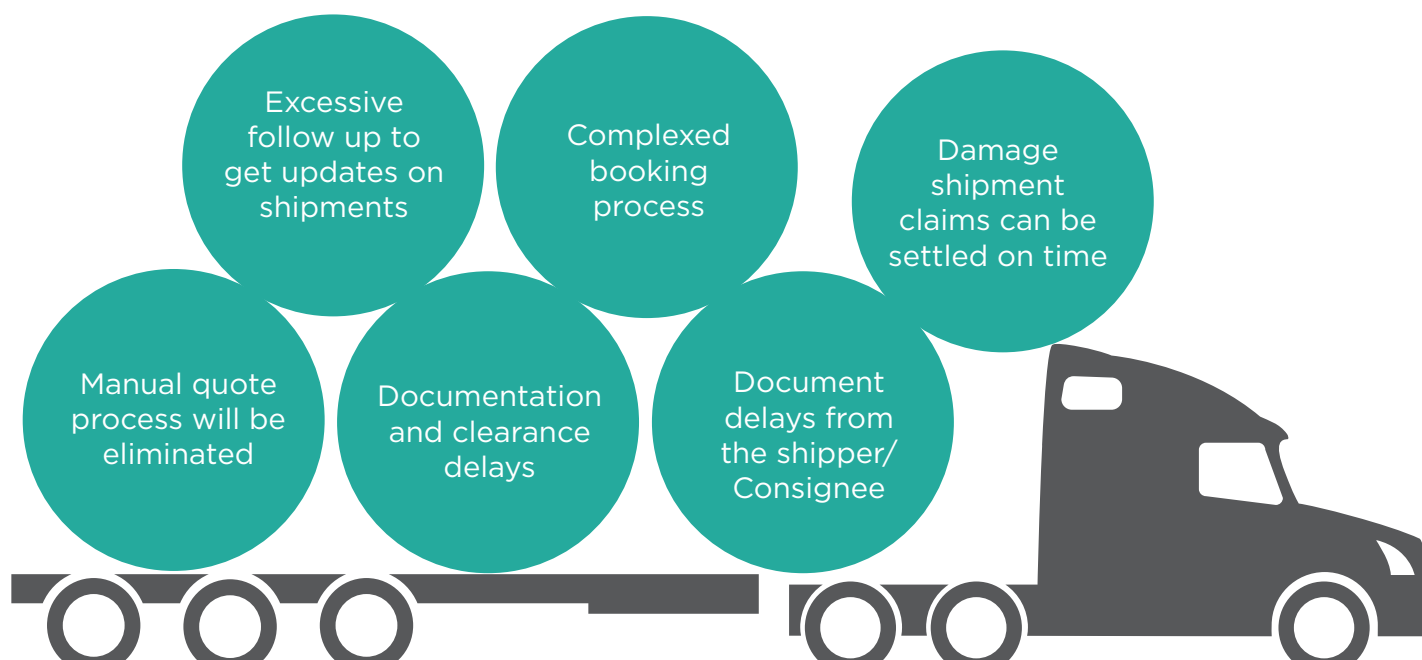HCL

HCL SmartTrans

THE SMARTER WAY OF MANAGING YOUR SHIPMENTS

WX2681

INTRODUCTION

Technology breakthroughs are reshaping every industry—and logistics is no exception. Given the complexities and challenges faced by third-party logistics providers (3PLs) and their customers, innovation plays a significant role in transforming the way shipment is being managed, tracked, and fulfilled. However, innovation is relevant only when it addresses the real problem—the information gap that exists between 3PLs and customers.

Integrating systems and information between 3PLs and its customers, especially the small and mid-size customers can eliminate the following business challenges:

Excessive follow up to get updates on shipments

Complexed booking process

Damage shipment claims can be settled on time

Manual quote process will be eliminated

Documentation and clearance delays

Document delays from the shipper/Consignee

The need of the hour is a solution that leverages the latest technology trends to enhance collaboration, optimize processes, and increase customer satisfaction.

