SBL

Success through Partnership

REDEFINING THE INVOICE PROCESSING SERVICES FOR **LOGISTICS INDUSTRY**

How we helped a leading logistics company with global presence to streamline their invoice processing and increase productivity

CASE STUDY

Summary

Our client based in the US, is a leader in global logistics and supply chain solutions and offers transportation services through air, ocean, road, rail, as well as warehousing services. They provide air, ground, ocean, and rail transportation services by buying capacity from carriers and reselling it to their customers. The company also provides a variety of logistic services, such as project management and supply chain management.

In order to improve process efficiency, the client needed to reduce invoice processing time. The current process slowed the business down tremendously and cost them money. The company was looking for an alternative solution that would process the invoices, check the entries, and approve payments in the shortest time possible.

Here's how SBL helped the client streamline the invoice processing and enhance productivity.

Challenge

Our client was finding it challenging to deal with bulk invoices every day. Their in-house team was making frequent mistakes when entering data and processing invoices. There were dozens of invoices that were recorded daily with the wrong invoice number and shipment number. The mismatch of information resulted in many incorrect and duplicate entries. In order to eliminate errors, avoid duplication, and shorten processing times, the client required reliable back-office operations and was seeking to reduce the costs and increase efficiencies through business process outsourcing.
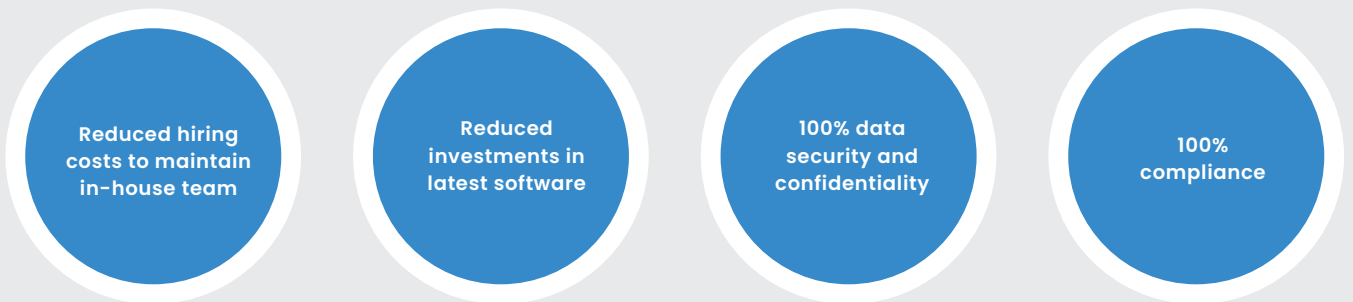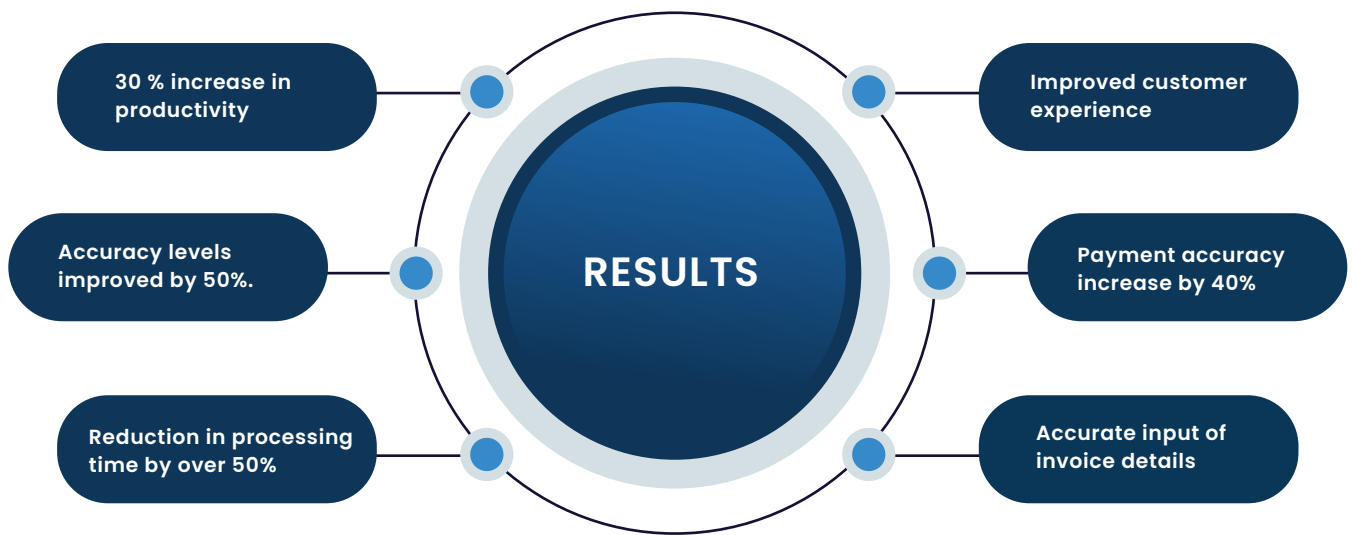
Solution

Identification of business needs and formalization of these needs into a project was a joint effort of the client's department heads and our project team. We defined the process structure and implemented it successfully.

Our solution covers the complete spectrum of invoice processing and is carried out in a cloud based application using the credentials provided by the customer. Each invoice is verified carefully by cross-checking the details such as shipment number, amount, company name, and invoice number. Once the invoice is verified it is marked complete and saved.

We followed a stringent invoice audit where the each invoice is cross-checked by the quality control team to detect and eliminate errors. Any mismatch we encounter during the process is immediately intimated to the client and rectified without delay. The client experienced improved payment accuracy since invoices were matched with the right shipper.

A considerable reduction in expenditures and an increase in efficiency were achieved by the client while maintaining quality of its operations. Moreover, the client was able to realize the desired levels of control and process visibility.

30 % increase in productivity

Accuracy levels improved by 50%.

Reduction in processing time by over 50%

RESULTS

Improved customer experience

Payment accuracy increase by 40%

Accurate input of invoice details

Reduced hiring costs to maintain in-house team

Reduced investments in latest software

100% data security and confidentiality

100% compliance

Discover how we can offer solutions like these for your business.

![SBL Logo]
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