



OVERVIEW

Nippon Express (Malaysia) Sdn. Bhd (NEM) is a market leader in the freight and logistics industry in Malaysia. The core business activities of NEM are international freight forwarding and logistics services incorporating airfreight, sea freight, warehousing and distribution, overseas removal as well as value added logistic design and services. It aims to be the BEST IN CLASS in the Malaysian Logistics industry by adding value to the supply chain of its customers.

THE SITUATION

Nippon Express is a huge industrious organization where there will be many departments which handle their own sector/role. Without doubt there would be certain level of official communications between two departments. The question is how effective would the communication be if the two departments are in two different places or maybe even in two different floors. Would they be getting all the documents or data's as per how they want it? And finally how much time and how much manpower would it take to complete a task on time without any unwanted error.

THE PROBLEMS

The staffs in Nippon Express need to be able to access the files as quickly as possible to produce the proof of transaction if requested by an individual or any department for reference. The task would be very a tedious and complicated process by having to manually search over paper documents and track the specific Airway Bills and all of its supporting documents.

THE PROCESS & ISSUES

Nippon Express Malaysia has two very important departments which handle all the incoming and outgoing of goods which is the Export and Import Department. The Export department's main document is the Air Way bill. The staff's in this department has to maintain this document and its supporting documents such as the Invoice & packing list, custom declaration form and etc. They also have to send the documents to the Accounts department when they request it for reference purpose. Meanwhile the Import department's main document is the Import Work File. This document also carries its own set of attachment documents such as the Delivery note, Airway bill, custom declaration form and etc. The workflow is similar to Export department, where they have to send it to the Accounts Department if requested. It was a hassle for the staff when they have to manually search for the document, and sometimes the supporting documents in the main documents goes missing. So, internally they came up with their own solution where they want the Export department to scan the documents using their Multi-Function Peripherals (MFP) and store them in a designated folder in their desktop. But this step has its way of hassle, where the staff that scans the document has to manually rename the documents, from the default filename assigned by the MFP to the Airway bill reference number.

THE SOLUTION

Nippon Express wanted a solution to automate the process of archiving the Airway bills and its supporting documents. Their requirement was that the solution must be capable to capture important details from the bills and the staffs must be able to retrieve the documents whenever they need it. This is when FingerTips comes into the picture. AmberSoft provided Nippon Express a total solution which consists of FingerTips DMS and FingerTips Zone Capture for automating the documents archiving and retrieving process.

IMPLEMENTATION

FingerTips implementation in Nippon Express was done in two stages. The first stage was implemented for the Export Department. After the installation of FingerTips and Flexi Zone Capture, the process flow starts from scanning of the main documents and its supporting documents. Next the scanned images will be loaded into Flexi Zone Capture to be identified, classified by type of documents and verify the fields captured. The fields captured in the documents are Airway Bill no, Shipper's Account No, MAWB No, First Flight Date and the Received Date. Next the Data Grabber imports the captured data and image of the document into FingerTips for archiving.

The folder structure for the archiving in FingerTips was by Year, Month and Date. If the Flexi Zone Capture fails to recognize the document, the data grabber would create two folders outside of FingerTips which are called Unmatched and Duplicate folder. The unmatched folder would hold all the scanned documents with invalid dates and the duplicate folder holds all the duplicated documents. These two folders would be monitored by a staff to verify and manually check into FingerTips DMS. Finally when the documents are archived in FingerTips, users or staffs would be able to search files by document name, content of the document or even could be searched by field which was extracted by Flexi Zone Capture from the documents.

The second stage was implemented for the Import Department. The process flow remains the same as the Export department, but the only changes were for the fields captured from the main documents.

THE RESULTS

With the process in place, Nippon Express had seen great improvement in the turn-around time for the processing of Airway Bill within the same day. This has increased the efficiency in accessing Airway bills and Import Work Files by other users from their workstations at any time which gives them more time for them to focus on other tasks. Document Control Department can retrieve documents using FingerTips Search easily from their workstations without having to look through every folder in the Windows file server thus increasing their productivity.

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