

Comprehensive Services Driving Impact

BPO – Logistics & Documentation Services

For business leaders focused on driving growth and operational control, inefficient documentation can be a costly bottleneck. Delayed shipments, blocked payments and disjointed handovers silently erode your profit margins. To solve these challenges, our BPO model seamlessly integrates into your networks and workflows, extending dependable documentation services within a robust and efficient ERP environment. We handle trade paperwork, LCs, compliance checks and real-time reporting to make elaborate back-office operations easier. At Aava, we provide consistent and scalable support for your supply chain via Teams, email and WhatsApp.

1. Letter of Credit (LC) Handling

LC delays or disputes can strain liquidity. We manage each step, from draft to final submission, to keep your trade receivables moving without interruption. We meticulously handle LC documentation, verify every detail and manage communication with banks for timely, error-free submissions. For you as a business owner, this means better cash flow, fewer disputes and less pressure on your internal team.

2. Shipping Documentation Preparation

Incomplete or inconsistent documentation can delay shipments, trigger penalties, and compromise customer trust. We handle the preparation of all essential export/import documents, such as Bills of Lading, Commercial Invoices and Packing Lists to meet compliance with buyer requirements and customs regulations. Our thorough approach keeps shipments moving and protects your brand reputation.

3. Logistics Coordination Support

Managing coordination between transporters, vendors, shipping lines, and clients can drain your internal team's time. We become your central hub by synchronising dispatch updates, delivery timelines and cross-party communications. Doing so improves operational responsiveness and frees up your logistics managers to focus on higher-value tasks.

4. Compliance & Accuracy Checks

Inaccurate documentation leads to customs holds, late payments and strained client relationships. Our compliance experts thoroughly vet every document for formatting, regulatory

alignment and contract-specific clauses. We gather timely updates from vendors, freight agents and banking partners for consistency across all touchpoints. The result? Fewer exceptions, fewer fines and seamless trade.

5. System Updates & Reporting

Manual updates and scattered data can slow down decision-making. We maintain your ERP, whether it is Navision or another environment, with up-to-date shipment statuses, document histories, exception logs and customised SLA tracking reports. This improves logistics oversight, enabling faster, data-driven decisions without spreadsheets.

6. Process Optimisation

Logistics documentation has many repeatable, error-prone steps that drain time and capital. We continuously review your workflows to introduce technology where possible, standardise templates and reduce unnecessary interventions. Over time, this builds a leaner, more responsive back-office that scales with your local and international operations, without inflating overhead.