



## CANADIAN GLOBAL SHIPPING AND FREIGHT FORWARDING SPECIALIST LEVERAGES INVENSIS' END TO END OCEAN SHIPPING DOCUMENT MANAGEMENT EXPERTISE FOR PROCESSING BILL OF LADING (BOL) DOCUMENTS AND BOOSTS BUSINESS PROCESS EFFICIENCY

### THE CLIENT

A Canadian based shipping and freight forwarding organization, Gold Standard Award Winner of 2014 and one of Canada's best managed companies, esteemed by its clients for its excellent service; it is an offshoot of a reputed customs brokerage firm, founded in 1983, with a well – established network of agents, suppliers and transport companies, spanning across Asia and America.

### THE REQUIREMENT

The client desires to enhance its efficiency of freight forwarding by outsourcing its non-core processes such as data entry, document processing, and document validation to a document processing and management expert to enhance its business efficiency and enhance growth.

### THE OUTCOME



The volume of FCL (full container load) and LCL (less container load) documents processed has doubled over time



Successful continuing partnership



Enhanced business growth indicated by expansion of the project



40-50% Cost Savings



Reduction in time required for document processing



## THE CLIENT

The client is an offshoot of a reputed Canadian customs brokerage business. They are specialized in logistics management of freight and shipments for their clients, between Canada and other countries. The client has been consistently recognized for its high standards of performance and operation; it is a Gold Standard winner of 2014. It has been recognized as one of Canada's best managed companies in 2011. It has also been acclaimed by its clients for its excellent service, in recognition of which, it has been awarded the Consumer Choice Award for Logistics from the widely respected Consumer Choice Award Organization, one of the topmost annual event organization companies in North America. The company has successfully accounted nearly seven and a half billion dollars to Customs in duties and taxes.

As part of its logistics management services, the client provides sophisticated avenues for clients to track and monitor the progress of their shipments. This includes making available online, information related to shipping and freight forwarding such as loading, ETA, unloading, customs release and delivery details. They also manage the customs processing related to cargo delivery such as fulfilment of foreign documentation requirements, compliance with hazardous materials regulations, government regulations, and advance notification rules, among others.

## THE REQUIREMENT

With an eye on concentrating on their primary business goal of ensuring proper delivery and shipment of goods, the client wanted an efficient and secure way of managing the shipping and freight forwarding related information processes associated with the process of shipping and freight forwarding. These processes included data entry and document verification of ocean shipping bill of lading documents and ensuring that accurate information is uploaded to the freight forwarders' in-house software system so that the agent is able to manage the arrival of shipment and delivery successfully.

Hence, they wanted to leverage the expertise of an expert data entry and document processing service provider to help them achieve increased process efficiencies. They approached Invensis, a leading IT-BPO, in this regard.

