



Identify Opportunities for Improvement in Shipping Operations

A checklist for evaluating document visibility and control

Shipments that are friction-free enable the operational efficiency and customer satisfaction you aim for. But you can't meet or exceed your customers' expectations if your shipping documents are not in order, or you lack control over the information on them.

Your success depends on your ability to see into and verify the information in the documents that drive your business.

The following checklist is designed to help you highlight opportunities for improvement in four key areas:



Completeness and accuracy of documents



Transparency of shipment information



Verification of information for clearance



Ability to scale operations

Completeness and accuracy of documents.

Are you getting all the information from documents you need accurately and on time?

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Capture of information in most types of shipping documents is automatic, including shipping instructions, waybills, receipts, proofs of delivery, and purchase orders.

Data from documents like Bill of Lading line items, Certificates of Origin, and Commercial Invoices is automatically classified and validated.

Manual intervention in capture and classification is minimal, save for exception handling.

Quality of capture is high even when field conditions are unfavorable.

There is little to no lag in getting information into the shipping process.

Errors in information are minimal.

Information can be captured from almost anywhere, including mobile devices, in-cab devices, or kiosks.

There's a feedback loop for improving the handling of documents moving forward.

Document transactions in multiple languages from multiple locations and formats are no problem.

Verification of information for clearance.

How easily can you verify information in your documents, so they pass clearance?

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Captured data is immediately validated against existing databases, business rules, clearance regulations, and SLAs. Errors and omissions are flagged.

Dealing with exceptions when managing complex scheduling and logistics is no problem.

Invoice data with line items can be captured via mobile camera and automatically matched to POs, packing slips, and PODs for validation, invoicing, and payment.

Special terms in shipping/receiving documents are automatically flagged for action, early delivery discounts, order-to-pay, promotions, or blockchain opportunities.

An alert automatically goes up where processes experience delay or halt in a clearance.

Delivery information from receipts and signed Bills of Lading can be captured via mobile devices at the point of origination.

Tariff and manifest information can be extracted for every line item in a shipment and data automatically exported for filing.

Detailed information of all necessary documents for vehicles, containers, and their individual components can be captured and extracted for processing and digital archiving.

It's easy to see where vehicles are sitting idle, or shipments are assigned to the wrong vehicle or wrong location in any fleet.

Access to shipment information.

How easily can your customers get answers on delivery status, location, and time?

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Customers can self-service from their mobile devices or any other device convenient to their location (e.g., desktop, fax, etc.).

Employees and suppliers have the access they need on mobile or other devices.

The information they get is up to date.

Signed copies of delivery documents can be accessed in real time at the right point in the process, along with a shipper or receiver of goods.

Ability to scale operations.

How easily can you scale your operations?

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Our headquarters system has capacity to handle information from new locations as we add them.

We can distribute processing so that the burden is not too great on our main systems.

We can enable customers, employees, and suppliers at new locations with the same access to information as with our main system.

Our corporate policies and practices are automatically and consistently applied throughout all of our locations.

Next steps

Don't be discouraged if most of your checkmarks fall in the "need to do better" column. New Intelligent Document Processing solutions give you the ability to realize immediate benefits by eliminating errors and friction in document-centric processes. They position you for longer-term benefits of greater customer satisfaction and support for your expansion and growth.

ABBYY Digital Intelligence for Shipping

ABBYY provides an approach and platform that help you get all the information from shipping documents right and verified at every clearance along a shipping itinerary. We help you identify where and why clearances are interrupted in processes, so you can identify which are most important to address first.

Visit abbyy.com to learn more.



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