Burbank Express Eliminates Manual Data Entry with Square 9



Industry:
Shipping, Logistics

Company:
Burbank Express
Departments Impacted: Payroll, Administration, Finance

Objective:
Eliminate data entry for scale tickets and route the information to help calculate payroll and reconcile transportation data.

About Burbank Express

Burbank Express is a diversified transportation business providing inbound trucking services for a local French fry production plant and operating a commercial service garage, retail parts store, tow and service truck fleet, and a Class 1 driving school. Burbank Express processes 25,000 trucking loads annually and has expanded by acquiring additional operations, such as Mike's Diesel, to provide truck repair services to the local region. As the organization continues to grow and deliveries and services increase, documentation has expanded, and Burbank Express needs a faster, more accurate way to process and retrieve scale tickets.

Challenges

Every load Burbank Express transports requires a scale ticket that documents inbound and outbound weights, shipment origins, and destinations. These are crucial for payroll calculations and reconciling transportation data.

Staff often had to manually enter information from each scale ticket into two separate spreadsheets and carefully archive the tickets for future retrieval.

With more than 100 tickets to process each day, the company lost significant time and productivity to manual data entry and filing.

Burbank Express knew they needed a solution that could automatically capture information from scale tickets, organize the extracted data into spreadsheets, and securely store the original documents for easy retrieval.

The Solution

After business solutions provider Loffler introduced them to Square 9, Burbank Express began exploring how the solution could save significant administrative time.

Working with Square 9, they implemented a system that followed their existing processes and captured data effectively using the scanners and office equipment they already had.

The new solution automatically extracts relevant information for payroll and trucking reconciliation and populates the information within the designated spreadsheets

The system also indexes and archives tickets in a secure cloud repository for easy retrieval. Careful preparation also ensured a smooth transition.

> “Once the program was built, we had it up and running quickly.” Start to finish, our process with Square 9 took maybe 2-3 months.”
>
> _____ Marshall Hagborg, General Manager at Burbank Express

The Benefits

By automating scale ticket processing, Burbank Express has significantly decreased the administrative burden of managing scale tickets.

One of the most immediate improvements has been nearly eliminating repetitive data entry.

“This system has virtually eliminated manual entry and human error from our payroll and trucking reconciliation processes,” says Hagborg. It turned a full-time job into a very small task of maintaining the database.”

Square 9 has also centralized document storage and retrieval, allowing staff to quickly search for the documents they need without sorting through physical paperwork or manually locating individual records.

The result is a more efficient, accurate, and accessible scale ticket process that supports the company's demanding transportation operations.

The Results

Employees have found the solution easy to adopt. The platform’s ease of use and complementary training have proven invaluable and have allowed Burbank Express to see near-immediate results.

“Training staff to use the program was incredibly easy,” explains Hagborg. “The program itself is very user-friendly.”

The time savings Square 9 has provided have been particularly valuable for Burbank Express's office manager and financial controller, who would otherwise spend immense time each day entering information from the company’s 100+ daily tickets.

With virtually no manual data entry and fewer opportunities for human error, more accessible documentation, and significant staff time freed for higher-value work, Hagborg was able to briefly summarize the scale of Square 9’s value.

> “We used to manually enter over 100 tickets per day into 2 different sheets. Now it's done almost instantly and without error. I would recommend Square 9 to any business that does a significant amount of manual data entry.”
>
> _____ Marshall Hagborg, General Manager at Burbank Express