## THE INVENSIS ADVANTAGE

### Requirement Analysis

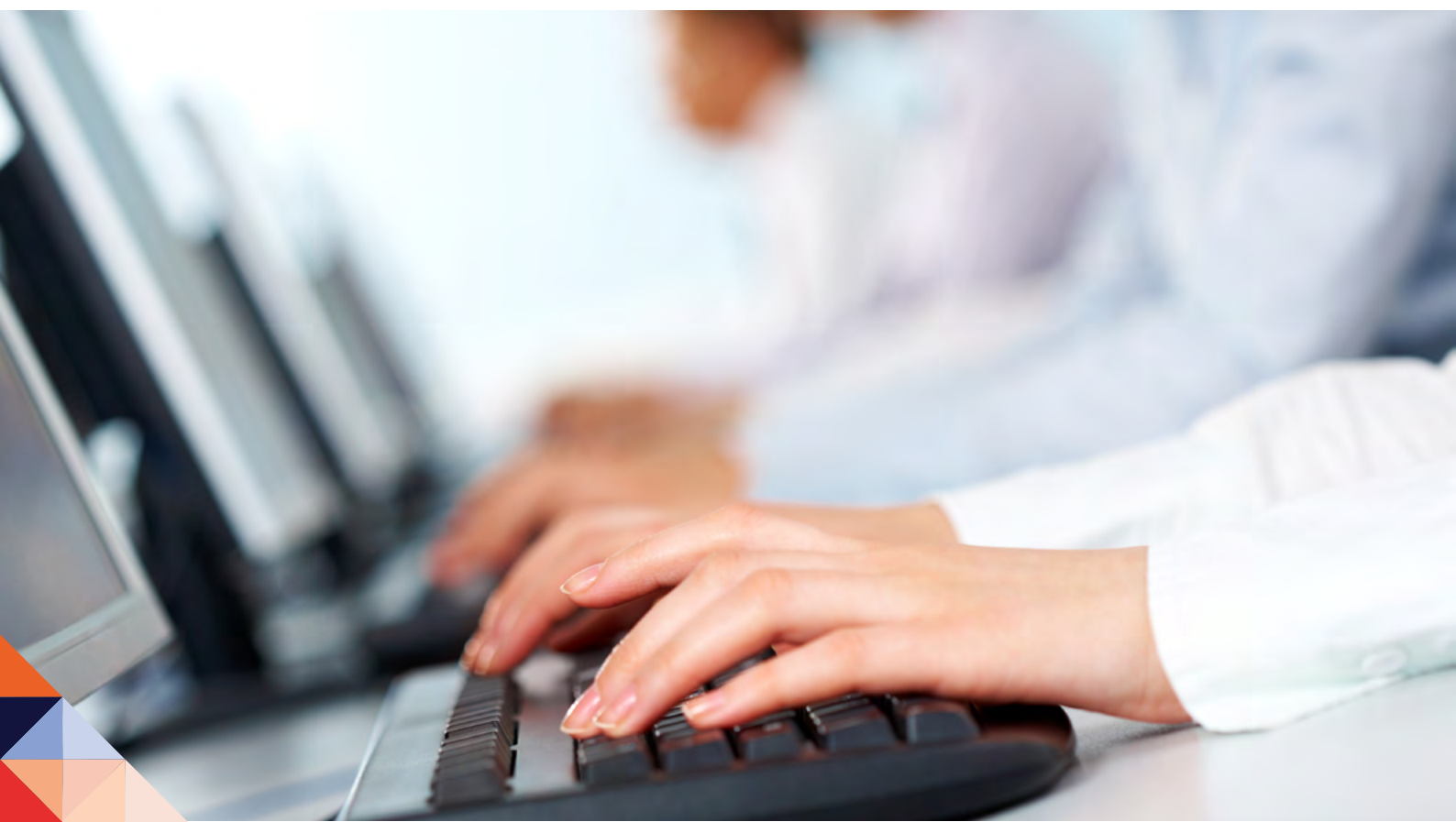
- Consultation with clients to achieve a complete understanding of their requirements and desired outcomes by working with key personnel
- Demarcation of the roles to be played by Invensis' data processing team and those undertaken by the client side personnel
- Selection and training of logistics data entry and document management staff for the tasks
- Management of the shipping and freight information including managing updates. This information includes that related to location of delivery of goods, customs, etc.
- Ensuring that the clients obtain all required updated shipping related information until the point of delivery of goods at the destination, in the database so that they can make required arrangements for carriers and brokers from their side. Post-delivery of goods In Canada, the client will take over the remaining processes – regarding disposal and delivery of goods

### Process Implementation

- The client oversees the entire process and provides specific instructions as to the management of arrangements of carriers, transporters, delivery of documents etc. Invensis' assigned staff carries out the tasks as per the clients' requirements.
- Teams were set up in place at the beginning of the project, to oversee Vessel Schedule Management and Vessel Documentation Verification. The team size has been scaled up as the project expanded in scope.
- For each shipping contract, Invensis' experienced staff identifies which vessels are departing for the specific location within the specific period, as that desired by the consignee.



- This crucial estimated information is retrieved and passed onto the client system for their tracking purposes. As these estimates would differ for different shipments, following different routes, Invensis' team ensures that this is managed efficiently and delivers the most accurate information.
- The client transfers the set of vessel documents related to the shipment to Invensis' vessel documentation team.
- Invensis' File Opening Team carries out the quality assurance check on the ocean shipping related Bill of Lading documents.
- They determine whether the Telex Release seal is there on the HBL and MBL documents to ensure that the goods get clearance for delivery. The team also verifies associated debit notes attached along with the BOL documents.
- Following the verification, the set of documents are returned back to the client's freight forwarding team, for further processing and action.



## THE RESULT



The volume of FCL (full container load) and LCL (less container load) documents processed has doubled over time



Ongoing outsourcing partnership



Enhanced business growth indicated by expansion of the outsourcing project



40-50% Cost Savings



Reduction in time required for document processing

Outsourcing their data management to Invensis, has freed the client from the onus of managing the data entry, processing, management, and quality check of documents. They can focus on managing the overall aspects of managing freight forwarding and ocean shipping, by attending to the vital processes at the origin and destination end.

The resulting process efficiency has resulted in the continuation of the project. This has also lead to an increase in the number of shipping lanes contracts managed by the Invensis team, from three to twenty. The number of container files managed in a month has also increased. The high standards of task performance including emphasis on maintaining data confidentiality and security has also contributed to the client continuing their partnership with Invensis

## INVENSIS FACT FILE

- ▶ 16+ years of experience
- ▶ ISO 9001 and 27001 certified
- ▶ Multiple delivery centers
- ▶ 2000+ trained professionals
- ▶ 9+ service verticals
- ▶ 200+ clients served around the world

## OUR WORLDWIDE CLIENTELE



## CONTACT INVENSIS

For more information on how Invensis' Logistics BPO services can accelerate your business operations, contact us today





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