

**COMPANY**  
Milgard Manufacturing

**BUSINESS**  
Window and Door  
Manufacturing

“  
THE INSTALLATION OF  
*doc-link* COUPLED WITH  
OUR DATA SYSTEMS HAS  
ENABLED US TO PROVIDE  
OUR CUSTOMERS WITH  
THE FINEST SERVICE  
LEVEL AVAILABLE TODAY.  
”

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Milgard



## MILGARD MANUFACTURING

### INSTALLS *doc-link*™ TO IMPROVE CUSTOMER SERVICE AND INCREASE EFFICIENCIES

#### Company Background

Milgard started as a small glass company in Tacoma, WA in 1958 by Maurice Milgard and his son, Gary. Today, Milgard has evolved into a premier manufacturer of windows and doors for the construction industry with 16 manufacturing facilities across the United States. In July of 2002, Milgard was purchased by Masco Corporation. Masco owns a variety of companies that supply goods and services to the building industry.

#### Challenge

Like many companies with multiple manufacturing sites, Milgard processes their accounts payable in a centralized fashion with all invoices entered and processed at the corporate office in Tacoma. Over 30,000 AP invoices and 200,000 order processing documents are handled per month.

In late 1999, Milgard began looking at options to reduce or eliminate the filing of paperwork associated with the AP function. They reviewed various imaging options, including *doc-link*.

#### Solution

Altec analyzed the flow of documents at Milgard and developed a proposal for a document management system that replicated the paper trail but without the paper. With Altec's integrated document management solution, approved invoices are faxed or emailed directly from vendors or the remote manufacturing sites into the image server in Tacoma. Electronically, through *doc-link*'s document collator, the vendor invoices are assigned to AP processors. Each processor brings up the approved invoice image with the AP application into a "split screen" view making data entry into the voucher entry screen extremely easy. Milgard has chosen to provide dual monitors to their AP individuals. At completion of voucher entry, the image is automatically stored and indexed into the *doc-link* system, eliminating the need to file paper. When the AP check is generated, an image of the check is automatically retro-indexed with check number and date back to all of the invoices paid by that check. Thereafter, checks can be retrieved by invoice and invoices can be retrieved by check.

The system was implemented in mid-2000. Computer generated output (checks, check register, etc.) are now Electronic Report Management (ERM) processed and stored on the *doc-link* imaging server. All images are now available at the desktop and can be reviewed and faxed or emailed to anyone inside or outside Milgard. Hard copies of invoices are no longer needed.

#### Benefit

As a result of paperless processing, *doc-link* eliminated filing and decreased down time for researching transactions. Staffing costs in the AP department decreased and productivity increased resulting in a 30% overall improvement to the bottom line.

#### Solution-Phase 2

In the fall of 2001, Altec installed *doc-link* for order processing and sales related documents in the Hollister, CA plant. After the order information is entered in their business system, the order acknowledgement is printed and ERM captured by *doc-link*. This process allows the creation of the database to auto-index the scanned sales orders, diagrams, notes and other documents back to the order acknowledgement.

The shipper (a signed delivery receipt) is printed with a barcode of the order number, signed by the receiver and upon its return from the delivery, is scanned and indexed automatically using the bar code module.

Upon completion of the invoice preparation, the invoice is then printed to an ERM processing file and is automatically indexed in *doc-link*. All documents tied to the transaction are available for retrieval, viewing, emailing or faxing to the customers.

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### **Benefit-Phase 2**

By installing *doc-link*, the customer service personnel have order data and related documents at their fingertips to serve their customers on the first call. This has provided a major improvement in the handling of customer calls and has significantly increased efficiencies in processing orders.

Milgard's business philosophy for serving their customers is to provide the tools to employees to enable them to do the best job possible. ▲