

Executive Summary

Over the past 10 years, WinWholesale has achieved the following cost savings, productivity enhancements and a competitive advantage in customer service by using Hyland OnBase for enterprise content management (ECM) – as implemented, customized and supported by Requordit:

- \$3.6 million annual savings from the automated processing of 1.2 million invoices
- \$11.7 million per year of recouped productivity from automated 3-way matching
- \$143,500 per year of recouped productivity and travel expenses from streamlining month-end processing
- \$26,000 per year saved from warehouse document storage no longer needed
- Ability to answer customer questions on the 1st call
- Ensuring 100% of orders are invoiced
- Cutting the time to process new company application process by 300%
- Elimination of document loss from an average of two natural disasters per year

Invoice Processing Automation

Since 1956, WinWholesale Inc. has been a leading wholesale supplier of construction supplies with over 600 locations in 45 states. Of those, almost 500 are individual corporations in which WinWholesale is the majority equity partner.

According to WinWholesale's IT manager, "We implemented OnBase in our accounts payable



department. We had an army of people keying in invoice information and we wanted to implement OCR, workflow, and process improvement to have greater visibility into the process.

"Our volume is about 1.2 million invoices per year. With the process improvement, the workflow, the ability for approvals, for non-PO invoices and everything, OnBase has helped us maintain a lean accounts payable team, while still making strides in process improvement."

Processing invoices at WinWholesale has gone from being paper centric to almost entirely electronic with no more filing and searching through cabinets. According to AIMM, the cost of processing an invoice manually is \$6 per on average. OnBase has cut this cost for WinWholesale by at least half, equating to \$3.6 million in the last year alone plus another \$250,000 per year for not having to hire 5 new AP clerks since the system was implemented to handle increasing invoice volumes.

3-Way Matching

WinWholesale used to match invoices with purchase orders using the "3 drawer method," which took 4 hours per day at each of their 600 companies. This process consisted of:

1. Creating a PO, printing it and putting it in the first drawer

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2. Stapling the receipt to the PO and putting it in the second drawer
3. Stapling the invoice to PO and receipt and putting it in the third drawer

Using OnBase, WinWholesale now can do a 3-way match completely electronically by matching invoice line items with the receipt and PO. There is no more need to manually sort/alphabetize, enter and file.

"This is the biggest win with OnBase," said WinWholesale's business analyst. "We turned what was a 4-hour job every day, processing 15-300 invoices into an hour or less. This was one person's full-time job at every WinWholesale company." The 468,000 hours saved across 600 companies equates to \$11.7 million in recouped productivity, annually.

Reducing Month-End Processing Headaches

Prior to Requordit's implementation of OnBase, 13 WinWholesale regional financial officers (RFOs) covering nine regions would fly into headquarters to manually create a profit and loss statement for 600 local companies – every month. Information was collected from each company's accounts payable, accounts receivable, payroll, HR (benefits), and receiving departments.

To collect this information, the RFOs would go into the mainframe, pull reports, manually key in everything from a green screen, run a report, and save to a hard drive or desktop – there was no filtering so it was a giant data dump.

Using OnBase for month-end processing has saved an "exorbitant" amount of time for these RFOs. Simple queries can now be run instead of keying through mainframe menus. As a result, the 13 RFOs no longer need to travel to headquarters every month. The process has also been cut from 4 days to 3 so each RFO can focus more time on how to improve local company profits instead of pulling numbers. This equates to over \$143,500 per year of recouped productivity and travel expenses from streamlining the month-end process.

Additionally, customer service reps can now answer questions on the first call, rather than having to call a customer back an hour, a day or a week later.

Today, WinWholesale's financial analysts can look up information instantly in OnBase and do a quick calculation to calculate a P&L. They can also see how profitability changes each day, like what caused a \$13,000 inventory loss because something wasn't priced correctly.

About Requordit

Requordit delivers process visibility to mid-sized and large enterprises so they can avoid managing Accounts Payable from a rearview mirror, ensure total compliance with new employee on-boarding, and capture critical field information on mobile devices, all with enterprise content management (ECM) technology powered by Hyland OnBase. Requordit ECM enables your accounting, ERP and project management software with workflow automation, document imaging and mobile capture. Requordit offers special expertise in distribution, manufacturing and retailers with design and build capabilities.

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