



**SUNCODE**  
business process management



*Twoja Logistyka...*

## BUSINESS PROCESS **SUPPORT WITH PLUS** **WORKFLOW IN** **JAS-FBG**

JAS-FBG IS A TRANSPORT-SHIPPING-LOGISTIC COMPANY. IT OFFER COMPLEX TRANSPORT SERVICES, FREIGHT FORWARDING AND CUSTOMS AGENCIES.

IN THE CORPORATE GROUP OF JAS-FBG THERE ARE THE FOLLOWING COMPANIES: TRANSBUD-KATOWICE, CASPOL-TRADE POLSKA, JAS-FBG IN GERMANY AND JAS-FBG KFT HUNGARY.

# IMPLEMENTED BUSINESS AND TECHNICAL SOLUTIONS



„For the sake of the highest quality of its services, JAS-FBG cares about business process optimization. In view of constant development and improvement we have implemented **Plus Workflow** in order to **enhance archiving customs, export, import and transit documents processes**. After the procedures concerning customs clearance, documents are scanned and then ascribed to a proper element in the system's structure. With indexes, Plus Workflow identifies the type of customs documents. Electronic repository facilitates searching for documents as well and, hence, reduces operating costs and manual processes – says Adam Stojanowski, IT Director.

The company's goal was to **automatize and enhance incoming documentation process** via email. In the project, **Plus Directory Monitor and Plus Mail** has been implemented which monitor mailboxes. The program detects documents in mailbox, transfers an attachment to the system and archives them. Due to that, archiving process has been enhanced and automatized which has resulted in operational cost reduction in a company.

Another area which has been improved is **purchase invoice flow process**. After document scanning and introducing a cost invoice into the system, an invoice is sent to a person responsible for substantial description and sending a document to acceptance. Purchase invoice are to **Egeria system**. They are posted there automatically, which reduces labour intensity of the process. An attachment is required to save an invoice to the system, which guarantees safety, control of duplicates and data correctness.

Implemented solutions has been integrated with intranet system. Documents archived in the electronic repository of the document flow system are shared to users by internal information portals of JAS-FBG.

Plus Workflow implementation has optimized business processes in the company. An important element was the implementation with Egeria system and intranet.

Plus Workflow manages the flow of over 25 thousands of customs documents and 2 thousand of invoices per month. The system is used by over 100 users of 60 customs agencies in Poland.

Adam Stojanowski adds: „*Our amenities embraced as well **developing and implementing Custom Agency Window service**. Custom Agency Window is a solution integrating messages from IT systems of customs offices with electronic records of customs activities and electronic document archive*”.

With the usage of extranet, closed computer network, each user of Custom Agency Window gains access to the service list provided for each client.

On the list, there is information about provided service, including:

- number and date of application,
- customs procedure,
- commercial invoice number,
- car and truck number,
- office which has provided the service.

The list is based on the Records of activities in the intranet – computer network which is available only for selected users.



Records are made:

- automatically – after receiving a message from customs systems about sending a loading to a certain procedure:
  - transit – kom. IE29
  - export – kom. IE529
  - import – kom. PZC
- manually – in the case of additional services which are not connected with customs application.

With application one can establish details of service and download attached documents which has been archived in DMS system.

„Our company has implemented this service as the first in Poland. Today, we are still the only company with such a solution.

In the case of export applications, we provided an option of **downloading XML notification confirming export**. The notification is send back automatically on email indicated by a customer. A user can download a notification using extranet system” – adds Adam Stojanowski.

*Our company has implemented this service as the first company in Poland. Today, we are still the only company with such a solution.*

The implementation has brought the following benefits:

- reduced costs linked with archiving, printing and sending,
- enhanced customer service process,
- simplified employees' work.

*At the planning stage, we met a potential difficulty in terms of downloading notifications from the IT systems of customs offices. We could control work concerning electronic archive creation and integration process with made by us Central of Records of Activities. However, in this case, the implementation team was dependent on the solutions used by offices.*

The project has been fully funded from the company's own resources.

During project realization, an emphasis was placed on **providing security** of data archiving and transfer. Due to the fact that information about clients were shared outside the company, the implementation included automatic linking of electronic documents with notifications, it was necessary to create a system which would disable error emergence. Sharing commercial information of the agency clients would be heavily fined.

*„Plus Workflow implementation has significantly optimized business processes in our company. Suncode's employees exhibited professionalism in terms of pre-implementation analysis and the implementation itself. The important part of Plus Workflow employment was integration with Egeria system and intranet” – Arkadiusz Mrowiec, IT specialist.*

