Kale Logistics
Technology that Transforms

Use Case
Port Community System - Electronic Delivery Order

The Demand to Digitize Delivery Order Issuance

The ocean freight industry is (in)famous for its paperwork. As per the recent survey, it has been observed that more than 75% of the organizations face business risks and compliance related issues as a result of traditional paper based processes and sluggish workflows. Almost every phase in maritime operations requires compliance, document exchange, forms submitted which increases the administrative activities and the paperwork. On an average more than 40 documents and 120 copies are required in the maritime trade for shipment to move. One of the important documents in import trade is Delivery Order (DO) which is manual in nature, any delays in it may severely disrupt the supply chain.

Delivery Issues with Delivery Order

Stakeholder	Challenge
Consolidator/ FF/ CB/ Importer	▪ Multiple visits to Shipping Line office ▪ Long wait queues at counters for document submission, payment and DO collection

Current Process

- Request for Delivery Order
- Submit document Pouch and Original BL
- Make invoice payment in cash
- Collect DO
- Check the validity of DO Submit DO to transporter
- Issues House DO for CONSOL

Stakeholder	Challenge
Port / Terminal/ Empty Depot	▪ Lack of Delivery Order information leading to delay in shipment clearance ▪ Lack of clarity on import containers pick up leading to delay in Terminal Invoice & Payment clearance.

Current Process

- Receive DO from Trucker and verify
- Generate and collect the Terminal invoice charges
- Hand over the container/ cargo
- Empty return the container to Empty Depot and collect the hard copy of handover document.

Stakeholder	Challenge
Shipping Line	▪ Manual documentation & verification process ▪ Lack of clarity and transparency leading to delay in shipment clearance.

Current Process

- Verify the documents
- Generate paper invoice
- Collect the invoice charges
- Issues Master DO or Re-validate the DO

Stakeholder	Challenge
Transporter	▪ No proper logs maintained which becomes a challenge for Invoicing

