

# **WNS BlackBox<sup>SM</sup>**

## **Being Inside the Box makes Business Sense for Once**



Get faster, accurate and cost-effective  
fully electronic shipping instructions!

## Manual Shipping Instructions (SI) Weigh Heavy

The Ocean Forwarding industry is an important part of the global economy as it plays a key role in keeping the wheels of international trade moving.

Like most other industries, the Ocean Forwarding industry is also trying to reduce operational costs by leveraging e-commerce to make business processes (such as bookings, house bills of lading manifestation) run much more efficiently and effectively. In order to accomplish this, forwarders have introduced e-commerce channels to their Websites and also promote third-party e-commerce portals to their customers. However, even after 20 years since these e-commerce channels were first introduced, 50-60 percent of the transactions continue to use 'manual' or 'non-electronic' modes such as attachments to e-mails (MS-Word, PDF) or archaic modes of communication like fax, and even post and runner boys in certain parts of the world!

Shipping instructions which arrive using such 'manual' modes lead to several challenges for the forwarding industry:

- It is almost 50 percent more expensive to process such shipping instructions
- There is an increased scope for error with manual data entry, thus necessitating re-work
- Delays in processing have costly ramifications

## WNS BlackBox<sup>SM</sup> Solution: Instant, Accurate, Cost-effective

WNS BlackBox<sup>SM</sup> helps global Ocean Forwarding companies digitize their manual shipping instructions into an electronic format, with little or no manual intervention, thus reducing the effort required for data entry and reducing costs. More importantly, this solution improves the overall accuracy and turnaround time of completing house bills of lading for customers. WNS BlackBox<sup>SM</sup> uses the latest Intelligent Character Recognition (ICR) and Optical Character Recognition (OCR) technologies to convert PDF documents or image files into an electronic format, thus improving the efficiency and effectiveness of the manifestation process.

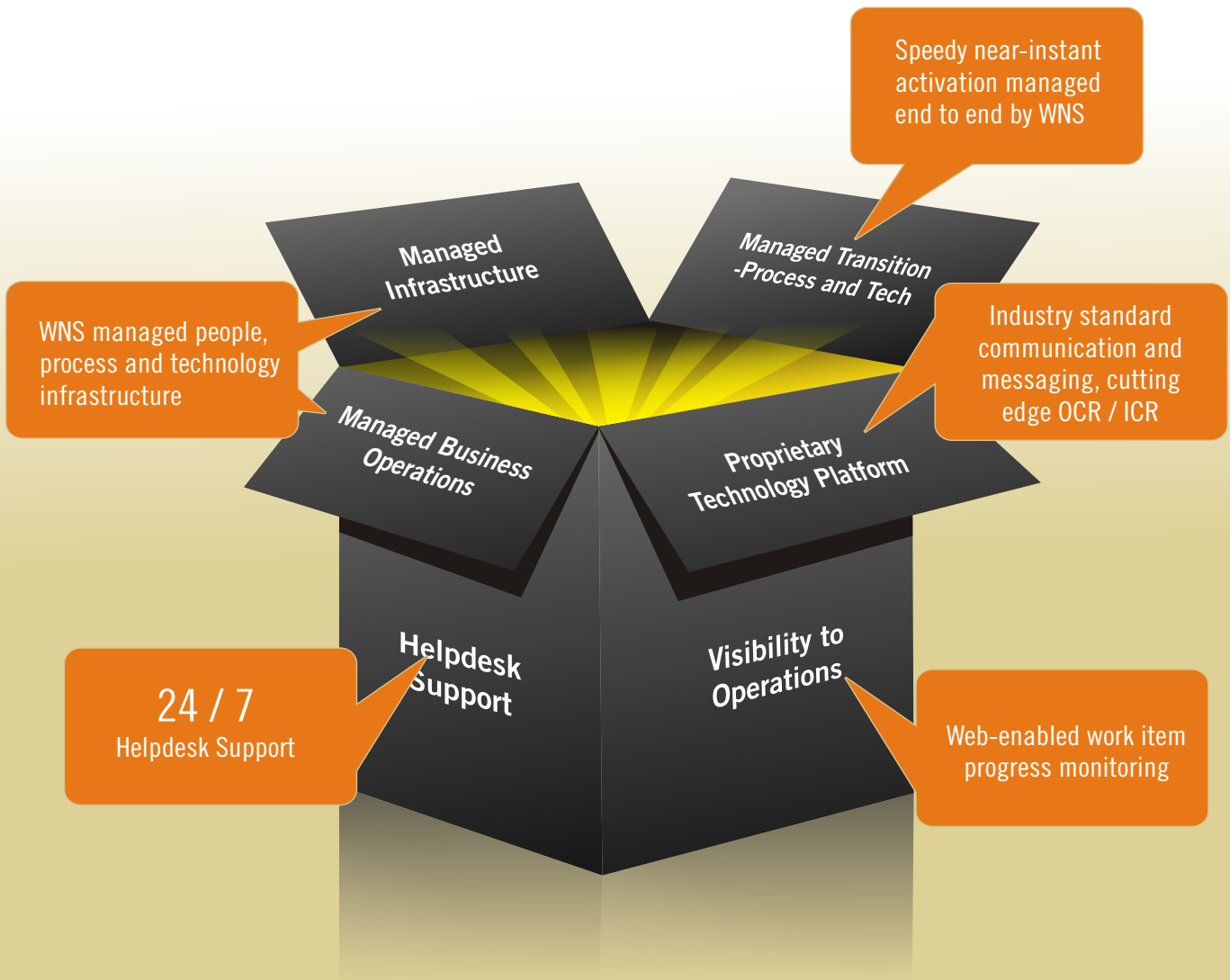
## How WNS BlackBox<sup>SM</sup> Works

All manual shipping instructions sent to the forwarder's e-mail address or fax number are auto-forwarded to a WNS e-mail address or e-fax number. WNS BlackBox<sup>SM</sup> captures and converts the data into an electronic format using optical and intelligent character recognition. The processed data is then sent back to the forwarder using industry-standard communication protocols like EDIFACT and ANSI.

### WNS BlackBox<sup>SM</sup> Workflow



## WNS BlackBox<sup>SM</sup> Solution Components



### WNS BlackBox<sup>SM</sup>: Key Benefits

- A 40-60 percent reduction in costs incurred for the production of house bills of lading
- Up to 50 percent reduction in cycle time for processing the bills of lading with cutting-edge tools like optical and intelligent character recognition and workflow solutions
- No change management required — internal or external
- Error-free documentation and near-immediate activation
- Pay per transaction to variabilize your service delivery cost
- No volume commitment
- Onboarding / offboarding flexibility for clients

## About WNS

WNS (Holdings) Limited (NYSE: WNS) is a leading global business process solutions company. WNS offers business value to 200+ global clients by combining operational excellence with deep domain expertise in key industry verticals, including Travel, Insurance, Banking and Financial Services, Manufacturing, Retail and Consumer Packaged Goods, Shipping and Logistics, Healthcare and Utilities. WNS delivers an entire spectrum of business process outsourcing services such as finance and accounting, customer care, technology solutions, research and analytics and industry-specific back-office and front-office processes. WNS has delivery centers world-wide, including China\*, Costa Rica, India, the Philippines, Poland, Romania, South Africa, Sri Lanka, UK and US.

*\*Delivered through local partnership*