



PRESS RELEASE

'CusLink' - H.M. Customs approval for a new CSP

Pentant Limited has today announced H.M. Customs' approval of 'CusLink', a CSP (Community Service Provider), interfacing with the UK Customs central system (CHIEF) and providing a highly competitive alternative to the present range of import and export services.

The first phase of a significant investment programme has funded the initial development of 'CusLink' and established the hardware and communications infrastructure. Testing of the interface to CHIEF has been completed and necessary approval given by Customs to the interface and applications, including Inventory control. The 'CusLink' service is now processing Import and Export Customs' entries.

Focus of the 'CusLink' service is on control and manageability for the end-user, at the same time delivering significant cost savings.

The first customer for the service is the major UK Customs operation of Bell Davies, a company processing high volumes of Customs Entries on behalf of a large number of blue-chip Importers and Exporters.

Commenting on implementation of the service their Chairman, Alun Davies said, "A link to the central H.M. Customs system is absolutely critical and all businesses connected with the international movement of goods know this perfectly well. Yet those same businesses often rely on this service from a single provider and are sometimes being let down because the service they need is unavailable. We were not satisfied with this restricted situation because it is our clients who suffer disruption to their operation and the resultant increases to their costs. However infrequently these issues arise, when they do occur they represent a serious problem. With the advent of 'CusLink' we now have an additional route into CHIEF. The benefit has already been evident, with 'CusLink' recently available when other systems were not. We were able to switch client messages over to 'CusLink' with no loss in our own high service levels; indeed our clients were unaware there were any problems. The 'CusLink' service has therefore brought us a

fresh approach with the extra availability we require at a very competitive cost. The implementation was straight forward and easily integrated with our own systems."

The operator of the 'CusLink' service, Pentant Limited, has been formed by Phil Waldron, former Systems Manager of Community Network Services Limited (CNS); Derek Dubber, former Head of Business Development, CNS and Martin Goodwin, an independent IT consultant specialising in air cargo handling and declaration systems. This highly experienced trio has secured venture capital backing to develop the company.

Commenting on the approval and implementation, Managing Director Phil Waldron, said, "The 'CusLink' CSP service is seen as the first in a range of products offering alternative solutions for import and export processing. Two decades on, the service level expectations of CSP customers are much higher. These systems are now an integral part of their supply chain processes. With this dependence they are looking for greater reliability and the ability to manage their own destiny. At the same time there is a need to benefit from the cost effectiveness of new communications technology".

Ends.

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