Current Process

- Manual process for receipt of booking request is received through phone calls and emails.
- Vehicle Assignments are manually over phone calls or emails.
- Manual hard copy as confirmation or acknowledgment document for handover of Empty container.
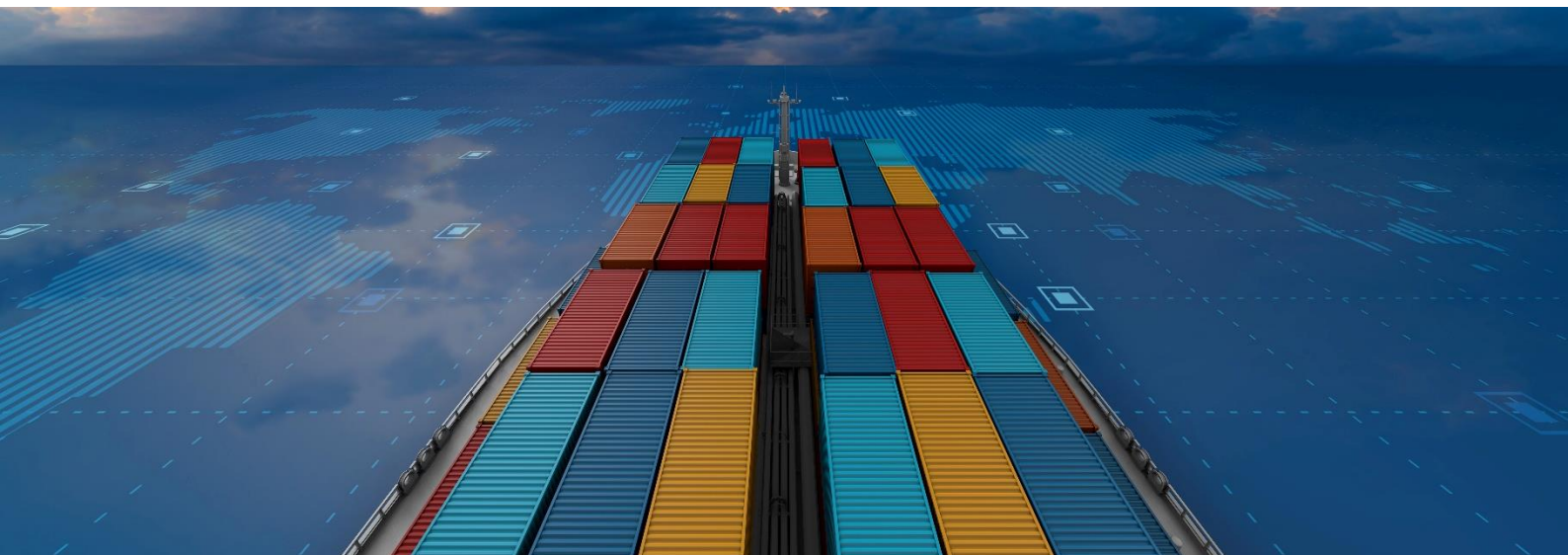
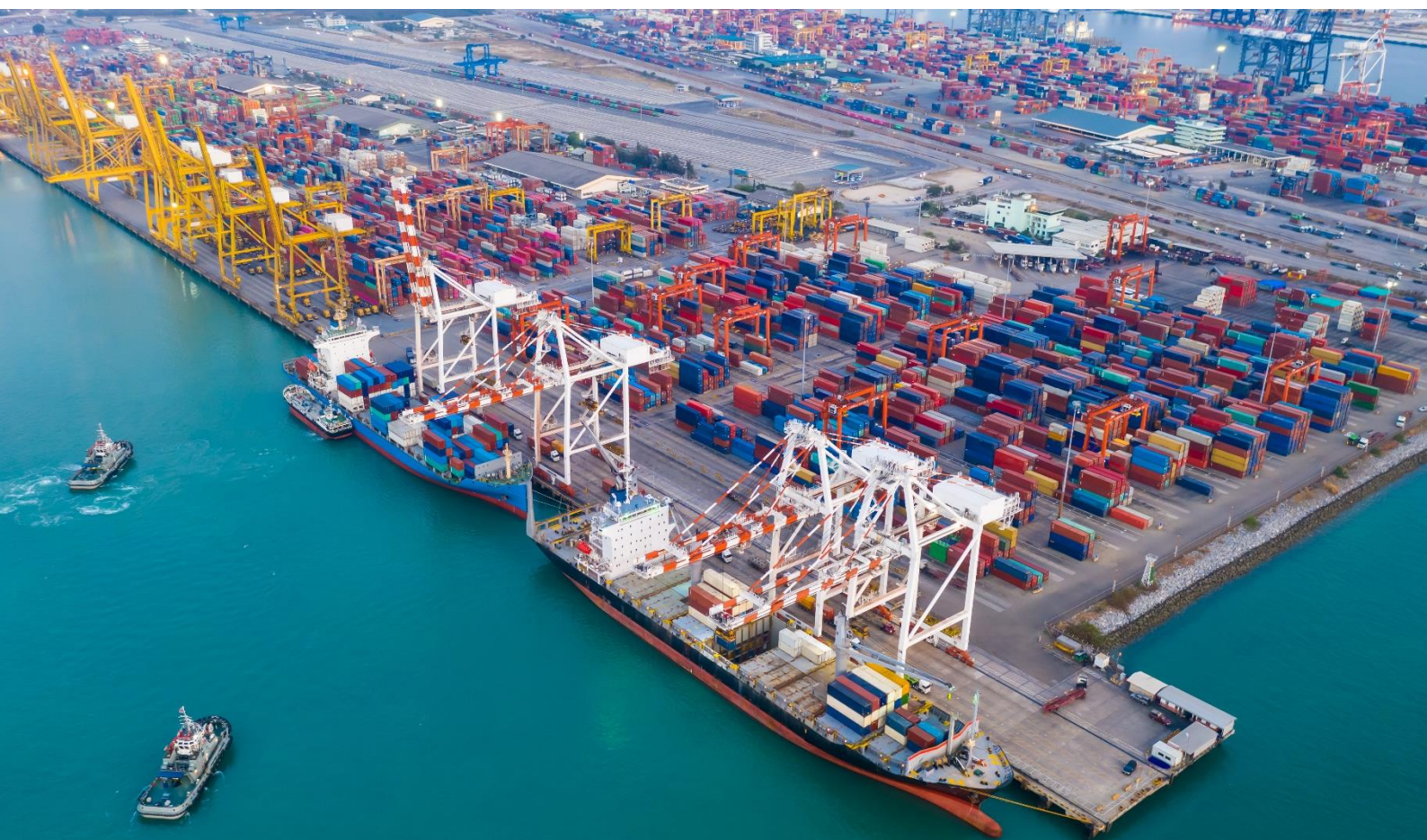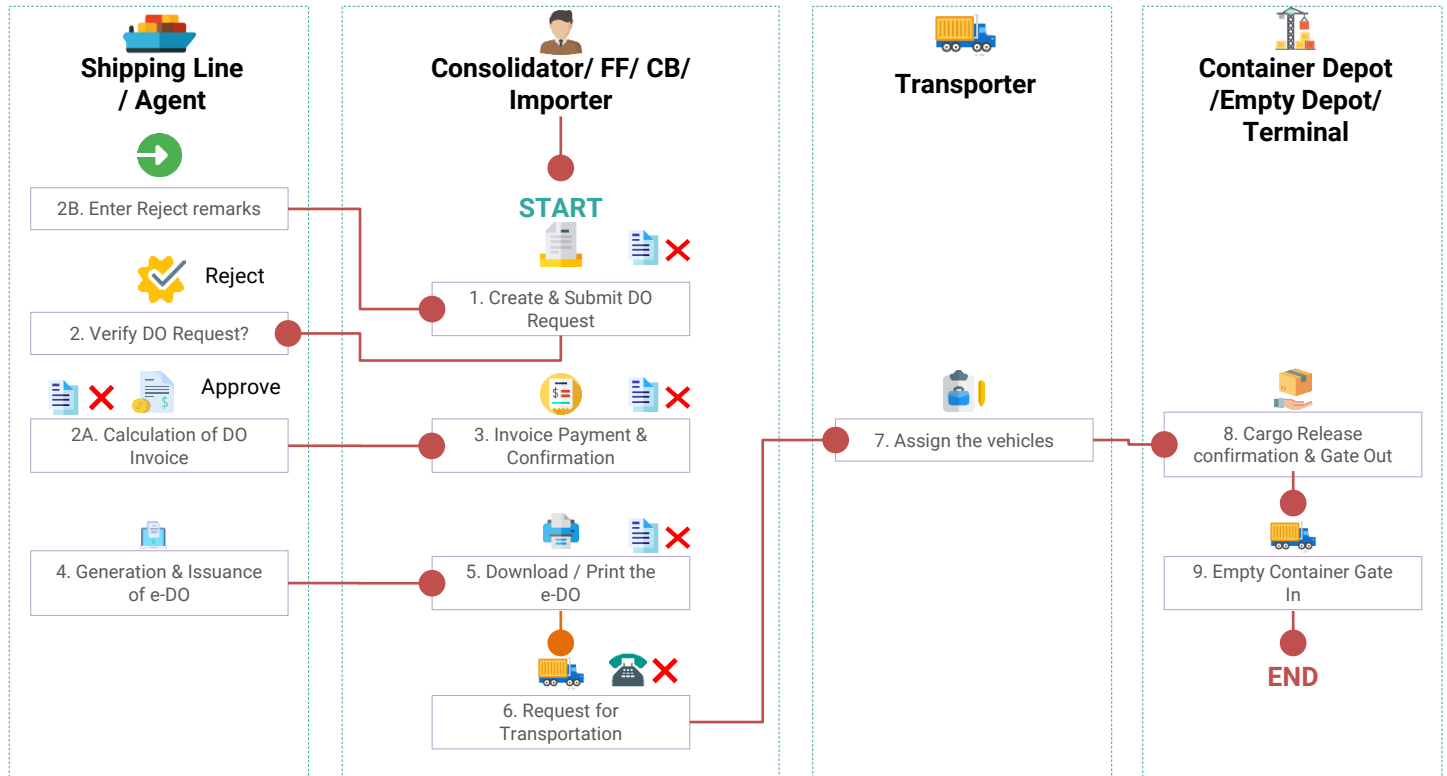## Electronic Delivery Order for real-time delivery monitoring and seamless operations

