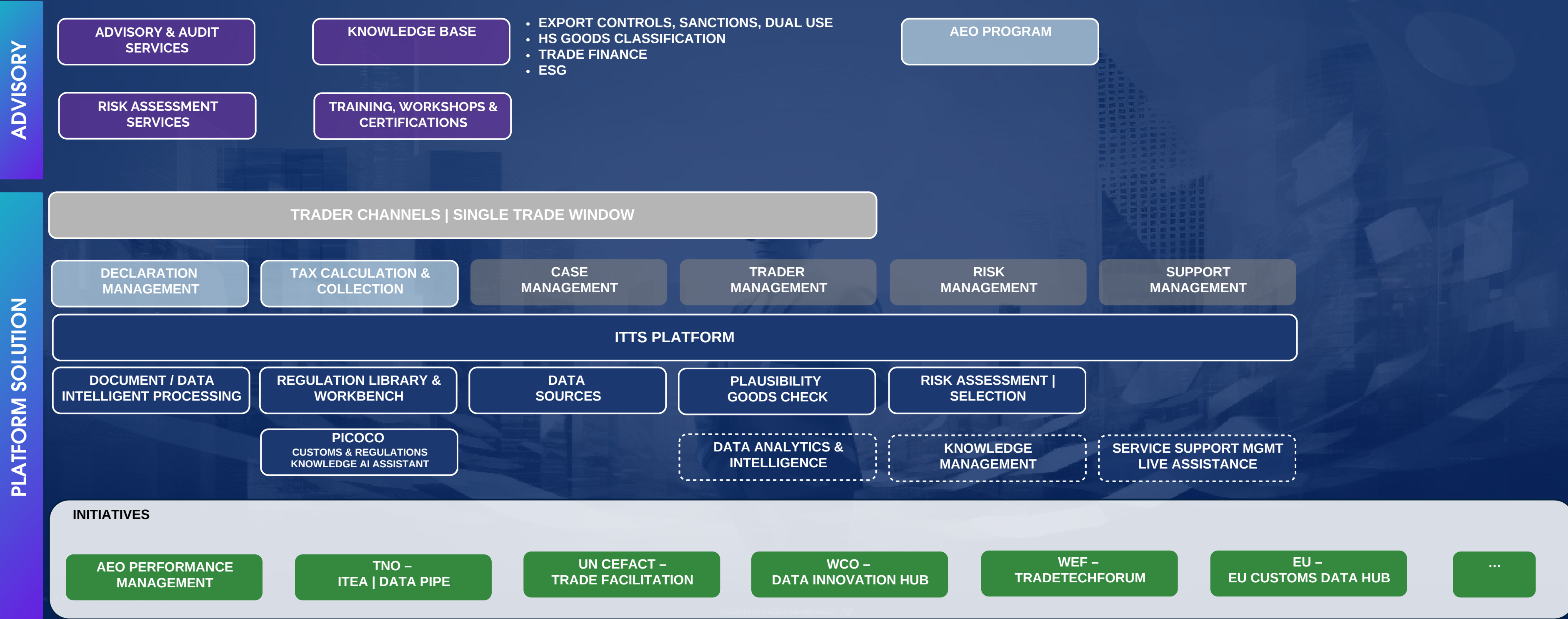
VALUES

By integrating top-tier technology and data sources with aligned corporate values , Tensig have established themselves as a visionary leader, delivering unparalleled compliance solutions tailored to diverse industries

TENSIG is at the forefront of compliance screening, leveraging state-of-the-art compliance automation platform

Powered by
our platform solution and partners





challenges



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Organizations in international trade encounter several challenges that drive them toward conversational AI solutions to: modernise operations, improve communication & knowledge, access the latest regulations and enhance their compliance



Managing Regulatory Complexity



High Customer Service Demand and Expectations



Language Barriers and Multilingual Communication



Complexity of Product and Service Offerings



Operational Efficiency and Cost Management



Real-Time Data for Decision Making



“DIGITAL” WORKPLACE IN- PRACTICE

MANUAL PROCESS	SEARCH AND RETRIEVAL OF REGULATIONS	ENABLED BY CONVERSATIONAL AI
Manual search through databases, websites, and documents.	PROCESS	Conversational AI retrieves regulations directly with a simple query .
Can take hours to search across sources and filter relevant regulations.	TIME TAKEN	Instant retrieval based on specific queries or keywords.
Depends on user expertise and keyword knowledge ; prone to missing updates.	ACCURACY	AI retrieves most current, relevant regulations with automated filtering for accuracy .
Variable, reliant on the user's research skills and attention to detail.	CONSISTENCY	Consistent across queries, ensuring uniformity and updated information for all searches.
Manual follow-ups needed; may rely on newsletters or manual alerts.	UPDATES	Automatic updates embedded within the AI, ensuring current data access.

