SMC³ LTL APIs

Improving Workflows and Enhancing Efficiency with LTL APIs

SMC³ Case Study

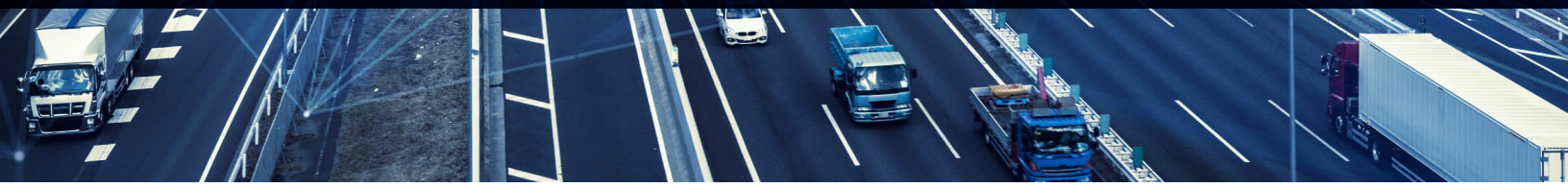
The Situation: A need to automate workflows

For TMS providers like Infios and and large 3PLs, less tedium means more time to help their customers secure capacity. But every manual freight transportation task, from receiving quotes to transmitting a bill of lading to generating invoices, adds inefficiency, reducing the ability to provide value to their customers.

Electronic data interchanges (EDI), the standard cross-system communication technology in LTL, often provides information in end-of-day batches, constraining parties with information that's often out of date by the time it's received. But the increasing use of spot and dynamic pricing also means 3PLs can't wait until the end of the day for data visibility. And as a critical link in the chain between shippers and carriers, Infios and a large full-service 3PL needed a way to enable automated data flow between systems to generate the real-time insights that drive their logistics services.

Some of their criteria for a communication solution included:

- **Better workflow automation** to reduce hands-on tedium
- **Faster tendering and invoicing** to improve customer satisfaction and operational efficiency
- **Real-time insights** to secure the right capacity for shipping customers
- Smooth **integration with existing systems**



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SMC³ Solution:

Infios and this leading 3PL chose SMC³'s LTL APIs to better streamline workflows. The SMC³ digital platform automates the shipment lifecycle with freight transportation visibility solutions, sending and receiving data to reduce tedium while enabling better, more timely data flow between systems.

SMC³'s cloud-based platform seamlessly integrates with existing communications systems, providing instant functionality like:

- The ability to **receive LTL quotes for volume, contract, broker and dynamic pricing** and transit schedules from multiple carriers
- Self-assigning PRO numbers prior to pickup
- Use of **Electronic Bills of Lading (eBOL)** to digitally transmit shipping information to carriers quickly and securely
- **Digital pickup scheduling** and immediate pickup confirmation
- **Real-time shipment monitoring** and messaging
- **On-demand access to vital documents** (including bills of lading, weight & inspection certification, proof of delivery, and invoices)
- Proactive supply chain management with **real-time alerts**

