



DocuWare

Case Study



Celebrating 65 years

Challenges

KHQ is the Inland Northwest’s first TV station. We have a long history of leading technological innovation in the Northwest as well as nationwide. Now we’re trying to put our stamp on “OTT” — also known as “Over the Top.” We call it “Over the Top” because it’s a transmission format delivered via the internet instead over the airwaves or cables.

With our success and growth, our administrative offices struggled to keep up with the massive volume of paper. With the paper-based system, all invoices were stored in each location and then mailed to the home office. Once in the home office in Spokane, the invoices were moved from desk to desk manually for approvals, and then they were manually entered into the accounting system. Although this was very time-consuming, the procedures were comfortable as they had been in place from the beginning. The challenges faced were:

- Paper system required project managers to review stacks of invoices for coding and approval
- Double entry of Job Codes and entry into Sage
- Inconsistent processes for exceptions caused delays and inefficiencies
- Ever-increasing cost of mailing invoices to Spokane from each office

Solutions

DocuWare was installed with the Intelligent Indexing module and JobRouter Workflow Automation software. Now, invoices received in Montana or Washington are immediately scanned to a DocuWare document tray. Invoices can be scanned to a network folder for automatic import using DocuWare Import, or they can be attached and emailed to an Inbox for automatic import. Invoices can also be scanned directly to DocuWare.

Each new invoice will trigger a new instance of an automated business process and then routed to the JobRouter AP Invoice process. The invoices are identified and routed to the correct station managers for coding and approval. When the process is complete, the system transfers the invoice data and job code information directly into Sage, eliminating the need to re-type invoice data.

Results

- Automatic data extraction of invoice data
- Quick, easy exception handling of invoices
- Immediate access for all station managers
- Eliminated data entry into Sage
- Reduce paper handling

“DocuWare allows us to easily collect and process invoices on a daily basis, which gives us better control of our cash flow and removes the bottlenecks in the entire process.” Paula Bauer, CFO

Products

- **DocuWare Professional Server**
- **Import**
- **Intelligent Index**
- **JobRouter**

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