



Case Study Cisco

Export documents Outsource Solution

"Reduce logistics lead times by days, by managing the devil in the detail".

Steven Brusik, Direct Fulfillment Program Manager for Cisco: "On time, reliable, and good quality. These factors are of the essence in Logistics Operations and Pincvision is able to score high on all of them. We look forward to continue doing business with Pincvision as they are a valuable partner of Cisco and support us in meeting our growth expectations."

pincvision 

The Challenge

Logistics and customs teams are continuously improving their processes to meet their customers business requirements. Despite of all of their effort, many shipments are still delayed due to missing paperwork.

It is common practice: moving goods all over the world is not the issue. Logistics-wise, carriers hardly face challenges when it comes to moving goods all over the world in only 2-3 working days. In-time and correct paperwork is the burden. It is the non-core part of the process that is causing the delays. And the headaches.

Back in 2004 there was no visibility in the number of shipments for which Certificates of Origin were pending. Moreover, logistics teams were not able to predict the ETA. Customers' questions regarding the status of the paperwork could not be answered accurately. For whatever reason, it could take weeks before the required paperwork was available. The quality was poor; documents often had to be re-issued causing unnecessary delays and dissatisfied customers. The carrier was neither able to satisfy Cisco's desire to simplify the process nor to reduce costs in the supply chain to deliver quality and to provide the visibility that was so desperately needed.

Cisco's Customs Manager decided to do something about the situation and asked Pincvision to issue the paperwork on Cisco's behalf. The main objective was to outsource this process to a dedicated party that would act pro-actively and which would provide adequate support, ensuring a cost savings and lead-time reduction.

Summary

- *Long lead times for documents and even longer for those sent to embassies.*
- *No visibility of the number of documents sent to embassies.*
- *Poor quality of the paperwork issued.*
- *No process improvements or cost savings realized.*

The Results

For the Cisco EMEA Logistics team, a timely delivery is vital to ensure customer satisfaction and comply with service levels. By outsourcing the preparation of Certificates of Origin (CO) and Commercial Invoices to Pincvision, the team is able to manage the CO process.

Over the last few years, lead times have been cut significantly. Certificates of Origin are printed the same day at the carrier's destination when there is no need to have documents legalized by an embassy. For these requests the lead-time decreased with 1- 2 working days.

The documents that do require legalization by an embassy are presented daily to the embassy and recorded in a dashboard, thus creating transparency in the procedure. Customers' questions regarding the status can be answered easily and immediately. The good relationship Pincvision maintains with embassies ensures the shortest lead times for legalization.

The Certificate of Origin is filled in automatically with data from the Commercial Invoice. The quality has increased to the highest standards. The need to re-issue Certificates of Origin has been eliminated, which leads to shorter lead times and lower costs. Upon reaching their destination, shipments no longer get held up in customs due to inconsistencies in documentation. Customers have expressed positive feedback.

With the new application 'Virtual Documents Window', the process becomes even more transparent. Users are able to see the status of their request, 24/7. The Management Dashboard provides cost- and performance metrics with a simple mouse click, enabling business owners to manage this process more easily and effectively.

Outsourcing the CO process to Pincvision has resulted in growth in both organizations and to the process. This could not have been realized without the establishment of a true partnership.

Summary

- *Short lead times; documents are printed the same day at the carrier's destination.*
- *Metrics available showing status of requests.*
- *High quality of documents, leading to lower lead times and costs.*
- *Virtual Documents Window: 24/7 transparency of status, costs and performance.*
- *Growth in both organizations and to the process.*

Pincvision

Do what you're good at. That is the key to achieving success in business. For Pincvision, this is 'in compliance without borders'. We are the compliance expert in cross-border commerce. There are no limits to our knowledge, which covers the legislation and regulations for the entire EMEA region. And there are no limits to our services, which extend from advice, to the streamlining of processes and taking over the execution of these processes.

A business must focus on its core activity. However, there are also many activities and obligations which are not part of this core, yet are essential to the company's survival. Such as legislation and regulations when it comes to import and export.

This is where Pincvision can help. For you, compliance may be an inevitable burden. For us, it is our core business. After all, this is our core activity. Cisco has experienced this first-hand, and now confidently leaves these processes to us.

Pincvision is a compliance expert when it comes to Customs, Intrastat, VAT, Environmental and Export Documents. This makes Pincvision a unique complete outsourcing solution for multinationals. Involved and reliable.

Also interested in carefree compliance? Call for an appointment: +31 (0)314 695 200 or send us an e-mail: info@pincvision.com or send us a request to receive our brochure.



DON'T DO IT YOURSELF... DO IT PINCVISION!