



smartOutput

Pace Farms Case Study

The Business

With 37 farms and approximately 500 employees, Pace Farm is the largest egg producer/distributor in Australia. Since 1968, Pace Farm has been “Serving the Enjoyable Egg” and is recognised for its consistent quality and freshness all over the continent. High standards are maintained by utilising advanced farming technology and farm management systems. Investment in innovation and exceeding international standards are primary drivers within Pace Farm. State of the art facilities at many locations assist Pace Farm to consistently exceed these standards.

Pace Farm has long championed a humane approach to the production of eggs, launching such specialist brands as Liberty® Barn Laid RSPCA and Eco Eggs (a 100% organic free-range product).

The Challenge

The manufacturing industry has one of the worst trade payment terms of any industry sector in Australia. The average trade payment days is 60, putting it only a little behind the worst performer, mining, at 63.

Like other manufacturing companies, Pace Farm was losing profitability through lost proof of delivery dockets or delays in getting a copy of the signed document to the

document management system



Redmap's solutions are “a must for all companies seeking to improve efficiencies or reduce and streamline administration processes.”

Michael Kent, Financial Director at Pace Farm

client. When a supplier queried an invoice, the Accounts Receivable department faced the major challenge of sorting through the 18,000 paper based proof of delivery documents that arrive each month.

Pace Farm had been storing the large bundles of Proof of Delivery dockets in boxes and cartons. When a client refused payment, Pace Farm had to search through countless bundles of documents to find the correct copy, which would often delay payment by the client. Matters were worse when the document was lost or misplaced. Legally a client can withhold payment until the supplier can produce a signed copy of the proof of delivery.

To reduce its trade payment days, Pace Farm needed a system that would ensure Proof of Deliveries could not be misfiled or lost and enable the Accounts Receivable Department to instantly retrieve them. They also needed a system that enabled instant delivery of the signed Proof of Delivery to the customer, which meant the system had to be email enabled.

The Solution

1000 Proof of Deliveries are scanned each day. CapturePoint reads the delivery docket number from the document and uses this to attach other record information such as customer name.

The proof of delivery documents are a standard size but are often damaged, ripped or stained due to the nature of the environment in which they are used. This can result in a number of errors when scanning the information. In order to address this Redmap provided a customized exception report to validate those errors with the minimum of human intervention. The program is set to run periodically to check information captured from the Proof of Delivery docket by pulling data from Pace Farm's EMS system and validating it against the information in ManagePoint. This information is reconciled every evening.

document management

Results

ManagePoint allows the Accounts Receivable department to retrieve a proof of delivery document in an instant by entering the invoice number into the system. The document can then be emailed to the customer in a matter of seconds putting an end to any drawn out queries.

Pace Farm is delighted with the results derived by using Redmap. The time spent searching for returned Proof of Delivery documents has been eliminated. It has led to the identification of other operational issues and subsequent procedural changes in relation to procuring signed Proof of Delivery documents. When a Proof of Delivery is required, the Accounts Receivable team are able to retrieve the document immediately.

The immediate benefit for Pace Farm is the improved cash flow. Keeping cash in a business means less reliance on funding, lower costs and greater flexibility to invest in new opportunities and technologies.

Ultimately the company is better able to deliver value to the shareholder. Other cost savings from improving this process include a reduction in labour costs associated with collection, storage and retrieval and lower storage costs.



Document Automation Experts

+61 1300 378 836 (Australia) | +44 207 101 9334 (UK)
+1 (877) 904 0530 (USA) | +63 2 817 4901 (Philippines)
info@redmap.com | www.redmap.com