

**Business Case: SMART Det/Dem Management**

**General Information**

CWT Integrated Pte. Ltd. would like the team to provide a best and smart solution to optimize and automate the Detention/Demurrage (Det/Dem) charges verification and reporting processes, reducing manual effort, improving accuracy, and ensuring seamless integration with third party systems. (customers' system, transport system or terminal system). In addition, implement a new approach to train customer service team to adopt and utilize the new system.

**1. Products : Automated Verification Process and Smart AI-Powered Exception Handling**

A digital platform or AI machine learning module that cross checks Det/Dem charges from respective customer platforms and terminal platform on the discharge date, gate out information to identifies det/dem calculation discrepancies, flags potential Det/Dem errors and suggest corrective actions.

A smarter way of generating and reconciliation total collection against to the customers' collection records for monthly reimbursement.

**2. Places : Container Depot**

Empty containers are returned to the container depot for storage. The depot is responsible for checking and verifying the Det/Dem tariff and container return details including customers free days, gate information, exception cases etc to collect the Det/Dem charges from the returning party.

**3. Organization Structure**

The depot has an integrated system with customers for standard Det/Dem tariffs. Additionally, EDI is in place to manage the list of upcoming container returns. However, numerous exceptions arise, such as customers receiving additional free days or special waivers. To address these, a dedicated customer service team handles daily reconciliation, collection, and verification.

**Issues Encountered**

The Detention/Demurrage (Det/Dem) verification process, although supported by our in-house system integrated with customer systems via EDI, remains complex and time-consuming. It requires accessing multiple customer websites and systems to verify charges for each booking or container upon return to the depot, as unique free days and calculation methods are often applied for VIP accounts or ad hoc free-day extensions. These updates, including additional free days, are not always reflected promptly in the system or EDI. Despite having a standard tariff, manual tracking, verification, and adjustments are frequently necessary for VIP customers and special cases. As a result, depot customer service teams must manually monitor emails for specific instructions or updates related to container return free days and accurate charge collection, leading to operational inefficiencies and an increased risk of errors.

1. **Complex and Time-Consuming Verification** – Requires accessing multiple customer systems and websites to verify Det/Dem charges.
2. **Discrepancies in Free Days and Calculation Methods** – VIP accounts and ad hoc free-day extensions follow unique rules, making automation difficult.
3. **Delayed System Updates** – Additional free days or waivers are not always reflected promptly in the system or EDI.
4. **Manual Tracking and Adjustments** – Despite a standard tariff, manual verification and adjustments are frequently required for VIP customers and exceptions.
5. **Reliance on Emails for Updates** – Customer service teams must manually monitor emails for instructions on container return free days and charge collection.
6. **Operational Inefficiencies and Risk of Errors** – The manual nature of the process increases workload and the potential for mistakes.
7. **Time-Consuming Reconciliation Report** – Each container must be reconciled against customers' report periodically, adding to the workload.,

## Requirements

### 1. Automated Det/Dem Verification:

Cross-check Det/Dem charges by integrating with customer platforms and terminal systems.  
Validate charges based on discharge date, gate-out information, and agreed tariff structures.  
Detect discrepancies in Det/Dem calculations and flag potential errors.  
Provide a structured report highlighting mismatches and anomalies.

### 2. AI-Powered Exception Handling

Identify special cases such as VIP accounts, additional free-day extensions, and waiver agreements.  
Automatically apply predefined rules and recommend corrective actions for discrepancies.  
Learn from historical data to improve future exception handling accuracy.

### 3. Smart Reconciliation and Reporting

Automate reconciliation of total Det/Dem collection against customer-provided records.  
Generate detailed reports for monthly reimbursement tracking.  
Provide a user-friendly dashboard for monitoring reconciliations, discrepancies, and resolution status.

### 4. Workforce Development

Upon completion of initiative, implement a structure workforce development plan to facilitate smooth adoption, effective utilization of the new system, role upskilling, continuous support, and optimisation.

## Open House

The Open House will be held at **47 Jalan Buroh, CWT MLH, North Lobby, #07-03, CSRS Office, S619491**, on the following dates :

- 6<sup>th</sup> May 2025 – 2.00pm to 5.00pm
- 7<sup>th</sup> May 2025 – 2.00pm to 5.00pm
- 8<sup>th</sup> May 2025 – 2.00pm to 5.00pm

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***Team leader to send email to the contact person in advance regarding the number of persons going to the open house.***