

# DocuWare®

## APPLICATION PROFILE



### American Foodservice

#### Industry:

Wholesale food distributor

#### Application:

Proof of delivery invoices  
(accounts receivable)

#### The Problem:

Company's processes were "archaic" and took a lot of people to achieve the end result. The company's growing number of customers compounded this problem.

#### The Solution:

DocuWare document management system

#### The Benefit:

DocuWare improved productivity and allowed the company to continue growing without needing to add additional staff.

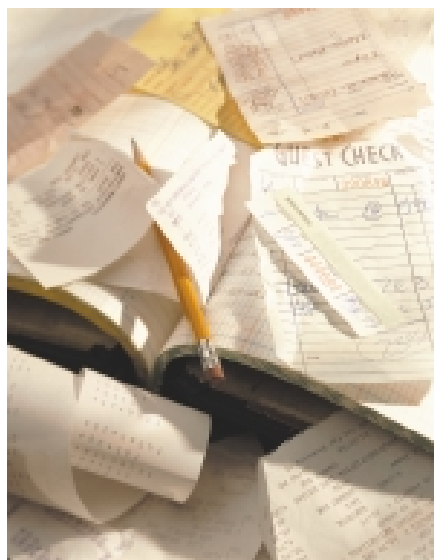
*American Foodservice opened for business July 1, 1986 and sold four products. Today the company sells nearly 5,000 items, including meats, poultry, seafood, cheeses, fresh fruits and vegetables as well as napkins, paper plates, salt shakers, silverware and tablecloths — basically anything that is eventually sold in the foodservice industry. American Foodservice has over 600 customers, including restaurants, hotels, hospitals and grocery store chains. American Foodservice's territory includes a 150-mile radius around Lee's Summit, Missouri, which includes Kansas City, Kansas and Kansas City, Missouri. The company employs 70 people.*

#### The Problem

American Foodservice was, as Steve Accurso, Vice President of Finance, says, "growing like gangbusters." In 1999, to accommodate growth, the company moved its 70 employees and \$3 million of inventory to a brand new

office/warehouse complex twenty-five miles away. Moving to the new location provided American Foodservice with the opportunity to upgrade the office's infrastructure. They purchased new office hardware, a new computer operating system, new computer software and a new phone system.

The move also provided American Foodservice with an opportunity to look for a new way to handle all their proof of delivery paperwork. "We deliver food products, therefore, the proof of delivery invoice is our most abundant and important document," said Accurso. With so many active customers, it was not unusual for American Foodservice to receive 500 proof of delivery invoices from the drivers at the end of the day. The process of filing and retrieving these important





documents became more and more difficult as the company grew.

The accounting staff at American Foodservice needed to retrieve proof of delivery invoices on a daily basis in response to customer inquiries. The process to find and re-file a proof of delivery invoice was laborious. The employee had to go to the file room, locate the appropriate document, take it out of the binder, fax it to the customer and re-file it back in the binder and then put the binder back in the file cabinet. The process took between 10-15 minutes. As the company grew, accounting and customer service employees had more requests for invoices and the requests kept taking longer to fill, as their were more documents to look through to find the right one.

Accurso knew that they wanted to install a document imaging or

document management system after the move to the new facility.

Accurso planned to introduce the imaging system to the employees once they were acclimated to all the other new systems.

A sales call from Word-Tech, an authorized DocuWare Partner, is how Accurso was introduced to the DocuWare system. "I first saw how DocuWare worked at Word-Tech's offices. Then I went to see it working in an Allied Signal office, one of Work-Tech's customers. It was impressive and I knew it could do the job for us," recalls Accurso. "The service offered by Word-Tech was another thing that sold me on DocuWare because I know how important service is with the purchase of this type of system."

