



Kleyling
International Transports + Logistics

30 hours less manual work per month: Kleyling automates order capture

Automated processing of email and PDF orders directly into WMS and TMS, with no manual re-keying



Background

Kleyling Spedition is an international logistics service provider focused on transport and warehouse logistics. Operations are managed through WMS and TMS.

Transport and shipping orders reach the company through several channels: via EDI, via email with attachments such as PDF, Excel or CSV, and as free text within emails.

Structured data can be processed automatically. Unstructured content, on the other hand, had to be captured by hand. A central bottleneck in day-to-day operations.



Nicolas Jäger –
Head of Warehousing & Logistics,
Kleyling Spedition

”With ExB, we've replaced manual data entry from emails and PDFs. The relevant information now flows straight into our WMS and TMS. Faster, error-free, efficient.“



**approx.
30 h**

time saved per month

> 99%

extraction accuracy

+ 600

Documents processed
automatically per month

Go-Live

within a few weeks

Challenge

The problem became particularly clear in the processing of delivery notes for a top customer, with around 600 manual entries per month.

Many customers send their orders by email with a PDF attachment. These attachments contain all the information needed for transport and warehousing, but they aren't machine-readable.

"At times, one person did nothing all day but key in shipments."

In concrete terms, this meant:

- ⊗ manual data extraction from documents
- ⊗ transfer into WMS and TMS
- ⊗ around 600 transactions per month for this process alone, and from just one customer

The day-to-day consequences:

- ⊗ high time expenditure
- ⊗ error-prone data entry
- ⊗ manual handovers between document and system
- ⊗ limited scalability

Solution

Kleyling has automated the processing of these documents with ExB. In the specific use case of delivery notes, incoming emails with PDF attachments are processed automatically. ExB extracts the relevant information, structures the data and makes it available for further processing. The handover goes directly into the existing system landscape and is used in WMS and TMS. Processing starts the moment the email arrives and takes only a few seconds. For the back-office team, daily work changes fundamentally. Manual data entry is largely eliminated, and the focus shifts to checks and exception handling.

Business Impact

ExB is now a permanent part of order processing at Kleyling. Automation significantly reduces manual effort and ensures more stable workflows.

Measurable results:

- ✓ approx. 30 hours less data entry effort per month
- ✓ significantly fewer input errors thanks to automated data capture
- ✓ faster turnaround times
- ✓ higher process quality through standardised data

The impact is also clear in everyday work:

- ✓ staff freed from monotonous tasks
- ✓ more time for value-adding activities and operational improvements
- ✓ stable processes, even during cover and peak loads

Document processing is no longer a bottleneck at Kleyling. Instead of manual data entry, there's a structured process that runs reliably and scales with growing volumes.

ExB

www.exb.de/en

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load off your team?

