



Transportation,  
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## Bekins Van Lines Makes Move To Speed Up Agent Payment, Cement Loyalty With CAPSYS CAPTURE Document Capture

Out of all the items Bekins Van Lines moves from here to there - household contents, tradeshow booths and corporate equipment - it turns out that paper proved the toughest, especially when it delays receipt of another type of paper - dollar bills.

Bekins deals with a lot of paper - inventory sheets, weigh bills, fuel tickets, quote sheets, customer sign-off sheets and other documentation for the thousands of moves its agents conduct every year. Centrally processing up to 30 documents per move was extending payment to the company's 225 independent agents out as far as 20 days. Combine that with a slow-growing economy, Bekins needed to speed things up.

For the last nine years, agents would pack up and ship these paper-laden packets to the company headquarters in Hillside, Ill. There, the individual pieces were scanned into the company's central imaging system. Only when all the paper was entered and processed, Bekins paid its agents. Sounds straightforward enough. But there were several problems with this approach. First, it wasn't uncommon for move packets to be incomplete, causing a lot of back and forth between the agent and the central office to locate the errant forms and documents. Secondly, the current system's file limitations made things slow down even further.

*We dramatically improved that process by integrating CAPSYS CAPTURE with Kodak's Remote Deposit Capture offering.*

Randy Valentino, CTO  
Bekins Van Lines

"We were only capturing information at the file level, not at the individual document level," says Randy Valentino, Vice President, Chief Technology Officer. "When images are not uniquely identified or indexed, that makes retrieval difficult. If anyone needed to look at the bill of lading or an inventory form, they'd have to weed through 20 to 30 pieces of paper in the file. Not a very quick process."

Bekins decided to decentralize the process and put it directly into the hands of the agents,

empowering them to gather and scan all the paperwork locally before transmitting the complete file to the corporate office for storage and use by Bekins' Mobius/ASG system. It again turned to its technology reseller, Integrated Document Technologies, Inc. (IDT), Itasca, Ill., the company that analyzed, specified and installed Bekins' original system.

"The system needed to be cost friendly and efficient," says Randy. "The agents have limited budgets so we had to keep it economical, particularly for the smaller-sized operations. It also had to work within the portal framework we're building, as our agents access our all software through the Internet."

IDT recommended CAPSYS Technologies of Colorado Springs, Colo., a developer of Web-based, distributed document capture systems. The company's products - CAPSYS CAPTURE™ distributed capture on-premise software; CAPSYS CAPTURE ONLINE™, the Software as a Service offering; and CAPSYS AXIOM, the Network Appliance product - permit companies to capture documents electronically from a browser, from anywhere paperwork originates. All three represent a lower-cost option to traditional, centralized document capture software while maintaining robust capabilities.

Bekins opted for the CAPSYS CAPTURE on-premise offering, matched with Kodak i1220 Plus scanners. Both would work within the Bekins' Agent Portal and Microsoft's Active Directory environment.

### **Moving Forward**

After completing installation during the latter half of 2010, Bekins began piloting the system with a handful of agents. It anticipates rolling the system out to all Bekins agents by end of 2011. "Most are pretty excited about it," Randy reports.

Within the CAPSYS application, IDT created a sophisticated front-end workflow that transmits the field documents and performs the requisite indexing and identifying document types through bar coding. This saves agents significant manpower and time in having to identify the kind of documents they send.

Once transmitted, a comprehensive web service program captures the incoming CAPSYS information and updates Bekins' Revenue Processing system with the documents, part of which is the document track and tracing operation. From what was a manual process, the system now automatically triggers complete document files for auditing and payment. This new automated process will ultimately reduce the manual process, which could have taken up to three weeks,

to just three or four days.

Speeding agent compensation meant picking up the pace on customer payment as well. "The moving industry works on C.O.D. The customer pays by credit card or check before the driver leaves," says Randy. "Agents shipped checks via FedEx, UPS or USPS to Bekins' corporate headquarters for payment processing. With IDT's help, we dramatically improved that process by integrating CAPSYS CAPTURE with Kodak's Remote Deposit Capture offering."

Now Bekins agents scan both the business documents and the check with the same Kodak document scanner. Then CAPSYS' unique Transaction Content Management Workflow engine routes the check to Kodak's t6000 Remote Deposit Capture application, processes the payment and presents the imaged check directly to Bekins' bank. "We get access to funds much more quickly so we can pay our agents even faster than before," adds Randy.

### **Out-flanking the giants**

Among the national moving companies - Atlas, Mayflower and United - Bekins is smaller. With the new system, the company believes it has a competitive industry advantage. "Agents are secured by annual contracts. In a competitive environment, keeping the good ones is crucial," says Randy. "If we can give our agents good reasons to stay with us, not only does Bekins benefit, ultimately so do our customers."

### **About Integrated Document Technologies, Inc.**

Integrated Document Technologies (IDT) helps companies harness the power of information through integrated Business Management solutions. It offers system design consulting and a comprehensive range of products and services to reduce paper, automate business processes and enable regulatory compliance. IDT's sister company, IDT Consulting, provides ERP/Financial and CRM solutions. Both are single-source knowledge bases for system design, integration, customization, implementation and long-term support. For more information about IDT, visit [www.idt-inc.com](http://www.idt-inc.com) or call (630) 875-1100.

### **About Bekins**

Bekins Van Lines, LLC provides relocation and transportation solutions directly to the private consumer, U.S. Military and Government programs and for corporate relocation. Founded in 1891, Bekins has a long history of being a leading relocation service provider for the limited budget (lump sum) customer. Bekins is focused on bringing the latest technology to its transportation service programs to maximize our customers' service value and budget efficiencies.