# HCL **SmartTrans**: BRIDGING THE INNOVATION GAP

Taking into account the nature of problems of both 3PLs and small and mid-range customers, HCL has developed a mobility solution based on IOS technology, offering enhanced functionality for Export, Import, Shipment View, e-POD, Request for Quote, Invoice view, and Dashboard for the shipments.

Splash Screen Design

Inner Page Design
(Sections are colour coded)

FEATURES

Export Shipment Module

The Export Module enables the shipper to create booking for the shipments by filling up fields such as Consignee Name and Delivery Address, Terms of the Shipment, Country of Origin/Destination, Mode of Shipment etc. When all necessary fields are filled, the shipper can submit the booking. Once cargo and documents are ready for shipping, the supplier can access the shipment view screen and upload the documents. The module also allows for scanning and uploading of the barcodes of the cargo to the 3PLs system.
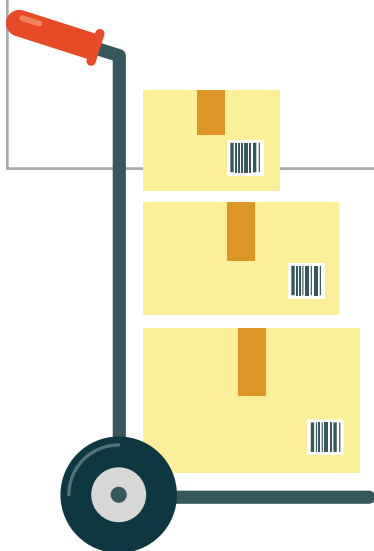
Import Shipment Module

Through the Import Shipment Module, the consignee can view shipment details like shipper name, commodity number of pallets etc., and can also view documents and barcode details of the shipment of cargo, connected with IoT devices. If any additional documentation is needed, the consignee can easily upload the documents through this interface.

E-POD

Once the cargo is dispatched to a consignee, the consignee will receive delivery updates on his mobile device. On receipt of the cargo at the warehouse, he can virtually sign the proof of delivery (POD).

If the customer receives the cargo in a damaged condition, he can update the E-POD and also upload photos of damaged shipment. These photos will be updated on the 3PLs system for necessary action.

Invoice View

Customer will be able to view the invoice received from the 3PL once invoice is it's generated in the system for the particular shipment. If there is any dispute in invoices, it can be corrected immediately so that day's sales outstanding (DSO) can be kept under control.

E-Quote

If the customer wants to obtain a quote for a future shipment, he can use this module to send the quote request to the 3PL. These requests will be sent as e-mails to 3PLs, who will revert with the required quote through e-mail as well.

Dashboard

This dashboard gives the customer the ability to view real-time information on the number of shipments, destinations, volume, and performance of the 3PL.

HOW **SmartTrans** CAN HELP CUSTOMERS

SmartTrans is more than just a solution aimed at providing shipment insights and convenience on the go. It essentially brings 3PLs and customers together on the same page through increased visibility and operational efficiencies such as:

