openforce®

CASE STUDY

UST LOGISTICAL SYSTEMS

> UST Logistical Systems Discovers a Better Way to Onboard Independent Contractors

THE OPENFORCE PLATFORM REPLACES A MANUAL PROCESS THAT WAS CREATING LOGISTICAL ROADBLOCKS — AND RUNNING CONTRARY TO COMPANY CULTURE

With one million deliveries annually and approximately 1,000 team members in motion, UST Logistical Systems had a logistical obstacle on its hands when it came to efficiently onboarding its independent contracting drivers.

> PROJECT-AT-A-GLANCE

Industry: Final Mile
Solutions:

- Automated Onboarding
- Paperless Enrollment
- Streamlined Contracting
- Integrated Settlement Processing
- Built-in Compliance

UST
Logistical Systems

THE PROBLEM

"We didn't have the resources to know what was happening at all times. Visibility becomes an issue when you're dealing with massive amounts of paperwork and cross referencing different systems. We were spending more time than we needed to on the constant churn of paperwork," recalls Tekisha Roberts, UST's compliance director, corporate team member and expert user.

That paperwork included a 25-page enrollment document and a 15-page contract that drivers often sent back to the company piecemeal over several days or weeks, leaving location managers with the task of putting it all together manually.

"Then our location managers would have all the other onboarding pieces in motion only to discover later that the independent contractor had dropped out of the process," Roberts says. To make matters worse, the manual paperwork created the potential for human error — and required massive filing rooms to store it.

THE SOLUTION

For a company that specializes in the "final mile" of retailers' furniture and appliance deliveries and prides itself on customer service, there had to be a better answer to this logistical problem. That's when UST turned to Openforce and its ICM Power cloud-based solution, which handles all aspects of independent contractor management including:

- Onboarding
- Contracting
- Settlement processing
- Risk controls requirements
- Compliance audit

Initially, the company started with Openforce in 2014 and today has since grown its program substantially:

- Tripling locations with location-specific documentation
- Increasing active contractors
- Expanding client and supplemental documents
- Adding on-demand doc push workflows
- Distinguishing unique pay and expense types

> " Once the Openforce system was in place, a major pressure point was released. We're all looking at the same data – one version of the truth consolidated in a single repository. "
>
> -Tekisha Roberts, Compliance Director, UST Logistical Systems
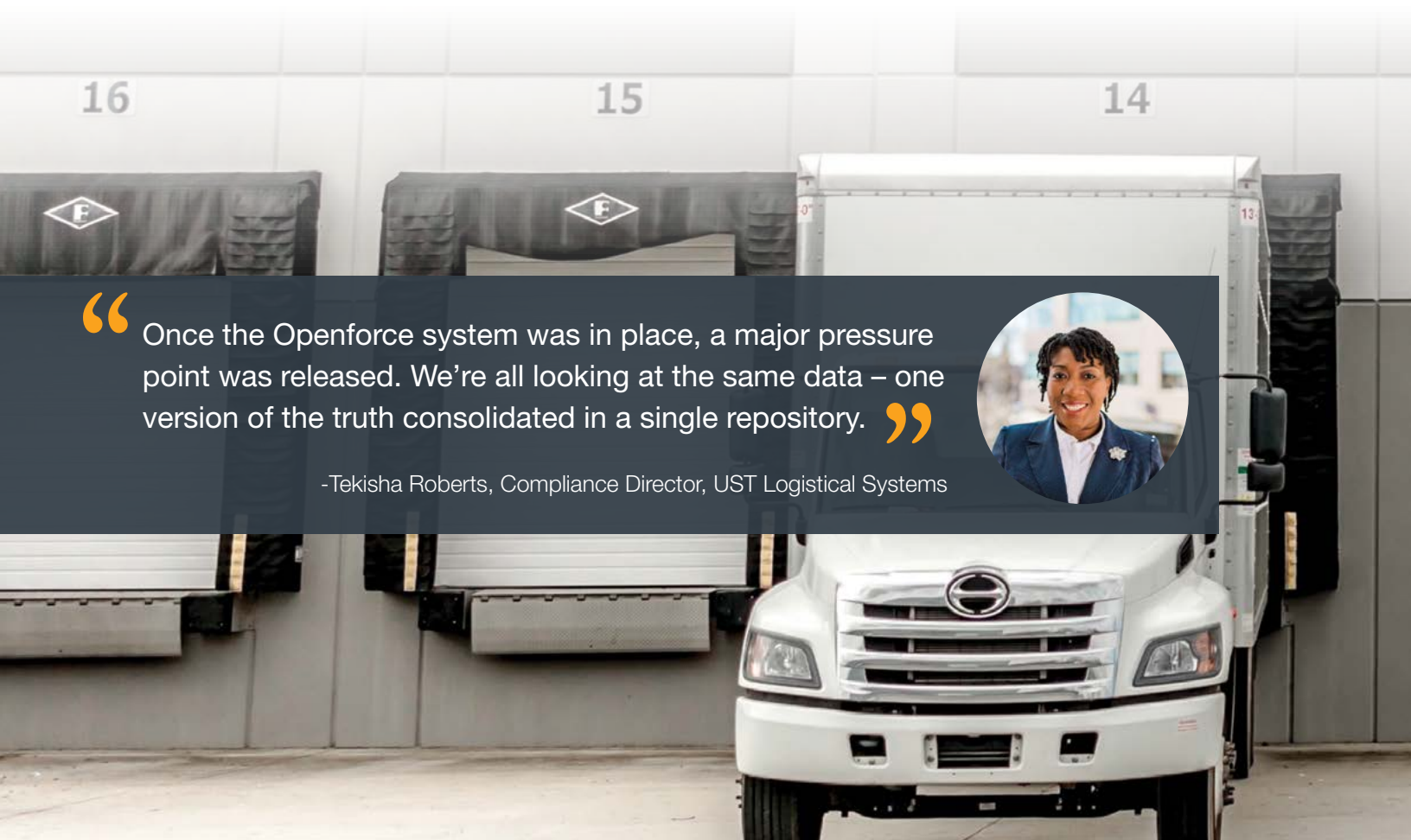
Given what the Openforce systems have accomplished, it's easy to see why UST expanded their use so dramatically and scaled. The technology platform:

