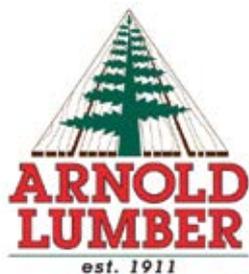


# Arnold Lumber Company

## Rhode Island-Based Lumber Company Has Faster, More Accurate Supplier Invoice Processing with Epicor BisTrack AP Automation



### Company Facts

#### Overview

- ▶ Location—West Kingston, Rhode Island
- ▶ Industry—Lumber and Building Materials
- ▶ Number of Locations—4
- ▶ Website—www.arnoldlumber.com
- ▶ Co-op—LMC

### Success Highlights

#### Challenges

- ▶ Improve efficiency of invoice processing and filing

#### Solution

- ▶ Epicor® BisTrack™
- ▶ Epicor BisTrack AP Automation

#### Benefits

- ▶ Saved 30 hours of work per week with streamlined invoice handling and processing
- ▶ Increased revenue by 17 percent
- ▶ Enabled easy conversion to a completely paperless environment
- ▶ Automatic AP invoice matching and approvals save 4 hours per day

Arnold Lumber Company is one of the largest lumber companies in the state of Rhode Island. Founded in 1911, the business has grown to include a staff of more than 150 employees and a large fleet of boom, flatbed, and box delivery trucks. Additionally, Arnold Lumber Company operates a custom door and mill shop that offers products such as exterior doors, door sidelites and transoms, interior doors, doorjamb, casings, bi-fold doors, and sliders.

### Efficient supplier invoice processing

Arnold Lumber Company went live on Epicor BisTrack software in November 2015 to improve operational efficiency throughout the business. Nearly a year later, they implemented the BisTrack AP Automation application. “The BisTrack AP Automation application has been really useful for us as we’ve grown—keeping our AP department from getting overloaded with manual entered invoices,” said Dave Whitney, director of finance, Arnold Lumber Company. “We have had a 17 percent increase in revenue and the corresponding increase in purchasing volume. AP Automation has allowed us to maintain a department of one individual instead of hiring more AP staff.”

“The AP Automation tool uses OCR, or optical character recognition, to automatically look through supplier invoices,” continued Whitney. “It pulls specific data off of the supplier invoices—such as the supplier name, invoice number, invoice date and discount date, the PO number, and the amounts. From there, it populates the supplier invoice in BisTrack software with those fields pulled from the supplier invoice. This process helps us eliminate data entry errors, frees up our AP staff for other important tasks, and saves us 30 hours per week.”

“Because of the AP Automation tool, we have moved to a completely paperless environment. We’ve eliminated all our filing cabinets and can simply go to related documents to access any information we need at the click of a button. It saves time and quite a few phone calls.”

Dave Whitney, Director of Finance, Arnold Lumber Company

## Automatic invoice matching

With BisTrack AP Automation software, accounts payable personnel simply scan a supplier invoice and let the software convert the scanned data into an electronic file that is automatically processed.

“98 percent of our supplier invoices come in to a shared email inbox,” said Whitney. “Our workflow process is that each morning the AP specialist will go through that inbox—there could be around 125 invoices in there any given morning. The AP specialist drags those invoices and drops them into a folder on our hosted environment. When we first went live on AP Automation software, we spent about a month manually matching and approving each invoice. After that, we ‘flipped the switch’ on the

system option, and now the PO matches the supplier invoice automatically and approves it. It’s seamless and a very efficient way to operate our AP department. This process saves our AP specialist four hours a day.”

## Paperless operations

“Because of the AP Automation tool, we have moved to a completely paperless environment,” he continued. “Before using the AP Automation application, we had a typical admin department that had 45 filing cabinets with the paper copies of receiving paperwork and invoices filed away. Now, using ScanTrack, we run everything through a scanner and they automatically go in and attach to the receiving documents. We’ve eliminated all our filing cabinets and can simply go to related documents to access any information we need at the click of a button. It saves time and quite a few phone calls.”

## Customizing templates

“What’s nice about the AP Automation templates is that you can customize them,” said Whitney. “If you have a supplier invoice that gives you a due date, you can direct the system to populate the supplier invoice with the supplier invoice due date. Let’s say your supplier invoice doesn’t give you a due date—it just gives you an invoice date and the terms. You don’t have to necessarily set it up to look at the due date—you can set it up to populate by invoice date. Then, if you set up your supplier terms correctly, it’ll automatically calculate if your supplier terms are correctly set up in the system. We have seen a huge improvement to our invoice accuracy with this process.”

## About Epicor

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