

Associated Foods needed to show a 24 month Return on Investment.

The Accounting and IT departments wanted technology that would create additional efficiencies, a common interface for all documents and provide improved customer service to the member stores.



SOLUTION

The project involved:

1. Replacement of a COLD (Report Management) system that had been at AFS for several years and had not proven to be flexible enough.
2. Replacement of microfilm processes being used for scanning AP documents.
3. Creation of an interface to the Accounts Payable software (AIMS).
4. Creation of the workflow for Accounts Payable.
5. The creation of an interface to AFS's website, StoreLink and internal Intranet.

The system created by Integra allows the AP documents and invoices to be scanned after being removed from their envelopes. EDI data is automatically processed. Workflow software is used to route documents to the AP variance clerks for processing. The variance clerks have both the Optika Acorde (now Stellent™) and the AP software (AIMS) running on their desktop. Information from the image is entered into AIMS for matching the vendor invoice data to the AFS purchase order and receiving data.

Images are indexed using data from AIMS automatically, eliminating the need for duplicate data entry or filing labor. When exceptions occur in the matching process, the variance clerk routes the appropriate document to the assigned AFS Buyer or Inventory Control personnel. They review the information, identify the problem, document the correction to the problem, and send that information back to the variance clerk for completion of the reconciliation process. Users are performing over 20,000 retrievals every month, without the need to call the AR or AP departments.

CUSTOMER

Associated Food Stores

Cooperatively Owned
Wholesale Distributor

Distributor to 400
Independently Owned
Supermarkets In 8 States

"Acorde's capabilities have allowed AFS to do everything that we needed to do, giving the stores access to their documents whenever they need them, while reducing our costs. Integra has enabled us to work the way we work, with our internal processes and skills. We have been able to tailor the system to our needs, creating significant integration into various applications and systems at AFS. We continually find more uses for the Acorde system."

Wade Judd
Information Services Manager

BENEFITS

- Labor savings
- Improved customer service
- Exceeded project return on investment
- Electronically delivers invoices rather than faxing or mailing
- Reduced interruptions
- Reduced the process of matching checks
- Reduced paper consumption
- Increased space