How to Automate Shipping Carrier Freight Claims Processing

Creating Unique Solutions to Solve Freight Claims Issues

iNymbus

By Sreedhar Narahari
Founder & CEO of iNymbus

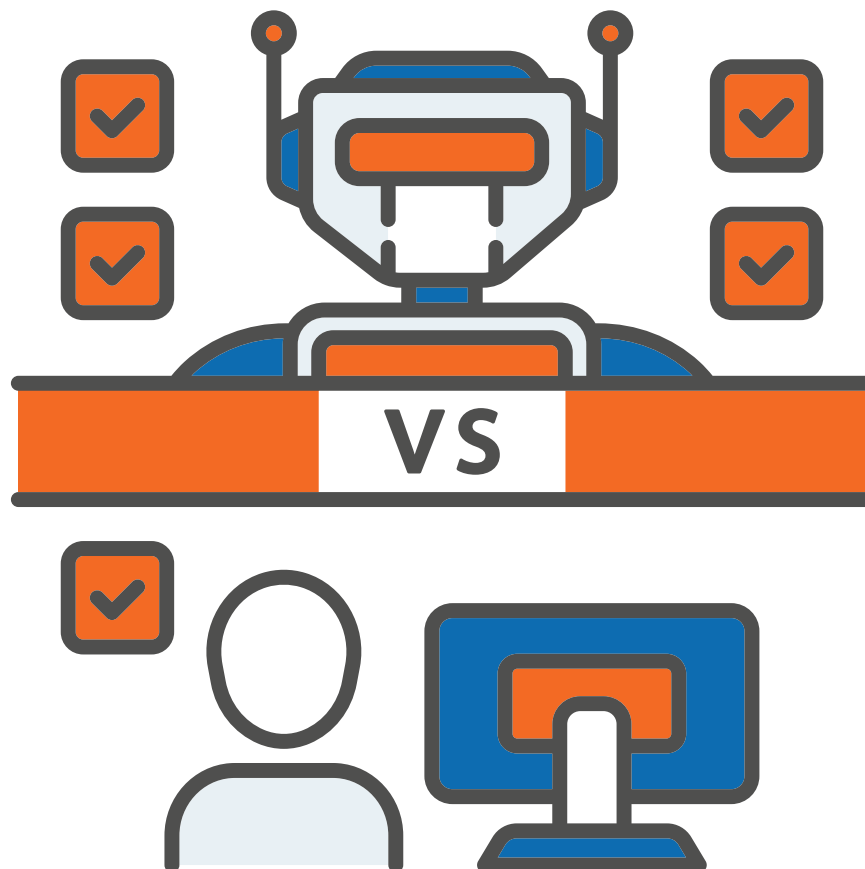# How to Automate Shipping Carrier Freight Claims Processing
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iNymbus is a company known for helping manufacturers, distributors, and suppliers resolve and dispute retailer and shipper claims. We help organizations dramatically decrease labor costs while taking back revenue from invalid and undisputed claims, such as shortages, returns, and chargebacks.

Typical manual freight claims processing can be a frustrating endeavor that wastes valuable human capital. Handling claims can be a long, tedious affair that requires numerous steps and repetitive functions. In 2011, we decided to design a product using robotic process automation (RPA) and artificial intelligence to help solve freight claim problems. Using automated solutions, we've created technology specifically designed to minimize chargeback issues.

At iNymbus, we're able to resolve and dispute invalid shipper claims through RPA automatically as a service for our clients. We reduce labor costs while increasing the speed and efficiency of processing claims.

A real-life situation involving a Credit Research Manager from D&H Distributing can help us understand the nuances of traditional processing. As their accounts receivable processer began to file a claim, he navigated through various systems and had difficulties tracking down data from suppliers and shipping companies. He had to use three programs simultaneously — none of which would function together as one.

Many large shipping companies use confusing interfaces that regularly change in design. UPS recently underwent a website overhaul that required several hours of retraining for users. Getting various systems to connect seamlessly requires constant maneuvering between tracking and shipping portals.

