

Inefficient Load Planning

Service Guarantees

Driver Work Hour Limitations

Customer Experience

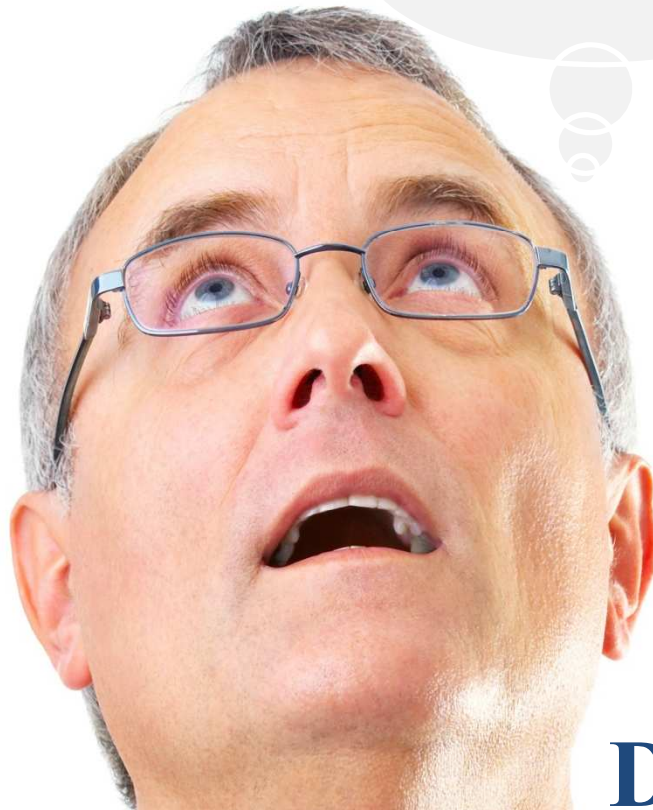
Revenue adjustments due to billing errors

Delivery Windows

Turnaround Time

Shipping Lane Utilization

Load Delays



DATAMARK | FBS™

Freight Billing Services

Has your company experienced any of the following:

Common Freight Billing Issues

- ▶ Increased revenue adjustments due to billing errors
- ▶ Ineffective Yield Management (Use of shipping lanes)
- ▶ Inefficient Load Planning (Skeleton Bill processing delays)
- ▶ Redundant Processes
- ▶ High Audit Rates (No random/automated sampling)
- ▶ Turnaround Delays (Order to Cash)
- ▶ Missed Delivery Windows
- ▶ Driver Downtime (Hours of service)
- ▶ High Biller Churn coupled with Complex Training Requirements

DATAMARK's Transition Team applies its freight industry expertise to streamline workflows resulting in:

• Improved Quality

DATAMARK's Transition Management Methodology (TMM) applies Lean Sigma Principles that improve quality levels by:

- Reducing critical billing errors
- Automating freight bill auditing
- Implementing corrective action programs focused on continual process improvement

• Improved Efficiency

Best practice processing capabilities enable rapid creation of load manifests which improves turnaround time at the terminal and maximizes:

- Driver hours of service
- Trailer densities
- Shipping lane utilization
- Forecasting of pickup & delivery windows
- Cross-dock load planning

• Reduced Employee Turnover

Enhanced employee training programs and activity based compensation help create and retain subject matter expertise and reduce employee churn. This also enables one-touch handling of bills and eliminates waste in the workflow.

• Reduced Costs

With processing locations Onshore, Near-shore, and Offshore, DATAMARK combines its freight industry expertise with low-cost labor rates to:

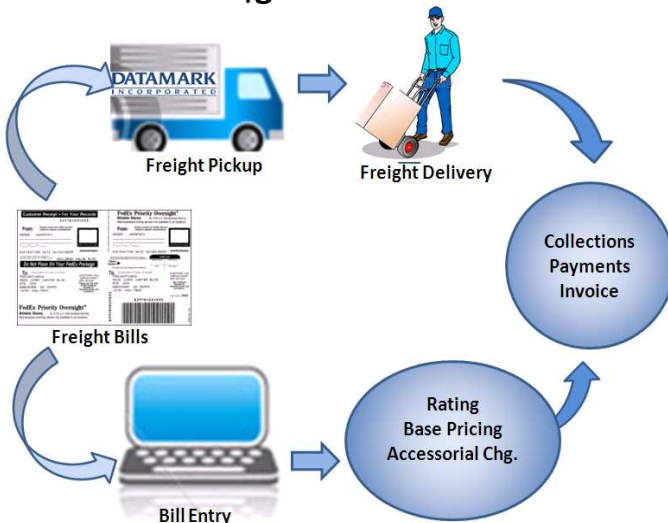
- Provide process improvements that reduce costs
- Improve efficiencies that reduce overtime for operations and billing personnel

• Process Insight

Online Web Portal Provides an enterprise view of FBS processing, cutting across all aspects of the freight billing business, resulting in:

- Key Performance Indicators (KPI) that enable carriers to quickly assess and adapt their business to meet ever-changing customer demands
- Real-time prioritization of high impact functions to improve results

Freight Movement



Back-Office Activities

About DATAMARK, Inc.

DATAMARK, Inc. is a U.S. based BPO service firm that provides end-to-end, back-office processing solutions for city, state, and federal agencies, as well as, Fortune 100 companies in the Freight & Transportation industry. DATAMARK's core services include: *Document Processing, Document Management, and Consulting* as well as, complementary services focused around *Mailroom, Scanning and Data Entry*. With a flexible workforce of over 2,200 employees worldwide, DATAMARK offers multiple cost options and versatile services tailored to each client's unique requirements.