



SureXpress cuts billing and collection times with Palm® Treo™ smartphones



“ The new solution quickens the delivery process and has reduced billing and collecting time from 3-4 weeks to about 10 days due to automating the delivery charge and linking it through the POD system to their accounting software. ”

Brooks Wright
President
SureXpress

Challenge

SureXpress offers commercial delivery services throughout the entire state of Oklahoma as well as select areas of Texas, Kansas, Arkansas and Missouri. The company specializes in ensuring overnight, same-day and two-day delivery of medical and veterinary specimens, x-rays, pharmaceuticals, legal documents, payroll, automotive parts, hazardous waste, and a variety of other important items.

While the company has been able to compete with well-established services by specializing in the delivery of sensitive materials, it previously struggled with a cumbersome, paper-based tracking system that left too much room for error. Considering the fact that DEA agents sometimes follow its delivery trucks to ensure secure handling of pharmaceuticals and similar substances, SureXpress desperately needed to move into the digital age.

“Some of this stuff is pretty important to the customer and can even mean the difference between life and death,” points out company president Brooks Wright. “And if a drug tote is missing, we have to alert five levels of government, as well as deal with a very upset customer.”

Solution

SureXpress has cut such instances down to the bare minimum, thanks to its implementation of a digital tracking and monitoring system that consists of Palm® Treo™ smartphones and Serialio Bluetooth scanner running P.O.D. Verify's Proof of Delivery software*. Not only can the company and its customers now track package delivery in real-time through the SureXpress website, but the new solution quickens the delivery process and has reduced billing and collecting time from 3-4 weeks to about 10 days due to automating the delivery charge and linking it through the POD system to their accounting software.

Today, a customer requests a pick-up through SureXpress' website, which automatically routes it to a dispatch screen and assigns a tracking number. The package gets scanned at pick up and at delivery. A signature on the receiving end is matched against the tracking number to ensure that the item has been received by the proper recipient. Anything stored



Solution (cont.)

temporarily in the company's warehouse is also scanned when it enters and leaves the facility, adding another level of security to the process.

In the past, a bill of lading was generated and given to the customer, who filled it out and handed it to the driver. The slips collected weren't reconciled until the next day, allowing too much time to elapse before mistakes were caught. Today, not only is SureXpress alerted as soon as a problem occurs, but it also knows when a driver doesn't have any packages to pick up at a particular location, giving the company peace of mind that nothing was missed.

The company's drivers also take advantage of the smartphone's built-in camera to document damaged packages when they're picked up. In the past, the company usually took the blame for broken items, but now it can point to a time-stamped photo to prove when the damage occurred.

Wright notes that billing and collection times were reduced due to automating the delivery charge and linking it through the POD system to their accounting software. SureXpress frees up employee time and "We don't have to pay for storage of records either," he says. "In the old days, if we had to pull a record we had to send someone to an off-site location and rummage through boxes to see what was there. Now we access data files electronically in a matter of seconds."

With such powerful technology in place, Wright has no problem suggesting his biggest competitors' tracking systems are inferior. "You sign next to a barcode but they can't tell you what the barcode stands for. The Proof of Delivery application and the fact that its use is within the reach of a small company like ours is impressive."

Solution Summary

- SureXpress and its customers have access to real-time tracking of packages, especially pharmaceuticals and other sensitive materials that could become a federal matter if misplaced.
- Billing and collection times have been cut from 3-4 weeks to about 10 days due to automating the delivery charge and linking it through the POD system to our accounting software.
- Drivers use the Treo smartphone's built-in camera to document damaged packages when they're picked up.
- SureXpress eliminates the need for two more employees: one to help handle paper records and one to manage IT tasks, since the system is based on an ASP model.
- Not only does SureXpress save on the cost of storing paper records, but it can retrieve old information instantly, rather than sending an employee to an off-site location to search through boxes.
- SureXpress' tracking system is more robust than what its largest competitors use, which is a key selling point when attracting new customers.

Technical Summary

- Palm Treo smartphones
- P.O.D. Verify's Proof of Delivery*
- Socket Communications' Secure Digital Scan Card*

More Information

SureXpress
www.surex.biz

P. O. D. Verify
www.podverify.com

Serialio
www.sc-systems.com

* Sold separately.