



Transforming customs data into supply chain advantages: DHL Global Forwarding launches TradeNavigator tool powered by its TradeConnect solution

- New AI-based capability gives customers easier access to customs clearance and compliance related insights, helping them understand duty spend, tariff exposure, clearance performance and efficiency
- TradeNavigator enables faster, more informed decision-making across global operations

Bonn, Germany, September 17, 2026: DHL Global Forwarding, the air and ocean freight specialist of DHL Group, announced the launch of **DHL TradeNavigator**, a new AI-backed tool in its TradeConnect environment. TradeNavigator enables customers to access customs and trade insights across their global activities through natural-language queries. It allows users to ask questions about their customs declaration data and quickly receive answers, analytics, charts and actionable insights on duty spend, clearance performance, tariff exposure and compliance trends, helping them master an increasingly complex global trade environment.

As tariffs, regulatory requirements and global trade complexity continue to evolve, customs management is becoming increasingly important for business performance. Global customs and tariff requirements have changed significantly over the past two to three years, with 72 % of businesses claiming that tariff volatility is the most impactful regulatory change, and 65 % of companies mitigating tariff exposure by changing sourcing patterns.¹ However, many organizations still rely on fragmented reports, spreadsheets and manual processes to analyze customs data, understand risk, and identify opportunities for improvement. TradeNavigator addresses this challenge by providing immediate access to information and enabling users to explore their customs data consistently across countries, systems and formats without requiring deep technical expertise.

Making customs data accessible

TradeNavigator builds on DHL Global Forwarding's TradeConnect global environment, which has integrated local customs declaration data from more than 75 countries. By bringing data sources of multiple customs jurisdictions into one harmonized environment, TradeConnect gives customers a

¹ Thomson Reuters, Global Trade Report 2026. Available at: [2026 Global Trade Report](#)



consolidated view of their customs activities, even down to the declaration line-item level. Pilot customer testing and user feedback have confirmed TradeNavigator's ability to uncover patterns and potential declaration inconsistencies across multiple countries within seconds, providing visibility that would otherwise require extensive manual analysis across numerous reports and spreadsheets.

Greg Nichols, Senior Vice President Global Customs at DHL Global Forwarding, said: "Customs data is one of the most underutilized sources of supply chain intelligence. While businesses have access to increasing amounts of information, extracting meaningful insights often remains complex and time-consuming. TradeNavigator changes that by helping customers turn customs data from a reporting burden into a decision-making asset. We are enabling customers to improve compliance, identify efficiency opportunities and make better-informed supply chain decisions across their global operations. In pilot deployments, customers used TradeNavigator to identify previously hidden duty spend patterns, detect recurring clearance bottlenecks and improve visibility into tariff exposure across global trade lanes."

Turning customs management into supply chain intelligence

Customers can use TradeNavigator to gain visibility into duty spend, customs clearance performance, trade lane activity and broader customs trends across global trade lanes from a single interface. For example, a customer may start by asking where customs duties are highest, identify specific countries or product categories driving the spend, and then drill down further to uncover underlying patterns and optimization opportunities. Customers can also ask which countries show the longest clearance cycle times and identify patterns and root causes. By providing immediate access to these insights, the solution helps organizations identify compliance risks and optimization opportunities more quickly while reducing the effort required for reporting and analysis.

The launch reflects DHL Global Forwarding's broader view that smart customs management should be considered not only a compliance requirement, but a driver of stronger supply chain performance. Better visibility into customs data can help organizations improve efficiency, reduce delays, optimize inventory flows and manage costs more effectively.

Combining DHL's customs expertise with AI

TradeNavigator combines artificial intelligence with DHL Global Forwarding's extensive customs expertise and data infrastructure. The solution exclusively operates within DHL's secure environment and data protection standards. TradeNavigator complements DHL's customs experts by helping



identify patterns, exceptions and questions faster, while customs and compliance decisions remain governed by customer policy, applicable law and the scrutiny of experienced customs professionals.

As one of the world's leading customs brokers, DHL combines local customs expertise with a proven global approach, supported by more than 4,000 dedicated customs experts handling more than 30,000 customs declarations every day. TradeNavigator represents the latest step in DHL Global Forwarding's ongoing efforts to help customers turn customs data into strategic business value through a combination of people with local expertise and technology at global scale.

At a glance

What is DHL TradeNavigator?

DHL TradeNavigator is an AI-based analytics tool in DHL Global Forwarding's TradeConnect environment. It allows customers to ask natural-language questions about their customs declaration data and receive insights and analytics related to duty spend, tariff exposure, customs clearance performance and compliance.

How does TradeNavigator help customers?

TradeNavigator helps customers quickly identify patterns, risks and optimization opportunities within their global customs operations. Instead of manually analyzing multiple reports and spreadsheets, users can access customs declaration data in seconds, supporting faster and more informed decision-making for their supply chains.

What makes TradeNavigator different from traditional customs reporting?

Traditional customs analysis often relies on fragmented data sources and manual reporting processes. TradeNavigator provides a single interface to explore customs activities globally across countries, systems and trade lanes through natural-language queries, making complex customs declaration data easier to understand and act upon.

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You can find the press release for download as well as further information on group.dhl.com/pressreleases

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DHL is part of DHL Group. The Group generated revenues of approximately 82.9 billion euros in 2025. With sustainable business practices and a commitment to society and the environment, the Group makes a positive contribution to the world. DHL Group aims to achieve net-zero emissions logistics by 2050.