

case study



Corrigan Dispatch Company Simultaneous Access to Information

CDC represents numerous U.S. companies that routinely import and export merchandise to and from Mexico. They coordinate and file the necessary documents with U.S. and Mexican customs agencies on behalf of their clients. In some cases, they will also temporarily handle and store the merchandise being shipped.

A family-owned firm, founded by Edward H. Corrigan in 1927, Corrigan Dispatch Company (CDC) handles all aspects of international trade from documentation and transportation arrangements, to handling cargo and storage for companies shipping products between the United States and Mexico. CDC has approximately 100 employees and four offices in Texas (Brownsville, Hidalgo/McAllen, Laredo and Del Rio). CDC imports and exports a broad

assortment of cargo, from textiles, clothing, and construction equipment, to more fragile items that require special treatment like, electronic parts and equipment, chemicals, minerals and light machinery. CDC has companies such as Caterpillar, Warner-Lambert, and Pioneer among their customers.

Documents

Each import and export transaction is accompanied by a number of documents which may include: customs forms, invoices, certificates of origin, bills of lading and other papers which help clear the transaction. The documentation for each transaction must be saved to satisfy customs regulations as well as for responding to follow-up activities.

Requirements and Organizational Framework

With 200 active customers, it's not unusual for CDC to receive questions regarding import/export transactions. Customer inquiries, and the completion of intra-office activities, require employees to look at one or more of the documents relating to a shipment.

CDC understood that the electronic storage of documents, or document imaging, provided a host of benefits to companies where employees frequently referenced many different documents during business procedures.

Besides boosting productivity in the accounts receivable and accounts payable departments, the company realized that shipments could be cleared faster through electronic transactions.

Looking towards the future, they also realized that the federal agencies which they interact with, were increasingly moving towards accepting documentation electronically. By moving their documents into an electronic format, they would be positioned to comply with these agencies.

Originally, CDC purchased a stand-alone, self contained system. With only one workstation, employees had to leave their desks to view or print the information they needed. The system was creating an information bottleneck and CDC decided to upgrade their imaging system and invest in DocuWare. Toshiba Business Solutions, Texas, an Authorized DocuWare Partner, installed the solution.

Solution

Patrick Hearn, Chief Financial Officer at CDC, said "DocuWare is a good fit for CDC. With desktop access to shipment details, employees don't have to wait in line to use a dedicated workstation and better yet, they don't even have to leave their desk. We are processing more shipments than before and customer service has also improved."

"DocuWare is a good fit for CDC. With desktop access to shipment details, employees don't have to wait in line to use a dedicated workstation and better yet, they don't even have to leave their desk. We are processing more shipments than before and customer service has also improved."

*Patrick Hearn,
Chief Financial Officer,
Corrigan Dispatch Company*

The Task

- Provide employees with simultaneous access to electronic information from every workstation

Appointed Modules

- DocuWare
- CDMAKER
- RECOGNITION

The Benefits

- Increased efficiency and productivity
- Easy document retrieval
- Improved customer service



"The open approach of the DocuWare system really appealed to us. It's ability to grow with our needs well into the future helps protect our investment," added Hearn. CDC purchased a DocuWare document management system and began the transition. CDC employees were familiar with the concept of imaging because of their experience with their old outdated system. A single training session was all that was needed in order for CDC employees to comfortably use DocuWare.

In moving from one imaging system to another, CDC decided to keep the old records on the old system, and start out fresh with DocuWare.

The Benefits in Detail

Desktop Access Boosts Productivity

"Having desktop access to customs, A/P and A/R documents has been a big help to everyone," said Hearn. "It just makes it so much easier to research questions and improve our customer relations." Taking care of routine matters such as providing copies of an invoice or a customs document to a customer, can be done in an instant. Now, a customer's question can be answered while they are on the phone, rather than having to call them back after the documents were located.

Workflow Efficiencies

With the old system, users printed a copy of the document they retrieved, so if they needed to fax the document to a customer or refer to it while on the phone, they had it in front of them. Printing the document added an extra step in the work process. DocuWare eliminated this step by allowing users to view, e-mail or fax a document directly from DocuWare without having to make a copy. "DocuWare has allowed us to realize an efficiency that we didn't have with our older system," said Hearn.

Full Indexing Automation

The indexing capabilities of DocuWare exceed that of the previous system. With DocuWare and the RECOGNITION module (which reads barcodes and performs OCR), CDC was able to eliminate all manual indexing. As a result, getting documents into DocuWare is "quick, easy, and more efficient," said Hearn.

More Efficient Document Storage

The DocuWare system takes advantage of the latest computer technology and can hold thousands of documents in the hard drive. With the records retention abilities of DocuWare, they are now able to better comply with U.S. customs regulations for file storage. "Keeping up with imaging technology has allowed us to realize even more efficiencies," said Hearn.

For more information
please visit our website
at www.docuware.com