



INVENSIS ACCELERATES BUSINESS PROCESS EFFICIENCY OF LEADING CANADIAN CUSTOMS BROKERAGE AND LOGISTICS FIRM, THROUGH ACCURATE PROCESSING OF 12,000+ B3 FORMS PER MONTH

THE CLIENT

One of the largest customs brokerage and logistics firms in Canada, with operations spread across North America

THE REQUIREMENT

The client needed an experienced partner with thorough knowledge of Canadian Customs Brokerage and Logistics BPO to deliver accurate B3 form processing to streamline the process efficiency of shipments from the U.S. to Canada.

THE OUTCOME



12,000+ B3 forms processed every month



20% Year-on-Year increase in number of documents processed



50% Reduction in cost



99% Document processing accuracy



Improved turnaround time



Improvement in quality of customer service



ABOUT THE CLIENT

Headquartered in Canada, our client is a major operator in the logistics and customs brokerage domain with greater than 17 years of experience. Their base of operations is now spread across prominent US and Canadian cities.

The client offers critical services related to cross-border goods shipment, including generating customs coding forms, known as the B3 forms, providing cargo insurance, customs consulting and transportation services.

THE BUSINESS CHALLENGE

In 2012, the client needed to accelerate the pace of B3 form generation, which is an important part of the customs clearance process while transferring goods between USA and Canada. The in-house personnel were not trained to handle this increase in volume which lead to backlogs. If the forms were not generated on time, the shipment would get held back at the border, which would lead to loss of time and money.

With their customer base increasing rapidly, the client wanted to improve their internal business productivity by outsourcing part of the work. Invensis Technologies was recommended to the customs brokerage firm by one of our satisfied customers. Our aim was to streamline and hasten the B3 form generation process in order to prevent backlogs and facilitate the swift clearance of shipments through customs.

THE INVENSIS SOLUTION

Requirement Analysis

- Requirement analysis carried out keeping the SLAs in mind

Process Implementation

- In-depth training was provided to the selected personnel
- The client sends scans of multiple documents through electronic fax to the Document Management System (DMS). These documents could be invoices, bills of lading, packaging lists, or import declarations whose details have to be meticulously entered in the B3 form.
- Separation and indexing of documents by Invensis team
- Data entry of critical data from the documents into the ITMR4 system
- Automatic generation of B3 forms and generation of transaction numbers for shipments carried out
- Verification of indexed data for errors
- The completed electronic B3 form is then transmitted to the Canada Border Services Agency (CBSA) using Accelerated Release Operation Support System (ACROSS) and Customs Automated Data Exchange System (CADEX).
- If any clarification or changes have to be made, the B3 details entered in the ITMR4 system can be accessed by the client and they can address these issues and send it directly to CBSA.

The Invensis Advantage for Customs Brokerage Services

Certified Canadian Customs Specialist



Quality Assurance



Rigorous Training



Scalability of Services



Time Zone Benefits



Rule-driven Processes



No Process Downtime



16+ Years of BPO Expertise



THE RESULT



3600 LVS, 1200 HVS and 7500 DMS B3 forms (totaling approximately 12,000) processed per month



50% reduction in operational cost as the client did not have to invest in additional in-house personnel



With no backlogs in form processing, no shipments were held back at the border



20% Year-on-Year increase in B3 forms processed from 2012 to till date



Time zone advantage increased the business productivity of the client



By outsourcing, the client was able to concentrate on other facets of their business and improve their quality of service



Swift turnaround times – 10 minutes for DMS, 24 hours for LVS, 5 days for HVS

By outsourcing the processing of B3 forms, the client has been able to clear shipments across the border without any hassle. The backlogs decreased and the client has received positive feedback from their customers. The client is now able to devote more time on other aspects of their business, such as providing quality service.

As the benefits of outsourcing became clearer with each passing day, more responsibility was allocated to us, such as form processing for High Value Shipments (HVS) and Document Management System (DMS). The volume of outsourcing from the client has seen a **20% year-on-year increase**. The partnership with the client continues to this day.

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 and Customs Brokerage BPO Services can streamline your business operations, contact us today.





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10 Most Promising
BPO Companies in India**