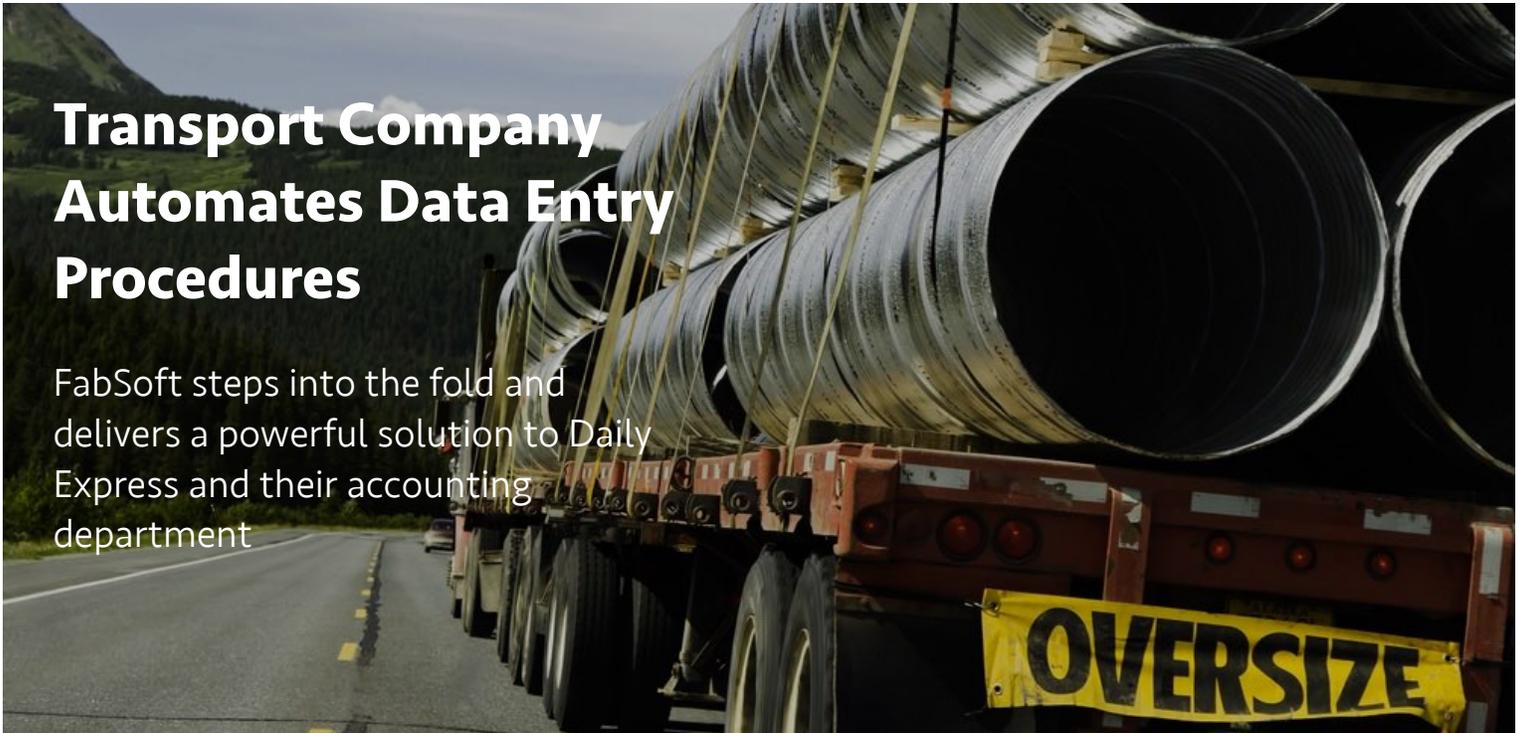


# Transport Company Automates Data Entry Procedures

FabSoft steps into the fold and delivers a powerful solution to Daily Express and their accounting department



There is a considerable amount of data that is processed throughout the cycle of a single shipment. Now imagine processing incoming data from multiple transport hubs related to multiple shipments—only a reliable and powerful automation solution could handle such an intricate data stream.

## The transporter of choice

Well-respected in the carrier industry, Daily Express transports some of the largest and heaviest cargo loads in North America. With a fleet of specialized trucks and transport equipment, they can handle the jobs other carriers cannot. In most cases, these shipments include valuable pieces of equipment which are major components in projects occurring in the construction, agricultural, and wind energy industries. Thus, the timely and safe arrival of this merchandise is crucial not only towards the livelihood of these companies, but of our own as well. For instance, the rate and condition in which agricultural machinery is delivered will undoubtedly have an effect on the availability of certain food products. Ultimately, commodity transportation is essential to our modern-day lifestyles, one way or another.

## Accounting departments need help too

The accounting department at Daily Express is responsible for the processing of over 60 transactional forms, with each document representing an important cog in their business operation. Daily Express, as mentioned above, transports heavy industrial loads across the continental U.S. and their accounting team handles all the document processing involved in these exchanges of goods. Of course, an automated document management system used in conjunction with the right scanning software is an absolute must. Without these bits of technology, significant pressure would be placed on Daily Express and the accounting department to perform all the necessary document processing steps quickly and accurately. They needed a solution that could shoulder some of these processing burdens.