- Automate a large pre-screening process with the ability to conduct background screening upfront, for both master and subcontractor (second driver)
- Present expenses for approval during the enrollment
- Establish best practices and compliance automation that align with the high standards of the company brand

The systems were put in place over two phases. Phase one involved automating the onboarding and enrollment process. Phase two automated and streamlined settlement processing and expense management.

"Once the Openforce system was in place, a major pressure point was released," Roberts says. "We're all looking at the same data — one version of truth consolidated in a single repository. The amount of paper eliminated alone was a huge benefit."

That was only the start of the benefits for Roberts and UST. The automated process also meant that the number of team members managing risk, compliance and settlement processes was cut substantially from a fully staffed department.

"There was no way such a small team could manage all the manual processes the previous team had to deal with," Roberts says.

FOCUS ON STRATEGY

Along with improving efficiency, the Openforce systems freed up time and staff to focus on more competitive concerns.

"This allows us to exercise our model and focus on our mission and customers," Roberts says. "We are the broker that works with owner operators to fulfill the needs of the clients. The Openforce automated platform is completely worry free and we can focus our time on more strategic priorities."

> " At UST, we are always looking for great partners to make us better so we may better serve our clients. "
>
> -Scott Moore, Partner, CAO, UST Logistical Systems

"At UST, we are always looking for great partners to make us better so we may better serve our clients," added Scott Moore, Partner, CAO of UST Logistical Systems.

As Chief Administrative Officer, Moore directly oversees all corporate related departments to include: HR, Talent Acquisition, IT, Legal, Risk Management, Compliance, Accounting, and Process Improvement.

UST additionally benefits from constant platform updates such as Alternative to Manual Signature. This useful feature provides an alternative method for contractors in the ID verification phase of enrollment.

If contractors fail to answer randomly produced background questions, they are prompted to digitally upload two forms of identification, which issues a unique e-signature stamp to e-sign all items.

Though the ID verification phase did not pose a big obstacle for Roberts' team, Alterative to Manual Signature delivers a completely paperless solution in support of compliance that onboards contractors much faster.

"Any feature that helps expedite the independent contractor onboarding is invaluable," Roberts says. "It's very helpful to work with someone that is dedicated to UST and already understands our business needs."

> ABOUT UST LOGISTICAL SYSTEMS

UST Logistical Systems is a national third-party logistics specializing in the "final mile" delivery of furniture and appliances—from the retailer's warehouse directly into the customer's home. UST believes the home delivery experience is not only a commodity, it is key to the consumer's lasting impression and therefore critical to earning repeat business. UST understands home delivery provides an excellent opportunity to increase and improve our clients' brand identity and market share. Learn more at www.uste3.com.

> ABOUT OPENFORCE

Openforce® is the leader in technology-driven services for companies using independent contractors.

- More than 60,000 companies and contractors rely on the Openforce platform
- We simplify onboarding, contracting, settlement processing, and risk controls requirements for industries that demand qualified ICs
- Over $1 billion in settlements processed annually
- Clients experience a 30 percent higher retention rate

As businesses manage against unpredictable demand, increased volatility, and rising costs, leaders across industries are turning to Openforce technology to make the most of their on-demand workforce.

openforce®

Learn more at **www.oforce.com**
Call 1.800.742.7508 or email sales@oforce.com