StapleWare® STAPLER

Case Study

Spokane Produce Improves Customer Service and Reclaims Office Space With DocuWare and the StapleWare® Stapler

Challenges

Spokane Produce, Inc. is an independent, family-owned and operated company in eastern Washington. In business since the 1940's, Spokane Produce's 250 employees deliver the finest quality produce to grocery stores, restaurants, other wholesalers and government agencies throughout the Northwest.

Every day, delivery documents are printed from the ERP, signed upon delivery and then returned to the home office, where changes are entered into the accounting system. Until recently, all of the paperwork was filed into file cabinets by part-time, temporary help. With hundreds of deliveries a month, this was a tremendous undertaking and was prone to mistakes. When customers requested documents, customer service staff searched through their extensive archives for the correct documents and then faxed them to customers. Too much time was spent filing the delivery tickets and many times the delivery documents were misfiled. Spokane Produce needed a more efficient and reliable way to distribute and archive delivery documents. They also needed a quick and easy way to file documents without manual indexing.

Solutions

Planet Press was installed to print the Delivery Number as a barcode onto every delivery document. DocuWare was installed with Barcode and Forms to read barcodes on the delivery documents and file them automatically by Delivery Number. The StapleWare® Stapler groups the scanned documents by the Delivery Number as requested by the customer service staff.

Results

- **Improved Customer Service** – Spokane Produce immediately eliminated the need to file and find physical documents, saving time that can be used to serve customers. That time savings provides a new level of efficiency, especially for the customer service staff, who can now quickly find delivery documents when requested by customers.

- **Enhance Current System** – With DocuWare's AutoIndex functionality, the Electronic File Cabinet index fields are automatically synchronized with their ERP system. Additionally, the system provides a list of all delivery documents that were not returned by the drivers allowing the staff to find or replace the documents.

> *"DocuWare has eliminated the tedious work of filing our delivery documents and it has made it easier and faster to find the information we need."*
>
> Bary Leach - Manager of IT

Products

- **DocuWare ECM**
- **Planet Press, by Objectif Lune**
- **DocuWare AutoIndex and Barcode & Forms**
- **StapleWare® Stapler**

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