

A Leading Logistics and Management Company Automates Documentation Process using Nividous Smart Bots



Organization

The customer provides complete assistance for export and import trade management to overseas clients including but not limited to documentation, logistics management, on-site support, legal compliances, governance, customs formalities and research and development.

Challenges

A team of 12 to 13 people was required to review and verify 20 to 25 documents such as letter of credit, sales orders, bill of lading, load report, and packing list on a daily basis. The documents were received at various intervals beginning with the generation of a new sales order through the delivery of the consignment. These documents are highly critical and require one hundred percent accuracy throughout the validation process. The validation of each document against multiple systems/documents using complex business rules was a highly tedious and time-consuming task.

Solution

Nividous Smart Bot with native artificial intelligence and machine learning capabilities was deployed to automate the entire documentation process.

Letter of Credit (LC) Amendment Process:

- When the Smart Bot identifies an email containing a LC document, it fetches the attachment (image, text/pdf/ZIP file, and email content), reads data from the LC document and ERP system, and validates using business rules.
- The validation results (color coded) are displayed on the portal for a user to review.
- The user provides details of required amendment in the same interface and the Bot sends an email with suggestions for correction.

Validating Bill of Lading, Load Report, Insurance, Certificate of Origin and Pre-Shipment Inspection Certificate Documents:

- The user is given an ability to trigger automation execution at any given time because these documents are received at different intervals.
- The Bot validates bill of lading, load report and pre-shipment inspection certificate (PSIC) documents by navigating through an inhouse portal and presents the results for review on the Nividous BPM portal.
- Documents such as insurance and certificate of origin are created as a draft on third-party websites by the Bot and an email is sent to the user for review and approval.

Benefits



Hours saved per month



Reduction in TAT



Reduced human dependency

Processes automated

- Automation of Letter of Credit Amendment and Shipping Documents
- Shipping Tracking & Invoicing

Industry

Logistics

Nividous Smart Bot with natively embedded cognitive capabilities has allowed us to significantly expedite the time-intensive documentation process. Most importantly, the documents are processed in real-time which was not possible earlier.

Documentation Head
A leading logistics company

For more success stories of Nividous platform visit:

<https://nividous.com/case-studies>