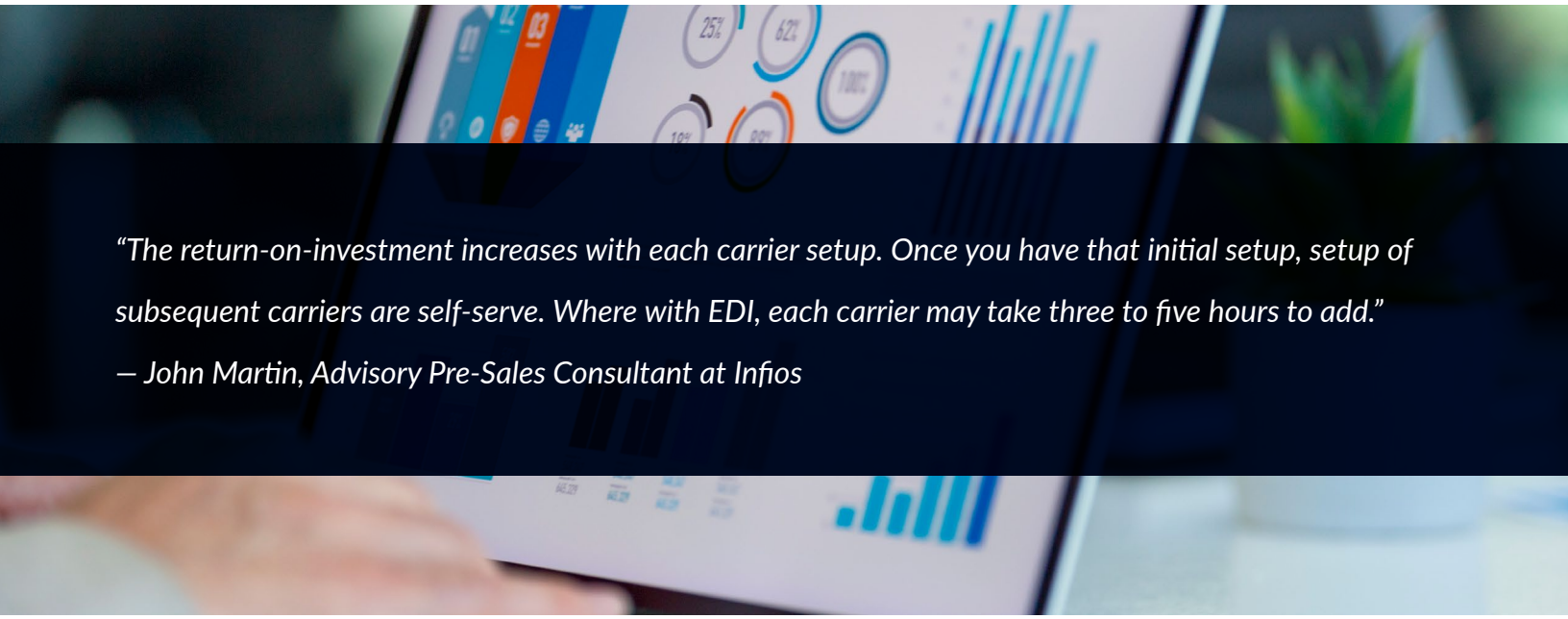
The Results: Automating tasks to increase efficiency

SMC³ APIs have enabled Infios and this 3PL to reduce costs, increase efficiency, and impress customers. APIs help 3PLs and TMS providers eliminate gaps in shipment visibility, automate manual processes and redeploy resources to help revenue generating activities—especially in the LTL space. "There are some really challenging LTL-specific rules like minimum density or linear footage that can be difficult to rate automatically in your system," said the 3PL's executive vice president. "With an API, you can catch those on the front end and get a proper rate."

SMC³ APIs also automatically tender shipments to carriers and ping the shipper with confirmation, providing increased freight tracking throughout the freight transportation supply chain.

Automating freight transportation tasks reduces inefficiencies. With SMC³ LTL APIs, all shipment information is stored in the same location, using the same digital format, making adding security and speed to freight processes—all with less hands-on work.

"EDI setups could sometimes take weeks or months," said the EVP said. "We've set up APIs with customers in an hour. There are a lot of advantages for us on that side, getting the data from SMC³ and pushing that to customers."



"The return-on-investment increases with each carrier setup. Once you have that initial setup, setup of subsequent carriers are self-serve. Where with EDI, each carrier may take three to five hours to add."

— John Martin, Advisory Pre-Sales Consultant at Infios

SMC³ has spent decades as a trusted, proven supply chain partner, serving the freight transportation industry and its stakeholders with reliable guidance and unrivaled technology tools. SMC³ LTL APIs can optimize freight transportation shipments and meet a variety of supply chain business needs.

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