

Digitizing orders
and delivery notes with

Capture OnTheGo™

This Objectif Lune customer prefers not to be named.

ABOUT THE COMPANY

The organization is a large manufacturer, distributor and marketer of natural stone and ceramic tile. The company sells its products through hundreds of stores in the United States and Canada.

Region: USA & Canada**Industry:** Manufacturing, in business for over 70 years**Document types:** Sales slips, credit memos, bills of lading, reconciliation reports and more

Identifying the Opportunity

With its 300 stores, the organization had a complex, paper-based process in place for managing daily business transactions. Migrating to a digital platform was attractive.



Before

THE ISSUES

The company was transporting and storing a large volume of paper documents off site for audit and proof of delivery purposes. Reconciliation of the stores' daily business was time-consuming and they often fell behind their completion targets. They handled a lot of documents manually and finding every document for a compliance audit was difficult. Moreover, the company was looking for a solution that would standardize the way of working throughout all of their stores and improve visibility.

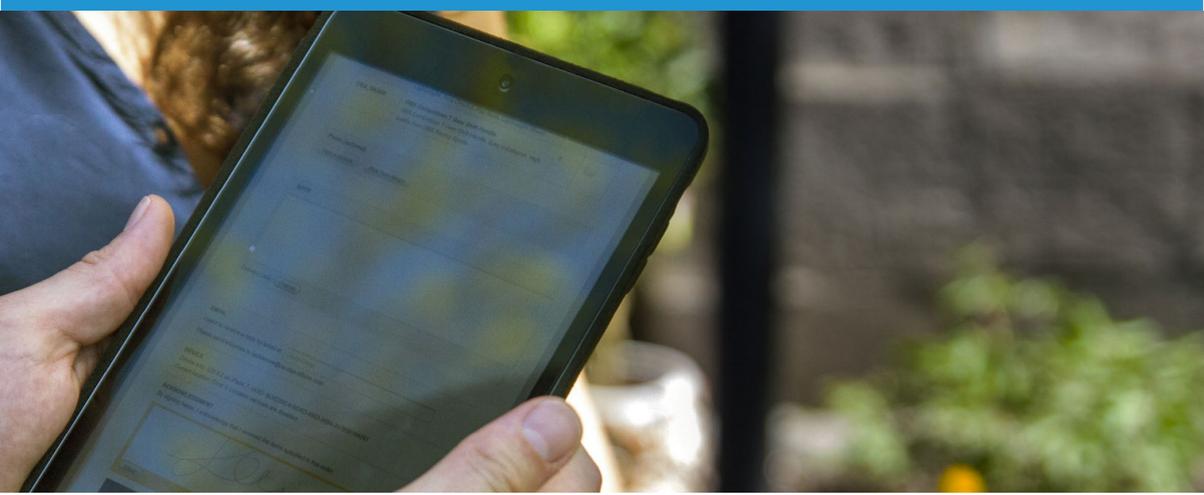
The Solution

The company implemented PlanetPress Connect and Capture OnTheGo for use in their stores. They currently have more than 1000 users of Capture OnTheGo.

They use the software in their wholesale stores for all of their customer-facing transactions. They also use it to make deliveries and to sign for products in the field.

With PlanetPress Connect and Capture OnTheGo, the company has sped up its administrative work by keeping documents digital. This reduces printing costs and eliminates the cost of hardcopy storage and scanning. The digital archive copies are sent back to the office in real time, making them easy to retrieve as needed.

Additionally, by keeping their daily reconciliation process digital, store managers have streamlined their daily reconciliation process significantly and the status of orders has become more visible.



Now

THE BENEFITS

- 50,000 documents are now processed daily.
- The system processes several distinct document types, with multiple versions of each, and provides the content in two languages.
- Each document is automatically archived in digital format.
- They have freed up an hour or more per day of each store manager's time, increasing the amount of time they can dedicate to customers in the store.
- Documents related to job-site product deliveries can now be completed digitally as well.
- The company has accelerated its workflow: a document can now be processed in less than two seconds.