MANUAL PROCESS	INTERPRETATION OF REGULATIONS	ENABLED BY CONVERSATIONAL AI
Requires in-depth knowledge or legal expertise to interpret regulatory language.	USER EXPERTISE REQUIRED	AI support process efficiency and efficacy for explanation of laws and guidance in human/simple language for their application by practitioners in day-to-day activities
Higher risk of misinterpretation , especially for complex or technical regulations.	ERROR RATE	Lower error rate due to AI's ability to analyze legal language and regulatory nuances.
Slow interpretation process as experts or legal teams must review.	RESPONSE TIME	Immediate contextual interpretation with suggested actions or compliance steps.
Limited scalability as manual processes require more human resources to handle increased load.	SCALABILITY	Easily scalable to handle large volumes of queries across departments or locations.

financial drivers (cost drivers)

MANUAL PROCESS	SEARCH AND RETRIEVAL OF REGULATIONS	ENABLED BY CONVERSATIONAL AI
10 hours per week per compliance analyst	EMPLOYEE HOURS	1 hour per week per analyst
Cost EUR 500 weekly	COST OF SEARCH	Cost EUR 50 weekly
EUR 26,000 (EUR 500 x 52 weeks)	ANNUAL COST per ANALYST	EUR 2,600 (EUR 50 x 52 weeks)
	# EMPLOYEES INVOLVED	Increased productivity and efficacy of compliance work

MANUAL PROCESS	INTERPRETATION OF REGULATIONS	ENABLED BY CONVERSATIONAL AI
3 reviews per month = EUR 7,200 annually (approx. \$200 per hour)	LEGAL REVIEW COSTS	1 review per month = \$2,400 annually (approx. \$200 per hour)
EUR 10,000 annually for regulatory training across teams	TRAINING COSTS	Reduced to \$5,000 annually for updates

Picoco – solution overview



PICOCO
Customs Knowledge Assistant



Regulations

Access to sources directly:

- Knowledge Base (private, public)
- Customs Law
- Regulations Library (internal, external)



Native Language

- Multilingual Languages
 - All EU languages
 - Other languages can be supported



Information need

- (improved/high) Accuracy and complete information
- Link to trusted, available data sources



Technology

- Generative AI
- RAG Framework
- “Human-in-the-loop”

RELEVANT USE CASES



Customs | trade regulations

can wood products be sanctioned

- Yes, wood products can be subject to international sanctions. Sanctions can target specific sectors or types of goods, including wood products, as part of broader economic measures against a country or entity. For example, the EU has imposed sanctions that include restrictions on the trade of wood products from certain countries. These sanctions are typically aimed at exerting economic pressure on governments or entities to change their policies or behavior, particularly in response to violations of international law or human rights abuses. The inclusion of wood products in sanctions lists can affect the import and export of these goods, requiring businesses to comply with the restrictions imposed by the sanctioning bodies.

Sources:

- [Sanctions of the EU](#)

eu sanctions on Iran

- The EU has imposed several sanctions on Iran, particularly in response to its military support of Russia's war of aggression against Ukraine. As of May 2024, the EU has implemented asset freeze measures against natural and legal persons associated with Iran. Additionally, there is a prohibition on the export, sale, transfer, or supply to Iran of components that could be used in the development and production of unmanned aerial vehicles (drones).

These sanctions are part of broader EU restrictive measures aimed at addressing Iran's military activities and its support for armed groups in the Middle East and Red Sea region. The sanctions are designed to prevent Iran from using its resources to further destabilize regions and to ensure compliance with international peace and security standards.

The EU's sanctions on Iran are part of its Common Foreign and Security Policy (CFSP), which seeks to safeguard EU values, preserve peace, and support democracy, the rule of law, and human rights. The sanctions target governments, entities, and individuals involved in activities that violate these principles.

Sources:

Customs authority

what is cn code for a sanctioned drone

- 👁 The Combined Nomenclature (CN) code for drones, particularly those that might be subject to sanctions, is 8806. This code was introduced to classify unmanned aircraft, including drones, separately from other aircraft. The CN code 8806 covers unmanned aircraft designed to perform utilitarian functions during their flight. However, the specific application of sanctions would depend on the nature of the sanctions and the entities involved, rather than the CN code itself. Sanctions typically restrict trade with certain countries or entities, and the CN code helps in identifying the type of goods involved in such trade.

