A regional shipping company more easily meets California Highway Patrol documentation requirements, reduces liability, simplifies document submittal, and automates workflow.

GSC Logistics

Justin Taylor, Compliance Manager
GSC Logistics, Oakland, CA

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Location: USA
Industry sector: Transportation/Logistics
Deployment: On-Premises
Department: Records Management / Shipping and Receiving
Integration: OmniView

GSC Logistics is the largest trucking company operating at the Port of Oakland. They provide services that include transporting goods from ships to warehouses, moving cargo from one truck to another and distributing it to importers and exporters throughout northern California and its Central Valley, as well as the ports of Seattle, Tacoma and Portland.

Strict industry regulations cause an information pile up

The trucking and shipping industry is highly regulated, requiring companies to store and manage a mountain of paperwork. GSC archives driving logs, hours of service, and daily vehicle maintenance records for over 200 owner-operators who work with them. The company is also required to store quarterly truck inspections and registration documents, driver's DMV records, license, application, and proof of medical and vehicle insurance.

"We have very little face time with our owner-operators, so we needed to make submitting documentation as easy and painless as possible so that our records would be complete," said Justin Taylor, Compliance Manager for GSC. Now, all the owner-operator does is take a photo of the document and text or email it to the office, where it is automatically imported into DocuWare.

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Instant access facilitates transparency and more accurate record keeping

In order to ensure compliance with Federal Motor Carrier Safety Administration (FMCSA) requirements, GSC needed a system to enable them to identify which records were on file and which were missing. The solution also needed to provide information for California Highway Patrol (CHP) audits.

By implementing DocuWare, GSC's transportation and compliance departments developed an efficient way for owner-operators to submit documentation. DocuWare is linked to GSC's roster management software, OmniView, so now information is shared electronically. The DocuWare solution also facilitates alerts that notify drivers when registration and other documents need to be submitted.

"When we invested in DocuWare, we were able to keep up and be in complete compliance with FMCSA documentation requirements for the first time. DocuWare is helping us circumvent a huge liability. If we don't pass a CHP audit, it is possible we can be shut down until all documentation is in order. Additionally, having an up-to-date copy of our drivers' insurance helps us mitigate liability. Without each driver having legitimate insurance, we could be on the hook for millions if there were an accident," Taylor said.

"When we used paper, a filing mistake stayed a mistake forever, but DocuWare eliminated this problem."

"The transparency of GSC Logistics' DocuWare solution is another one of its best features. Now we know at a glance which documents we have and which ones we don't and all of these documents are instantly accessible whenever we need them. The compliance staff is happy that the document submission follow up with drivers is done automatically," Taylor continued. "When we were using paper, a filing mistake stayed a mistake forever, but DocuWare eliminated this problem."

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Discover more: docuware.com