



Streamlined Transportation Order Management Minimizes Costs and Speeds Time-to-Revenue

Moving freight is a tremendously complex business. Success depends on many factors beyond your control, from bad weather that causes you to miss delivery windows to carrier capacity shortages that leave you scrambling.

The more you can manage costs and optimize processes, the better you'll be able to mitigate these risks and improve your bottom line. However, many transportation companies find this difficult to achieve.

What gets in the way? A lack of visibility into logistics processes and partners, the inability to easily ramp up (and down) critical back-end operations, uncertainty over whether carriers are compliant with government regulations, and excessively manual shipment management processes that are prone to errors and delays. Plus, these challenges are often exacerbated by high employee attrition that makes it hard to keep operations running smoothly.

OnProcess Transportation Order Management Service

OnProcess Technology has been helping logistics companies overcome these challenges for more than a decade with specialized managed services for end-to-end transportation order management.

Leveraging best practices honed over these years plus our predictive analytics expertise, we track and manage all shipment orders and constituents, identify shipments that have a high propensity to fail and take steps to avoid problems. When issues do arise, we perform casual-effect analytics to uncover root causes and recommend changes to avoid future breakage. Underlying everything is our automation technology, which speeds key processes, and OPTvisionSM, OnProcess' proprietary real-time visibility and microanalytics control tower, which aggregates wide-ranging, order-related data, escalates issues as they occur and delivers outcome-changing insights.

All of this enables us to transform transportation order management into a completely transparent, efficient and centralized operation that increases your revenue, profits and customer satisfaction.



OnProcess Service Components

Dispatch

We provide 24x7 dispatch services, working with your carriers to make sure there are no failures at pick-up.

Track and Trace

We monitor shipments through every stage on their journey, regularly contacting truckers to obtain current status and entering all data into your system of record. We use analytics to anticipate and help truckers avoid problems during transit.

Carrier Onboarding and Management

We call carriers, profile them and set them up in your system. This helps brokers match available loads with preferred freight.

Carrier Invoicing

We review, validate and manage problems with carrier invoices. Using remote process automation (RPA), we make sure invoices quickly and accurately transfer among systems of record so everyone can get paid faster, and handle exceptions when transfers don't happen.

Customer and Carrier Help Desk

We provide level 1 support to customers who inquire about their shipments and carriers who are checking on payment status.

Document Collection

We collect all relevant paperwork related to freight movement and make sure you have a paper trail to prove compliancy during audits.

OnProcess Advantages

Boost On-Time Pickup and Delivery

OnProcess automates traditionally manual tasks, while our team of experts manages and optimizes your end-to-end shipment order process. Productivity increases of 15+ percent are common.

Accelerate Revenue Recognition

By ensuring accuracy and reducing the cycle time for proof-of-delivery, customer billing and carrier invoicing, we enable clients to reduce aging invoices by 40 percent so you can realize revenue fast.

Improve Carrier Availability and Lower Shipment Costs

OnProcess makes this possible by enabling you to leverage an expanded pool of proven and competitively-priced carriers.

Save Money

Clients significantly reduce expenses by using OnProcess' variable cost model to ramp down the back-office team when business conditions dictate, and from our Lean Six Sigma approach and automation technologies that take waste out of processes. 3PL and freight brokerage companies have decreased OpEx by 35 percent or more.

Rapidly Scale and Ensure Ongoing Reliability

OnProcess' dedicated workforce is well-versed in the major transportation management systems (TMS), continually trained on technology and process nuances, and works around the clock every day of the year to deliver reliable, high-quality back-end operations.

To learn how OnProcess can optimize your transportation order management and speed time-to-revenue, contact us at sales@onprocess.com or visit www.onprocess.com.