

Our Client

Our customer is an International Freight Forwarder based out of Seattle, who started a new global initiative to improve POD collection. This would allow them to provide PODs to their customer and to invoice shipments faster. Additionally, they requested to receive a separate POD for each shipment on a truck, which was previously a manual process.

“Quick delivery of information as well as PODs has been extremely useful. It saves us a lot of time chasing information. Having them all available in your portal is also convenient”

The Challenge

At the time, sending separate PODs for each shipment was impossible in our TMS as all HAWBs were tendered via EDI as one shipment. Therefore, PODs were sent together. Resulting in multiple steps taken and time spent, which created a delay with invoicing their customer.

Fastmore Solutions

- Our team developed a feature within our TMS to capture each HAWB number and to create a unique BOL and document folder to store PODs. When POD copies are received from the carrier, they get assigned to the correct HAWB and sent to the customer immediately.
- We also improved the POD collection within 30-minutes of delivery by:
 - ✓ Creating an automated workflow and internal reminders to collect the POD immediately upon delivery.
 - ✓ Sending automated POD requests to the carrier or driver.
 - ✓ Providing the carrier or driver with a unique link to upload the POD directly to our TMS.

Results

With our new solutions in place, we were able to meet customer requirements to send PODs for each HAWB as soon as they are received from the carrier. The TMS we have developed has allowed us to focus on the 30-minute requests so we can continually meet the goals of our customer.



80%
of pods in 30 min



100%
Automation



60%
time saved collecting pods