



Proof of Delivery Document Automation – For a large MNC manufacturer in the auto components sector.



Abstract

365 Build streamlined the collation and archival of PoD documents from transport partners of this client using RPA. This automated document storage repository cut down the time taken for resolution in case of any disputes raised by customers. Read on..

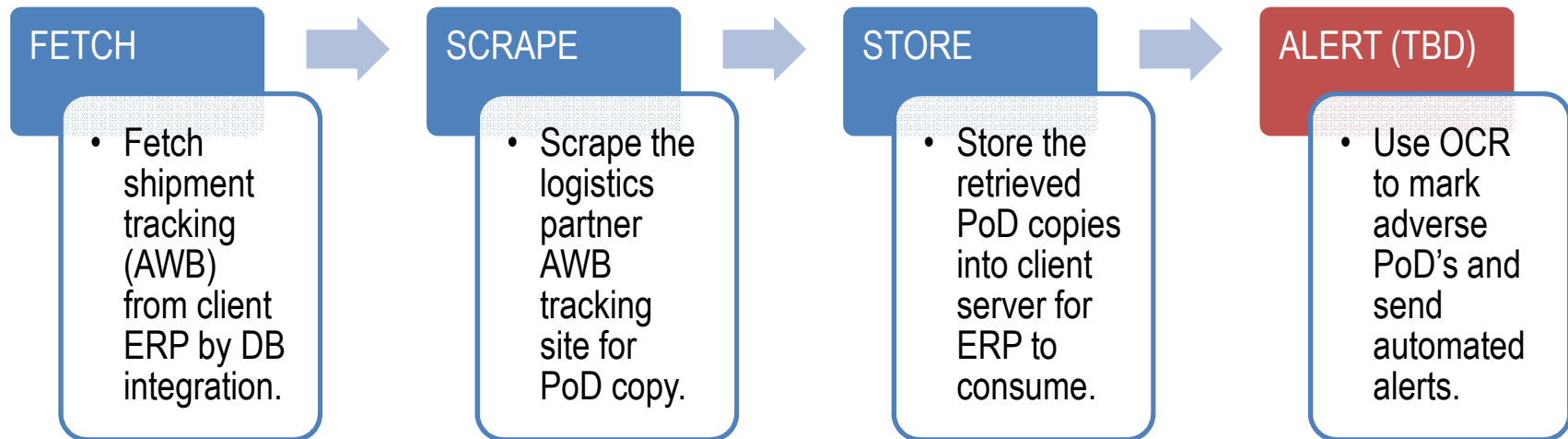


The Problem

The client is in the auto components sector with manufacturing plants spread across India. Order shipments happen from the various location to end customers via 3rd party logistics partners. Proof of Delivery (PoD) documents against each shipment were handed back to the client mostly as paper documents or on storage disks (USB/CD) by these logistics partners and usually about 30 days after the actual delivery. The archival and maintenance of these documents was proving to be a problem. Most often wrong PoD documents were tied up against a shipment due to manual reconciliation work which came to light only when a payment dispute arose due to damages in transit. And in some instances these files or storage media were misplaced too leading to crippling delays. The client estimated almost \$1.8 Mn of payment annually getting delayed on an average by 90 – 180 days owing to PoD related issues which translated into \$150 K of loss annually due to the capital lock up.



The Solution



The Benefits

The projected annual savings for the client will be \$ 75 K per annum due to shortening of the dispute resolution cycle and an additional \$ 20 K per annum in manpower reduction.