

Transportation, Logistics and Supply Chain Management

Solution Info



Scheduling and Freight Record Processing with DocuWare

Integrated Document Management (IDM) speeds up business processes, such as “time to invoice”, by reducing search and filing times. In DocuWare's central document pool, employees can find any document they need - even those from other applications - with one mouse click. Watch productivity grow while customer service response times shrink. Your company's competitive edge is secured.

An Industry Under Pressure

Transportation, Logistics and Supply Chain Management - it's an industry that's constantly changing under the pressure of new competitors from emerging markets, shifting toll/tariff costs and fluctuating fuel prices. More than ever, success for companies working in this space depends on having the most cost effective, efficient and flexible business processes, in addition to stellar customer service.

Persevering with IT

Only through modern IT can a company make its processes more economically sound and find ways to provide new innovative services.

At the heart of all these processes and services are documents. The paper ones might first come to mind, like bills of lading, shipping slips and roll lists. But documents are also in electronic formats such as correspondences and statements. Therefore, only companies using an IDM solution to make the most of information found in all their documents - regardless of source - can remain competitive.

Advantages of DocuWare

- Speed up time-to-invoice with efficient workflow automation
- Cost effective document management, regardless of source
- Reduced search and filing times
- Access to all documents, even from external systems
- Transparent business processes
- Less storage space

Processes Put to the Test

Lots of companies are hard-pressed to keep up with today's busy pace. When a driver returns from a delivery, freight documents are often copied several times before being handed off to administration. Days, sometimes weeks, go by before you can send out invoices. Customer service struggles as well since electronic correspondences are often filed separately from delivery notes and invoices. In many companies, different departments maintain different filing systems - from numerical to alphabetical. Making inquiries even more difficult is if there's only one specialized employee who knows where to look for something... and he's out of the office.

With IDM, it's all different. Every authorized employee can access documents in seconds with a mouse click - around the clock and around the world.

Invoicing in Slow Motion

How long is it taking your company to invoice? If you answered longer than one day, it's too long. Here is a typical scenario: freight records containing a delivery receipt that's signed by the customer are returned to headquarters, they are copied and sorted several times before heading to the accounting department. Invoices are then generated according to customer conditions, but first they head back by company mail to an agent, where it's checked over and authorized. Your company has to carry all the time and expense incurred during this slow process.

Reporting in Seconds

Everything is different with DocuWare: an invoice can be generated as soon as a delivery receipt comes in. An intelligent barcode label is immediately affixed to the record and scanned. Depending on the number - which might contain a customer or job number - a workflow is automatically launched which in turn automatically stores the document and notifies a clerk to review it for discrepancies. If none are found, the invoice can immediately be generated. If discrepancies are found, they can quickly be resolved and invoiced. With an IDM solution, the invoices can be printed out and simultaneously filed in the central document pool. Invoices are turned around in seconds helping to improve your company's cash flow.

Process Hurdles, Extra Work

Colleagues spend a lot of time inputting customer and vendor data into various IT systems and copying them for various paper archives. Multiple entries and storage locations means processes that are ripe for error and a waste of energy. Your competitiveness suffers.

Document Storage - Made Easy

DocuWare brings all kinds of IT systems together, doing away with the process hurdles and extra work. Your employees can access all records in the central document pool from anywhere - whether by using DocuWare, an accounting program or specialized logistics software. Multiple entries are eliminated. Even the typing in of new record data is reduced since DocuWare can be easily synchronized with data from other IT applications.

From Documents to Value

DocuWare enables any size organization – in any industry – to transform documents into valuable capital. Regardless of format or source DocuWare auto-mates business processes and workflows by electronically managing and sharing documents. Documents are readily available, where and when needed; one search quickly locates related documents.

Poor Response Times

Customer Service Representatives are always facing client questions regarding shipments. With multiple filing systems, personnel then have to dig through binders, drawers and folders to come up with the facts. This is not a good scenario if it takes hours to locate needed information and may even incur an expense if a return phone call is necessary. Poor customer service undermines client relationships.

Faster and Smarter Service

With DocuWare, you can answer client questions in seconds. All records are ready to use right after they are stored electronically in the central document pool. Any authorized employee can access them right from their desktop. Search criteria can be anything from a client number to a shipping date. Employees can then answer an increased number of customer inquiries, even if they are about shipments that took place years ago. Clients can also check their records themselves via the Internet. Besides improving customer service, you reduce wasted valuable space storing paper documents. Your company's competitive edge grows.

