



Automate Manual Data Entry with Intelligent Indexing

More
Than
Print

A paper-based process was used to satisfy compliance requirements, until a smarter way was presented, eliminating 40+ hours of filing each month.

Lester works for a transportation/logistics company that processes about 12,000 shipments a year. Every shipment generates order forms, 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.

To follow the current process in place, Lester must print out all documents for processing, even if they come in electronically. He must also ensure that all the appropriate information is then entered into the company's accounting software to create an order. This order, along with the supporting documentation, is then physically taken to the billing department to wait for proof of delivery.

The billing department is spending more than two hours each day filing the paperwork delivered. In addition to the time spent filing, if a document is requested by another department a staff member must retrieve it from a file cabinet. If the hardcopy file is not found, the guessing game begins, and the staff must locate where the file resides.

Business Challenges

- Multiple steps required to distribute documents to different recipients
- All documents need to be printed for processing
- Manual data entry is needed for items to move through the process
- Duplicate data entry is occurring just to move information upstream
- Physical paper must move throughout the departments from remote locations



The Ricoh Solution

Easily and seamlessly scan documents directly into the electronic file cabinet or intelligent indexing tray. If scanning directly into the electronic filing cabinet, Lester can designate what type of document he is scanning to index directly at the machine. Lester can even scan to the intelligent indexing tray, eliminating the risk and time needed for manual data entry, making electronic filing a very simple task.

The hardcopy documents are scanned directly and routed appropriately with just a few clicks. Dispatchers directly annotate requests to add any important processing details before the request is routed to the next person in the workflow. Everyone with predefined permission can access the file as needed using well defined search terms or a full-text search. System audit trails enable employees to access information and determine which department updated them last, which leads to eliminating bottlenecks.

The appropriate information extracted from the scanned documents is sent directly into the accounting system. The system then 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. The invoice is then generated and emailed to the customer, while a copy is stored for tracking retention.

Business Results

- Increased worker productivity and efficiency with a simplified process of digitizing paper-based documents making it easy to search and retrieve documents
- Documents can be organized and stored without a waiting period for to access them
- This solution eliminates 40+ hours per month spent on manual filing, removes eight file cabinets and reduces the time to process 12,000 shipments per year