- Paperless transactions for greater information accuracy and accessibility
- Increased Usage of mobile devices
- Visibility of cargo that provides for enhanced tracking and monitoring of shipment
- Reduced manual effort as transactions are automatically updated in multiple systems
- Reduced ambiguity on damaged shipments since photos are immediately uploaded through E-POD
- Increased productivity of customer service team
- Real-time decision making leveraging real-time insights through the mobile dashboard
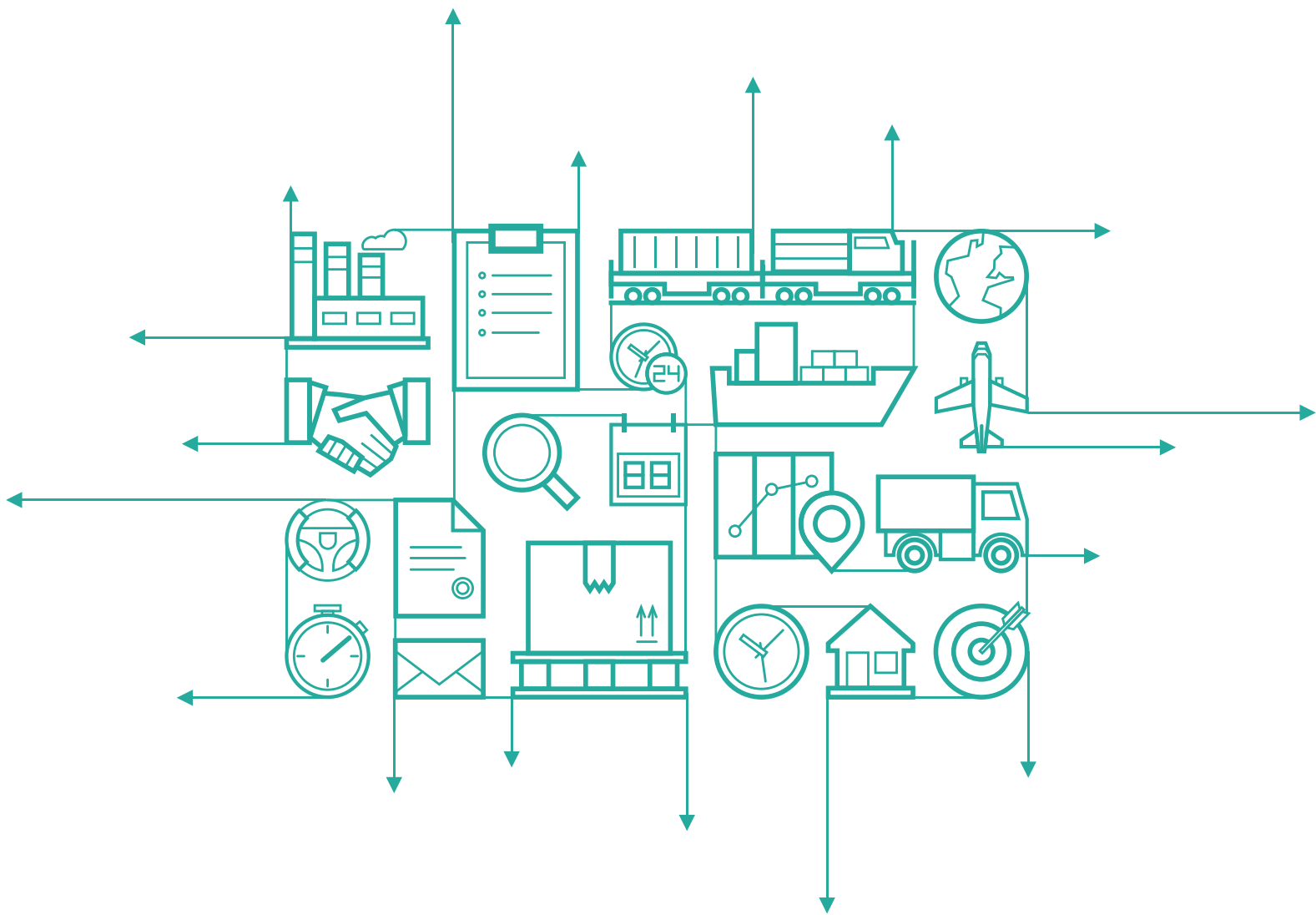
Solution Summary

- Mobility Solution for International Shipping Management
- Increase visibility to respond to customer demand and fulfill orders on time
- ~ 90% increase in accuracy of shipment processing time and updates by customer service.
- ~ 50% reduction in duplication of tracking efforts
- Available on iOS platform

MOVE AHEAD WITH SMARTER OPERATIONS

Discover how HCL can partner with you to take your shipment efficiencies to the next level through a specially designed, next-generation solution. Please visit hcltech.com or send an email to ttlh@hcl.com to schedule a meeting with our subject matter expert.