Kale offers electronic generation of the Delivery Order (DO) from anywhere-anytime with an online payment mechanism. This secured and single platform has the ability to issue DO for multiple carriers and has the ability to validate expired/soon to expire DO with auto-calculation of charges. The platform has the capability to issue Master and House DO to different stakeholders.

e-DO Process Simplification

Shipping Line / Agent	Consolidator/ FF/ CB/ Importer	Transporter	Container Depot /Empty Depot/ Terminal
	START		
2B. Enter Reject remarks			
Reject	1. Create & Submit DO Request		
2. Verify DO Request?			
Approve			
2A. Calculation of DO Invoice	3. Invoice Payment & Confirmation	7. Assign the vehicles	8. Cargo Release confirmation & Gate Out
4. Generation & Issuance of e-DO	5. Download / Print the e-DO		9. Empty Container Gate In
	6. Request for Transportation		**END**

Bringing Order to Delivery Order

Stakeholder	Challenge
Agent	▪ Multiple visits to Shipping Line office ▪ Long wait queues at counters for document submission, payment and DO collection

Solution

- Provisions to Create Master & House Delivery Order request online.
- Creation of e-DO with XML Integration of Manifest files for MBL / HBL
- Online Validation & Re-Validation
- Single platform for Shipping line / Consolidator to approve multiple DO
- Secured Online payment gateway
- Business Intelligence and MIS

Stakeholder	Challenge
Port / Terminal/Empty	▪ Lack of Delivery Order information leading to delay in shipment clearance ▪ Lack of clarity on import containers returns leading to container traceability & thefts.

Solution

- System has the provision to view the e-DO details online.
- Online provision to view/consume the e-DO EDI message and information in real time.
- Integration with TOS bringing in clear visibility of e-DO details.
- Provisions to capture the Empty container gate in with its condition and trigger CODECO messages to Shipping Lines.
- Business Intelligence and MIS

Stakeholder	Challenge
Shipping Line	▪ Manual documentation & verification process ▪ Lack of clarity and transparency leading to delay in shipment clearance.

Solution

- Single platform for Shipping line / Consolidator to approve multiple DO
- Provisions to Generate & Upload Invoice
- Online Payment Gateway to collect the invoice charges.
- Single repository view for all uploaded documents
- Business Intelligence and MIS

Stakeholder	Challenge
Transporter	▪ No proper logs maintained which becomes a challenge for Invoicing

