



## Case Study: CargoDocs – Refinery One

---

### Background

Refinery One is non-tidal with around 1,000 export shipments per year loaded across multiple jetties. All shipping documentation is handled in-house by a specialist team. Numerous independent inspectors are active at the refinery, creating their own Inspection Reports. Early Departure Procedure is not in use at the facility.

### Challenge

The paper-based shipping document process at Refinery One contributed heavily to jetty congestion and avoidable demurrage. In addition, the use of paper caused major inefficiencies throughout the documentation processes.

### Solution

After evaluating essDOCS' solutions, Refinery One elected to adopt the interfaced\* version of CargoDocs for Energy. The solution was interfaced directly with the Refinery's hydrocarbon accounting and terminal operating systems to facilitate straight-through-processing and further accelerate documentation processes at the facility.

CargoDocs for Energy enables oil terminals, refineries, FPSOs and gas terminals to replace paper shipping documents with original eDocs, including the all-important original, negotiable electronic bill of lading (eB/L). CargoDocs has been tested or used at over 30 oil terminals, storage terminals, refineries and FPSOs globally.

Electronic documents (eDocs) at the terminal create knock-on benefits throughout the supply chain by allowing for faster receipt and endorsement of original documents, eliminating the need for trading and discharge letters of indemnity, and facilitating the flow of data directly into traders' operations and logistic systems - reducing the risk of fraud, removing re-keying errors and eliminating lost documents.

Note: This case study and the benefits herein demonstrate the added value achieved by a real-world refinery, derived following a year-long evaluation. As a matter of privacy, this refinery has requested not to be publicly named. As such, some of the non-critical details have been changed to maintain anonymity and the facility is simply referred to as Refinery One. The figures listed below were identified by the Terminal Manager. All savings quoted are in US Dollars.

\***CargoDocs** can work as a standalone solution or can be interfaced with various terminal systems including SAP, Tieto Energy Components, Maron OAS, Implico OpenTAS, in addition to homegrown systems.

## Implementation

Refinery One rolled out CargoDocs over a period of 4 months. The facility currently uses a Post Sailing Signing (PSS) process. With PSS the vessel leaves the jetty immediately following completion of loading and either moves to anchorage or starts sailing and manages the signing and issuance of eDocs en route.

Post-issuance, CargoDocs allows amendments within hours, without the need to spend significant time returning original paperwork to the terminal.

## Impact

Refinery One estimates close to **\$250,000** savings per year using CargoDocs. Since implementing the solution, the Refinery has experienced a handling time reduction of **at least 30 minutes** per vessel. In dollar value, these savings break down as follows:

### 1. Improved Jetty Utilisation

**\$100,000 per year**

This impact creates additional time for maintenance, reduces knock-on costs when jetty utilization is high such as demurrage costs\*, and enables loading of more vessels per jetty over a month.

### 2. Paper Savings

**\$70,000 per year**

This impact results from removing the need for redundant high-capacity printers, reduced printer cartridge and paper costs, courier costs, hard documentation storage costs and error-related costs; plus all the benefits associated with auto-distribution and auto-filing of eDocs

### 3. Reduced Inter-Terminal Moves

**\$65,000 per year**

This impact results from removing the need to attend the vessel post-completion of loading to provide documents to the Master. In addition to time savings and the cost associated with revisiting loaded vessels, there is a significant health & safety benefit due to reduced vessel visits

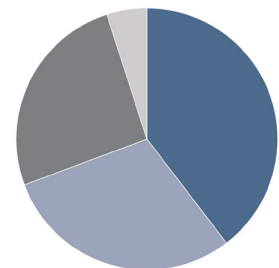
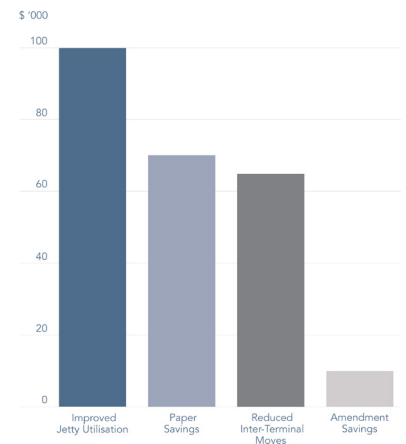
### 4. Amendment Savings

**\$10,000 per year**

This impact results from removing the need to appoint agents, reduced time spent chasing original paper documents, reduced time spent re-cutting documents and courier costs associated with approximately 5% of shipments which require amendments at the refinery

“ We are delighted by the smooth transition to eDocs at our Refinery. Our staff experience significant process improvements from this move and we’re excited to be close to the end of the transition away from cumbersome and expensive paper documents. ”

## Terminal Manager, Refinery One



\* Demurrage at Refinery one is predominantly incurred on small vessels. Congested Terminals loading larger vessels or terminals with navigational restrictions will benefit from far greater savings when adopting **Cargodocs**.

## Learn More

If you are interested in learning more about how CargoDocs for Energy can assist your terminal, refinery or FPSO operations or how these benefits can be calculated, please contact Cynthia Worley, Head of Energy, essDOCS at [adopt@essdocs.com](mailto:adopt@essdocs.com) or +44 20 3102 6600. We can support deploying CargoDocs to any location globally from one of our regional offices in New York, London or Singapore.