



Rapid Freightways Santa Fe Springs, CA

Client: Rapid Freightways

Vertical Market: Transportation

“We have had savings in labor costs that are really dramatic. We expected increased productivity from our staff, but we weren’t expecting to save about \$4,000 annually in service contracts on our copier machine. In one year, we reduced our photocopying by about 100,000 copies.”

“Perhaps the greatest benefit of the system is the increased efficiency in customer service and accounting. We no longer have to put customers on hold when tracking a package. We pull up the documents immediately and can fax them to the caller within one minute. Our customers have come to realize that we don’t lose documents and ironically, we are seeing a shortened receivable cycle. We used to have people call us the day before an invoice was due, stating they hadn’t received the shipment. This could mean a few days delay while we searched for the proper documents. Now we can attach a StickyNote to the document and remind the customer that this was already confirmed and faxed to them earlier in the week. Those time consuming phone calls have all but stopped now.”

Cindy Thomlinson, System Administrator



Client Situation:

Rapid Freightways CEO, Wayne Thomlinson, believes that transportation, distribution, warehousing and transloading services are necessary and fundamental elements to most businesses. As a result, it is important that Rapid doesn’t just provide these services. Rather, Rapid actually becomes a vital element in their customers success.

As a multifaceted partner with their customers, Rapid has continually invested in new technology to ensure the proper handling, storing and moving of client’s cargo. One area that was creating a bottleneck was documentation.

The stories of searching for Proof of Deliveries and Bill of Ladings used to be a familiar conversation around Rapid until they decided to enhance their FreightDATA Transportation Management Software (www.freightdatasoftware.com) with document imaging software from Liberty IMS.

Before installing LibertyNET™, Rapid used to make 5-6 copies of each freight bill. Now they scan the original into the system, then mail the original to the customer. With all the information captured within the LibertyNET system the need for additional paper copies has been eliminated. With the annotation and taskflo features, comments can be attached to documents, and routed to accounting or customer service for further processing.

The daily time savers are as minute as employees saving 45 minutes each morning because they are no longer making copies of the Bill of Ladings and POD’s, to saving the additional three hours a day that it would take for all of the documents needed for customer statements to be matched up with one another. The LibertyNET system utilizes an automated rule template that automatically pairs all documents for retention purposes.

The accounting department used to receive calls from vendors indicating that payments had been credited to the wrong invoices. With LibertyNET, they can instantly look at the payment and see what invoices it references. This process used to take days and now takes about 7 seconds.

Liberty Information Management Solutions, The Liberty Building
3158 Red Hill Avenue, Suite 100, Costa Mesa, CA 92626
714.751.6900 ? Fax 714.432.5335 ? www.libertyims.com

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