

Proof of Delivery and Accounts Receivable Automation

OVERVIEW

Improved processes related to storing and reproducing shipping waybills and tickets.

ABOUT OUR CLIENT



Votorantim Cimentos North America (VCNA) is a leading manufacturer of cement and related construction products in Canada and the USA. Headquartered in Toronto, Ontario, Canada, VCNA supplies cementation materials to the Great Lakes Region and is also a significant producer of concrete and aggregates to the Ontario market. VCNA has 25 production units in Brazil and 7 in North America, and employs 8,000 people. Founded in 1936, the company is part of the Votorantim Group, one of the largest national capital corporations, operating in the sectors of cement, mining and metallurgy, pulp and paper, chemistry, agroindustry and finances.

Ready-mix concrete is a service industry like none other. Each truck is a mobile mixing machine delivering a made-to-order product that is especially time sensitive. Being there on schedule is crucial, since a pour might require 100 cubic metres of concrete every hour with twenty or thirty skilled workers awaiting its arrival. Service is VCNA's most important product.

Proceed to next pages for case study

The Challenge

With trucks on the road across North America, some VCNA-owned and some third party, VCNA had challenges tracking down Proof of Delivery (POD) documents from production units and drivers, including bills of lading and waybills. Further, VCNA has no transparency on which PODs had been received and where they were physically being stored.

Since these physical documents serve as signed proof of delivery, they are key elements in securing payment for outstanding receivables. Additionally, these tickets were required for internal and client auditing purposes. Finding the signed copies was an extremely labour intensive process given the high volumes of paperwork generated at each VCNA location.



With thousands of transactions each day, drivers and production units were storing mass amounts of physical PODs in a decentralized manner.



PODs were going missing regularly and it was costly to track down missing paperwork.



Since PODs were required to claim payment from a number of customers, missing the documents was leading to lost revenue and high write-offs.

The Solution

Octacom was selected by VCNA as their partner for Proof of Delivery & Accounts Receivable Automation, creating significant cost and revenue savings.



**ODISS™ DOCUMENT
MANAGEMENT SOFTWARE**

odiss™

**ODISS™ DOCUMENT
MANAGEMENT SOFTWARE**

VCNA now submits all of its tickets to Octacom by:

- › Couriers PODs into Octacom's secure Richmond Hill document imaging facility from all over North America to be digitized and indexed
- › Submitting by web portal upload, email or mobile upload all electronic tickets or tickets scanned at production units.

VCNA accesses its historical tickets on Odiss™, which has been equipped with:

- › Fully searchable tickets
- › SAP integration to provide (a) a record of all tickets created for upload comparison and (b) access to client tickets from VCNA's client portal
- › Business intelligence on compliant production units and drivers



The Process



SOURCE

The unsigned POD is prepared at source once an order has been placed in SAP. This POD goes with the delivery vehicle to the delivery location.

DELIVERY LOCATION

Once the delivery has been made, the recipient signs the physical or digital POD, at which point the driver can upload it directly to Odiss™ or delivers the POD to the production unit to be couriered to Octacom, to then be imaged and indexed.

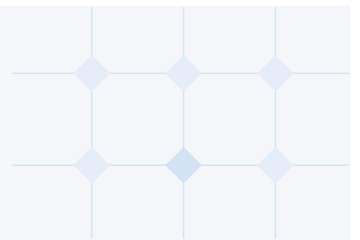
DOCUMENT MANAGEMENT

Within Odiss™, all tickets are searchable and accessible by production units, drivers and clients alike, minimizing time spent providing back up for accounts receivable and audits. Links to tickets can also go out with invoices.

Additionally Odiss™ provides a business intelligence dashboard demonstrating tickets outstanding vs. tickets received over time, and drivers/production units that are not compliant.

The Results

VCNA has seen great value in Octacom's Document Imaging Services and the Odiss™ platform. VCNA production units, drivers, the finance department and customers alike can quickly and directly access missing or closed PODs, providing high quality customer service and ensuring collections on accounts receivable. VCNA has seen a substantial return on its investment, while increasing redundancy in its core operations and record keeping.



Additional Services



DIGITAL MAILROOM



DIGITAL MAILROOM



INTEGRATION

Following the roll out of VCNA's proof of delivery solution, Octacom was engaged by VCNA to roll out its AP Automation platform, providing:

- › Digital Mailbox, imaging and indexing
- › Workflow automation for invoice approvals
- › Integration with SAP ERP for payment processing

Octacom's AP Automation platform has saved VCNA a significant amount of the finance department's labor budget, by providing efficient, outsourced and highly automated invoice processing services for about 20,000 digital (e-mail) and physical invoices per month.

More Case Studies

Learn more about how our solutions and services have helped our clients.

LAFARGE

Improved processes related to managing over a half million delivery tickets annually.

HAMILTON HEALTH SCIENCES

Scanned and indexed over 86 million patient records for seven Hamilton hospitals.

SALVATION ARMY

Integrated their ERP solution to centralize and automate invoice processing.

AIR CANADA

Turn-key solution handles over 500,000 air waybills and 1.5 millions documents annually.

ONTARIO POWER GENERATION

Created a custom Accounts Payable Automation solution to manage over 110,000 invoices.

ESTÉE LAUDER COSMETICS

Eliminated manual process for retrieving, handling, filing and distribution of HR records.

YORK REGIONAL POLICE

6,000 employee files effectively converted into secure digital images, indexed and uploaded.

WORLD SOURCE FINANCIAL

Created a custom document management portal and workflow solution.

VITALAIRE

Eliminated manual processes for tracking, filing and retrieval of paper-based POD documents.

ROOTS OF EMPATHY

Survey capture and processing services for over 9,000 parents responding to the survey.

MIDWIVES' CLINIC OF EAST YORK-DON MILLS

Provided document scanning services and secure cloud hosting of digital Patient Records.

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ABOUT OCTACOM

Octacom is an enterprise software and services company focused on document and data management solutions. Founded in 1976 and headquartered in Richmond Hill, Ontario, Octacom specializes in document management and workflow automation software as well as document imaging services, and leverages its proprietary Odiss™ Document Management Software to provide a robust, secure and cost effective solution to clients globally across a wide range of industries.