Sources:

Is belarus kalii sanctioned company

- 👁 Yes, Belarus Kali is subject to international sanctions. The EU has imposed sectoral sanctions against Belarus, which include trade sanctions on potassium chloride, a product that Belarus Kali is known for producing. These sanctions are part of broader measures targeting the Belarusian regime and its economic interests, aiming to restrict the movement of goods and services that could support the regime's activities.

Sources:

- [Sanctions against the regime in Belarus](#)

what are technical characteristics of sanctioned drone

- 👁 The technical characteristics that might lead to a drone being sanctioned typically relate to its potential dual-use capabilities, which means it can be used for both civilian and military applications. Some of these characteristics include:
 1. ****Payload Capacity:**** Drones with the ability to carry significant payloads may be subject to sanctions if they can be used to transport weapons or other military equipment.
 2. ****Range and Endurance:**** Drones with long-range and extended flight endurance can be used for surveillance and reconnaissance missions, making them more likely to....

Authorized economic operator

why is icp important

- 👁 An Internal Compliance Program (ICP) is crucial for organizations, especially those dealing with export-controlled items, for several reasons:
1. **Legal Compliance:** An ICP helps ensure that the organization complies with EU and national export control laws and regulations. This is particularly important in industries where non-compliance can lead to severe legal penalties, including fines and restrictions on business operations.
 2. **Risk Management:** By implementing an ICP, organizations can better manage risks associated with the export of dual-use items and defense-related products. This includes assessing the risks related to the strategic nature of items, their end-uses, and end-users.
 3. **Demonstrating Good Faith:** Having an ICP in place demonstrates the organization's commitment to compliance and good faith efforts to adhere to legal requirements. This can be beneficial during inspections or audits by governmental authorities, such as customs.
 4. **Organizational Efficiency:** An ICP provides a structured approach to compliance, which can improve the efficiency of internal processes. It ensures that all employees are aware of their roles and responsibilities in maintaining compliance.

what are main points of KYC

- 👁 The main components of the Know Your Customer (KYC) process include:
1. **Customer Identification Program (CIP):** This involves collecting basic information about the customer, such as name, address, date of birth, and identification number. The purpose is to verify the identity of the customer using reliable, independent source documents, data, or information.
 2. **Customer Due Diligence (CDD):** This step involves assessing the risk associated with the customer. It includes understanding the nature and purpose of the customer relationship to develop a risk profile. This helps in monitoring the customer's activities and transactions for any suspicious behavior.
 3. **Enhanced Due Diligence (EDD):** For customers that pose a higher risk, enhanced due diligence is required. This involves more detailed checks and continuous monitoring to ensure that the customer's activities are consistent with the information provided and the risk profile.
 4. **Ongoing Monitoring:** Continuous monitoring of customer transactions and activities is essential to detect and report suspicious activities. This involves keeping customer information up-to-date and reviewing transactions against the customer's risk profile.
 5. **Sanctions and PEP Screening:** Checking customers against lists of sanctioned individuals and entities, as well as identifying politically exposed persons..

