

Industries: Trading

Challenges



The nature of trading business requires companies to produce Dispatch Note for their customers to sign and serve as proof of delivery. Companies have to manage hundreds if not thousands of Dispatch Note generated daily. Furthermore, the law and regulatory require these documents to be kept for a minimum of 7 years. The conventional filing method, and managing these documents in hard copy proves to be an ever uphill task.

Dispatch Note is generally needed in Sales, Finance, Logistic and various other departments, hence multiple copies of the same Dispatch Note are printed and kept by respective departments for convenient access to the information. As a result, the cost (labour, stationery, filing equipment and office space) to manage these copies will be doubled up. Overwhelming volume of Dispatch Note forces some of them to be stored off-site, making retrieving time longer and costlier.



Physical documents are prone to misfiled, lost or damaged, resulting in slow respond to customers' enquiry, as well as delay in payment collection. Worst still if unable to show Proof of Delivery, there will be no ground to demand for payment at all. It is common that customers unable to process payment as Proof of Delivery is unavailable, and prompting companies to produce a copy of the acknowledged Despatch Note, which is cumbersome.

Solution

All Dispatch Notes are to be scanned and converted to digital document and archived into **e-DMS** repository the moment the signed Dispatch Note is returned to trading companies. **e-DMS** Document Profile features enable all digital Dispatch Note to be indexed with specific search keywords, such as Dispatch Note Number and Customer Account Number, allowing an accurate and fast retrieval process.

To minimise manual data entry, **e-DMS** Zone OCR function (Optical Character Recognition) is able to capture the keywords from the scanned images and populate them into respective Index Fields. While **e-DMS** Barcode Recognition function intelligently recognises the barcode found on the scanned Dispatch Note. Rather than the error-prone manual indexing, both functions help to save tremendous amount of time and effort.



e-DMS Search Module is a web based application that allows user to search and view Dispatch Note archived in **e-DMS** repository. With **e-DMS** Profile Search function, user can retrieve a particular Dispatch Note by entering Dispatch Note Number or Customer Name. The process takes only seconds instead of hours or even days as compare to the previous conventional method. Customer satisfaction (internal and external customers) will be improved by being able to respond to customer enquiry almost immediately because information is readily in hand.



e-DMS provides a centralized repository archiving architecture with web-based search function, coupled with Access Control Security features. Only users who are granted the rights to access can retrieve document through any computer that is connected to the **e-DMS** Server.

Bulk volume of Dispatch Note can also be archived into CD/DVD as off-line archive, together with a built-in search engine for easy document search and retrieval, and to distribute to customer.

Benefits

Implementation of **e-DMS** to manage Dispatch Note electronically brought new meaning of efficiency to companies' operations. Searching and retrieving Dispatch Note takes only seconds, tremendous amount of time is saved and customer satisfaction is improved. By digitizing all Dispatch Note, misfiled, lost or damage of document no longer a common scene. Multiple copies of the same Dispatch Note become the thing of the past, as only one physical copy is needed to be kept for compliance purpose. Cost (labour, stationery, equipments and office space) spend on managing each duplicate hard copy of Dispatch Note can be fully recovered. Not surprisingly, faster payment collection is achieved with the efficient management of Dispatch Note by **e-DMS**.

