



Case Study

'Coe Vintners kept over 65,000 Proof of Delivery notes at any one time'

The Client's Problem

Coe Vintners was established in 1930 and is now one of London's leading wine and spirit wholesalers. They distribute their products nationally to an extensive customer base.

High numbers of delivery notes were retained for considerable periods in case of customer query - over 65,000 Proof of Delivery (POD) notes were being held at any one time.

Significant time was being taken both in filing and retrieving documents in order to resolve invoicing issues. In addition to the time and cost incurred in retrieval and delayed payments, valuable storage space was being wasted. As the business continued to grow the problem was becoming worst as more POD's were being held for longer periods in case of customer query or invoicing disputes.

Our Solution

CMS Software introduced **Adest Document Manger** with the **Bar Code Module** to improve the invoice handling process.

The problem was addressed first by producing a bar-code from existing information in their accounts software; the bar code is then printed automatically as part of the proof of delivery note before the goods are sent out

Once the signed POD's have been returned to Coe Vintners they are then batch scanned. The bar code module in Adest automatically indexes each POD image, allowing for easy and rapid retrieval. The physical notes are now stored off-site, freeing much-needed storage space at Coe's premises.

Coe Vintners can now generate an Exception Report, which identifies any orders which have not been delivered and pre-empts customers invoice queries. This has a significant effect on their debtor days and cash flow.

Coe Vintners are now considering the potential for **Adest Document Manager** in other parts of their business.

Business Benefits

- Simple and fast indexing of electronic images
- Fast query resolution
- Release of valuable storage space
- Improved cash flow
- Improved customer service

'...we have very quickly reaped the benefits of Adest, I can't believe every business involved in wholesale is not using a system like this...'

Richard Fox, Office & IT Manager

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