



Delivering a Custom Solution:

DATAMARK works with a Logistics Company to ensure on-time delivery for shipments between its U.S. and Canadian customers.

Document Processing
Case Study



Delivering an
Effective Solution
on **Time** and on **Target**.

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Background

One of the world's largest international couriers required back-office support for package and freight shipments by truck between the United States and Canada.

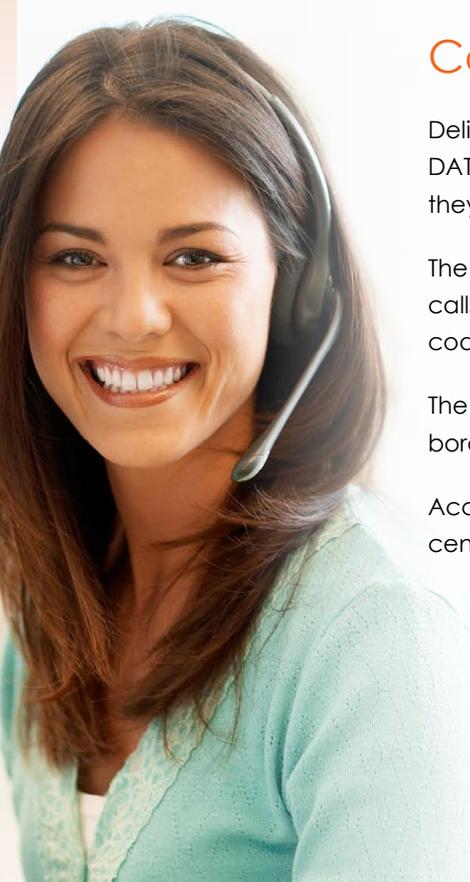
The courier required a solution for processing commercial invoices--documents used as customs declarations in cross-border trade--that would ensure on-time delivery for shipments between its U.S. and Canadian customers.

Additionally, the courier required a contact center queue to resolve any problems (missing or incorrect information) with the commercial invoices so that customers' shipments would not be held up in customs. The courier required all commercial invoices be processed within 24 hours.

To ensure its reputation for reliable, on-time delivery of packages anywhere in the world, the courier turned to DATAMARK.

Delivering a Custom Solution:
**Working with a logistics company to ensure on-time
delivery of shipments to U.S. & Canada clientele**

“Access to a talented, bilingual workforce is one of the advantages of establishing contact center operations in this region.”



The Solution

DATAMARK ramped up an international document-processing team consisting of approximately two dozen staffers trained in the courier's commercial invoice process.

This included specialized training in the use of the Harmonized Commodity Description and Coding System, an international system of names and numbers for commodity classification. Customs agencies use the codes to establish tariffs and import fees, and identify restricted or regulated imports and exports.

The document-processing team was split between Mexico and India, allowing for 24-hour service over multiple shifts.

Continuous Improvement

Taking responsibility for this critical back-office function, DATAMARK also delivered the added value of continuous process improvement using Lean and Six Sigma methodologies.

For example, our Software Development team created a digital note-insertion tool that eliminated a time-consuming step of having to manually write notes to edit or update missing or incorrect information on the commercial invoices.

Additionally, DATAMARK removed another non-value-add manual step in the client's process by eliminating the need to print and scan additional commercial invoice information arriving via fax server.

Contact Center Services

Delivering on a promise of 24-hour-or-less turnaround on commercial invoice processing, DATAMARK established a problem-resolution queue to resolve issues with shipments before they reached the U.S.-Canada border.

The queue consists of trained contact center agents who handle outbound and inbound calls to and from shippers to resolve problems with merchandise descriptions, harmonized codes, and delivery names and addresses.

The contact center team is based in a DATAMARK facility in Mexico, along the U.S.-Mexico border. Each agent speaks flawless, unaccented English.

Access to a talented, bilingual workforce is one of the advantages of establishing contact center operations in this region.



The Results

DATAMARK delivered a nearshore-farshore outsourced document processing solution that ensured commercial invoices were processed within 24 hours or less, so that there would be no delay in shipments across the U.S.-Canada border.

Benefits delivered to our client include:

- **Cost Savings:** The nearshore-farshore arrangement reduces potential document processing costs by 20 to 40 percent compared to in-house document processing.
- **Expert Contact Center Services:** DATAMARK's contact center agents, based in Mexico, act as an extension of the courier's brand, speaking flawless, unaccented English as they contact shippers to resolve commercial invoice problems on behalf of our client.
- **Process Improvement:** Transferring document processing and contact center operations to DATAMARK was not just a matter of "lift and shift."

In taking responsibility for the back-office process, DATAMARK applied Lean and Six Sigma methodologies to the client's process to remove non value added steps.

This philosophy of continuous improvement delivers faster turnaround and lower costs compared to an in-house process.

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About DATAMARK

DATAMARK is a leading provider of multichannel customer contact center services, digital mailroom and mail center management, data entry, document processing services and business process re-engineering services for Fortune 500 companies, government agencies and other large enterprises.

Founded in 1989, the company is the strategic business process outsourcing (BPO) partner for companies across numerous industry sectors, including healthcare, insurance, banking and financial services, and transportation and logistics.

DATAMARK offers on-site, onshore and offshore processing facilities, delivering enterprise content management (ECM) and process-automation technologies and solutions to help organizations improve efficiency and profitability in all business functions.

Headquartered in El Paso, Texas, DATAMARK employs nearly 2,000 people in its U.S., Mexico and India facilities.

To learn more about our services and solutions, visit:

www.datamark.net