

ABM billfeeds Case Study

MCCALLUMS GROUP
CLEAN AND SIMPLE

Apparelmaster
WORKPLACE DENTAL & LAUNDRY SOLUTIONS
NEW ZEALAND, COVERED BY WORK

Linenmaster
DENTAL & LAUNDRY SOLUTIONS
A NEW CONCEPT - THE FUTURE OF LAUNDRY



**ADVANCED
BUSINESS
MANAGER**

billfeeds

McCallums Group – High End Users of ABM billfeeds

McCallums Group (McCallums) is a very successful commercial laundry and drycleaning company based in Southland and has been operating since 1927. McCallums is also a franchise member of both Apparelmaster New Zealand and Linenmaster

McCallums have been using ABM for 10 years and are now benefiting from the efficiencies resulting from using ABM billfeeds.

Features...

- ✓ Customisable for your business processes
- ✓ Automated processing
- ✓ Optional approval process
- ✓ Store document image

Benefits...

- ✓ Process invoices the moment they arrive
- ✓ Improve business efficiency
- ✓ Streamline your administrative tasks
- ✓ Improve accuracy

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ABM billfeeds streamlines administrative processes within McCallums Group

The largest problem faced by McCallums was the lack of control they had over purchase invoices and the time it took to process these. *"Invoices would be received into our head office and we would hope like anything that there was a person's name attached to the invoice. Once all that information was collected and collated, hard copies would be dispersed for approval. Then these invoices would have to be coded, signed and the physical document would have to be returned to Head Office. Finally, administration staff would have to enter that information into ABM. This whole process would take numerous days."*

Another problem was that invoices would get lost in transit. Paul Harrington, Group Sales and Marketing Manager for McCallums Group said *"Some invoices wouldn't even be returned, and we had no way of monitoring this."* The built in approval processes within ABM billfeeds, means not only are you able to assign invoices to individual or multiple users for approval quickly and easily, you are also able to see what invoices are still pending approval at any moment in time. The ability for an 'Approver' to add comments to an invoice makes it very efficient for the 'Approver' to keep the Finance team informed if an invoice is 'on hold' or 'in dispute', meaning invoice chasing is kept to the bare minimum.

Paul also noted that they needed to rationalise their administrative processes within the business. *"We operate the company from multiple sites, therefore we needed to streamline our systems so that invoices could go straight from head office to three other locations. We knew if this process could then be signed off and approved at the start, we would no longer need to worry about chasing any further paperwork."* He continues, *"We also needed to be able to refer to everything electronically so any site needing access to an invoice could readily retrieve that information."* ABM billfeeds can automatically store the electronic copy of the actual invoice, reducing the cost and space needed to store hard copy records. With just a few clicks of the mouse, the original invoice can be retrieved directly from the database, making accessing 'off site record stores' a thing of the past.



Smooth implementation of ABM billfeeds

ABM billfeeds was installed into McCallums in November 2016. *"We have an ongoing relationship with Strategic Software, who is the local support partner for ABM in Invercargill. We were aware that this product was becoming available and asked Strategic Software if we could be one of the first sites to start using it. Data Extraction processes were always something that I wanted to introduce into McCallums, as I knew this would result in increased efficiency and reduced admin costs."*

Paul also commented on the amount of time McCallum's has saved thanks to ABM billfeeds. *"I was overhearing phone calls within the office and it was obvious we were spending far too much time processing each invoice."* He continues, *"You can imagine if an invoice is lost then you have to ring the supplier, then the supplier has to send it back to you. One invoice incorrectly processed in the system can lead to 4 or 5 phone calls, those calls cumulatively taking up to one hour."*

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Improved efficiency and productivity through ABM billfeeds

Paul said that the most noticeable benefit for McCallums has been the increase in productivity that ABM billfeeds brings to the organisation. *"The top benefit for us is the overall efficiencies it brings to the office."* He notes, *"ABM billfeeds has saved us significant time and money in processing and following up invoices. I can see valid performance indicators much earlier now we are processing our invoices through ABM billfeeds."*

Thanks to ABM billfeeds, McCallums had the ability to reduce the total number of people deployed on invoice processing. *"We have now reduced the number of staff members processing invoices from two employees down to one and **we are saving 90 hours per month.**"* He continues, *"A lot of invoices don't have to leave the site now. We have more knowledge about the invoices, so we can enter them in ABM without having to go to someone else for approval. Standard bills are month to month costs and these can now be processed straightaway, whereas before they used to go around the countryside."*

"ABM billfeeds has saved us significant time and money in processing and following up invoices. I can see valid performance indicators much earlier."

Another major benefit for McCallums is the minimisation of human error when processing invoices. *"We are more precise in how we code things. McCallums has a number of codes that we could choose from and these codes flow through to the management accounts. We can now streamline this process and have a better understanding of the codes people have been using over the last few months."* He elaborates, *"This allows us to narrow down the range, reducing the chance of something being coded incorrectly or inconsistently."*

"We are saving 90 hours per month."

Gained confidence through ABM billfeeds

Megan Kenneally, Administration Coordinator from McCallums commented on ABM billfeeds *"From the point of view of an administrator that uses ABM billfeeds all the time, I think that it is a pretty fantastic system."* Paul Harrington was clear he would never go back to their old processes. *"We have taken on ABM billfeeds and have gained confidence. Now three months into it, I wouldn't want to go backwards and return to the old system."*



Give ABM billfeeds a go – your first 10 documents are free!

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