

*Commodities Carrier eliminates 40+ hours per month spent on manual filing, removes eight file cabinets and reduces the time to process 12,000 shipments per year.*



**Frank Sousa, President**  
**Expressway Transport Inc, Petaluma, CA**



"Employees deal with information swirling around us all day long. DocuWare helps us organize it in a way that is easy for everyone to use."



**Location:** USA  
**Industry:** Transportation  
**Deployment:** On-Premises  
**Department:** Dispatch, Accounts Payable, Payroll, Human Resources, Maintenance

**Expressway Transport is a general commodities carrier based in Northern California. The company processes about 12,000 shipments per year.**

At Expressway, every shipment generates orders, dispatch papers, bills of lading, proof of delivery and reports. These documents provide the information needed to create an invoice and must be archived to satisfy US Department of Transportation (DOT) compliance requirements.

**Taming the paper tiger to provide on-time delivery across the US**

Before using DocuWare, even electronic documents were printed out to be processed. This information was manually entered into their accounting software to create an order. The order, along with the supporting documentation, was physically taken over to the billing department to wait for proof of delivery.

Billing processors spent more than two hours each day filing. If a document was needed by another department, a staff member went to a file cabinet to retrieve it. If the file wasn't there, they had to guess who might have it and go from desk to desk to find it.

**DocuWare workflow eliminates the 40+ hours per month spent on manual tasks**

Now electronic documents are captured into DocuWare; and paper documents are scanned in with just a few clicks. A dispatcher uses DocuWare to annotate the request adding any important details and routes it to the next person in the workflow. Then everyone with predefined permission can access the file as needed using well defined search terms or fulltext search. DocuWare's audit trail also enables employees to access files and determine which department updated them last, eliminating bottlenecks.

DocuWare is integrated with Expressway's accounting system and shares data with it. The accounting system generates a paper document that includes a barcode that contains the order number and other data. The barcode enables information to be extracted from the documents and automatically entered into DocuWare. DocuWare also pulls data from the accounting system. Then an invoice is then generated and e-mailed to the customer and a copy is stored in DocuWare.

*"Ultimately, it's our customers who benefit. They already trust us with their business and like working with us; but in this competitive economy, we wanted to make it even easier for them to turn to us for their transportation needs."*

**Marie Kondo would approve!**

"There is literally less paper," says Jennifer Arrington, Office Manager. "This means less clutter around the office, but it means less mental clutter too. Employees deal with information swirling around us all day long. DocuWare helps us organize it in a way that is easy for everyone to use."

"Ultimately, it's our customers who benefit. They already trust us with their business and like working with us; but in this competitive economy, we wanted to make it even easier for them to turn to us for their transportation needs," Expressway Transport President Frank Sousa adds.

Expressway Transport has moved beyond their initial scope and is now using DocuWare for payroll, accounts payable, human resources records, independent contractor statements, equipment maintenance records, and insurance documents.

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