

Collecting payments from international clients and keeping costs under control



The company

DocShipper was founded in 2019 by two brothers, Nicolas and Pierre Rahme. Originally, the company operated as an international forwarder.

But, as the company grew, it started offering clients a one-stop solution to cover the full import-export cycle, from sourcing, to international freight, storage and distribution services.

Along with their extensive network ensuring high quality procurement channels and reliable transportation routes (via air, sea, rail, and trucking), DocShipper offers each of its clients tailored solutions to meet their unique needs. By doing so, they have set themselves apart from traditional logistics operators.

The challenge

Streamlining costs and managing foreign currency transactions

From the very beginning, DocShipper had to deal with foreign currency transactions. With offices across Asia and Europe, headquarters in Hong Kong, and clients all around the world, the company needed to handle international payments in multiple currencies.

The company was losing more than 5% of its margin on currency exchange fees and transaction costs. The COVID-19 pandemic, which took a severe toll on the freight transport industry, made the situation worse by causing prices to soar.

“To give you an example, the cost of a container rose from around \$2,000-3,000 before the pandemic, to up to \$8,000-12,000 dollars during,” says CFO, Charley Hochet.

In addition, the logistics industry is time-sensitive, and paying suppliers on time is critical, according to Hochet:

“In logistics, it’s all about timing. An incorrect payment means the order is canceled and we have to wait two weeks for the next boat. We can’t afford the slightest delay.”



Logistics and supply chain



Founded in **2019**



20+ employees



Asia, Europe, North America

Usages

Incoming and outgoing payments, Spot foreign-exchange transactions

Currencies

CNY, EUR, GBP, THB, USD



Our FX and transaction fees were astronomical. Our main concern was to cut costs.

Charley Hochet, CFO of DocShipper

💡 The solution

A reliable payment platform and personal assistance to accelerate DocShipper's growth

With clients and suppliers all over the world, DocShipper turned to iBanFirst for a solution.

Accessible seven days a week, the **platform** offers autonomy and flexibility, two advantages that DocShipper's CFO particularly appreciates.

He uses it daily to make payments and **manage his accounts in CNY, EUR, GBP, THB and USD.**

To ensure payments are executed correctly, Hochet relies on two services: the Payment Tracker and the SWIFT **MT103** payment messages. These help him build trust with beneficiaries.

DocShipper also gets personal assistance from a dedicated Account Manager who understands the company's specific issues and limitations. It helps the company overcome any challenges they encounter.



If a supplier asks me where their payment is, I can easily track it with the Payment Tracker. And with the MT103 payment message, I have a trustworthy proof of payment.

Charley Hochet
CFO of DocShipper

✓ The result

Seamless international transactions, contained costs and increased competitiveness

iBanFirst has changed the way DocShipper manages its international transactions.

The online platform is "incredible easy to navigate" according to Hochet. He uses it daily to manage incoming and outgoing payments and always get competitive rates.

"It has become our main account. We use it like a traditional bank," says Charley Hochet.

Using iBanFirst has given DocShipper back the control of payment execution and FX-related costs, but also given the company a significant competitive edge.

By opening accounts in several currencies, DocShipper gives its clients the possibility to make payments in the currency of their choice, without having to worry about foreign exchange rates.



We can invoice our customers in their local currency. This is a huge advantage for us because there are very few players in the market who have this flexibility. It's a real bonus to know that our customers won't have to worry about exchange rates.

"What makes iBanFirst different is the customer care. I always get very quick answers from Geoffroy, my Account Manager. At iBanFirst, we've found a partner who understands our business model, its limitations and its needs, and who will support us as we grow."
Charley Hochet