Attaching required documentation is another hassle that involves uploading pickup records, package photos, serial numbers, and more. You'll also need to find copies of original invoices, receipts, and proof of delivery or payment. After performing each step, you're expected to wait for a follow-up and hope the carrier responds in a timely manner. This illustrates just some of the problems that commonly plague manual freight claim processing.

Prior to engaging with iNymbus, our customer D&H Distributing was experiencing 3,000+ freight claims per month. They were unable to process claims efficiently, causing denials from the original supplier. D&H attempted to hire additional staff to address these issues, but it only produced marginal improvements. After researching various full-service A/R and custom solutions, they were almost out of options — until they discovered iNymbus.

How iNymbus Solved their Freight Claims Problems

iNymbus uses robotic technology to process claims in a simple, easy-to-use manner. With specialized robotic automation, iNymbus was designed to eliminate claims processing headaches freight carriers commonly cause for credit and collection departments.

D&H praised iNymbus for its ability to solve problems relegated to traditional freight claims. Using the iNymbus service, they were able to determine the validity of claims using specially designed algorithms for freight claims.

iNymbus designed customized A/R robots to streamline D&H's freight claims. The Robotic Process Automation used by iNymbus was created with three main goals in mind:

- Automation of business interactions through the repetition of actions traditionally performed by humans. iNymbus service reviews, validates, and inputs data from shipping companies such as FedEx and UPS.

- Identifies departments best suited for robotics automation and implementing new business processes as needed.

- Gathers information to determine robot integration points and best solutions.

Processing freight carrier claims can be costly to perform. iNymbus robotic automation service was designed to resolve, dispute, and submit claims at lightning speed. iNymbus can create robots specifically designed to meet the needs of any organization.

At iNymbus, we schedule a robotic processing solutions demo and implement cloud services geared towards individual business process needs. When it comes to A/R processing, industry knowledge is the key to success. iNymbus has A/R industry experts and creates robots specifically designed to automatically handle A/R problems, including all variations of retailer and shipper claims.

Frequently Asked Questions

Question: How long will it take my business to implement robotic processing?

Answer: It will take anywhere from three weeks to two months for full implementation. We start by documenting your current procedures and identify where critical data can be found. Next, we speak with your IT team and set up our services robots that interact with carrier portals to obtain additional information. We then determine the validity of claims and help implement procedures to improve your processing systems.

Question: Does the IT department need to be involved with their company when working with iNymbus?

Answer: Since the IT department is involved with data retrieval, we need their help in implementing simple APIs with your A/R system. The IT team will provide a secure method of exchanging data files with iNymbus. In total, we estimate that the IT department's help will be needed for eight hours or less.

Question: How do you automate processes that deal with several different shipping companies and retailers? Do you encounter any issues along the way?

Answer: Many large shipping companies do not have very user-friendly portals. Other companies strictly communicate via email. Our robotics functions do the dirty work and alleviate headaches for customers. We occasionally experience hiccups along the way, but we attempt to solve problems in an expeditious manner.

Question: What type of savings can you expect from robot implementation for shipping claims?

Answer: Our robots work at speeds 30 times faster than human beings. The robots can resolve, dispute, and submit thousands of claims per day. We calculate savings based on the volumes in your company.

Question: How does your billing process work?

Answer: Our billing process is purely based on transactions. Robots operate at a highly efficient volume. We offer discounts based on the number of transactions that we manage, as a service, on an annual basis.

If you would like more information on how our robotic systems are helping companies handle A/R problems, please contact us for additional information. We'll be sure to send you one of several case studies featuring techniques used for various A/R related issues. Also, be sure to read our Chargeback & Deductions Resource Guide for further information.

About iNymbus

iNymbus provides a service to resolve retailer and shipper claims automatically, including shortages, chargebacks, pricing, and returns. Additionally, iNymbus supports suppliers, distributors, and manufacturers with return variance analysis reporting and recon (debit and credit matching). iNymbus utilizes cloud robotic process automation and AI in a service cloud which means no software implementation for its customers. To learn more, visit inymbus.com.