

CTS Cement Corporation Solidifies Automated Invoice Processing with AnyDoc[®]INVOICE

Customer Profile

CTS Cement Corporation designs and manufactures innovative professional-grade construction cement products at more than 15 facilities throughout the United States. The company's products appear in home improvement stores and are used by government agencies for road paving and repair.

Business Situation

CTS Cement manually keyed invoice and indexing information into their backend systems. The process required two employees, slowed approvals and made it difficult for decision makers to review invoices. The company used a legacy system for financial data and Hyland OnBase for invoice image storage, but had no link between the two.

Solution

The company implemented AnyDocINVOICE to automate invoice data capture and processing. Now, manual entry of A/P invoices is a thing of the past, and decision makers have desktop access to invoice information for instantaneous review.

Benefits

- » CTS has repositioned two A/P staff members as auditors, adding more value to the organization.
- » CTS no longer worries about, investigates and rectifies overpayments or underpayments. AnyDocINVOICE's validations and batch balancing insures accurate data.
- » Payment decisions happen faster due to easier access to invoice information.
- » Redundant data entry was eliminated. Data is automatically routed to the MAS 90 and OnBase systems.

»Case Study

CTS Cement Corporation, headquartered in Orange County, California, designs and manufactures innovative professional-grade construction cement products at more than 15 facilities throughout the United States. In business since 1986, the company's range of products is fueling growth at a 20 percent annual clip. The company's products reside on the store shelves of national home improvement chains like Home Depot and Lowe's.

And odds are that you've driven on their products, too—CTS serves Caltrans, California's department of transportation, and other DOTs throughout the United States. State governments use CTS products in road paving and repair work.

As the company grew, it needed to address the inefficiencies of its accounts payable (A/P) invoice processing. CTS manually keyed invoice data from paper invoices—twice. Data was first keyed into its legacy MAS 90 financial system. After scanning the documents, indexing information was keyed into the company's Hyland OnBase image storage system.

The lack of connectivity between the two systems created inefficiencies from data entry through the approval process and beyond. But by implementing AnyDocINVOICE, CTS Cement has eliminated manual data entry, enabled desktop access to invoice information and greatly improved efficiency throughout the organization. Today, the company automatically processes and indexes nearly 2,500 invoices per month.

Business Situation

CTS Cement needed to change its A/P invoice processing. The company was manually keying invoice data—twice. When an invoice arrived at CTS, it was first circulated among decision makers for approval. Once approved, the invoice data was manually keyed by the A/P staff into the company's backend financial system, MAS 90. Finally, the invoice was scanned with a barcode representing the associated check number and archived in the company's document management system, which required additional manual data entry for indexing. Essentially, A/P employees worked as data entry clerks, with little time for higher value projects. And manual data entry can create errors—which can be a big problem when paying invoices. "It was awkward. It wasn't very efficient," said Fred McKay, controller at CTS.

The process of finding a paid or in-process invoice was equally cumbersome. First, the user had to go into the MAS 90 system to access the check number. The check number then had to be queried in the company's document management system, which stored images of CTS invoices. But each check number could have as many as 50 invoices attached to it, meaning the user had to go through each associated invoice image until the right one surfaced.

Making matters worse, only A/P personnel had access to invoice images. So not only was the process wasting time in A/P, but decision makers had to take the time to go to the A/P department to request a past invoice, and then wait for the search process to yield results.

Solution

CTS Cement selected AnyDoc®INVOICE to automate invoice processing and provide the missing link between the MAS 90 and Hyland OnBase systems.

Using AnyDocINVOICE, businesses in any industry can automatically extract, process and store invoice data and images to speed processing and ensure accuracy.

The company selected AnyDoc over a pair of competitors. According to McKay, AnyDoc showed the greatest willingness and enthusiasm for working with CTS and meeting their unique needs.

Installation at CTS took only three days, and McKay felt the process was smooth. "(AnyDoc was) very, very organized," he said. "The scope of work they set up, and the hardware and software requirements were very explicit. We knew exactly what they needed."

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– **Fred McKay**
Controller, CTS Cement

At CTS Cement, AnyDocINVOICE captures invoice data for export into the company's MAS 90 financial system. Additionally, AnyDocINVOICE automatically indexes images for the company's document management system for storage and retrieval. Manual data entry is a thing of the past. The company processes approximately 2,500 invoices per month with AnyDocINVOICE.

In short, the company reversed its invoice processing procedures. Now, scanning happens first—not last. Invoice data and images are automatically extracted and processed. A verifier quickly reviews data to ensure accuracy. Data is then routed to the company's MAS 90 financial application, and data and invoice images are routed to the document management system—all without human intervention.

CTS also gained efficiency beyond the data capture process. For example, the company contracts with third parties to package and deliver cement to retail outlets. The company used to face some delays in paying freight carriers, because it had to wait for a proof of delivery to match with freight invoices and freight purchase orders. Now, the company easily matches invoices to purchase orders, speeding processing and payments.

The company also has a safeguard against over- or underpayments. Each invoice batch is fronted by a batch "header," which includes the total dollar amount for the invoice batch. AnyDocINVOICE retains the batch total and uses it to verify the sum of the invoice amounts as data is extracted. Any discrepancies are routed for human review. Now, CTS reviews just a few invoices—not all of them.

Decision makers have found more time in their day as well—thanks to AnyDocINVOICE. Instead of requesting invoice copies from accounts payable and then waiting on the search process, decision makers now have an easier and much more efficient method. "What is nice is that we now have that document (image) and we can bring that right up on anybody's desktop," said McKay.

The company is pleased with its results. For CTS Cement, the road to automated invoice processing has been paved with success.

"The AnyDoc team ... was very professional. They did a very good job for us ... I was very impressed with their operation."

– **Fred McKay**
Controller, CTS Cement

Benefits

- » Two accounts payable employees previously tasked with manual data entry now work as auditors—much higher value-add roles for the company.
- » Data extraction and processing is now automatic. It's faster and more cost-efficient than the previous method, which involved two rounds of manual keying.
- » CTS no longer worries about, investigates and rectifies overpayments or underpayments. Each invoice batch is fronted by a batch "header," which includes the total dollar amount for the invoice batch. AnyDocINVOICE retains the batch total and uses it to verify the sum of the invoice amounts as data is extracted. Any discrepancies are routed for human review.
- » CTS gained increased accountability with a clear trail of who accesses, approves and makes decisions about a given invoice.
- » Digital routing has ended the days of paper invoices sitting in someone's inbox, awaiting action. Payment decisions require less employee time because decision makers have desktop access to information, all fueled by accurate and immediate access made available by automated invoice processing.
- » CTS can now pay freight companies faster to maintain strong relationships with the companies they rely on to deliver their product across the United States.

What can AnyDoc Software do for you?

Want to learn how AnyDoc Software can impact your organization?

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