

**APPLICATION PROFILE**

Preston Trucking is a regional, “less-than-truckload” motor carrier and is wholly owned by Yellow Corporation. Preston is part of a consortium of trucking companies that make up Yellow Corporation, a Fortune 500 holding corporation and a longtime industry leader, with revenues topping \$3 billion in 1996.

Preston receives 30,000 to 50,000 shipping documents per day. Prior to imaging, the documents were microfilmed using two high-speed Kodak microfilmers. The microfilmers used barcode readers to automatically index over 98% of the film images that contained barcodes. The remaining images, including about 20% that were not barcoded, had to be manually indexed. After filming, the documents were printed in reel and frame number order. This resulted in mountains of work for six employees who would re-sort the invoices before mail merges could be performed. In addition, when a document had to be referenced for a customer support call, a Preston employee had to end the call, get up from their desk, look up the film cartridge, load it, sequence to the desired images and print them.

Preston was seeking a system that would scan and accurately index all shipping documents as well as electronically sort them and produce the necessary reports. They were also expecting to reduce the time customer service personnel spent retrieving documents. In addition, they were hoping to deskew the images and remove the black borders from the images (a familiar characteristic of the existing microfilm system) so that printouts would be nice and clean, the printer ink would need replenishing far less frequently and electronic storage space would be saved.

**CONCERNS AND EXPECTATIONS**

- While the reporting and retrieval operations are likely to improve greatly with the introduction of an imaging system, the cost of indexing could be very high – twenty data entry operators if no barcode reading is performed. 50% of Preston’s barcodes are dot matrix printed and vary from poor to unreadable. While the barcode reading hardware on the Kodak filmers operates on grayscale image data, these readers would miss a few percent of the barcodes. A barcode reader that operates on 200 dot-per-inch black and white images will likely have far greater problems.
- Would they get visual feedback while running high-speed scanners like the Kodak 990s?
- Would the image storage capacity be exceeded or not?



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## Success Stories

### TRUCKING & DISTRIBUTION

#### High-volume Shipping Document Capture

##### *Concerns and Expectations Con't.*

- Once in the image management system along with millions of other documents, would it keep up with their high-speed data-entry personnel however fast the document management hardware and software might be?

#### **THE IMAGING SOLUTION**

Image Access was brought in by Bluebird Systems to supply a BSCAN capture system utilizing two Kodak Image Link 990s to meet Preston Trucking's demanding needs. The BSCAN capture system serves as a front-end to Bluebird's TransDocs, an imageABLE-based document management system for the transportation industry. The system includes PC clients running WRQ's Reflections software to connect to an IBM AS/400 running Unix.

Bills of Lading and Delivery Receipts that make up 85% of the documents are scanned daily between 9AM and 3PM. High-speed key-entry corrections are made throughout the day. Finally the new images are posted to the imageABLE document management database for on-line availability. All 30,000 to 50,000 documents are on-line by 5PM each day. Customer service personnel can access images from their desks, often completing a response during the initial customer phone call, and manual sorting is no longer required to produce billing reports.



**BSCAN** proved to read nearly 20% more barcodes than a leading competitor. BSCAN read 99.6% for both Bills of Lading and Delivery Receipts using Image Access' new barcode engine that statistically analyzes barcodes with 1/1000 of a second and is able to read barcodes that would normally be considered useless. There was no degradation in scanner speed.

#### **SUMMARY OF BENEFITS**

1. Documents are scanned, borders cropped, images deskewed, barcodes read automatically – all at scan time without decreasing the scanner's 140ppm scan rate (90ppm with letter-size documents). BSCAN's barcode reader surpasses the performance of Kodak's superb barcode reader (a reader that operates on grayscale data), and has an equally high read rate on diagonal and vertical barcodes.
2. For QC while scanning, all images are clearly displayed on a 20" grayscale display with four large view windows. This feedback is a vast improvement over the microfilm system, which offered no immediate feedback on image quality.
3. Rapid data-entry for the forms with no barcodes or unreadable barcodes – less than 1/10th of a second after the operator presses enter, the next image appears.
4. Invoices are printed in customer address order, so mail merges are now completed with minimal effort.
5. The retrieval system is not overloaded with rapid data entry work and has bandwidth to spare. Customer service personnel are able to retrieve and fax shipping documents from their desk.