Solution

- Ability to view the Transport request from multiple Agents.
- Provision to Assign the vehicle / Reject the request
- Captures the Vehicle details
- Realtime visibility for Empty container containers handover with its condition.
- Business Intelligence and MIS
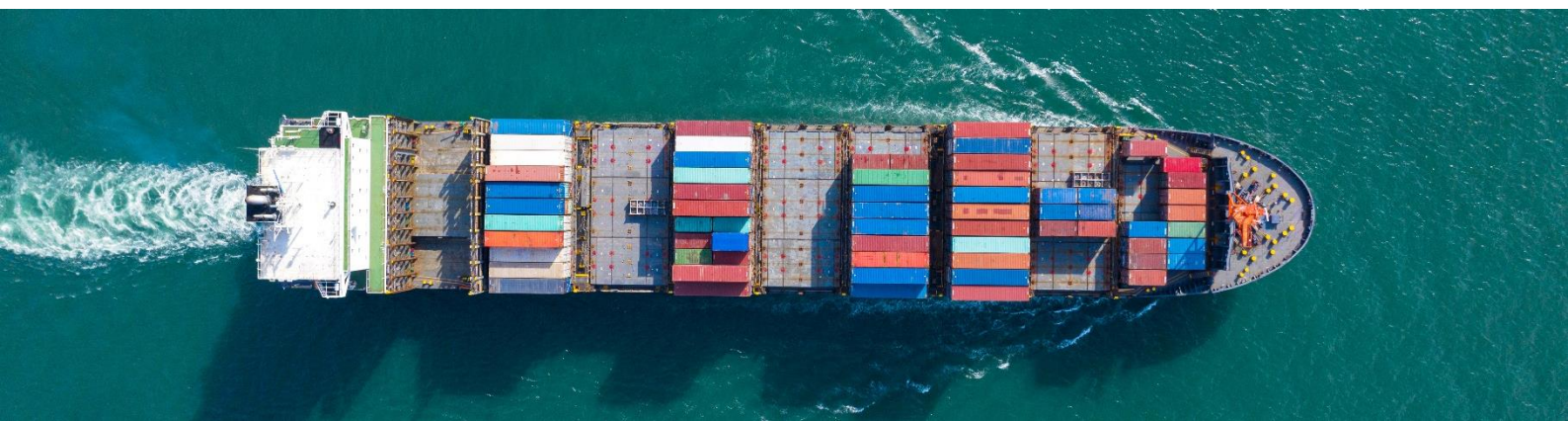
Unique Functional Capabilities

Real time visibility of Delivery Orders released in a secured manner by respective carrier

Ability to issue DO for multiple carriers on a single platform

Hassle free and password protected secure transactions

Efficient financial transactions through auto calculation of DO fees and e-payment options

Online re-validation of expired/soon to expire DO

Business Benefits

Secured & authorised view of DO to value chain stakeholder

Paperless transactions to eliminate possibility of error

Hassle free and password protected secure transactions

Reduced waiting time in clearance process

Faster revenue realisation with online payments

Success Stories

The e-Delivery Order module has been implemented majorly across Asia Pacific Region such as Thailand, Bangladesh & India.

The streamlining of the process has also helped in reducing the congestion in the port precinct by almost 35%.

Long wait time in Shipping Line office for getting the DO issued manually has been completely made redundant thereby saving cost and time of the Agents

Faster revenue collections due to online payment gateway for invoice charges collection.

Success Stories

Reduction in manual document processing has resulted in eliminating 5 physical documents for import process

Pre-alerts to the Terminal have enabled them to achieve proper planning of container thereby fastening the document processing time by 25%.

Multiple visits to the Shipping Lines office has been curbed through the online platform thereby saving enormous of money for the CBs/ Agents.

About Port Community System - CODEX

CODEX is a UNESCAP and ADB award winning innovative platform developed to not only bring together the stakeholders of the maritime sector onto a single platform but also facilitate government-to-business, business-to-government and business-to-business transactions in a highly secured environment. Customs, forwarders, shippers, shipping lines, terminal operators, inspection agencies, hauliers and railway operators – all of these, and more, need access to smart, real time information. The platform provides the business community with a streamlined process for submitting export and import information to customs and other government agencies.

Kale Logistics Solutions

A trusted global IT solutions partner for several Fortune 500 companies worldwide, offering a comprehensive suite of IT solutions for the Logistics Industry. With in-depth domain knowledge and technical expertise, Kale has created a suite of comprehensive IT enterprise and community systems for the Logistics industry for more than 10 years.