



# SHIPSMobile Content Suite

## Settlement Assistant Module

The Settlement Assistant is a Robotic Process Automation RPA solution that keeps drivers informed as to the status of pending settlements based on received or missing documents. In addition, KPI data is created to provide management incentive and coaching programs. Through the settlement assistant, settlement status is communicated to the driver allowing for ample time to comply with required documents, which increases driver satisfaction. In addition, the process minimizes payday disputes with drivers, which may lead to a driver turnover event.

Additional values provided to carriers include **reducing outbound calls to drivers by 90%** saving labor cost and **reducing accruals by 94%** in the accounting department based on paperwork being received timelier.

Through KPI reporting, time to submit paperwork can be added to a driver's incentive program. Providing meaningful compensation and recognition further incentivizes the driver to meet standards

### Settlement Assistant notifications include:

- minimizes outbound calls to drivers
- eliminates communication delays to drivers
- reduces workload for the dispatcher and driver managers

Date Received: 1/30/2017 4:29:57 PM  
Message Type: Missing Paperwork  
The following documents are missing for pronumber 12345. Please send in the paperwork as soon as possible.  
  
BOL, LUMPER

### Benefits:

- Improved driver experience and retention
- Reduction in time from delivery to invoicing
- reduced dispatcher workload
- Improved Efficiencies within the accounting department

