



Your fleet of trucks is held by gravity to the highways of North America—but what is holding down your bills of lading? These could soon be subject to the compelling new force of FPO — Freight Process Outsourcing.

BILLS OF LADING THE FPO WAY

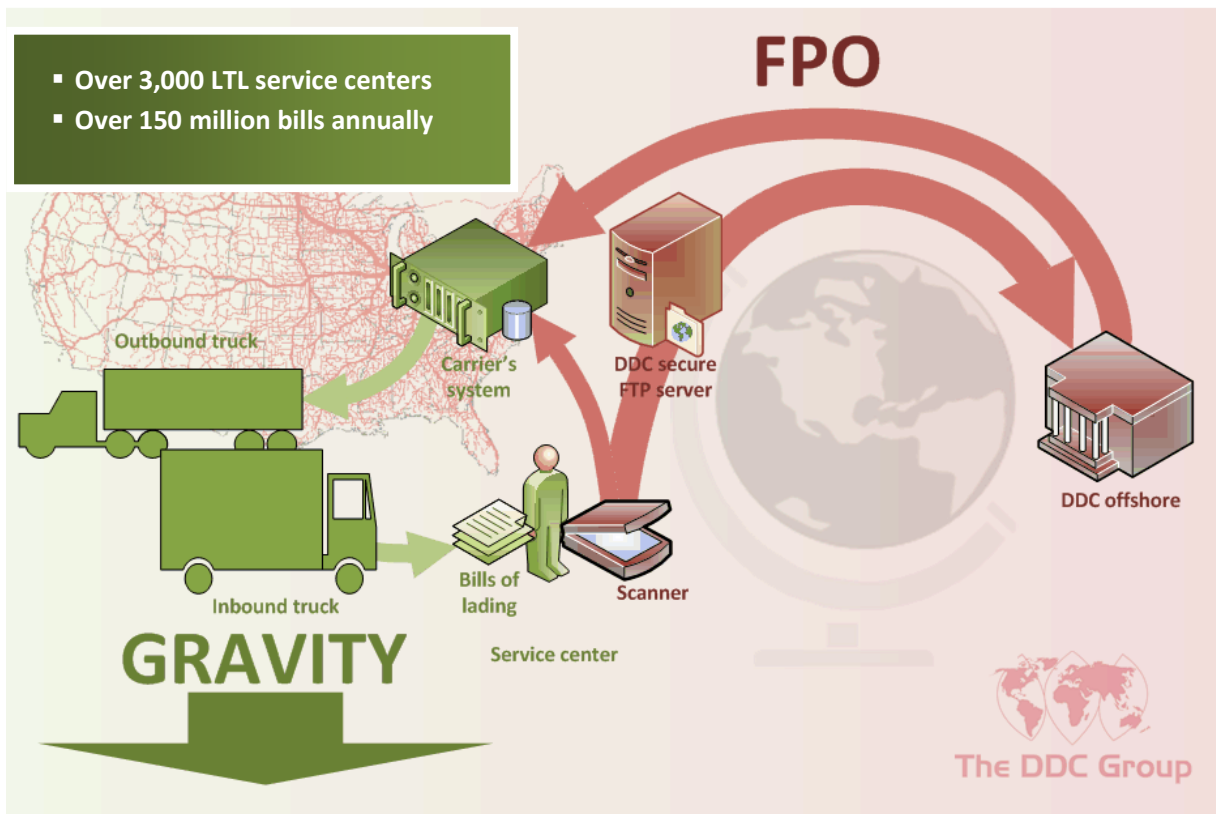
by Simon Bates,
Project Manager

The DDC Group—set to revolutionize the way LTL companies process their bills of lading.

FPO is the best of both worlds—the one Isaac Newton understood and

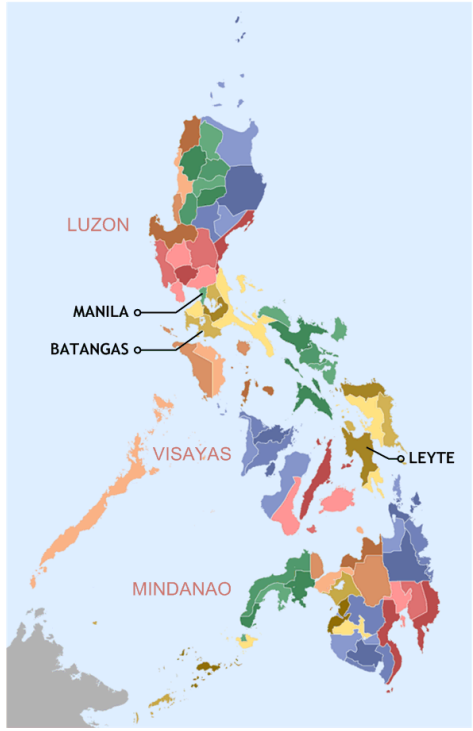
the hi-tech one we've come to know since. It will save your LTL business a lot of money on its billing process—between _ and _%—not only because capturing information from the bill will be done offshore at lower cost. The higher accuracy of the information captured will reduce the cost (and headache) of underbilling and customer complaints. This revolution for LTL companies in processing bills is **the FPO service**, created and fine tuned in a four-year pilot by **the DDC Group**.

While processing takes place offshore, naturally, FPO has the carrier's service center or terminal still as the focal point of the lading process. The revolution begins here, at your existing sites.



HOW FPO WORKS

preparing the bills for image scanning and feeds them through the machine. The images created go immediately to a DDC secure FTP server in the US and are automatically downloaded by the offshore



DDC puts in image scanners at your service center with DDC software installed. We give you training onsite. Your team normally closed within 25 minutes of bill scanning—a phenomenal achievement of system design and resource management, considering the number of service stations active in multiple time zones at any given time and the highs and lows of volume over one day. Data capture is direct into your system. Once a trailer is closed, your team picks up the process again with printing and load transfer.

Quite rightly, security measures and provision for disaster recovery will rank high on your list of requirements. Operating in the Philippines, DDC can offer a full package. We have multiple sites there with independent power infrastructures. DSL lines into each site from different ISPs are in place to minimize the risk of lost connectivity. Security features include biometric (finger-print activated) door locks, as well as VPN connection to FTP servers or our customers' systems, as well as other more standard features.

By the way—our team knows that a bill of lading is a complex form, sometimes a long one. It should contain acceptable consignee, shipper and agent details, reconciled handling units and weights, trailer and pick-up details and more. Contents need categorizing. Dangerous loads like HAZMAT materials should get specialist attention. The FPO service is not simply about remote data input but information integrity, form compliance, load analysis and coding, and exceptions processing. Yes, we admit, your trucks will be too heavy for offshore FPO but not your bills of lading.

FPO service benefits for your LTL business

- Off-shore data capture costs.
- On-shore project support.
- Scanner installation and training.
- Custom-written software.
- 'Hot' offshore sites for business continuity assurance and disaster recovery.
- Multiple internet lines.
- Proven system and expertise.

DEFY GRAVITY WITH THE FPO SERVICE



The DDC Group