

SignaTrak



Automated Signed Invoice Tracking

A Success Story by reThink Engineering

Napa Auto Parts: H & W Automotive Parts, Inc.

Hicksville, OH

NAPA Jobber Relieved of Filing

The Company: H & W Automotive Parts, Inc. is a Napa Auto Parts Store in Hicksville, Ohio operating five locations. On average, they file over 9,000 delivery invoices per month.

The Problem: Deborah McConnell, H & W Operations Manager, and Jen Hurni, Accounts Receivable Clerk have many responsibilities throughout the week, which used to include filing invoices. They would spend at least six hours per week putting the signed delivery invoices in numerical order twice, once by customer number and once by statement number, and then filing them. Jen acknowledged that when she was first hired, she felt like all she did was filing. Doing this for five stores with multiple drivers got very tedious, especially considering they were also responsible for filing memos and salesman orders, as well as faxing copies of invoices to customers who had lost or misplaced them.

“...it’s kind of silly to have a person do something a computer can do!”

- Deb McConnell

To make the tasks even more excessive, in order to fax invoices to customers, they would have to get the invoice number from the customer, locate the invoice in the filing cabinets, make a copy of it due to the thin invoices getting jammed in the fax machine, and then fax it from the tele-fax machine. This created several unnecessary and time-consuming steps.

The Solution: H & W found out about *SignaTrak* at a demonstration conducted by Kurt Freimuth, president of reThink Engineering. It appealed to Deborah McConnell because this may be the alternative to hiring a new employee to do the filing and/or relieve her and Jen from the duties.

The Results: Shortly after Kurt’s demonstration, H & W installed *SignaTrak* and immediately understood its value. “It helped even more than we anticipated,” Deb stated, “Jen and I could spend time on our more important tasks... it’s kind of silly to have a person do something a computer can do.”

With *SignaTrak*, rather than sorting through the invoice and statement numbers, putting them in numerical order, and filing them away into filing cabinets, they simply scan the invoices into a computer and the filing is done *for* them. The images of the signed invoices are scanned immediately and are then filed and saved by invoice number. The invoices can be faxed from the computer at any time with the click of a mouse. They no longer had to make copies of invoices on the copy machine and then fax them from the tele-fax machine! These unnecessary steps were eliminated. The fax ability is Jen’s favorite feature because not only does it save her time, but it makes her customers happy since she can fax them documents while still on the phone, not even leaving her desk.



Jen’s monitor and keyboard demonstrate the conveniently small size of the SignaTrak scanner

The size of *SignaTrak* was surprising for Jen. She had planned on clearing a large spot in her office for the scanner, but was happy to see that it was much smaller than she expected.

Jen and Deb also use *SignaTrak* to scan and file memos, statements, and salesman orders. Overall, it has aided in making their office more organized. It has facilitated the archiving process as well, as *SignaTrak* archives documents *for* you onto a CD. Over 150,000 images can fit on one CD. Their jobs are made easier and they can now focus on more important tasks and not feel rushed or pressured to get the filing done. “Finally a computer is being used to make our lives easier— that’s what they’re intended to do,” Deb commented.