Managing the abundance of paperwork associated with servicing repairs of containers including sending estimates, waiting on approvals, tracking status and billing completed repairs is an extremely costly and labor intensive process. With EBE’s SHIPS Container Repair document management solution, container repair companies can now automate these tasks to achieve improved efficiencies, reduced labor costs and increased customer satisfaction.

Generating and tracking estimates has never been so easy.

Traditionally, once the inspection of a container is complete, an estimate is manually created and sent to the customer for approval. Once sent, there are no systems in place to track the status of that estimate. With SHIPS, the estimate is generated from the container repair company’s current container management software and sent to the SHIPS document management workflow. SHIPS then prints a bar code of the repair number and a change of status box on to the estimate. A cover sheet is then created by SHIPS. The documents are then either faxed or emailed to the customer, depending on the customer preferences that are stored in the customer master file.

The transaction is time and date stamped and suspended until the repair order is returned. Based on defined timeframes, SHIPS will query suspended estimates awaiting approval and alert appropriate personnel of outstanding transactions.

Approved estimates flow through SHIPS automatically.

When the estimate is returned, it is audited and then sent to the repair shop via fax, email or internet. Based on the repair facility’s infrastructure, the estimate may be sent as a workflow item allowing the repair facility to complete, suspend, or change the estimate. All transmitted documents are time and date stamped so reports on repair times may be tracked and escalated based on business rules.

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Faster billing cycle improves cash flow.

As the repair is completed, the documents are then faxed, scanned or entered via the internet back into SHIPS. SHIPS then reads and verifies the barcode encoded documents and forwards the completed repair documents to the appropriate billing queue based on pre-determined business rules. If SHIPS recognizes a check in the “Exceptions Box”, the repair order is placed in an exceptions queue for review prior to the billing process. Once the exception has been processed it is then sent back to SHIPS for validation and forwarded on to the billing queue.

For the routine orders, SHIPS validates the repair estimate and matches it to the invoice for processing. SHIPS rendition printing capability merges the invoice with the supporting documents and then sends it to the customer for payment via fax, email, Immediate Document Exchange or postal service.

Real time monitoring and comprehensive reporting capabilities provides visibility, accountability and improved productivity.

With SHIPS container management workflow applications, there is no need to review every document and transaction in process. It continually monitors all workflow queues and generates reports of all activity. Your personnel are alerted to only those documents that are outside specified thresholds. All other estimates and repair orders are processed automatically. Your personnel now only needs to manage the 20% which are flagged as exceptions as opposed to 100% of the workload - freeing up their time to do more productive tasks.

Find out how you can streamline your estimate and repair process, bill quicker and improve your bottom line!

Call us at 1-800-447-0612 or visit us at www.ebeships.com