**With DocuWare, American Foodservice was able to accomplish what it had set out to do. "We have grown our business without adding staff and that was our ultimate objective. DocuWare has helped us achieve this goal."**

**Stever Accurso**

*Vice President of Finance,  
American Foodservice*

## *The DocuWare Solution*

American Foodservice installed a DocuWare document imaging system in their new facility and got it working on October 1, 1999 and they haven't looked back. Today, American Foodservice scans proof of delivery invoices, saves them for thirty days and then throws them out.

American Foodservice created a new process to get the proof of delivery invoices scanned and filed in a DocuWare file cabinet. At the end of each day, American Foodservices' drivers hand their proof of delivery invoices to the designated employee in the

warehouse. In the morning, all of the previous day's invoices, which could be up to 500 invoices, are scanned. In about 30 minutes, all the proof of delivery invoices have been scanned, automatically indexed to the appropriate DocuWare basket, and are ready for retrieval by anyone in the accounting and customer service departments. To complete the indexing process so quickly, American Foodservice uses bar-coded forms, which can be automatically indexed to established DocuWare folders.

With the DocuWare system in

place, accounting employees have been able to reduce the time it takes to respond to a request for a copy of a proof of delivery invoice from 15 minutes to a minute or two. Rather than getting up from their desks to go to the file room, employees can pull up the

document in question on their PC and, while they are still on the phone with the customer, either fax or e-mail it to the customer. In many instances the customer receives the document before the call is over.

**“I estimate that DocuWare has saved five to six hours of retrieval time a day for our accounting staff,” said Accurso.**

## *DocuWare Results*

With DocuWare, American Foodservice was able to accomplish what it had set out to do. “We have grown our business without adding staff and that was our ultimate objective. DocuWare has helped us achieve this goal,” said Accurso. “Getting a copy of an proof of delivery invoice was a 10 to 15 minute process. Now with DocuWare, it’s located and faxed to the customer in a fraction of that time,” said Accurso. “I estimate that DocuWare has saved five to six hours of retrieval time a day for our accounting staff.”

Customer service has improved since DocuWare was installed, thanks to faster document retrieval time. “With DocuWare up and running, we’ve given our customer service employees the tools to do their job well,” said Accurso. “And they love it.”

American Foodservice’s customers love it too. “At first our customers were in awe by how quickly they received a requested invoice because many times an invoice arrives via the fax machine while they’re still on the phone with our company. Now they just expect it to arrive quickly.” Accurso believes this level of service has

given the company an edge over its competitors.

DocuWare has also helped locate delinquent proof of delivery invoices. Once scanned, proof of delivery invoices are compared to a list of the day’s deliveries from another software program. This process easily identifies which proof of delivery invoices, if any are missing. The result is a list of any outstanding invoices along with the delivery route and stop number, which tells the company which driver to check with for the missing invoice. “With DocuWare we know where to go to look for missing invoices the day after a delivery has been made,” said Accurso. “It’s eliminated the guesswork and kept our billing on track.”

DocuWare has reduced the demand for file storage space at American Foodservice. “In our old facility we had an entire room dedicated to storing our accounts payable and accounts receivable invoices,” said Accurso. Today the accounts receivable documents fit into one file cabinet and after 30 days the hard copy invoices are purged. “We used to be a very paper-intensive business,” said Accurso, “now we’re not.” A small

stack of magnetic tapes on Accurso’s desk holds back-ups of all the DocuWare documents.

Accurso is already working on a second DocuWare application, this one for accounts payable documents, including purchase orders, the incoming bill of lading and the check. Setting up this system is taking more time due to the variety of document sizes, but he anticipates that it will be up and running soon. After that application is complete, Accurso plans to create applications for the company’s customer and vendor information. “What DocuWare has done for our company has exceeded our expectations. We are very pleased with the results,” Accurso concludes.

### **Tool Box:**

**COMPUTERS:** Windows 98

**SERVER:** Windows NT

**SOFTWARE:** DocuWare Version 3.1 and 4.0 with RAIMA database

**DOCUWARE ADD-ON MODULES:** AUTOINDEX and RECOGNITION

**SCANNER:** CanonDR3020

**DocuWare®**

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