



CENTRAL WEST LOGISTICS

Providing efficient, accurate, and timely access to documents

Central West Logistics is a freight company based in the Central West of NSW. With its head office in Orange, it has approximately 50 employees and delivers everything from wine, newspapers and magazines through to propellers for the Royal Flying Doctors.



Challenge:

As a busy logistics company, CW Logistics makes a significant number of deliveries a day. Each delivery is issued a consignment note, which goes out with the freight and once the delivery is signed for, the document becomes the Proof of Delivery (POD).

“We generate and receive a number of consignment notes and POD documents every day. These are returned to the office and filed in a physical filing cabinet. We need to be able to quickly access these documents so we can answer customer requests quickly and accurately,” said Geoff Dwight, Operations Manager, CW Logistics.

“We will often receive as many as three separate customer requests for the same delivery. In a lot of cases the customer will require a copy of the POD, so we needed to scan, name and save the document into the appropriate customer file. This could take up to 10 minutes each time. This process was not only time consuming, but it was prone to errors. It was easy to save a POD in the wrong customer’s folder or type the wrong number into the document name. Then you would never find it in the system!

“With this many requests coming into the office, it is fundamental that we stay on top of all documents coming in and out of the office. To do this we needed a simple, fast and accurate system,” continued Geoff.

AT A GLANCE

Transport & Logistics

Inland Products used:

HP multifunction devices

eCopy and IRIS for scanning and OCR

Benefits

Reduced creditor invoice document management from 2.5 hours to 30 minutes per week

Reduced PODs document management process. With customer requests going from 10 minutes/request to just seconds

Minimised errors and misfiling by automating process



We can now process our creditor invoices in less than 30 minutes per week, this was an activity that used to take over 2.5 hours.

Geoff Dwight
Operations Manager



CW Logistics experienced similar issues with its creditor invoices, where they would scan, manually name and save the files into the assigned folder. Again, this was time consuming and prone to mistakes, such as misfiling.

“This process would take us around 2.5 hours every week and it was easy to drop and drag a creditor invoice into the wrong folder.”

Solution

“We needed a solution that could be rolled out easily, would improve our ability to access documents quickly and minimise errors in terms of misfiling or misplacing documents,” said Geoff.

Inland Digital not only provided a solution that streamlined the process for handling CW Logistics’ consignment notes/ POD documents and its creditor invoices, it was able to utilise the existing HP multifunction printers. Inland Digital integrated the HP printers into the document management solution and also managed the ongoing service and maintenance of the CW Logistics’ HP print fleet.

“Inland Digital’s solution minimised our manual handling of documents and utilised the scanning functionality on our existing HP multifunction printers. We now just scan batches of our documents, whether it be a POD or creditor invoice, and it goes into a watch folder where the software runs Optical Character Recognition (OCR) and extracts key information in order to classify and index the document, before it files it into the correct location. It also connects into our MYOB accounting system, which is a huge benefit.”



Results

“The solution provided by Inland Digital has been great and was rolled out in one day. It has been a real time saver for us. We can now process our creditor invoices in less than 30 minutes per week, this was an activity that used to take over 2.5 hours.

“The process has also reduced the manual errors, for example, we no longer have the issue of dropping and dragging creditor invoices into the wrong folder.

“In terms of accessing documents, we no longer have to rummage through physical papers to find original PODs; all the information is in one location which helps us to quickly and accurately answer customer requests. So a process that previously took up to 10 minutes can now be done in seconds.”

Based on the success of the current document management solution, Central West Logistics is exploring whether it can rollout this solution to other parts of the business, such as managing timesheets.