



DATAMARK® | FBS

Freight Billing Services™

Freight Customer Maturity Model

DATAMARK's Freight Customer Maturity Model shows how outsourcing the data entry of freight bills improves productivity levels, increases efficiency levels and reduces labor costs. By applying Lean Sigma processing techniques and introducing technology to the billing process, DATAMARK helps clients expedite access to critical information that operations personnel need to manage load planning and shipping lane utilization.



Freight Customer Maturity Model

	Level 1	Level 2	Level 3	Level 4	Level 5
Characteristics	Freight bills processed from paper after trailers arrive at terminal	Freight bills scanned and processed from image after trailers arrive at multiple freight company terminals	Driver enters skeleton bill in handheld device at pick-up. Freight bills scanned at terminal and processed from image at multiple freight company terminals	Freight bills scanned in the truck after pick-up and processed from image at remote locations both internal and external to the freight company	Freight bills scanned in the truck after pick-up and processed from image at remote external locations onshore and offshore
	Bills in by 4 PM Processed by 5 AM	Bills in by 4 PM Processed by 3 AM	Bills in by 4 PM Processed by 2 AM	Begin processing immediately Processed by 12 AM	Begin processing immediately Processed by 12 AM
Benefits		<ul style="list-style-type: none"> Enables remote keying from other terminals Enables quality control from image to drive down error rates 	<ul style="list-style-type: none"> Enables remote keying from other terminals Enables quality control from image to drive down error rates Skeleton bill available for load planning Reduced loading/unloading times Reduced overtime and lower labor costs 	<ul style="list-style-type: none"> Enables remote keying from other terminals or around the world Enables quality control from image to drive down error rates Skeleton bill available for load planning Reduced loading/unloading times Reduced overtime and lower labor costs Single touch for billers reducing billing cycle times 	<ul style="list-style-type: none"> Enables remote keying from other terminals around the world Enables quality control from image to drive down error rates Skeleton bill available for load planning Reduced loading/unloading times Reduced overtime and lower labor costs Single touch for billers reducing billing cycle times Low biller turnover Enhanced manifest and yield efficiencies Ideal labor arbitrage mix with 24-hour processing Lean Sigma quality control Process optimization
	<ul style="list-style-type: none"> High labor costs High turnover High training costs Multiple touch-points per bill Extended unloading/loading times Increased dock and driver overtime Inefficient load planning Ineffective yield management Manual quality control after the fact resulting in high error rates and revenue adjustments 	<ul style="list-style-type: none"> High labor costs High turnover High training costs Multiple touch-points per bill Extended unloading/loading times Increased dock and driver overtime Inefficient load planning Ineffective yield management Partially automated quality control resulting in above industry-average error rates and revenue adjustments 	<ul style="list-style-type: none"> Moderate turnover Moderate labor costs Moderate training costs Multiple touch-points per bill Minimal quality control of non-skeleton data resulting in industry-average revenue adjustments 	<ul style="list-style-type: none"> Moderate onshore labor costs Moderate onshore turnover Moderate onshore training costs Lower error rates, but not ideal 	
Constraints					