



INTRODUCTION:

A leading freight company challenges DATAMARK to deliver an efficient, cost-effective document processing solution to index its Bills Of Lading (BOL). The client required indexing of more than 25 BOLs per hour per Full-Time Equivalent (FTE) with 99.9% accuracy using the client's bill processing system.

CHAImproving Document Processing & Accuracy

The complexity of processing a large influx of freight bills with 99% accuracy from more than 100 terminals and 50 different shippers proved to be a challenge for the client's team to manage.

Specialized data entry agents were required to navigate and recall intricate forms to capture shipper, consignee, payment terms, and reference numbers with impeccable accuracy.

DATAMARK was challenged to recruit, train, and source qualified indexers without over-staffing while maintaining all Key Performance Indicators (KPI's) for our client.

APPUtilize Business Process Management Strategies to Create a Training & QualityAssurance Program

To meet the client's document processing requirements, DATAMARK designed a comprehensive recruitment and training curriculum to hire competent data entry agents with prior experience in the freight industry for our document processing centers in both the U.S. and India. DATAMARK's team of business engineers, training, and quality

specialists analyzed the existing freight bill process to

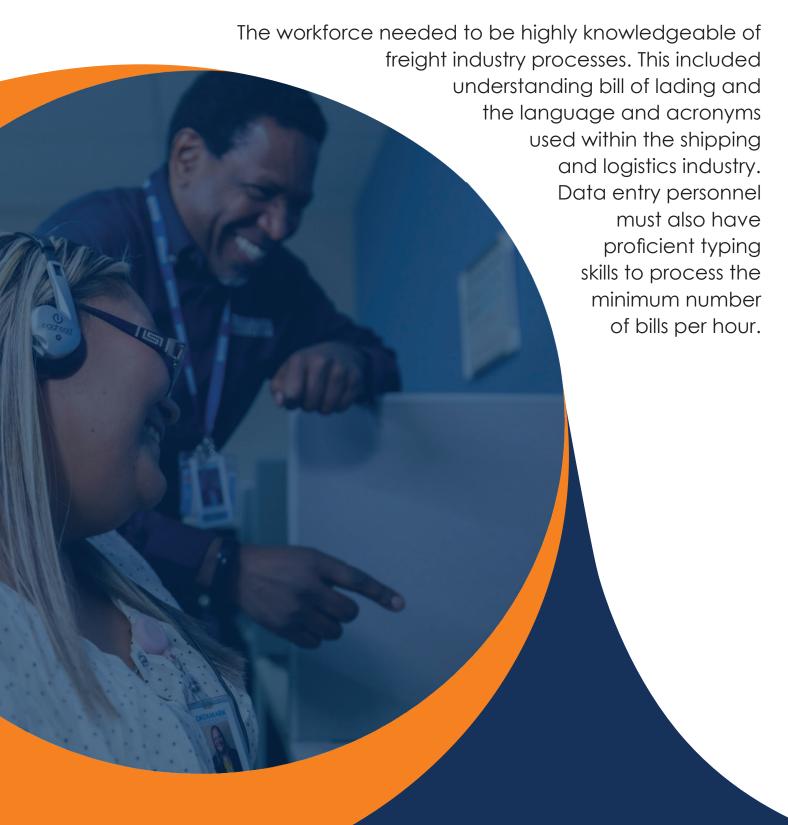
identify areas of improvement.

The proactive training plan developed by DATAMARK also accounted for the client's seasonality needs, hiring quality indexers

DATAMARK's Business Process Management System (BPMS) & Lean Six Sigma Help Streamline Document Processing

A Business Process Management
Solution (BPMS) and Lean Six Sigma
methodology were implemented to
reduce non-value steps and identify
pain points in their workflow, suggesting
improvements to increase indexing
efficiency. DATAMARK Business Engineers
worked with the client to understand the
pain points in their process and developed
a robust training program to ensure high output
quality by data entry keyers.

SOLUTI Boosting Speed & Accuracy of Document Processing through Hiring, Training, & Quality Assurance



Key components of the comprehensive solution developed by DATAMARK include:



Hiring: Our proactive hiring and detailed screening process anticipates peaks in seasonal volume. Employees are hired one to two months ahead of predicted peak volumes to ensure high-performing agents are available at any given time.



Training: Agents must be certified through our proprietary audit curriculum before going live on the production floor. The program includes classroom training, one-on-one training, and a final evaluation. To pass the evaluation, agents must produce a 100 percent accuracy score on BOL critical input fields.



Retention: An incentive plan providing employee bonuses for increased productivity and improved accuracy was implemented to maintain sufficient FTE count to cover client expectations. Based on the client's seasonality requirements, agents can also receive monetary bonuses for working peak hours.



Quality Assurance: In addition to DATAMARK's proprietary audit curriculum, an automated audit tool was created by our Software Development team and implemented to review and correct critical errors on 100% of transactions before submitting them to the client's system.

RESULTS:

Freight Bill Processing Teams Deliver 6,500 BOLs Per Day at 99.9% Accuracy

DATAMARK's international freight processing teams have exceeded expectations for our client. After developing and implementing the innovative hiring, training, and quality assurance process, DATAMARK processes well over 6,500 BOLs per day, boosting the client's ROI, exceeding 99.9% image accuracy for our client saving them money and improving their customer experience through higher accuracy and quality.

In turn, by nesting **over 40 agents** biweekly, DATAMARK ensured a robust agent pool for our client in a short amount of time. Once implemented, the incentive plan reduced monthly attrition rates well below **6%**, increasing agent tenure and retaining knowledgeable staff for our client.



99.9% ACCURACY



