



AJC International, Inc

Streamlining invoice processing increases visibility and frees up two accounts payable staff

Benefits

- Saves time processing invoices, freeing up two full-time employees for more value-added work
- Enables faster response to customer and supplier invoice and payment inquiries and facilitates compliance with audits
- Provides visibility for accounts payable liability across all nine regions worldwide
- Eliminates risk of lost invoices
- Projected to save \$180,000 annually by providing information to customers and suppliers via web portal

Business Overview

AJC International is a world leader in marketing and distributing frozen and refrigerated food products. One of the largest global food organizations, AJC focuses primarily on five core product groups: poultry, meat, pork, vegetables and fruits, and seafood. The company's logistics management division manages a portfolio of over 450,000 metric tons of refrigerated food products, transported between 140 countries on six continents.

Challenges

Until recently, AJC International's nine regional offices worldwide each manually processed and stored their own invoices. Each regional office entered basic transaction information into the company's Oracle Financials system; however, AJC headquarters had limited visibility as to the company's overall accounts payable (AP) liability status and AJC's accounts payable department had no insight into the details of invoices received in regional offices.

Lack of global visibility hinders productivity, customer service, and audits

"For example, Oracle Financials reports could show that three product invoices totaled \$54,000, but to know more details such as what kind of products, accounts payable staff had to ask regional office staff to search through file cabinets to find those specific invoices," explains Perry Penders, global IT manager for AJC International. "Or if a supplier called to inquire about the status of a payment, someone had to go looking for the invoice and payment information, which could be sitting in a folder on someone's desk or, worse, it could be misplaced."

Complying with audits was also extremely cumbersome and time-consuming. Whenever the company was audited, accounts payable staff in regional offices had to search for and retrieve paper invoices, scan the invoices, and e-mail the invoice images to headquarters. At headquarters, accounts payable staff then had to track down copies of the checks issued to pay the invoices.

EMC solution

To address these transactional content management issues and increase efficiency, AJC knew it needed a centralized repository of accounts payable information that accounts payable staff in all offices of the company could easily access. To truly streamline processing, the solution also needed to integrate with the company's Oracle E-Business Suite.



Business profile

AJC International, Inc.

A world leader in marketing and distribution of frozen and refrigerated food products

Industry

Food and beverage

Business solution

AP processing, customer service portal, supplier portal, transactional content management

EMC products

EMC Documentum content management platform, EMC Captiva InputAccel, EMC Documentum Business Process Manager, EMC Documentum Retention Policy Services

Deployment summary

Up to 1,500 invoices are scanned weekly in nine regional offices worldwide. Integrated EMC Documentum/Oracle E-Business Suite solution streamlines invoice processing and enables AP users to access invoices and check images in either system. A customer and supplier portal is in development.

Based on his past experience at other companies, Penders chose the EMC® Documentum® enterprise content management platform to centrally manage accounts payable content and documents at AJC. “I know the content management solutions available today, and the EMC Documentum platform is by far the best one out there,” says Penders.

Today AJC’s nine regional offices worldwide scan a total of approximately 1,000 to 1,500 invoices each week. Whenever an invoice enters one of these offices, an employee scans it into the central Documentum repository, accessible by authorized AJC employees from any web browser. EMC Captiva® InputAccel® applies image enhancement and optical character recognition (OCR) technology to the scanned image to enable full-text searching on the document. An employee then enters a few fields of data needed by the Oracle E-Business Suite—supplier name, supplier site, invoice date, amount, currency, and purchase order number—into a triboni® Integrated Services ERP Connector software interface. The triboni software then automatically links the scanned invoice document in the Documentum repository to the company’s Oracle transactional records and workflow. Another process running in the background matches the check numbers of checks scanned at headquarters with the appropriate invoices and links the check and invoice objects within the Documentum repository.

EMC Documentum/Oracle integrated solution frees up two full-time accounts payable staff for more value-added work

By replacing decentralized, manual invoice processing with an integrated EMC Documentum/Oracle E-Business Suite solution, AJC has increased efficiency in accounts payable so much that two full-time staff have been freed up to do more value-added work. “Being able to look up any invoice from anywhere, in seconds, saves minutes every day—and days or even weeks during audits,” says Penders. “And we hardly had to conduct any training because accounts payable staff can search for and view invoices from within the Oracle Financials environment they already know.”

Increased visibility enables faster response to inquiries and facilitates decision making

By managing all accounts payable invoices and check images in an easily searched, central repository, AJC is also reaping the benefits of increased global visibility. For instance, thanks to full-text searching, AJC management can now quickly determine the total amount for outstanding invoices by country, by region, or by other criteria. And because invoices are scanned upon receipt at the regional offices and U.S. checks scanned and linked to the invoices as soon as they are issued, management also knows the company’s overall accounts payable liability at any given point. AJC can also respond much faster to customer and supplier inquiries regarding invoices and payment status. Furthermore, the risk of lost or misplaced invoices has been virtually eliminated.

Customer and supplier portal to improve service and save \$180,000 annually

AJC is also planning to leverage the EMC Documentum platform in the customer and supplier portal currently under development. Integrated with a homegrown application that creates health certificates, insurance certificates, packing lists, customer statements, and a host of other customer-specific and supplier-specific documents, the Documentum system will manage these documents and publish them to the portal. Then, by viewing this information on the portal, customers and suppliers will be able to receive the information faster and more easily than before. In addition, AJC expects to save \$180,000 annually, primarily from reduced shipping expenses.

More automation planned in the near future

In the near future, AJC plans to use other EMC Documentum products to further enhance management of accounts payable content. For instance, AJC intends to add Documentum functionality to extract invoice attachments on incoming e-mails and place them in the appropriate folder in the Documentum system. AJC also plans to use EMC Documentum Retention Policy Services to automatically apply retention policies and expiration notifications in conformance with record-keeping best practices.

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Summary

By implementing EMC Captiva InputAccel and EMC Documentum content management platform to capture and centrally manage all accounts payable transactional content, AJC International has increased visibility across the global enterprise, facilitating decision making and enabling faster response to customer and supplier inquiries. And by integrating the Documentum solution with the company's Oracle E-Business Suite, AJC has streamlined invoice processing even further, enabling the company to save \$180,000 annually.

About EMC

EMC Corporation (NYSE: EMC) is the world's leading developer and provider of information infrastructure technology and solutions that enable organizations of all sizes to transform the way they compete and create value from their information. Information about EMC's products and services can be found at www.EMC.com



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