Trade finance

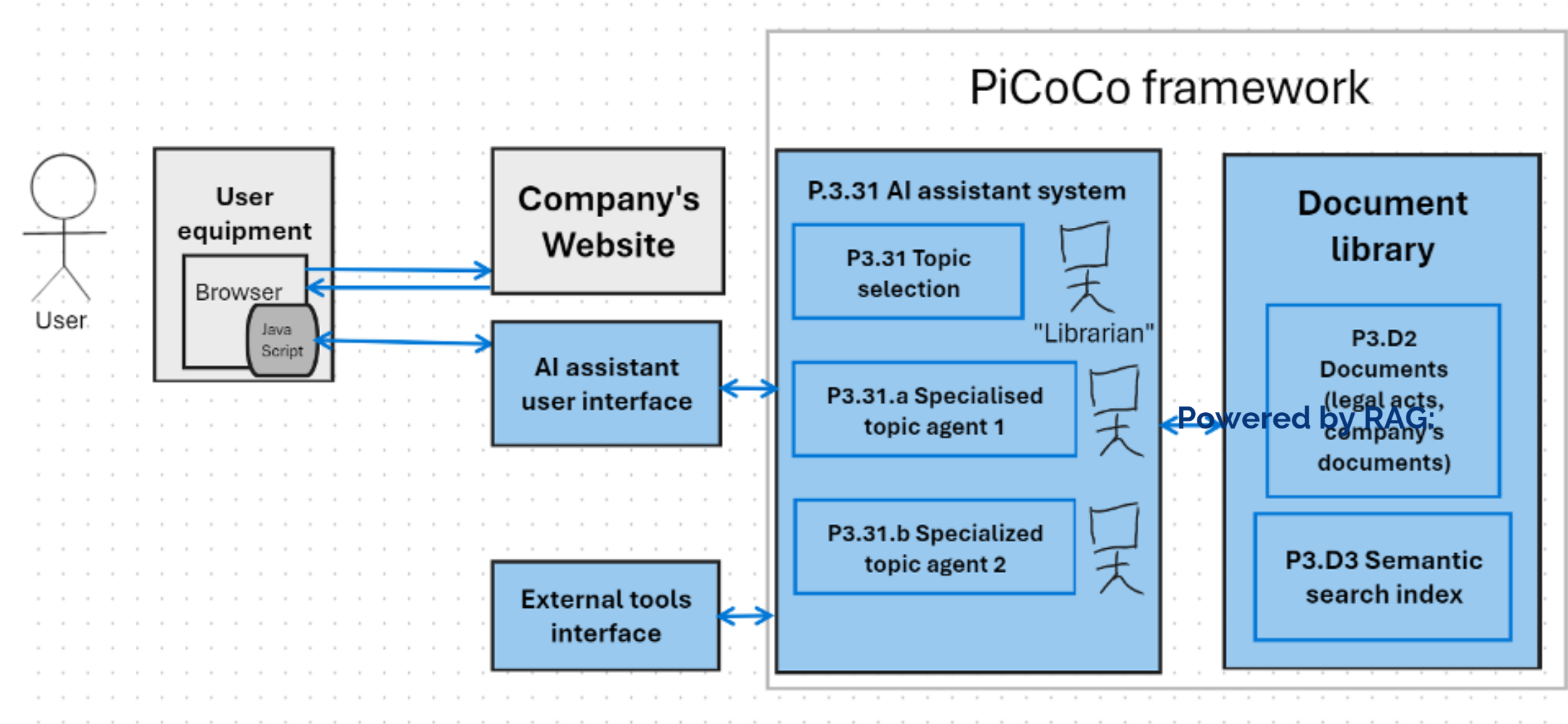
how trade finance relates to customs

- 👁 Trade finance is closely related to customs processes as it provides the necessary financial support to facilitate international trade transactions, which often involve complex customs procedures. Here are some key ways in which trade finance is connected to customs processes:
1. ****Pre-shipment and Post-shipment Financing:**** Exporters can obtain pre-shipment and post-shipment financing from commercial banks to cover the costs associated with fulfilling export orders. This includes expenses related to procurement, manufacturing, and shipping, which are integral to the customs process. For instance, pre-shipment financing helps exporters meet working capital requirements for purchasing raw materials and covering labor and transportation costs.
 2. ****Documentation:**** Trade finance involves the preparation and management of various documents required for customs clearance, such as the bill of entry, sales invoice, packing list, and certificate of origin. These documents are essential for the customs process, as they provide the necessary information for the assessment and clearance of goods.
 3. ****Payment of Duties and Taxes:**** Trade finance solutions often include mechanisms for the payment of customs duties and taxes, which are critical components of the...

what are the pitfalls with letter of credit

- 👁 Using a letter of credit (LC) in international trade can present several potential pitfalls and challenges:
1. ****Complexity and Cost:**** Letters of credit involve complex documentation and procedures, which can be costly and time-consuming. Both parties must ensure that all terms and conditions are met precisely, which can lead to delays and increased administrative costs.
 2. ****Strict Compliance Requirements:**** Banks require strict compliance with the terms of the LC. Even minor discrepancies in the documentation can lead to non-payment. This necessitates meticulous attention to detail in preparing and reviewing documents.
 3. ****Limited Flexibility:**** Once an LC is issued, it is difficult to amend. Any changes require the agreement of all parties involved, which can be cumbersome and may not be feasible in fast-moving trade environments.
 4. ****Risk of Fraud:**** Although LCs are designed to mitigate risk, they are not immune to fraud. There is a risk of fraudulent documents being presented, which can lead to financial losses.
 5. ****Bank Dependency:**** The process relies heavily on banks, which can be a disadvantage if there are delays or issues with the bank's operations. The financial stability..

Framework Overview



Efficient Organization:



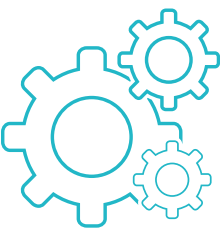
Ingests and organizes diverse text materials (PDFs, DOCs, XLS, etc.) into an unlimited knowledge library.

Powered by RAG



Delivers rapid and precise answers through advanced Retrieval Augmented Generation.

Integrated Tools



Combines functionalities like tariff and HS code searches into a single, intuitive interface.

Effortless Access:



Eliminates the need to navigate complex systems—PICOCO brings everything together with conversational simplicity.

Pilot approach



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