



## **VAT and Transport forms automation process for Flipkart – The #1 E-Commerce marketplace in India**

### **Abstract**

365Build used RPA to eliminate a manual repetitive process that was part of Flipkart's supply chain flow. The automation not only sped up the process time but resulted in considerable direct cost savings to Ekart – Flipkart's logistics arm. Read on..



**About Flipkart** – Flipkart is the #1 E-Commerce marketplace in India in terms of gross merchandise sales. The GMV was about \$5 Bn over the course of 365 Build's business association with them in 2015-17.

## **The Problem**

Under the VAT based taxation system that was prevalent in India until July 2017, the movement of goods across the various states necessitated the generation of certain online forms against each shipment exceeding a preset value. The problem was that these online forms did not expose any API for big users like Flipkart to consume. Besides a captcha for login ensured that there was no other way than to employ an army of manual data entry operators across regions to carry out this mandatory task before shipping products from their warehouses. This obviously translated into supply chain delays besides the problem of erroneous data entry leading to compliance issues.



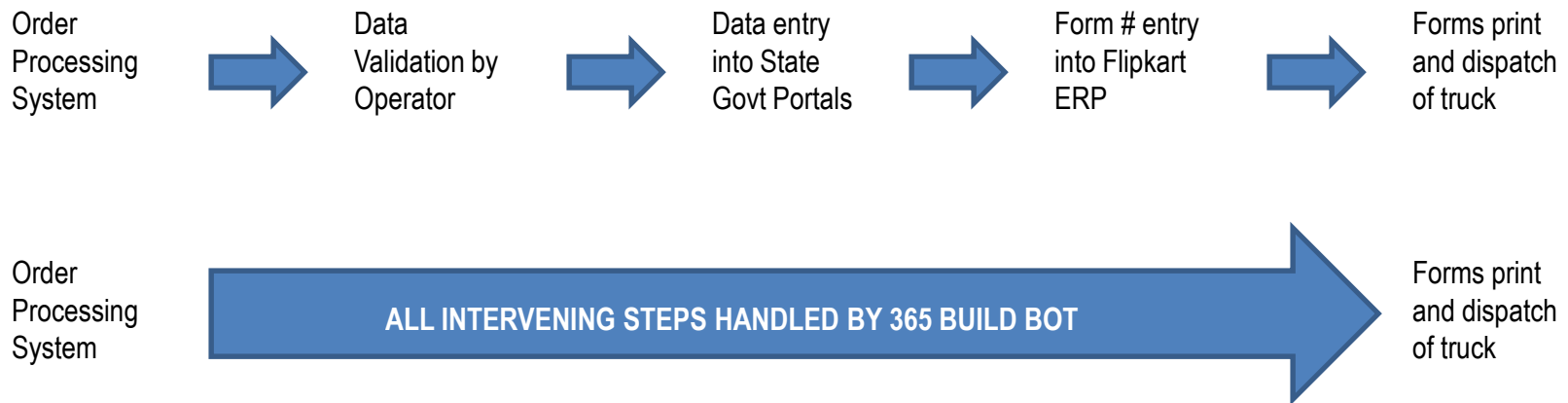
## **The Solution**

To tackle this issue that was replete with repetitive action and multitude of data entry errors, 365 Build implemented a proprietary RPA setup pan India for Flipkart. This robot script exposed an API to Flipkart's order processing system to call upon whenever there was a need to generate these statutory forms. The key activities done included –

- Validation of input data to capture any errors and appropriate error responses back to Flipkart's system for initiating corrections.
- Selection of the required state forms automatically based on the consignee location.
- Return of response in a printable pdf format.
- Storage of the response data into DB for future reporting and analysis.



## Before & After



## The Benefits

Post implementation of the 365Build bots, the entire process was completely devoid of any manual intervention. **The direct savings in terms of manpower reduction for data entry and reconciliation was \$ 1.5 Mn per annum.** The other benefit was the drastic reduction in data entry errors that led to a 98% reduction in the number of instances where their transport vehicles were impounded by field tax enforcement teams of the various states.