Logistics move forward through document management

A **leading end to end logistics business** with revenue in excess of £500 million (circa 2022), **providing industry-leading services** to many of the UK and Europe's best-known brands, **improved its customer service** and **control of business critical documents** by implementing the **PacSol document management solution for IBM i**.

The challenge

Each depot processed thousands of proof of delivery (POD) documents each day. These documents were critical to the business as they were the only way the business could prove they had made the appropriate deliveries for each customer.

The solution

By implementing PacSol's solution, the business **ensured that lost or misplaced PODs were a thing of the past**.

Whenever a delivery was made, a Delivery Note was signed by the recipient, confirming details such as items and quantities. When the driver returned to one of the many depots, they submitted all the signed delivery notes to then be **scanned and stored in PacSol's document management system**.

Integration

Each POD had a job number assigned to it (generated by the central Transport Management System (TMS)) as a unique reference. Once the signed delivery note was recorded on the system, a corresponding invoice was raised.

The PacSol solution was **integrated** with Chorus, the business's own **accounting system**, automatically linking the sales invoices to the corresponding PODs.

If a customer had an enquiry regarding an invoice, it could be **located and viewed instantly** along with the relevant signed POD.

The client also implemented the web interface for the PacSol repository, giving access to documentation from any internet connected device (with full access security), reducing the number of POD queries received by the logistics office.

"Control of the PODs has improved by ensuring documentation is scanned and captured accurately, at diverse locations."

The results

Customer service was improved as a result of implementing the PacSol solution as PODs and sales invoices were instantly available, on screen, together, whenever required.

With job completion confirmation being updated earlier, **invoices could be produced sooner**, thus **improving the cash flow** within the client's business.

The **improvement in data reliability** (reduction in lost or misplaced PODs) further **improved the business's accounts** as employees no longer had to manually chase or check any completions before billing, or worse, write off a consignment charge.

The business's **customers were happier** due to the low query response times and tracking reliability, **ensuring they returned to use the services** over and over again.

About PacSol

We provide and support products relating to **Document Management** (DMS) / **Enterprise Content Management** (ECM), **Business Process Automation** (BPA), and complex **data capture** with integration for all platforms and types of applications.

Whether a requirement for automated document data capture (such as invoice processing) or document governance to meet current legislative standards, with products such as **PacSol's ImageView Suite** (for IBM i), **Kofax Capture**, **DocuWare**, **Agilico Invu** or **IBM's Datacap**, we can help you solve your document process problems.
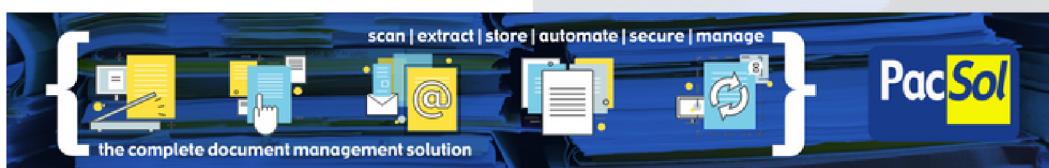
For over 28 years, we've been delivering comprehensive **consultancy**, **development**, **deployment** and **support** services to our clients.

Our team at PacSol firmly believes that efficient document management, streamlined data capture, and effective business process automation can bring significant benefits to any organisation.

With **reduced costs**, **improved compliance,** and **increased efficiency**, our solutions are tailored to meet the unique needs of our clients.

Pacific Solutions International Ltd

www.pacsol.co.uk

www.pacsol.co.uk