Overview: Benefits of DocuWare

- Quicker invoicing, improved cashflow
- Complete integration in foreign applications like ERP and logistics software
- Faster, error-free record capturing better data quality
- Stronger client relationships through faster, better informed customer service
- Motivated employees by reducing processing/search times
- Continuous processes for more productivity, enhanced competitiveness
- More legal security since processes can be traced for years
- Less warehouse/storage space

File Cabinet Access via Internet

Access to documents, even years later, can be handled immediately with one click. Whether it's an employee or customer, authorized individuals can securely access the information they need, either through an Intranet or Internet, around the clock and worldwide.

Customer Service by Internet

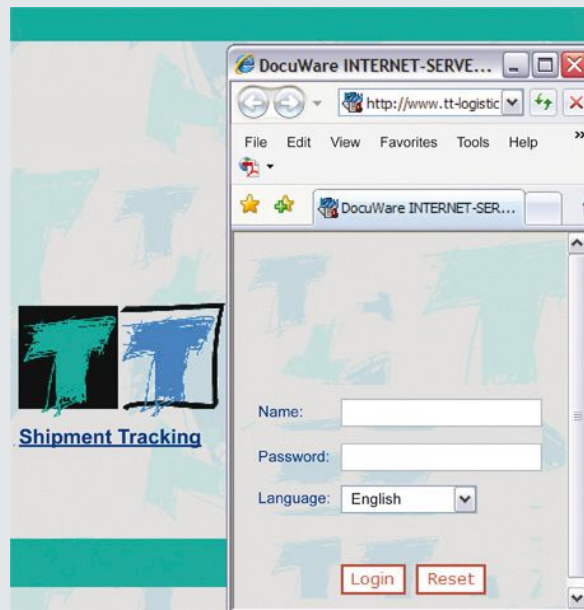
If a client wants to check who received a shipment, all he has to do is type his customer number and shipment date into your website. A list will appear showing all signed bills of lading. With one click, the selected document appears in the browser and the signature shows who received a shipment. The document pool - the same one that is used by all authorized employees internally - can be made directly accessible to clients with this approach. Another phone call to your hotline was avoided, enabling your customer service staff to handle other inquiries.

Private and Secure

From your website, a customer can go to the login dialog of DocuWare where they enter a user name and password. After the login is verified, they can see a select list of file cabinets that have been approved for Internet or Intranet access. This restricts access so that a customer can see only his records, and not those of other clients.

Comfortable Search and Display

To find documents, a search dialog opens, with familiar features of the Windows client, to enter index criteria for a selected file cabinet. To make things even easier, a customer can choose previously entered terms from a select list for each index field. If multiple documents fulfill the search criteria, a result list will open providing an overview of all documents as hyperlinks. From here the documents can be displayed in the browser, stored or downloaded. For a higher quality display, the documents can be viewed in DocuWare's READER.



HTML templates included with DocuWare can be adapted to the look of your website and enhanced with other HTML components.

Real World

Colombian trucking company, TDM Transportes S.A., is saving tens of thousands of dollars annually by using DocuWare to digitally transport shipping documents to branch offices resulting in quicker “time to invoice”, improved cash flow and customer service, as well as compliance with federal record retention laws.

After each delivery, the signed shipping documents were delivered to the nearest TDM branch, which then forwarded them to the originating branch for invoicing. With an average of 12 days to generate an invoice and the need to store over 20,000 pages of information a month throughout multiple locations, TDM needed a better way to manage documents.

With DocuWare in place, shipping documents are automatically indexed and digitally transported between the five branch offices. Employees now have quick, easy access to information and can provide better customer service while guaranteeing delivery dates. Invoice processing is more transparent and efficient. The company has reduced the time to invoice, improving cash flow, collection rates and dramatically impacting the bottom line. With the ongoing refinement of business processes, TDM continues to reduce costs and is saving tens of thousands of dollars annually. Both soft and hard dollar savings contribute to a fast return on investment.

TDM is in compliance with Colombian laws that require 10 years of accounting information be stored in a reproducible format. In the end, TDM customers benefit the most from the immediate information TDM is able to supply them.

Challenges:

- Reduce costs and “time to invoice”
- One central storage location for all documents and companywide access to information

Benefits:

- Quicker invoicing improved cash flow
- Compliance with Colombian federal record retention laws
- Improved customer service and gained a competitive advantage



"We wanted to find a solution that would allow us to shorten our time to invoice. Now that DocuWare is running, we know that our ROI will be better than our original estimate of 14.8 months and this makes us very happy."



Hector Dario Jaramillo Restrepo, Director of Information and Technology, TDM Transportes S.A.



TPM

1003 Laurens Road
Greenville, SC 29607

Your personal contact person

John Wagner
803-414-9122
johnwagner@tpm.com
<https://www.tpm.com/>

This document can also be found here:

<http://pub.docuware.com/en/transportation-logistics-and-supply-chain-management?contact=johnwagner@tpm.com&l=b>