

# INTERNATIONAL TRADE - THE CUSTOMER EXPERIENCE

*MOVING STEP BY STEP TOWARDS  
'PAPERLESS TRADE'*



# INVEST YOUR TIME WISELY.



Customer demands for supply chain visibility and real time access to shipment information is rapidly changing.

This is being driven through generational changes in the workforce and personal experiences with access to real-time information. i.e. online shopping, social media, news and entertainment are now accessible with a couple of taps and swipes!

BSM solutions facilitate valuable customer experiences through automated information sharing of shipment statuses, alerts when key events occur and provides data exchange over traditional paper based models.



# CREATING VISIBILITY



## FOR THE CUSTOMER

Order Confirmations, Shipment Planning, Air & Sea Bookings, Warehousing Events, Packing Event Status and Container Movements are just some of the examples of '**real-time**' exchanges with customers that provide a single source of truth experience.

**Automating the exchange** of information with customers that are in different time zones also adds value by reducing unnecessary **manual** communication.

BSM trade management solutions provide the capability to share information securely with authorised related parties via various methods tailored to your requirements such as:

- Online access to order shipment status
- Automated available shipment reporting
- Electronic sharing of information via API messaging or customised data exchanges

BSM trade management solutions cater to small, medium and large scale importers and exporters.