

DATAMARK

America's Premier *Outsourcing* Partner

Case Study

Scaling 600 FTEs at Speed

**Meeting Post De Minimis
Demand for a Leading
Logistics Firm**



Introduction

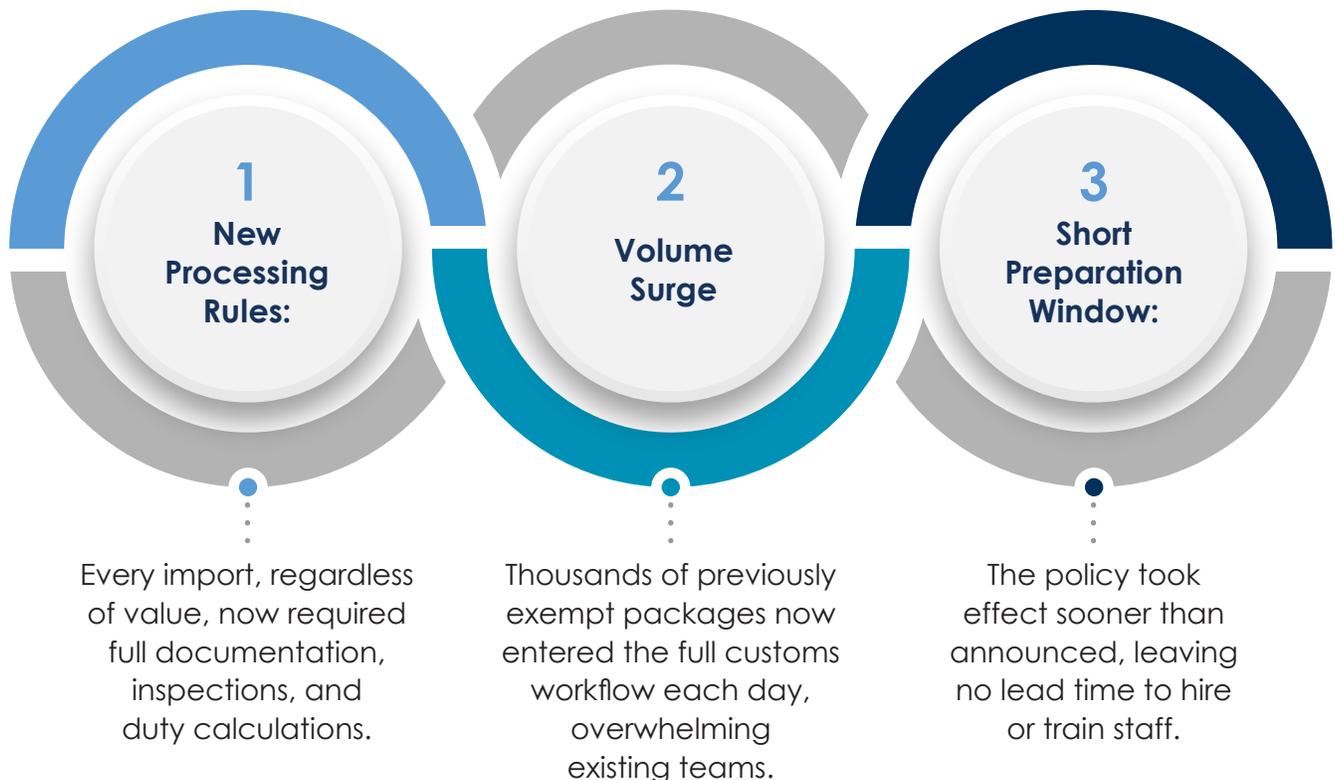
In early 2025, the U.S. government ended its de minimus exemption, meaning every package crossing the border now requires full customs processing. A leading logistics provider suddenly faced an increase in shipments needing detailed document checks, data entry, and regulatory validation.

With little notice, they turned to DATAMARK to fill a ~600-person gap in customs support. In just **ten days**, we staffed, trained, and deployed the team needed to manage:

- Customs Invoice
- CBSA portal registrations
- Electronic Data Interchange (EDI)
- Release Prior to Payment (RPP) checks
- All pre-rating paperwork

An Unexpected Workload Spike

The logistics provider faced immediate risk of backlogs and compliance gaps. Three factors created a perfect storm:



Datamark's Fast-Track Staffing Solution

To meet the company's urgent need, DATAMARK tapped its on-demand talent network and proven hiring process. In ten days, we moved from request to fully staffed team through:

STEP 1

● Pre-built Candidate Pool

We keep a roster of talent who have completed our basic training in customs document prep, CBSA portal use, and data accuracy checks.

● Early Engagement Posts

Job-opportunity notices go out weeks in advance to attract interest. Candidates sign up for future roles even before openings appear.

● Rapid Hiring Events

We ran five days of virtual and on-site job fairs in Mexico and India. Interviews, offer letters, and onboarding all happened on the spot.

STEP 2

● Skill Validation

Recruiters review resumes, conduct quick phone screens, and test core abilities in data entry and regulatory procedures. Only those who pass move on.

STEP 3

● Ready-to-Deploy Training

Approved candidates complete role-specific modules. They learn how to verify bills of lading, check EDI agreements, and manage release-prior-to-payment bonds.

Global Staffing Mix



of new hires
are based in
Mexico sites



of new hires
are based in
India sites

Beyond this project, our ongoing recruitment capacity means we can:

- Supply up to **250** data-entry specialists per week from Mexico teams.
- Onboard as many as **50** bilingual associates each week.
- Draw from a pool of **4,000** interpreters per month, all cross-trained for back-office tasks.

This combination of planning, screening, and fast-track events let us fill ~600 positions on a 10 day timeline.

Delivering Critical Customs Documentation

To keep the company moving, DATAMARK handled every step of customs document preparation and validation. Our team ensured all files were complete and accurate before they reached the company's rating group:



Customs Invoice

Performed data entry and validation on all required fields for customs clearance



Data Entry & Correction

Captured missing or wrong information for each cross-border shipment & followed up with shippers as needed.



CBSA Portal Registration

Checked that exporters & importers were properly enrolled in CARM & guided unregistered shippers through the process.



EDI Agreement Checks

Validated general agency agreements so the client could pay duties & taxes when required.



Release-Prior-Payment Management

Added bonds for shipments approved for release before payment & tracked bond status in CARM.



Hand-Off to Rating Team

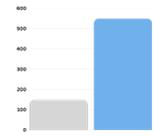
Bundled all verified documents & data into a standardized package for swift processing by the company's customs brokers.

Ramp-Up Outcomes That Kept the Leading Logistics Provider on Schedule



Through our specialized hiring process, we were able to ramp up the necessary number of qualified agents quickly and efficiently for our client. This allowed for the smooth continuation of the project despite unexpected challenges.

With the addition of carefully selected and expertly trained agents, our client successfully tackled the sudden spike in volume and demand for document processing operations with our agents handling:

	BEFORE	AFTER RAMP-UP	
FTE'S	146	548	↑ 275.3% 
Documents Processed Per Hour	3.0	7.0	↑ 133.3% 
Documents Processed Per Day	3,066	26,852	↑ 776.2% 

Never Miss a Shipment Deadline

When customs requirements change at a moment's notice, your team can't afford to pause. DATAMARK combines a vetted talent pipeline with deep customs expertise to keep your cross-border operations on track. Let us handle every pre-rating step and scale your team.

TALK TO US TODAY to map out your rapid-response customs plan!

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