## INDUSTRY

Trucking & Transportation

## CUSTOMER

Daily Express Inc.

## CHALLENGES

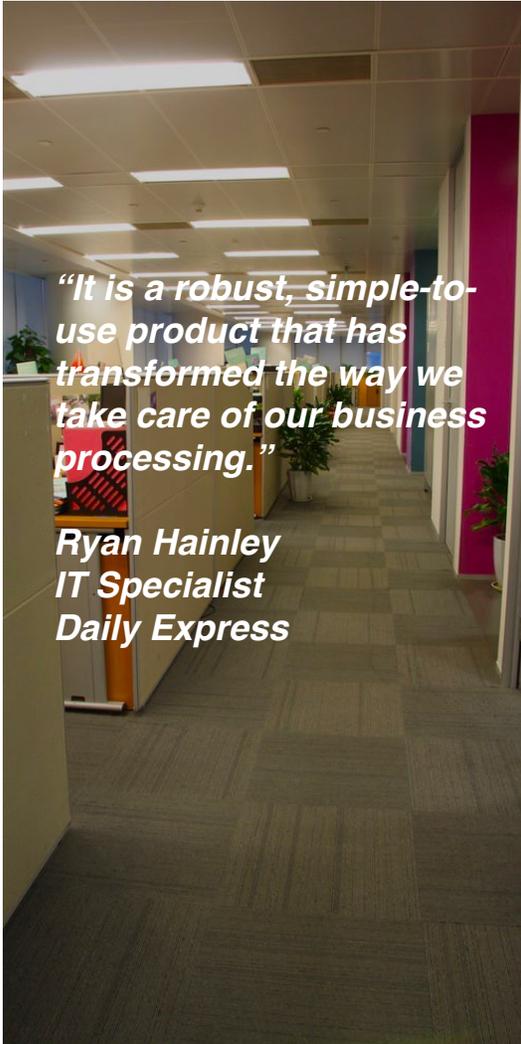
- Manual data entry is time-consuming. Document processing could be faster.
- Finding a compatible automation solution.

## SOLUTION

Reform

## BENEFITS

- Increased productivity due to less manual data entry.
- Able to work in harmony with existing content management system.



***“It is a robust, simple-to-use product that has transformed the way we take care of our business processing.”***

**Ryan Hainley**  
**IT Specialist**  
**Daily Express**

As customary in such operations, Daily Express was already leveraging a pick-based enterprise content management (ECM) software in order to keep their business documents secure and accessible. It was critical that our product could coexist with their ECM software, or it would mean a significant drop in their day-to-day productivity in the office and on the road. The data housed in their content management system is used in part to create detailed cover sheets for their drivers. These cover sheets then allow the drivers to generate bills of lading for the intended recipient of the shipment. For those unsure of what a bill of lading is, it provides a list of the item(s) within a shipment and serves as a receipt for the consigner and proof that all transported items have been delivered in good condition—all subsequent invoicing then stems from this document. As you can see, if there is any delay on the part of the carrier company as it relates to the bill of lading, there will most certainly be a delay with the billing process itself.

Our Reform product was able to step in and accelerate the rate at which these cover sheets were being produced in the accounting department. With Reform, Daily Express was able to automate the data entry portion of their processing by inserting commands into all the necessary fields on the cover sheet and then auto-populating these fields with the corresponding data from their ECM system (Hyland’s OnBase). This auto-population of data was not exclusive to covers sheets alone, but rather helped automate more than 60 other transactional documents for Daily Express. Even before this phase, Reform plays an important role in linking their form design software to their ECM product by acting as the middleware between both workflow steps. Reform receives an auto-populated form, and places it within a specified folder, at which point OnBase properly indexes the document.

This degree of automation provided Daily Express customers with a richer customer service experience given their ability to process more customer requests in less time. Ryan Hainley says, “It is a robust, simple-to-use solution that has transformed the way we take care of our business processing.”

Besides the faster processing speed, operating costs of running these types of workflows has also gone down. By incorporating this automation solution into their business operations, Daily Express is saving on costs related to the manual entry of information. Now the accounting team can focus their efforts on more pressing matters, and let the software take care of those tedious, data entry tasks. In addition, by allowing automation software to handle such tasks, the possibility of human error is minimized. In the business of shipping freight, one single data miscue could prove costly for both the shipper and receiver of the commodity. A shipment could be transported to an incorrect address or the quantity of items could have been mistakenly entered, creating complications for all parties involved. Therefore, when it comes to inputting critical data into these cover sheets and other accounting forms, the task is better left to properly automated software, or in this case Reform.

Daily Express required an automation solution that could be as dependable as their more than 80 year-old company. In the transportation industry, reputation is vital if you are seeking to endure as a business, and Reform is playing an active role in making sure this company’s reputation for exceeding their customer’s expectations remains intact. ■